



REAL DATA • REAL TIME • REAL RESULTS

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USER MANUAL

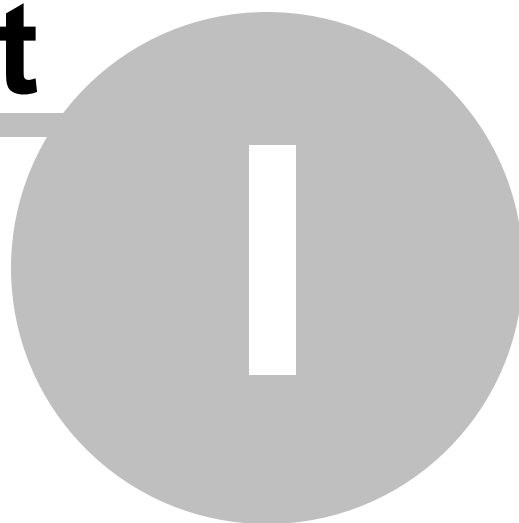
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BPAA's Customer Connect

Part



1 Welcome To BPAA's Customer Connect

BPAA's Customer Connect is a tool used to perform target marketing. The goal is to use BPAA's Customer Connect to effectively market products and services and to increase the number of times people visit bowling centers.

BPAA's Customer Connect is available to any BPAA member. The users of BPAA's Customer Connect can be:

- ❖ Independent center owners.
- ❖ Chains and multi-unit owners.

The independent center owners will use BPAA's Customer Connect to:

- ❖ Create a marketing database of customers and customer interests.
- ❖ Market leagues, events, and other offerings.
- ❖ Analyze the effectiveness of marketing plans.
- ❖ Measure employee productivity.
- ❖ Email Blast
- ❖ Text Messaging

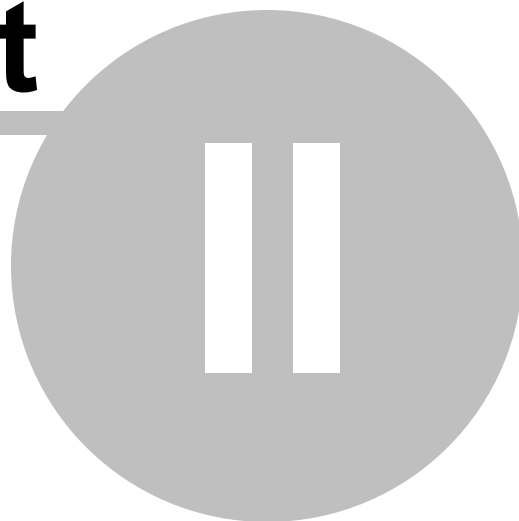
In addition to the above, chains and multi-unit owners will use BPAA's Customer Connect to:

- ❖ Combine data from multiple centers into one database.
- ❖ Market center products and services from a central location rather than from each center.

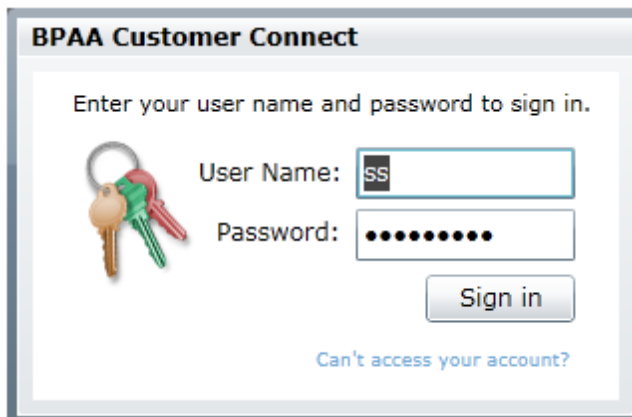
In terms of scope, BPAA's Customer Connect will execute marketing plans designed to market leagues, events, and other products to individuals or households. BPAA's Customer Connect can also be used to keep track of who signed up for a league or event.

BPAA's Customer Connect

Part



2 Log In

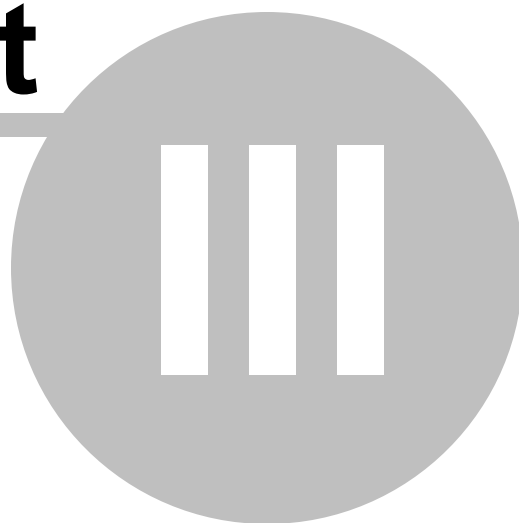


The image shows a login window titled "BPAA Customer Connect". Inside the window, there is a prompt "Enter your user name and password to sign in." To the left of the input fields is an icon of three keys (gold, green, and red). The "User Name:" label is followed by a text box containing "ss". The "Password:" label is followed by a text box filled with ten black dots. Below these fields is a "Sign in" button. At the bottom of the window, there is a blue hyperlink that says "Can't access your account?"

This is the login screen put in user name and password to sign in. If you forget your password you can click on the Cant access your account.

BPAA's Customer Connect

Part



3 Menus and Navigation

This Chapter will explain the Menus and Navigation inside of BPAA's Customer Connect.



- **Home:** Home is here the control panel will be.
- **Customers:** The Customers tab is where new customers are added and edited.
- **Groups:** The Groups tab is where you will add and edit various Interest groups as well as Organizations.
- **Leagues:** The Leagues tab is where you will view your various leagues. Both USBC and Non-Sanctioned leagues can be entered.
- **Events:** The Events tab is where you will add and edit various events that you are hosting both in center and across multiple centers.
- **Marketing:** The Marketing tab is where you View, Edit and run your marketing programs. These include Email Marketing , Text Marketing, Mailing and Call Campaigns.
- **Reports:** The Reports tab is where you will run the reports such as Birthday List, People List, Intent to Return Reports and League Rosters.
- **Tools and Settings:** The Tool and Setting tabs is where your program settings are made such as User Accounts Importing of Data, Name Sources as well as Marketing Program settings.

BPAA's Customer Connect

Part

IV

4 Customers Tab

Purpose of Customers Tab

Definition and guidelines for Customer

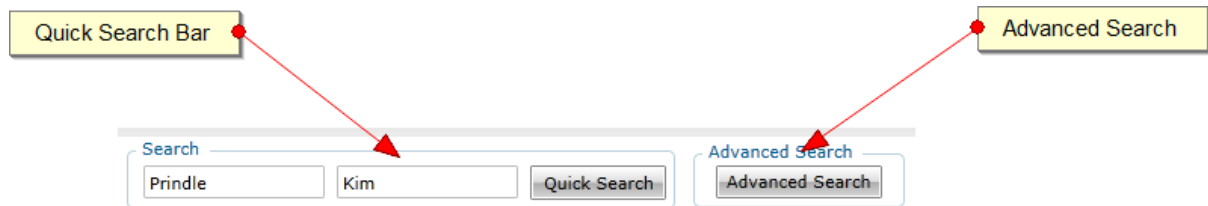
- ❖ A person should be in Customer Connect only once even though they might have multiple roles. A role is created for each league, event, organization, interest group, and household a person is member of.
- ❖ The Removing Duplicate People tool is used to merge and delete people who are in Customer Connect more than one time.

Purpose of People

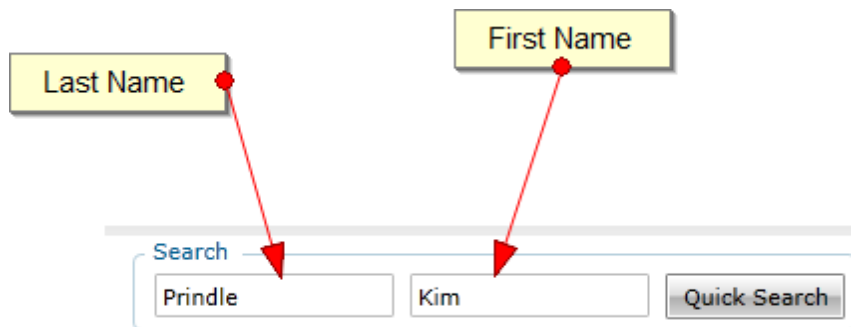
People are entered in Customer Connect so marketing programs can target them.

4.1 Searching and Finding People

The People Screen has a feature to search and find people (See Figure). Here you will choose from Quick search or more advanced search.



4.1.1 Quick Search

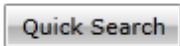


Quick Search bar

To do a Quick Search of people you just need to put the First and Last Name of the person you are looking for. If you do not know the full first and last you can put the letter that is begins with and do a search that way.

Search examples can be:

First Name Debbie Last Name W
First Name D Last Name Weber
First Name De Last Name Webber
First Name Last Name Webber
First Name Debbie Last Name+

Hit  and you search results will be displayed.

4.1.2 Advanced Search

The advanced Search is activated when you push the Advanced Search Button



When the button is activated a window will pop up to put in Criteria.

Customer Search

To search for people, select the search criteria and click the Search button.

First Name

MI

Last Name

Address

City

State

Zip Code

State

Phone

Gender

Select Gender

Name Source

Interest

Select NameSource

Select Interest

Email Address

Search

Cancel

After putting in the criteria hit search and the records will be displayed.

4.2 Create New Person



To add a new person to the Customer Connect Database hit click

This will bring up the add new person Screen.

Add New Person

General Information | Households | Game Profile | Groups | League Activity | Event Activity | Purchases | Notes

National ID: Gender:

First Name: Middle: Last Name: Jr, Sr, etc:

Address: Address Status:

City: State: Contact Method:

Zipcode: Country:

Email:

☐ OK to share name with third parties
☐ OK to send email

Primary Phone: ☐ OK to call primary phone Birthdate:

Secondary Phone: ☐ OK to call secondary phone Marital Status:

Cell Phone: ☐ OK to send text Name Source:

Fax number: ☐ OK to send fax

Save Cancel

Modify Person General Information Screen

4.2.1 General Information Tab

The first tab is the General Information for the new User. Here you will enter all the contact information for the new customer such as address and contact phone numbers. You also can choose what contact method the customer chooses to allow.

You can also set the name source here to specify what source this name came from such as National Data Service , Coupon , and any other name source that you specify.

Enter all the General information into the correct field.

The contact method drop down is where you can choose the contact that the person prefers.

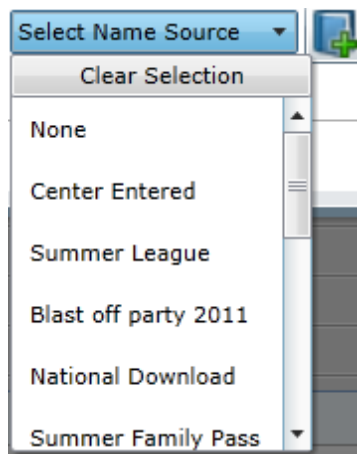
Contact Method Drop down

The OK to share radio buttons are important as they are where you will choose whether the customer will allow you to contact them by that method. If customer opts out you must remove the check mark and that person will no longer be included in that type of plan.

- | | |
|---|--|
| ☒ OK to share name with third parties | ☒ OK to call primary phone |
| ☒ OK to send email | ☒ OK to call secondary phone |
| | ☒ OK to send text |
| | ☒ OK to send fax |

Ok to contact radio buttons

The name source drop down allows you to choose where the customer came from and can be targeted to.



Name Source Drop Down Menu

To enter a new name source click . This will bring up the Add Name Source Screen.

Add Name Source

	Action	Name	Abbreviation
> ☒	 	None	None
☐	 	Center Entered	Center
☐	 	Summer League	SL
☐	 	Blast off party 2011	bop
☐	 	National Download	National
☐	 	Summer Family Pass	SFP
☐	 	Bowlopolis Blastoff	BBO
☐	 	Coupon Redemptions	CR
☐	 	Summer Kids Special	SKS
☐	 	Test 011112	TJ
Count 15			

Clear

Name:

Abbrev:

Save Discard

Page 1 of 1

Add Name Source Screen

You will see all the existing name sources and their abbreviations. To enter a new Name Source type the name that you want it called and the Abbreviation that you want and hit save. The name will be added to the list.

4.2.2 Households Tab

The Households tab is where you can view and group people that are in the same house.

Modifying Person Roy, karsten

General Information | **Households** | Game Profile | Groups | League Activity | Event Activity | Purchases | Notes

Action	Primary Contact	Address	City, State	EveningPhone	DayTimePhone
Click 'Add Household' to create new household.					

Save Cancel

Modify Person Households Screen

To add a household click This will bring up the Household Primary Contact Screen.

Household(s) Primary Contact

Action	Primary Contact	Address	City, State	EveningPhone	DayTimePhone
	Baggetta, Frank, J	647 N Railroad Ave, Staten Island, NY	Staten Island, NY	7189878346	
	Bruno, Victor, J	476 Clove Rd, Staten Island, NY	Staten Island, NY	7184421791	
	Goodheart, Harry, T	370 Van Name Avenue, Staten Island, NY	Staten Island, NY	7187271908	
	Katz, Adam, M	12 Daffodil Ct, Staten Island, NY	Staten Island, NY	7186054662	
	Williams, Bob				
	zavakos, Demetri				
	Habetler, David				
	Coykendall, Jon,				
	Herman, Christy				

Count 9

H < 1 > H Page 1 of 1

OK Cancel

Household Primary Contact

To add other members to the household click on  Next to the Primary Contact

Add Household

Primary Contact

Relationship

>	Baggetta, Frank, J	Primary Contact
	Armstead, Eric, A	Other
	Bilak, Edmund, S	Other
	Brush, Eddie,	Other
	Cairme, Enric,	Other
	Collins, Eric, S	Other
	Colucci, Edward, R	Other
	Cunningham, Edward,	Other
	Curtis, Edward, J	Other
	DeFazio, Ernest, L	Other
	Dela Paz, Eduvigis, A	Other
	DeMeglio, Ernie,	Other
	Devine, Edward, W	Other
	Count 78	

☐ Name:

Relationship:

Select Relationship

Address:

DaytimePhone:

EveningPhone:

Cell Phone:

Birthdate:

Age:

Gender:

1

2

3

4

...

Page 1 of 6

Click "Add Member" to add another person to this household.

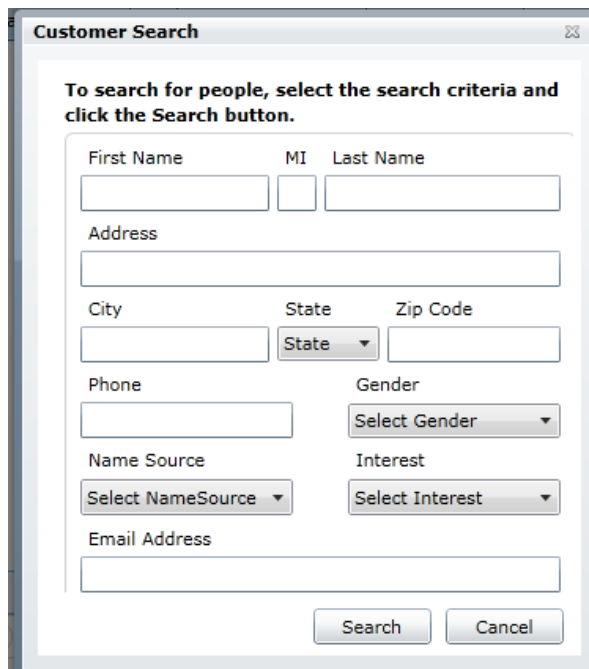
Click "Remove Member" to remove a person from this household.

Save

Cancel

Here you see the members that are in that household and add new members. To add a new member click

This will bring up the Customer Search Screen. Here you will enter the criteria that you are searching for.



Customer Search

To search for people, select the search criteria and click the Search button.

First Name MI Last Name

Address

City State Zip Code

Phone Gender

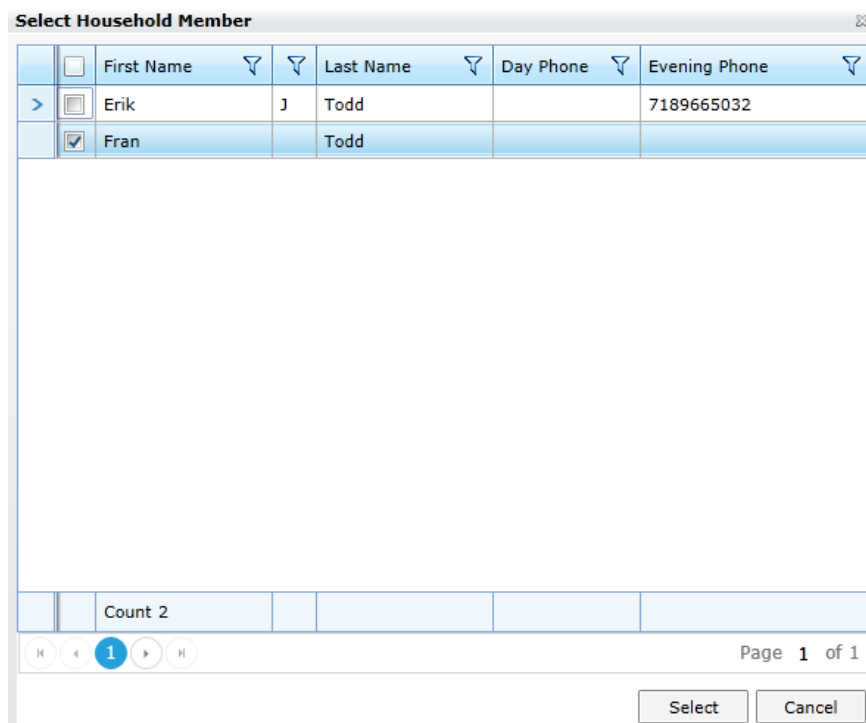
Name Source Interest

Email Address

Search Cancel

Customer Search

Hit search to bring up the customers that matched your search.



Select Household Member

	First Name	MI	Last Name	Day Phone	Evening Phone
>	Erik	J	Todd		7189665032
☒	Fran		Todd		

Count 2

Page 1 of 1

Select Cancel

Select Household Member

Put a check next to the name you want added and click Select.

4.2.3 Game Profile Tab

On the Game profile tab you can choose what type of game play the customer is interested in

Add New Person

General Information | Households | **Game Profile** | Groups | League Activity | Event Activity | Purchases | Notes

Game Type: **Bowling**

Bowling Profile

Interested in:

☐ Social Play ☐ USBC Play ☐ Instructional Play

☐ Family Play ☐ Competitive Play ☐ Substitute Play

☐ Open Play

Average: Frequency: **Select Frequency** Max Weeks: **Set Profile**

Save **Cancel**

Modify Person Game Profile Screen

To change the Game type you want to modify click the Select Game Type Drop Down.

Select GameType

Clear Selection

Billiards

Bowling

Club

Darts

League

Tournament

Select Game Type Drop Down

Choose the game type profile that you want to modify.

The Profile will display the entries for that particular profile.

The screenshot shows a software window titled "Add New Person" with a tabbed interface. The "Game Profile" tab is selected. Within this tab, the "Game Type" dropdown menu is set to "Bowling". Below this, a "Bowling Profile" section contains a group box labeled "Interested in:" which includes six checkboxes: "Social Play", "USBC Play", "Instructional Play", "Family Play", "Competitive Play", and "Substitute Play". At the bottom of this group box are three input fields: "Average:" (with a text box), "Frequency:" (with a dropdown menu currently showing "Select Frequency"), and "Max Weeks:" (with a text box). A "Set Profile" button is located to the right of these fields. At the bottom right of the window are "Save" and "Cancel" buttons.

Bowling Profile Screen

To add an interest just check the box next to the interest and to remove just remove the check mark. Then hit set profile to set the changes for that profile. You can edit multiple interest at the same time by clicking the game type drop down again and choosing another profile. All profiles are independent of each other. When you are finished editing hit the save button to save all changes.

4.2.4 Groups

Definition and guidelines for Groups

- ❖ An interest group is a group of people who have something in common.
- ❖ Some examples of interest groups include the following: bar patrons, birthday club members, coupon users, game room users, restaurant patrons, AARP members, and Corvette owners.

On the groups tab you can manage the groups that the customer belongs to. Here you will add and remove them from interest groups and organizations that you have in your database.

Action	Name	Desc	Organization	Address	Type	Phone	Website

Page 1 of 1

Save Cancel

Modify Person Groups Screen

The screen displays all the groups the customer currently belongs to and what type they are and contact information.

To add a new group click . This will bring up the Select Groups Screen.

Select Group(s)

☐	Name	Desc	Organizat	Address	T
☐	November Test Organization	November Test Organization	☒		
☐	Summer Family Pass	Summer Family Pass	☐		
☐	Live Entertainment	Test Interest Description	☐		
☐	Chamber of Commerce	Chamber of Commerce of Sta	☒	123 Main St., , Staten Island, N	C
☐	Test Group Name	Test Group Description	☐		
☐	Test Organization Name	Test Organization Description	☒	, Test Address2, , TX--ZM	T

Count 6

Page 1 of 1

OK Cancel

Select Groups

This displays all the groups that you have in your database. If the Group is grayed out the customer is already a member of that group. To add the customer to a new group put a check in the box next the name of the group. You can add to multiple groups at the same time.

To delete the customer from a group just click  next to the name of the group. This does not delete the group it just removes the customer from the group.

4.2.5 League Activity

On the League Activity Screen you will see all the leagues the customer is involved with along with the information on that league.

Add New Person

General Information	Households	Game Profile	Groups	League Activity	Event Activity	Purchases	Notes		
Action	League Name	Game Type	Players/Team	Total Teams	Next Session	Start Date	Start Time	Week Day	End Date

Page 1 of 1

Save Cancel

Modify Person Groups League Activity

To add customer to a new league click  This will bring up the Select Leagues Page displaying all the leagues in your database.

Select League(s)

	League Name	Game Type	Start Date	Start Time	Week Day	End Date
☐	Moday Night Mixed	Bowling	09/12/2011	18:30:00	Monday	11/25/2011
☐	New league	Billiards	09/20/2011	20:30:00	Tuesday	09/20/2012
☐	Ronny's Fun Bunch	Bowling	09/27/2011	18:30:00	Tuesday	11/01/2011
☐	Frank's Crazy Pinz	Bowling	09/04/2011	18:30:00	Sunday	12/05/2011
☐	asdfasfas	Bowling	10/30/2011	08:30:00	Sunday	12/01/2011

Count 5

Page 1 of 1

OK Cancel

Select Leagues

To add customer to the league put a check mark next to each league that you want to add the customer to. And hit OK.

You will be returned to the League Activity Screen with all the new leagues now added.

Modifying Person Roy, karsten

General Information		Households	Game Profile	Groups	League Activity	Event Activity	Purchases	Notes	
Action	League Name	Game Type	Players/Team	Total Teams	Next Session	Start Date	Start Time	Week Day	End Date
☒	Moday Night Mixed	Bowling	3	20	365	09/12/2011	18:30:00	Monday	11/25/2011
☒	New league	Billiards			365	09/20/2011	20:30:00	Tuesday	09/20/2012
☒	Ronny's Fun Bunch	Bowling	3	12	365	09/27/2011	18:30:00	Tuesday	11/01/2011
☒	asdfasfas	Bowling	11	2	365	10/30/2011	08:30:00	Sunday	12/01/2011
☒	Frank's Crazy Pinz	Bowling			365	09/04/2011	18:30:00	Sunday	12/05/2011

Count 5

Page 1 of 1

Save Cancel

League Activity with new leagues

To remove the customer from the league hit next to the league. The league will not be deleted but the customer will be removed from that league.

4.2.6 Event Activity

On the Event Activity Screen you will add the customer to events in your database.

Add New Person

General Information		Households	Game Profile	Groups	League Activity	Event Activity	Purchases	Notes
Action	Event Name	Game Type	Players/Team	Total Teams	Event Coordinator			

Page 1 of 1

Save Cancel

Modify Person Event Activity

To add customer to a new event that you have added in your database click This will bring up the Select Events Screen that displays all the events in your database.

Select Event(s)

	☐	Event Name	Game Type	Players	Total T	Next Session	Event Coordinator
>	☐	Chamber of Commerce Staff	Billiards	4		365	
	☐	American Airlines Corporate F				365	

Count 2

Page 1 of 1

OK Cancel

Select Events

If the event is grayed out the customer is already a member of that event. To add customer to new event put a check in the box next to the name(s) that you want to add the customer to. Hit OK when all have been selected

You will be returned to the Event Activity Screen with the new events now displaying.

Modifying Person Roy, karsten

General Information		Households	Game Profile	Groups	League Activity	Event Activity	Purchases	Notes
>	☐	American Airlines Corporate Party Nov. 11, 20						
	☐	Chamber of Commerce Staff Party	Billiards	4				

Modify Person Event Activity with new events screen

To remove the customer from an event click  next to the event that you want to remove them from. This will delete the person from that event.

Click save to save all your changes.

4.2.7 Purchases

On the purchases tab you can add all the products that the customer has purchased.

Modify Person Purchases

To add a purchase for a customer click on  This will bring up the Add Person Purchase Screen

	Product Name	Description	Unit Price
☐	Product 5	5	\$55.99
☐	dd	dd	\$33.99
☐	22	22	\$22.99
☐	sdsa		\$22.66
☐	Maxim Balls	Plastic Ball	\$75.45
☐	Pool Table	Green Pool Table	\$33.99
☐	Bowling Pins	Pink Balling Pins	\$29.99
☐	Heath Foods	Some great stuff	\$4.99

Add Person Purchase Screen

To add a purchase put a check mark next to the product the customer purchased. Enter the quantity purchased and hit select.

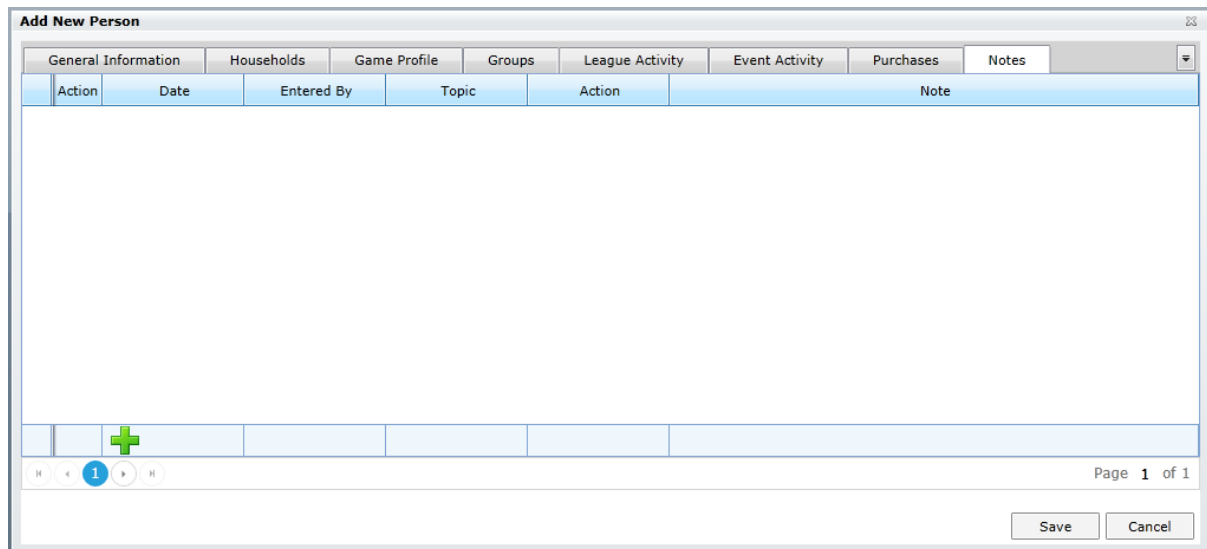
You will be returned to the Purchases screen with the new purchases entered. The Total price for the quantity that you specified will also be displayed.

You can edit the purchase by clicking on . This will bring the Add Purchase Screen up to make the changes.

To delete a purchase from the customer click on  next the purchase you want to delete.

4.2.8 Notes

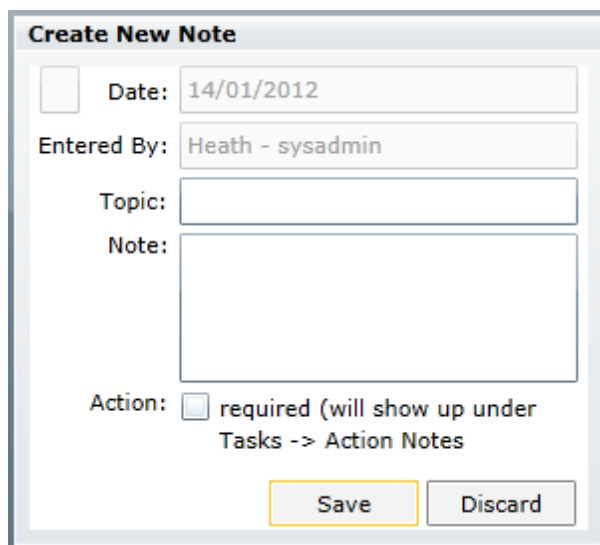
The notes tab is where you will enter and view notes about that customer.



The screenshot shows a web application window titled "Add New Person". It has a tabbed interface with tabs for "General Information", "Households", "Game Profile", "Groups", "League Activity", "Event Activity", "Purchases", and "Notes". The "Notes" tab is currently selected. Below the tabs is a table with the following columns: "Action", "Date", "Entered By", "Topic", "Action", and "Note". The table is currently empty. At the bottom of the table, there is a green plus icon in the "Action" column. Below the table is a pagination bar showing "Page 1 of 1". At the bottom right of the window are "Save" and "Cancel" buttons.

Modify Person Notes

To enter a new note about customer click  This will bring up the Create New Note Window.



The screenshot shows a "Create New Note" dialog box. It contains the following fields and controls:

- ☐ Date: 14/01/2012
- Entered By: Heath - sysadmin
- Topic:
- Note:
- Action: ☐ required (will show up under Tasks -> Action Notes)
- Buttons: Save, Discard

Create New Note Dialog Box

Enter a topic of the note and enter the content. If you want the Note to appear under your task you will need to put the check next to Action required.

Hit save and you will see the new note appear in the Notes tab.

Modifying Person Roy, karsten

General Information		Households	Game Profile	Groups	League Activity	Event Activity	Purchases	Notes
Action	Date	Entered By	Topic	Action	Note			
		Heath - sysadmin	Customer recognition	☒	The customer has bowled 5 300's this year			

Count 1 

Page 1 of 1

Save Cancel

Modify Person Notes with new notes.

To delete the not click  next to the note you want deleted.

4.3 Editing Person

4.3.1 General Information

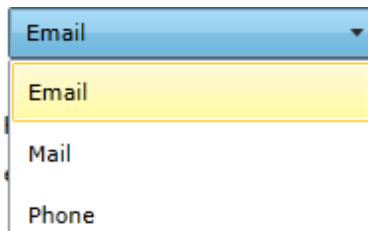
Modify Person General Information Screen

This page displays all the general information about the customer.

The address status will let you know that your address has been verified or not. If there is an issue with the address that status will be displayed.

Address Status Drop Down

The contact method drop down is where you can choose the contact that the person prefers.



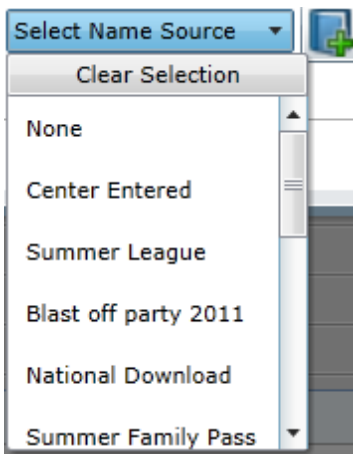
Contact Method Drop down

The OK to share radio buttons are important as they are where you will choose whether the customer will allow you to contact them by that method. If customer opts out you must remove the check mark and that person will no longer be included in that type of plan.

- ☒ OK to share name with third parties
- ☒ OK to send email
- ☒ OK to call primary phone
- ☒ OK to call secondary phone
- ☒ OK to send text
- ☒ OK to send fax

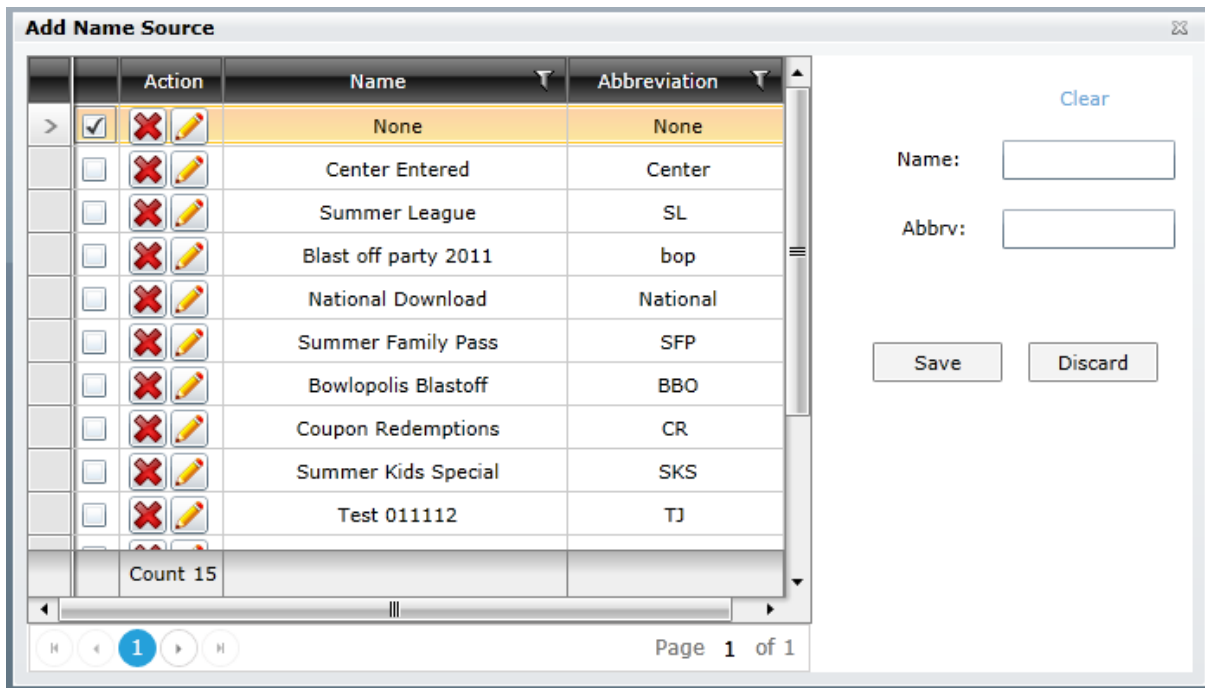
Ok to contact radio buttons

The name source drop down allows you to choose where the customer came from and can be targeted to.



Name Source Drop Down Menu

To enter a new name source click . This will bring up the Add Name Source Screen.



The 'Add Name Source' screen displays a table of existing name sources. The table has columns for 'Action', 'Name', and 'Abbreviation'. The first row is highlighted in yellow and shows 'None' for both Name and Abbreviation. Subsequent rows include 'Center Entered' (Center), 'Summer League' (SL), 'Blast off party 2011' (bop), 'National Download' (National), 'Summer Family Pass' (SFP), 'Bowlopolis Blastoff' (BBO), 'Coupon Redemptions' (CR), 'Summer Kids Special' (SKS), and 'Test 011112' (TJ). Each row has a checkbox in the 'Action' column and a red 'X' icon. To the right of the table is a 'Clear' link and two input fields labeled 'Name:' and 'Abbrev:'. Below these are 'Save' and 'Discard' buttons. At the bottom of the table, it says 'Count 15'. The page number 'Page 1 of 1' is shown at the bottom right.

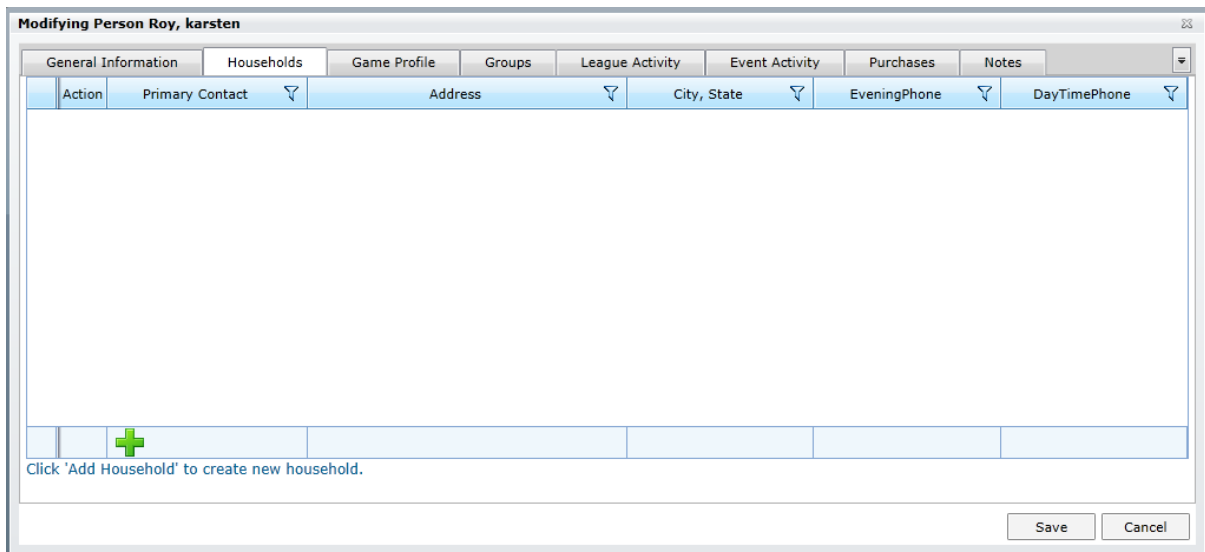
Action	Name	Abbreviation
☒	None	None
☐	Center Entered	Center
☐	Summer League	SL
☐	Blast off party 2011	bop
☐	National Download	National
☐	Summer Family Pass	SFP
☐	Bowlopolis Blastoff	BBO
☐	Coupon Redemptions	CR
☐	Summer Kids Special	SKS
☐	Test 011112	TJ

Add Name Source Screen

You will see all the existing name sources and their abbreviations. To enter a new Name Source type the name that you want it called and the Abbreviation that you want and hit save. The name will be added to the list.

4.3.2 Households

The Households tab is where you can view and group people that are in the same house.



The 'Modify Person Roy, karsten' screen shows a tabbed interface with 'Households' selected. The 'Households' tab contains a table with columns: 'Action', 'Primary Contact', 'Address', 'City, State', 'EveningPhone', and 'DayTimePhone'. The table is currently empty. Below the table is a green plus icon and the text 'Click 'Add Household' to create new household.' At the bottom right are 'Save' and 'Cancel' buttons.

Modify Person Households Screen

To add a household click  This will bring up the Household Primary Contact Screen.

Household(s) Primary Contact

	Action	Primary Contact	Address	City, State	EveningPhone	DayTimePhone
>	 	Baggetta, Frank, J	647 N Railroad Ave, Staten Island, NY 10314	Staten Island, NY	7189878346	
	 	Bruno, Victor, J	476 Clove Rd, Staten Island, NY 10314	Staten Island, NY	7184421791	
	 	Goodheart, Harry, T	370 Van Name Avenue, Staten Island, NY 10314	Staten Island, NY	7187271908	
	 	Katz, Adam, M	12 Daffodil Ct, Staten Island, NY 10314	Staten Island, NY	7186054662	
	 	Williams, Bob				
	 	zavakos, Demetri				
	 	Habetler, David				
	 	Coykendall, Jon,				
	 	Herman, Christy				
		Count 9				

Page 1 of 1

OK Cancel

Household Primary Contact

On this page you will enter the primary contact for the new Household. Hit ok to add the contact. You will be returned to the Households Screen with the new primary contact displayed.

Modifying Person Roy, karsten

General Information	Households	Game Profile	Groups	League Activity	Event Activity	Purchases	Notes											
<table border="1"> <thead> <tr> <th>Action</th> <th>Primary Contact</th> <th>Address</th> <th>City, State</th> <th>EveningPhone</th> <th>DayTimePhone</th> </tr> </thead> <tbody> <tr> <td> </td> <td>Baggetta, Frank, J</td> <td>647 N Railroad Ave, Staten Island-NY, 10304</td> <td>Staten Island, NY</td> <td>7189878346</td> <td></td> </tr> </tbody> </table>	Action	Primary Contact	Address	City, State	EveningPhone	DayTimePhone	 	Baggetta, Frank, J	647 N Railroad Ave, Staten Island-NY, 10304	Staten Island, NY	7189878346							
Action	Primary Contact	Address	City, State	EveningPhone	DayTimePhone													
 	Baggetta, Frank, J	647 N Railroad Ave, Staten Island-NY, 10304	Staten Island, NY	7189878346														

To add other members to the household click on  Next to the Primary Contact

This will bring up the Add Household Screen

Add Household

	Primary Contact	Relationship
>	Baggetta, Frank, J	Primary Contact
	Armstead, Eric, A	Other
	Bilak, Edmund, S	Other
	Brush, Eddie,	Other
	Cairme, Enric,	Other
	Collins, Eric, S	Other
	Colucci, Edward, R	Other
	Cunningham, Edward,	Other
	Curtis, Edward, J	Other
	DeFazio, Ernest, L	Other
	Dela Paz, Eduvigis, A	Other
	DeMeglio, Ernie,	Other
	Devine, Edward, W	Other
	Count 78	

☐ Name:
Relationship:
Address:
DaytimePhone:
EveningPhone:
Cell Phone:
Birthdate:
Age:
Gender:

Page 1 of 6

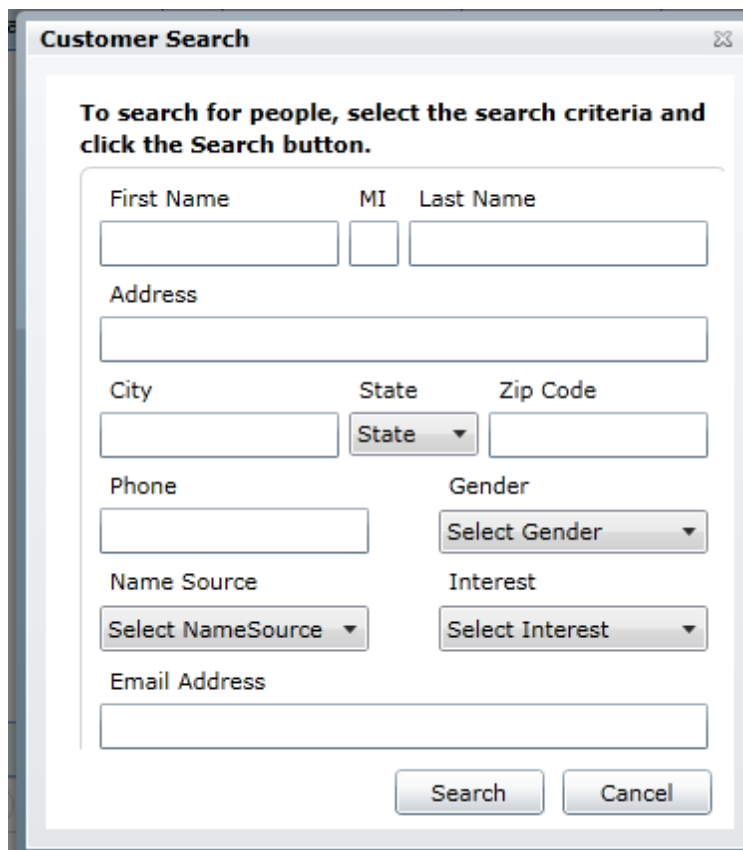
Click "Add Member" to add another person to this household.
Click "Remove Member" to remove a person from this household.

SaveCancel

Add Household Screen

Here you see the members that are in that household and add new members. To add a new member click 

This will bring up the Customer Search Screen. Here you will enter the criteria that you are searching for.



The image shows a 'Customer Search' dialog box with a title bar and a close button. Inside, there is a instruction: 'To search for people, select the search criteria and click the Search button.' Below this, there are several input fields and dropdown menus arranged in a grid-like fashion. The fields include: First Name, MI (a small square box), Last Name, Address, City, State (a dropdown menu showing 'State'), Zip Code, Phone, Gender (a dropdown menu showing 'Select Gender'), Name Source (a dropdown menu showing 'Select NameSource'), Interest (a dropdown menu showing 'Select Interest'), and Email Address. At the bottom right, there are two buttons: 'Search' and 'Cancel'.

Customer Search

To search for people, select the search criteria and click the Search button.

First Name MI Last Name

Address

City State Zip Code

Phone Gender

Name Source Interest

Email Address

Search Cancel

Customer Search

Hit search to bring up the customers that matched your search.

Select Household Member ✕

	☐	First Name		Last Name	Day Phone	Evening Phone
>	☐	Erik	J	Todd		7189665032
	☒	Fran		Todd		

	Count 2				
--	---------	--	--	--	--

1

Page 1 of 1

Select

Cancel

Select Household Member

Put a check next to the name you want added and click Select.

4.3.3 Game Profile

On the Game profile tab you can choose what type of game play the customer is interested in

Modify Person Game Profile Screen

To change the Game type you want to modify click the Select Game Type Drop Down.

Select Game Type Drop Down

Choose the game type profile that you want to modify.

The Profile will display the entries for that particular profile.

Modifying Person Roy, karsten

General Information | Households | **Game Profile** | Groups | League Activity | Event Activity | Purchases | Notes

Game Type: **Bowling**

Bowling Profile

Interested in:

- ☒ Social Play
- ☒ USBC Play
- ☐ Instructional Play
- ☒ Family Play
- ☒ Competitive Play
- ☒ Substitute Play
- ☒ Open Play

Average: Frequency: **Monthlv** Max Weeks: **Set Profile**

Save **Cancel**

Bowling Profile Screen

To add an interest just check the box next to the interest and to remove just remove the check mark. Then hit set profile to set the changes for that profile. You can edit multiple interest at the same time by clicking the game type drop down again and choosing another profile. All profiles are independent of each other. When you are finished editing hit the save button to save all changes.

4.3.4 Groups

On the groups tab you can manage the groups that the customer belongs to. Here you will add and remove them from interest groups and organizations that you have in your database.

Modifying Person Roy, karsten

General Information		Households	Game Profile	Groups	League Activity	Event Activity	Purchases	Notes
Action	Name	Desc	Organizat	Address	Typ	Phone	Website	
> 	Test Group Name	Test Group Description	☐	0-				
	Test Organization Name	Test Organization Description	☒	Test Address2 28-	Test Or	1234567890	www.gmail.com	

Count 2 

Page 1 of 1

Save Cancel

Modify Person Groups Screen

The screen displays all the groups the customer currently belongs to and what type they are and contact information.

To add a new group click . This will bring up the Select Groups Screen.

Select Group(s)

☐	Name	Desc	Organizat	Address	T
> ☐	November Test Organization	November Test Organization	☒	, , , -	
☐	Summer Family Pass	Summer Family Pass	☐		
☐	Live Entertainment	Test Interest Description	☐		
☐	Chamber of Commerce	Chamber of Commerce of Sta	☒	123 Main St., , Staten Island, I	C
☐	Test Group Name	Test Group Description	☐		
☐	Test Organization Name	Test Organization Description	☒	, Test Address2, , TX--ZM	T

Count 6

Page 1 of 1

OK Cancel

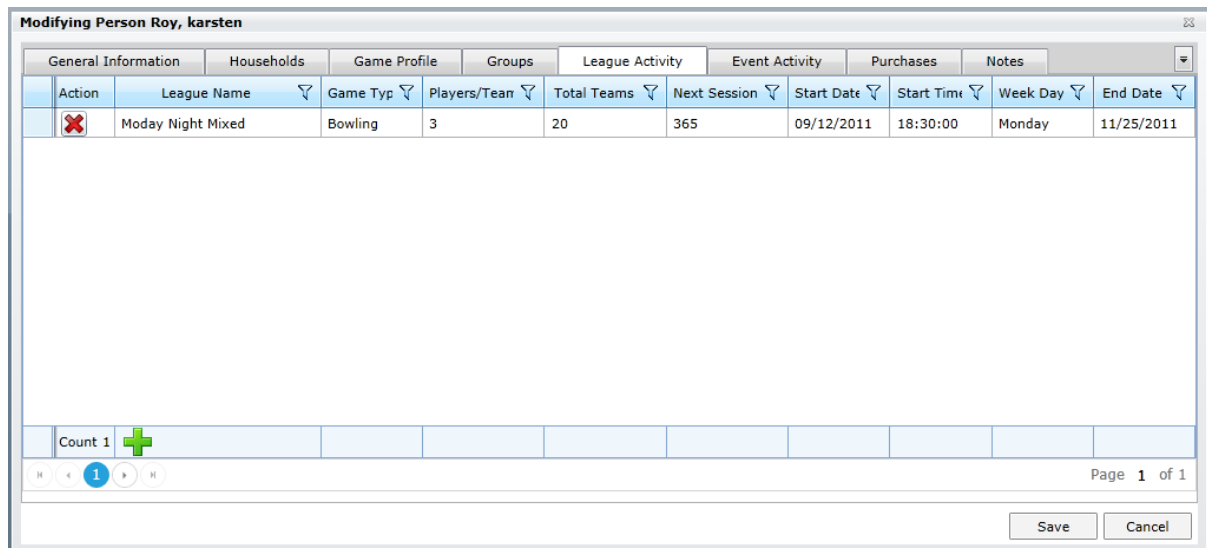
Select Groups

This displays all the groups that you have in your database. If the Group is grayed out the customer is already a member of that group. To add the customer to a new group put a check in the box next the name of the group. You can add to multiple groups at the same time.

To delete the customer from a group just click  next to the name of the group. This does not delete the group it just removes the customer from the group.

4.3.5 League Activity

On the League Activity Screen you will see all the leagues the customer is involved with along with the information on that league.



Action	League Name	Game Type	Players/Team	Total Teams	Next Session	Start Date	Start Time	Week Day	End Date
	Moday Night Mixed	Bowling	3	20	365	09/12/2011	18:30:00	Monday	11/25/2011

Count 1 

Page 1 of 1

Save Cancel

Modify Person Groups League Activity

To add customer to a new league click  This will bring up the Select Leagues Page displaying all the leagues in your database.

Select League(s)

☐	League Name	Game Type	Start Date	Start Time	Week Day	End Date
☐	Moday Night Mixed	Bowling	09/12/2011	18:30:00	Monday	11/25/2011
☐	New league	Billiards	09/20/2011	20:30:00	Tuesday	09/20/2012
☐	Ronny's Fun Bunch	Bowling	09/27/2011	18:30:00	Tuesday	11/01/2011
☐	Frank's Crazy Pinz	Bowling	09/04/2011	18:30:00	Sunday	12/05/2011
☐	asdfasfas	Bowling	10/30/2011	08:30:00	Sunday	12/01/2011

Count 5

Page 1 of 1

OK Cancel

Select Leagues

To add customer to the league put a check mark next to each league that you want to add the customer to. And hit OK.

You will be returned to the League Activity Screen with all the new leagues now added.

Modifying Person Roy, karsten

General Information		Households	Game Profile	Groups	League Activity	Event Activity	Purchases	Notes	
Action	League Name	Game Type	Players/Team	Total Teams	Next Session	Start Date	Start Time	Week Day	End Date
☒	Moday Night Mixed	Bowling	3	20	365	09/12/2011	18:30:00	Monday	11/25/2011
☒	New league	Billiards			365	09/20/2011	20:30:00	Tuesday	09/20/2012
☒	Ronny's Fun Bunch	Bowling	3	12	365	09/27/2011	18:30:00	Tuesday	11/01/2011
☒	asdfasfas	Bowling	11	2	365	10/30/2011	08:30:00	Sunday	12/01/2011
☒	Frank's Crazy Pinz	Bowling			365	09/04/2011	18:30:00	Sunday	12/05/2011

Count 5

Page 1 of 1

Save Cancel

League Activity with new leagues

To remove the customer from the league hit ☒ next to the league. The league will not be deleted but the customer will be removed from that league.

Hit the save button to save your changes.

4.3.6 Event Activity

On the Event Activity Screen you will view and add the customer to events in your database.

The screenshot shows a window titled "Modifying Person Roy, karsten" with a tabbed interface. The "Event Activity" tab is selected. The table has columns: Action, Event Name, Game Type, Players/Team, Total Teams, and Event Coordinator. One row is visible: "American Airlines Corporate Party Nov. 11, 2011" with a red 'X' in the Action column. At the bottom, there is a "Count 1" label with a green plus icon, a pagination bar showing "1" of 1, and "Save" and "Cancel" buttons.

Action	Event Name	Game Type	Players/Team	Total Teams	Event Coordinator
>	American Airlines Corporate Party Nov. 11, 2011				

Count 1

Page 1 of 1

Save Cancel

Modify Person Event Activity

To add customer to a new event that you have added in your database click This will bring up the Select Events Screen that displays all the events in your database.

The screenshot shows a window titled "Select Event(s)". The table has columns: Event Name, Game Type, Players, Total T, Next Session, and Event Coordinator. Two rows are visible: "Chamber of Commerce Staff" (Billiards, 4 players, 365 total teams) and "American Airlines Corporate f" (365 total teams). The second row is grayed out. At the bottom, there is a "Count 2" label, a pagination bar showing "1" of 1, and "OK" and "Cancel" buttons.

☐	Event Name	Game Type	Players	Total T	Next Session	Event Coordinator
☐	Chamber of Commerce Staff	Billiards	4		365	
☐	American Airlines Corporate f				365	

Count 2

Page 1 of 1

OK Cancel

Select Events

If the event is grayed out the customer is already a member of that event. To add customer to new event

put a check in the box next to the name(s) that you want to add the customer to. Hit OK when all have been selected

You will be returned to the Event Activity Screen with the new events now displaying.

Modifying Person Roy, karsten								
General Information		Households	Game Profile	Groups	League Activity	Event Activity	Purchases	Notes
Action	Event Name	Game Type	Players/Team	Total Teams	Event Coordinator			
>	American Airlines Corporate Party Nov. 11, 20							
	Chamber of Commerce Staff Party	Billiards	4					

Modify Person Event Activity with new events screen

To remove the customer from an event click next to the event that you want to remove them from. This will delete the person from that event.

Click save to save all your changes.

4.3.7 Purchases

On the purchases tab you can see all the products that the customer has purchased.

Modifying Person Roy, karsten								
General Information		Households	Game Profile	Groups	League Activity	Event Activity	Purchases	Notes
Action	Date	Entered By	Topic	Action	Note			

Page 1 of 1

Save Cancel

Modify Person Purchases

To add a purchase for a customer click on This will bring up the Add Person Purchase Screen

Add Person Purchase

Drag a column header and drop it here to group by that column

		Product Name	Description	Unit Price
>	☐	Product 5	5	\$55.99
	☐	dd	dd	\$33.99
	☐	22	22	\$22.99
	☐	sdsa		\$22.66
	☐	Maxim Balls	Plastic Ball	\$75.45
	☐	Pool Table	Green Pool Table	\$33.99
	☐	Bowling Pins	Pink Balling Pins	\$29.99
	☐	Heath Foods	Some great stuff	\$4.99

Date:

Name:

Description:

Unit Price:

Quantity:

Select Cancel

Add Person Purchase Screen

To add a purchase put a check mark next to the product the customer purchased. Enter the quantity purchased and hit select.

You will be returned to the Purchases screen with the new purchases entered. The Total price for the quantity that you specified will also be displayed.

You can edit the purchase by clicking on . This will bring the Add Purchase Screen up to make the changes.

To delete a purchase from the customer click on  next the purchase you want to delete.

4.3.8 Notes

The notes tab is where you will enter and view notes about that customer.

Modifying Person Roy, karsten

General Information Households Game Profile Groups League Activity Event Activity Purchases Notes

Action	Date	Entered By	Topic	Action	Note

Page 1 of 1

Save Cancel

Modify Person Notes

To enter a new note about customer click  This will bring up the Create New Note Window.

Create New Note

☐ Date: 14/01/2012

Entered By: Heath - sysadmin

Topic:

Note:

Action: ☐ required (will show up under Tasks -> Action Notes)

Save Discard

Create New Note Dialog Box

Enter a topic of the note and enter the content. If you want the Note to appear under your task you will need to put the check next to Action required.

Hit save and you will see the new note appear in the Notes tab.

Modifying Person Roy, karsten

General Information		Households	Game Profile	Groups	League Activity	Event Activity	Purchases	Notes
Action	Date	Entered By	Topic	Action	Note			
		Heath - sysadmin	Customer recognition	☒	The customer has bowled 5 300's this year			

Count 1 

Page 1 of 1

Save Cancel

Modify Person Notes with new notes.

To delete the note click  next to the note you want deleted.

4.4 Export

Enter topic text here.

BPAA's Customer Connect

Part

V

5 Groups

Interest Groups			Organizations		
Action	Interest Name	Interest Description	Action	Organization Name	Organization Description
>	Summer Family Pass	Summer Family Pass	>	November Test Organization	November Test Organization
>	Live Entertainment	Test Interest Description	>	Chamber of Commerce	Chamber of Commerce of Staten Island

5.1 Add New Interest Group



To add a new Interest group you will click

This will bring up the Add Interest Window.

Add Interest

Name:

Description:

Members **Notes**

	Action	First Name	MI	Last Name

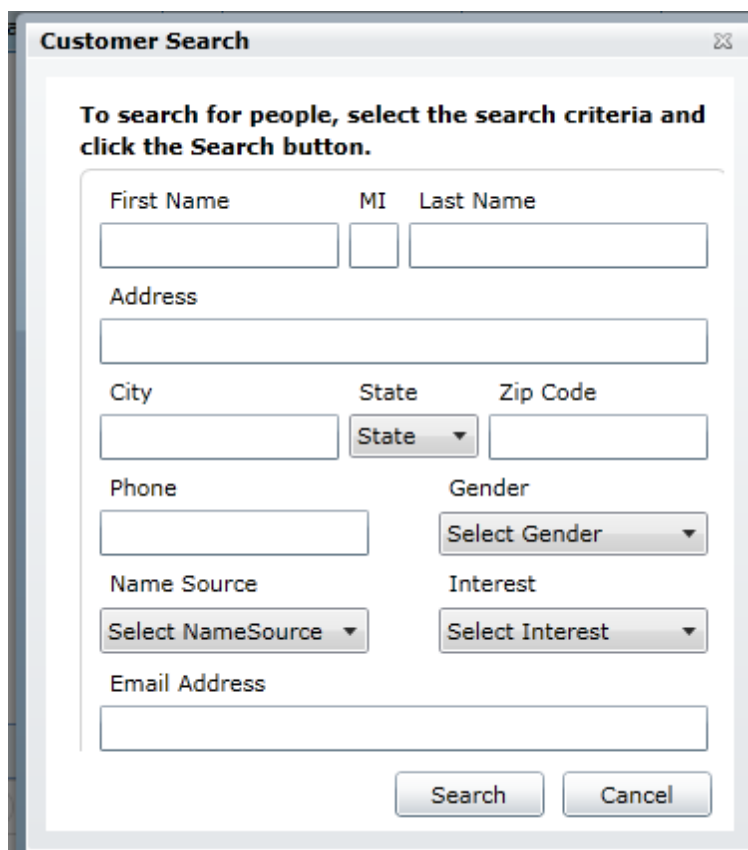
Page 1 of 1

Save Cancel

To add the new Interest Group put a name for the group in the name box and a description of the group in the description box. The name is a required field and must be entered before you can save.

You will then need to add customers to that group. To do this you will click the 

This will bring up the customer search window.



Customer Search

To search for people, select the search criteria and click the Search button.

First Name MI Last Name

Address

City State Zip Code

Phone Gender

Name Source Interest

Email Address

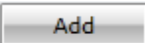
Search Cancel

The image shows a 'Customer Search' dialog box with a title bar and a close button. Inside, there is a text instruction: 'To search for people, select the search criteria and click the Search button.' Below this, there are several input fields and dropdown menus arranged in a form. The fields are: 'First Name', 'MI' (a small square input), 'Last Name', 'Address' (a single-line text box), 'City', 'State' (a dropdown menu showing 'State'), 'Zip Code', 'Phone', 'Gender' (a dropdown menu showing 'Select Gender'), 'Name Source' (a dropdown menu showing 'Select NameSource'), 'Interest' (a dropdown menu showing 'Select Interest'), and 'Email Address' (a single-line text box). At the bottom right of the dialog, there are two buttons: 'Search' and 'Cancel'.

Enter all Criteria and hit search this will bring up the Add Group Member Box

The screenshot shows a window titled "Add Group Member" with a table of customer data. Each row has a checkbox in the first column. All checkboxes are checked. The table has columns for First Name, Last Name, Day Phone, and Evening Phone. At the bottom of the table, it says "Count 2887". Below the table is a pagination bar with buttons for "1", "2", "3", "4", and "...", and "Page 1 of 193". At the bottom of the window are three buttons: "Select All", "Add", and "Cancel".

☐	First Name	Last Name	Day Phone	Evening Phone
☒	Scott	robbins		
☒	Dale	Span		
☒	Shane	Leween		
☒	Bob	Williams		
☒	Robin	douglas		
☒	Barbara	Speer		
☒	Filippo	Corradi		
☒	Cathie	Figlewski		
☒	Paul	Fabianski		
☒	Carol	Gauthier		
☒	Mark	Rexroad		
☒	James	Berg		
☒	Dan	Shopa		
	Count 2887			

Here you can put the check mark in all the people that you want to add to that group. Once you have all the customers that you want added click on 

This will take you back to the add interest window with the new customers added to the group.

Add Interest

Name:

Description:

Members Notes

	☐	Action	First Name	MI	Last Name
>	☐	✗	Kim		Prindle
	☐	✗	Bruce		Vanmetre
	☐	✗	Carol		Ehlinger
	☐	✗	Ricky		Roberts
	☐	✗	Debbie		Love
	☐	✗	Anne		Campbelle
	☐	✗	Sarah		Letscher
		Count 15	+		

Page 1 of 1

Save Cancel

Next you can add notes for that group by clicking on the notes tab.

Add Interest

Name: BPAA Customer Connect

Description: This group is all the new users

Members Notes

Topic	Note
-------	------

Date: 1/5/2012

Entered By: ss

Topic:

Note:

Action: ☐ required "(will show up under tasks->action notes)"

Add Note Delete Note

Page 1 of 1

Save Cancel

After adding the notes you will click on the add note button to add the note or delete the note button to delete any note.

Hit save to save all your changes to the Interest Group.

5.2 Edit Interest Group

To Edit a Interest group you need to click on the groups tab. This will bring up the Interest and Organizations that are currently in your database.

			Home Customers Groups Leagues Events Marketing Reports Tools & Settings		
Interest Groups + New			Organizations + New		
Action	Interest Name	Interest Description	Action	Organization Name	Organization Description
>	Summer Family Pass	Summer Family Pass	>	November Test Organization	November Test Organization
	Live Entertainment	Test Interest Description		Chamber of Commerce	Chamber of Commerce of Staten Island
Count 2 Page 1 of 1			Count 2 Page 1 of 1		

To edit an interest group you will need to click on next to the name of the group that you want to edit. This will bring up the Edit Interest Group window.

Edit Interest

Name: Summer Family Pass

Description: Summer Family Pass

☒ Add To MarketingPlan

Plan Name: Nov Group Plan

Plan Type: ☒ Email Plan ☒ Text Plan ☐ Call Plan ☐ Mail Plan

Members Notes

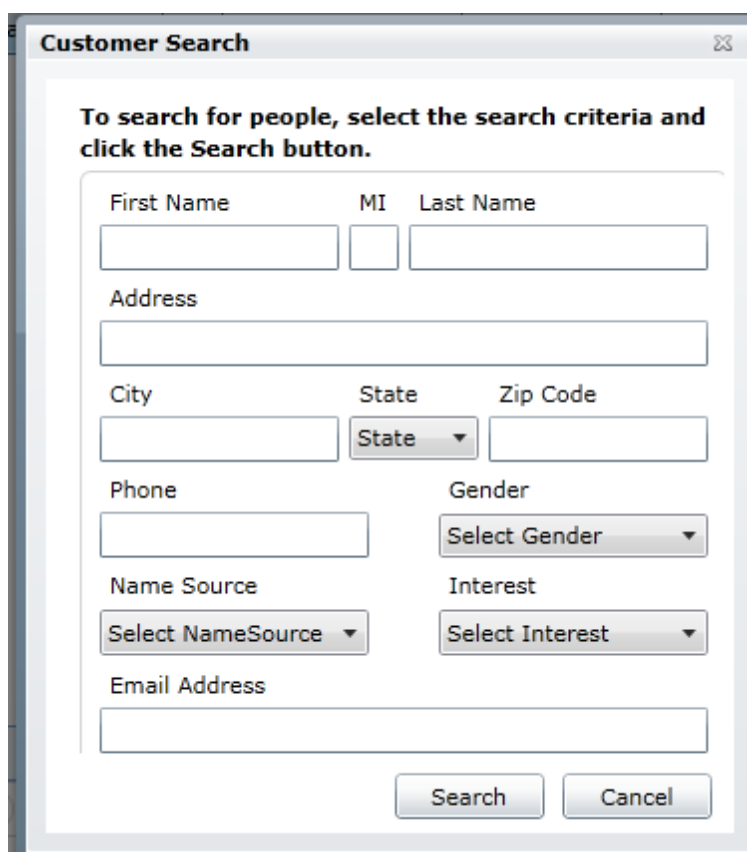
	Action	First Name	MI	Last Name
>		Marc		Adams
		Joe	M	Adinolfi
		John		Affissio
		Richard		Agnello
		John		Ahlborn
		Jules	D	Abrahams
		Frank		Abbruscato
	Count 10			

Page 1 of 1

Save Cancel

Here you can make changes to the group and make a marketing plan based on this group. All the members of that group are displayed. You can add new members by clicking on

This will bring up the Customer Search Window.



Customer Search

To search for people, select the search criteria and click the Search button.

First Name MI Last Name

Address

City State Zip Code

Phone Gender

Name Source Interest

Email Address

Search Cancel

The dialog box contains several input fields and dropdown menus for searching customers. The fields are arranged in a grid-like fashion. At the bottom, there are two buttons: 'Search' and 'Cancel'.

Put the criteria that you want to search on and hit search.

This will bring up the add group member page with all the customers that match that criteria.

Add Group Member

☐	First Name	Last Name	Day Phone	Evening Phone
☐	Carol	Ehlinger		
☐	Ricky	Roberts		
☐	Debbie	Love		
☐	Kim	Prindle		
☐	Bruce	Vanmetre		
☐	Anne	Campbelle		
☐	Sarah	Letscher		
☐	Allen	Larsen		
☐	Jeff	Boje		
☐	Rick	Harrington		
☐	Len	Schafer		
☐	Judy	Cole		
☐	Kristi	Greer		
Count 2905				

Page 1 of 194

Select All Add Cancel

To add customers put a check mark in the name(s) that you want added and hit

Add

This will take you to the Edit Interest Window with all the Added customers being displayed along with current members.

You can also create Marketing plans for this group by putting the check mark in the box next to Add to Marketing Plan and then choose the plan type(s) that you want to create.

☒ Add To MarketingPlan

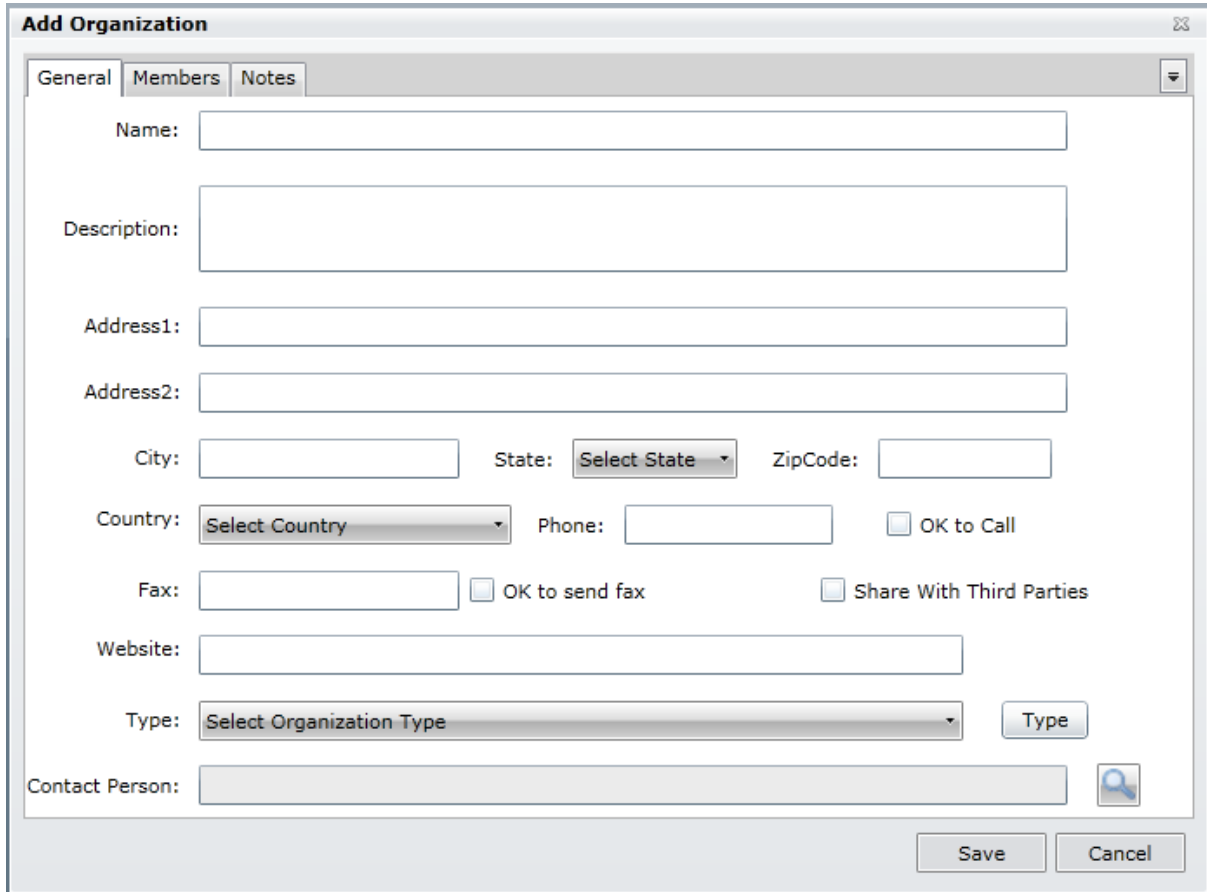
Plan Name:

Plan Type: ☒ Email Plan ☒ Text Plan ☐ Call Plan ☐ Mail Plan

When you have made all the changes to that group hit save to save the changes.

5.3 Add New Organization Group

To add a new Organization Group click on  next to Organizations. This will bring up the Add Organization Window.



On this screen you have 3 tabs. The first tab is the General Tab and this is where you will enter all the general information about the organization. You can also tell what kind of organization this is by clicking on the Select Organization Drop Down.

Type: **Select Organization Type**

Person:

- Biotech Bt
- Cable TV Cab
- Test tt
- tewtew tt
- Test Group TG
- TestTest TT

You can choose from the existing types in your database or you can add a new type by clicking on

Type

This will bring the Organization Type screen up. .

Organization Type

Type Name:

Abbreviation:

Action	Type Name	Type Abb
> ✖	Testing123456	T123456
✖	Holiday Party	HP
✖	Test Group	TG
✖	Test Organization Group	TOG

Count 4

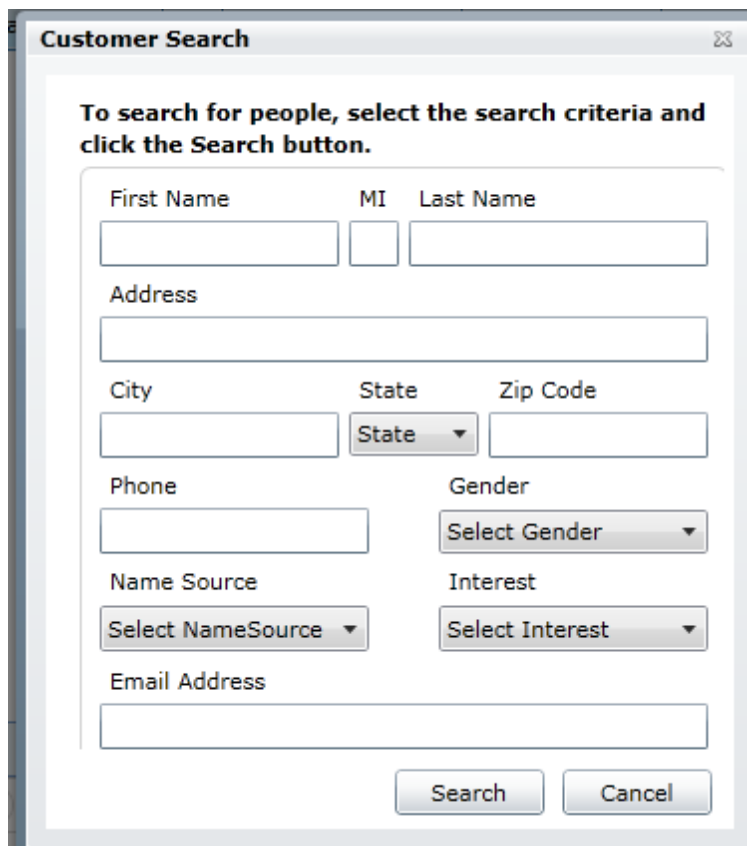
Page 1 of 1

Here you will see all the existing organizations currently in your database and the abbreviation for that group. To add a new group just type the name in the Type Name box and enter the abbreviation you

want for that group. Then hit . The new group will now be displayed in the list of organizations. Click the close button to be returned to the Add Organization screen. Now you can hit the Type Drop down box and the new organization is now displayed and can be chosen.

You can then chose the Contact person for that organization. To do this click on  next to Contact Person Box.

This will bring up the Customer Search Screen



Customer Search

To search for people, select the search criteria and click the Search button.

First Name MI Last Name

Address

City State Zip Code

Phone Gender

Name Source Interest

Email Address

Put in the search criteria that you want to search by and hit search.

This will bring up the Add Organization window up with the Contact Person now displayed.

The next tab is the Members Tab. On this tab you will add all the new members to the group.

Add Organization

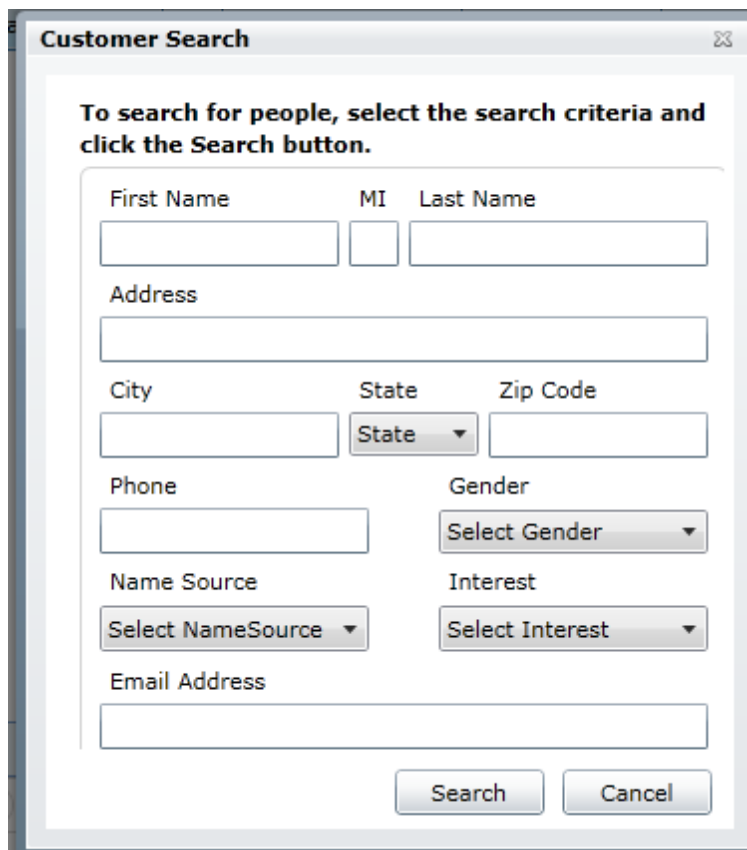
General Members Notes

Action	First Name	MI	Last Name

Page 1 of 1

Save Cancel

To add new members click on  This will bring up the Customer Search Window.



Customer Search

To search for people, select the search criteria and click the Search button.

First Name MI Last Name

Address

City State Zip Code

Phone Gender

Name Source Interest

Email Address

Search Cancel

The dialog box is titled "Customer Search" and contains a search form. The form includes fields for First Name, MI (Middle Initial), Last Name, Address, City, State (a dropdown menu), Zip Code, Phone, Gender (a dropdown menu), Name Source (a dropdown menu), Interest (a dropdown menu), and Email Address. At the bottom right are "Search" and "Cancel" buttons.

Enter your search criteria and hit search this bring up the Add Group Member page with all the customers that matched your criteria.

Add Group Member

☐	First Name	Last Name	Day Phone	Evening Phone
☒	Scott	robbins		
☒	Dale	Span		
☒	Shane	Leween		
☒	Bob	Williams		
☒	Robin	douglas		
☒	Barbara	Speer		
☒	Filippo	Corradi		
☒	Cathie	Figlewski		
☒	Paul	Fabianski		
☒	Carol	Gauthier		
☒	Mark	Rexroad		
☒	James	Berg		
☒	Dan	Shopa		
	Count 2887			

Page 1 of 193

Select All Add Cancel

Check all that you want added and click add. This bring up the add organization screen up with all the customers you added displayed.

The next tab is the Notes section. Here you will enter notes for this organization.

The screenshot shows a web application window titled "Add Organization". It has three tabs: "General", "Members", and "Notes". The "Notes" tab is active. On the left, there is a table with two columns: "Topic" and "Note". The table is currently empty. On the right, there are input fields for "Date" (containing "1/5/2012"), "Entered By" (containing "ss"), and "Topic". Below these is a large text area for the "Note". At the bottom right, there is an "Action" checkbox labeled "required" with a tooltip that says "(will show up under" tasks->action notes)". Below the action checkbox are two buttons: "Add Note" and "Delete Note". At the bottom of the window, there are "Save" and "Cancel" buttons. The bottom status bar shows "Page 1 of 1" and a navigation bar with a blue circle containing the number "1".

To add a new note just enter the topic and note in and then click whether you want to note to appear under action notes.

When you have all 3 tabs entered you can hit save to save the record to the new database.

BPAA's Customer Connect

Part

VI

6 Leagues

CUSTOMERCONNECT

Home
Customers
Groups
Leagues
Events
Marketing
Reports
Tools & Settings

League Management

New

Action	League Name	Game Type	Players/Team	Total Teams	Start Date	Start Time	Week Day	End Date
>	Monday Night Mixed	Bowling	3	20	09/12/2011	18:30:00	Monday	11/25/2011
	New league	Billiards			09/20/2011	20:30:00	Tuesday	09/20/2012
	Ronny's Fun Bunch	Bowling	3	12	09/27/2011	18:30:00	Tuesday	11/01/2011
	Frank's Crazy Pinz	Bowling			09/04/2011	18:30:00	Sunday	12/05/2011
	asdfsfas	Bowling	11	2	10/30/2011	08:30:00	Sunday	12/01/2011

Count: 5

Page 1 of 1

This is the league management page. This is where you will view and edit the leagues.

6.1 Add New League



This is the button to add new leagues

The 'Add League' dialog box is shown with the 'General' tab selected. It contains the following fields and controls:

- League Name:
- Game Type:
- Players per team:
- Maximum teams:
- League President:
- Vice President:
- Treasurer:
- ☐ Secretary same as Treasurer
- Secretary:
- Coach:

At the bottom right are 'Save' and 'Cancel' buttons.

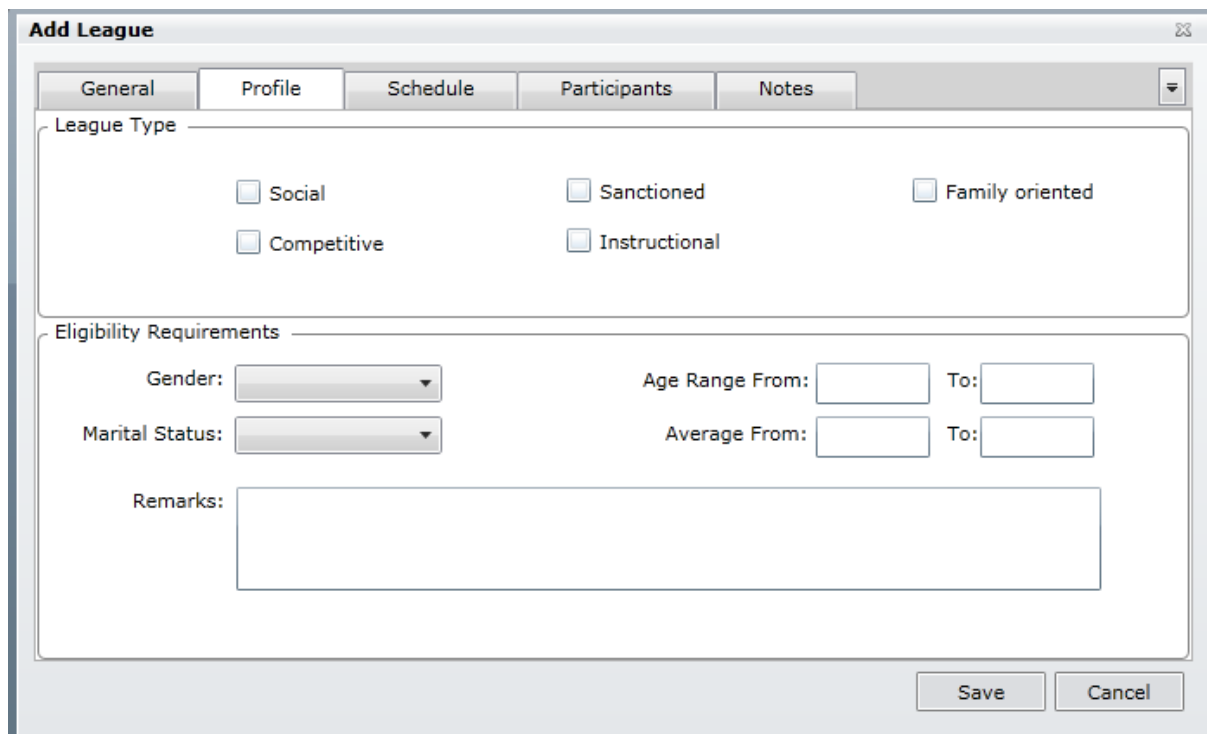
This is the add league Screen General Tab

The 'Add League' dialog box is shown with the 'General' tab selected. The 'Game Type' dropdown menu is open, displaying the following options:

- Clear Selection
- Billiards
- Bowling
- Club
- Darts
- League
- Tournament
- Volleyball

The other fields and controls are the same as in the previous screenshot.

This is the Select Game type drop down that allows you to choose the game type. These can be added under options.



The 'Add League' window has five tabs: General, Profile, Schedule, Participants, and Notes. The 'Profile' tab is selected. It contains two sections: 'League Type' and 'Eligibility Requirements'. The 'League Type' section has five checkboxes: Social, Competitive, Sanctioned, Instructional, and Family oriented. The 'Eligibility Requirements' section has dropdown menus for Gender and Marital Status, and input fields for Age Range (From and To) and Average (From and To). There is also a large text area for Remarks. At the bottom right are 'Save' and 'Cancel' buttons.

Add League

General Profile Schedule Participants Notes

League Type

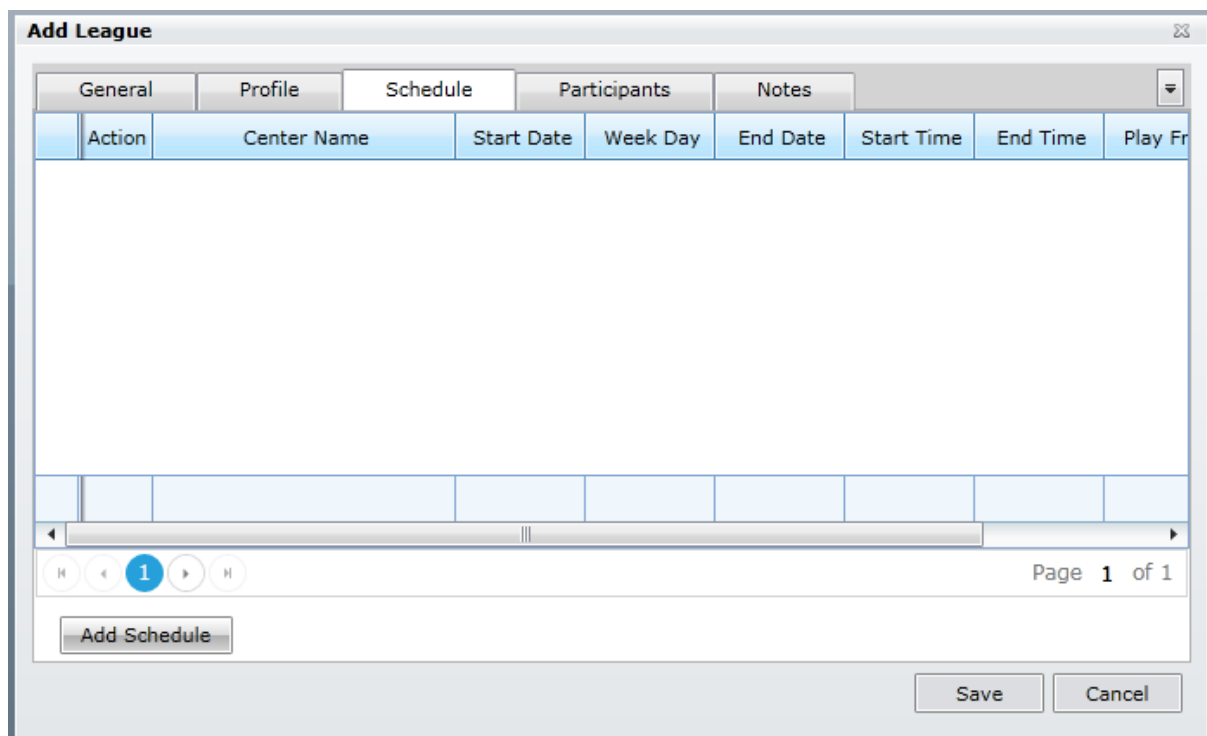
☐ Social ☐ Sanctioned ☐ Family oriented
☐ Competitive ☐ Instructional

Eligibility Requirements

Gender: Age Range From: To:
Marital Status: Average From: To:
Remarks:

Save Cancel

This is the screen that you will change the league profile for that league. You can choose all league types and the requirements for that league.



The 'Add League' window has five tabs: General, Profile, Schedule, Participants, and Notes. The 'Schedule' tab is selected. It shows a table with columns: Action, Center Name, Start Date, Week Day, End Date, Start Time, End Time, and Play Fr. Below the table is a horizontal scrollbar and a pagination control showing 'Page 1 of 1'. At the bottom left is an 'Add Schedule' button, and at the bottom right are 'Save' and 'Cancel' buttons.

Add League

General Profile Schedule Participants Notes

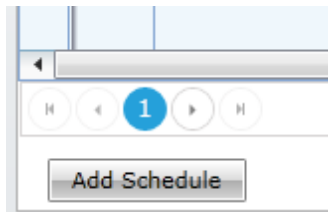
Action	Center Name	Start Date	Week Day	End Date	Start Time	End Time	Play Fr
--------	-------------	------------	----------	----------	------------	----------	---------

Page 1 of 1

Add Schedule

Save Cancel

This is the page you will add the league schedule to. To add schedule click on the Add Schedule Button



This is the add schedule button

League Schedule

Center Name:

City: State: ZipCode: 

	Center Name	Address1	City	
>	☐	Rab's Country Lanes	1600 Hylan Blvd	Staten Island

Center:

Start Date: 

End Date: 

Start Time:  End Time: 

Play frequency: Travelling: ☐ League plays in more than one center

This is the league schedule screen here you can set the time and the center information for each league.

League Schedule

Center Name:

City: State: ZipCode: 

	Center Name	Address1	City
>	 Rab's Country Lanes	1600 Hylan Blvd	Staten Island

Center:

Start Date: 

End Date: 

Start Time:  End Time: 

Play frequency: Travelling: ☐ League plays in more than one center

Once
Daily
Weekly
Bi-weekly
Monthly

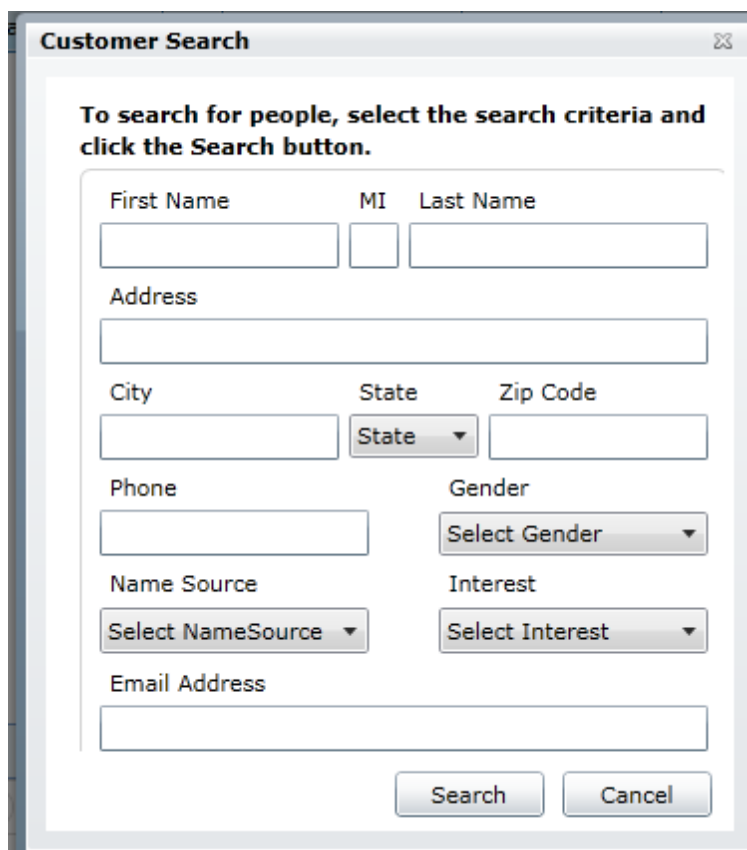
This is where you will set the frequency of the league

Travelling: ☐ League plays in more than one center

Putting the check mark in here for traveling leagues across multiple centers.

This is the drop down for the league start time and end time.

These are the buttons that you will use to add and remove the participants for each league.



Customer Search

To search for people, select the search criteria and click the Search button.

First Name MI Last Name

Address

City State Zip Code

Phone Gender

Name Source Interest

Email Address

Search Cancel

The image shows a 'Customer Search' dialog box with a title bar and a close button. Inside, there is a text instruction: 'To search for people, select the search criteria and click the Search button.' Below this, there are several input fields and dropdown menus arranged in a grid-like fashion. The fields are: 'First Name', 'MI' (a small square input), 'Last Name', 'Address' (a single-line text box), 'City', 'State' (a dropdown menu showing 'State'), 'Zip Code', 'Phone', 'Gender' (a dropdown menu showing 'Select Gender'), 'Name Source' (a dropdown menu showing 'Select NameSource'), 'Interest' (a dropdown menu showing 'Select Interest'), and 'Email Address' (a single-line text box). At the bottom right of the dialog, there are two buttons: 'Search' and 'Cancel'.

Enter your search criteria and hit search

Add League Participants

☐	First Name	Last Name	Day Phone	Evening Phone
☒	Scott	robbins		
☒	Dale	Span		
☒	Shane	Leween		
☒	Bob	Williams		
☒	Robin	douglas		
☒	Barbara	Speer		
☒	Filippo	Corradi		
☒	Cathie	Figlewski		
☒	Paul	Fabianski		
☒	Carol	Gauthier		
☒	Mark	Rexroad		
☒	James	Berg		
☒	Dan	Shopa		
	Count 2887			

Page 1 of 193

Add Cancel

This is the screen where you choose league participants.

The screenshot shows the 'Add League' dialog box with the 'Notes' tab selected. The dialog has a tabbed interface with 'General', 'Profile', 'Schedule', 'Participants', and 'Notes'. The 'Notes' tab contains a table with columns: Action, Date, Entered By, Note Topic, Note Text, and Action. The table is currently empty. Below the table is a pagination bar showing 'Page 1 of 1' and a '1' in a circle. At the bottom of the dialog are 'Save' and 'Cancel' buttons.

Action	Date	Entered By	Note Topic	Note Text	Action
--------	------	------------	------------	-----------	--------

Page 1 of 1

Add Note

Save Cancel

This is the notes tab this is where you will put any notes about this league.

6.2 Edit Leagues

The screenshot shows the 'Edit League' dialog box with the 'General' tab selected. The dialog has a tabbed interface with 'General', 'Profile', 'Schedule', 'Participants', and 'Notes'. The 'General' tab contains the following fields:

- League Name: Moday Night Mixed
- Game Type: Bowling
- Players per team: 3
- Maximum teams: 20
- Total Plays: 27
- Schedule begins: 9/12/2011
- Start Time: 18:30:00
- Schedule Ends: 11/25/2011
- Travelling?: No
- Day of week plays: Monday
- League President: Accardi, Frank
- Vice President:
- Treasurer:
- Secretary same as Treasurer: ☐
- Secretary:
- Coach:

At the bottom of the dialog are 'Save' and 'Cancel' buttons.

This is the General tab this is where you will view and edit all the league General information such as Game

type and league officers as well as number of teams You can not change the schedule from here that has to be done on the Schedule tab

Edit League

General Profile Schedule Participants Notes

League Name: Moday Night Mixed

Game Type: Bowling

Players per team: 20

Schedule begins: 30:00

Day of week plays: Bowling

League President: League

Treasurer: Tournament

Secretary: Volleyball

Vice President:

Secretary same as Treasurer: ☐

Coach:

Total Plays: 27

Schedule Ends: 11/25/2011

Travelling?: No

Save Cancel

This is where you will change the league game type. you can edit the types on the options page.

Edit League

General Profile Schedule Participants Notes

League Type

☒ Social ☒ Sanctioned ☐ Family oriented

☒ Competitive ☐ Instructional

Eligibility Requirements

Gender: None

Marital Status: Single

Age Range From: 22 To: 44

Average From: 121 To: 181

Remarks:

Save Cancel

This is where you will change the profile for the league.

League Schedule

Center Name: Rab's Country Lanes

City: Staten Island State: NY ZipCode: 10305

	Center Name	Address1	City
>	Rab's Country Lanes	1600 Hylan Blvd	Staten Island

Center: Maple Lanes

Start Date: 9/12/2011 Monday

End Date: 9/16/2011 Friday

Start Time: 6:30 PM End Time: 8:00 PM

Play frequency: Bi-weekly Travelling: ☐ League plays in more than one center

Save Cancel

This will bring up the edit schedule window where you can make the changes to the schedule.

Edit League

General

Profile

Schedule

Participants

Notes

	☐	Action	Participant Name	T	IsCaptain	IsSubstitu	Average	NoofGame
>	☐	☐ ☐	+ Molfetta, S, Frank					
	☐	☐ ☐	+ Miller, L, Frank					
	☐	☐ ☐	+ Alario, , Frank					
	☐	☐ ☐	+ Romano, , Frank					
	☐	☐ ☐	+ Romano, B, Frank					
	☐	☐ ☐	+ Palumbo, , Frank					
	☐	☐ ☐	+ Valentino, , Frank					
			Count 15					

H

<

1

>

H

Page 1 of 1

Add Participant

Remove Participant

Save

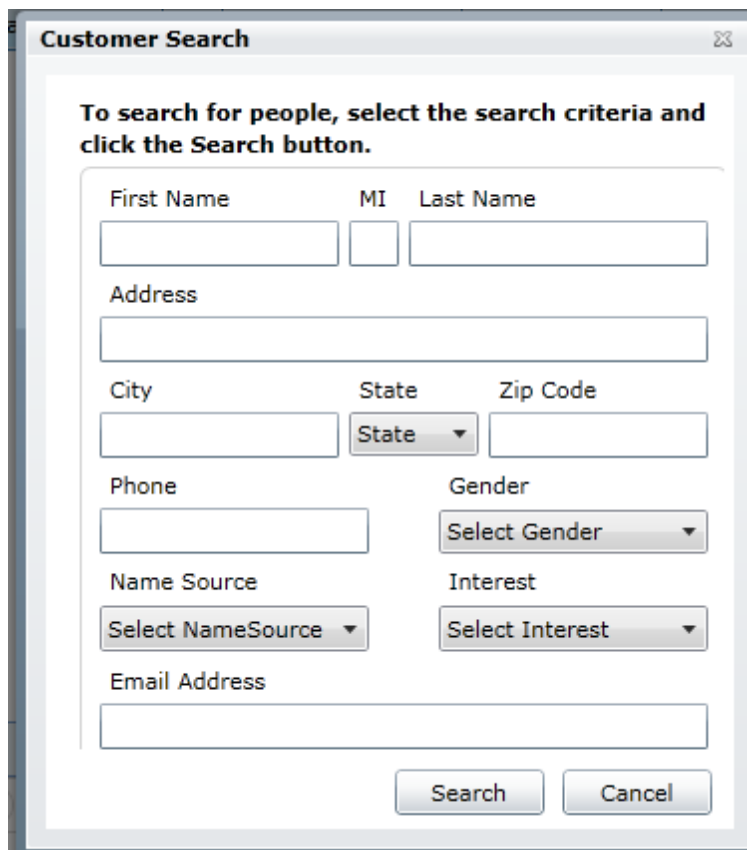
Cancel

This is where you will view add and remove participants for this league. To add a participant click on the Add Participant Button

Add Participant

Remove Participant

This will bring up the Customer Search Window



Customer Search

To search for people, select the search criteria and click the Search button.

First Name MI Last Name

Address

City State Zip Code

Phone Gender

Name Source Interest

Email Address

Clicking search will bring up the Add League Participants window.

Add League Participants

☐	First Name	Last Name	Day Phone	Evening Phone
☒	Scott	robbins		
☒	Dale	Span		
☒	Shane	Leween		
☒	Bob	Williams		
☒	Robin	douglas		
☒	Barbara	Speer		
☒	Filippo	Corradi		
☒	Cathie	Figlewski		
☒	Paul	Fabianski		
☒	Carol	Gauthier		
☒	Mark	Rexroad		
☒	James	Berg		
☒	Dan	Shopa		
	Count 2887			

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Add Cancel

Clicking the add button adds them to the league.

The screenshot shows the 'Edit League' window with the 'Notes' tab selected. The window has tabs for General, Profile, Schedule, Participants, and Notes. Below the tabs is a table with columns: Action, Date, Entered By, Note Topic, Note Text, and Action. There are two rows of data. The first row has a date of 11/02/2011, entered by 'ss', and a note topic of 'fgdfg'. The second row has a date of 11/16/2011, entered by 'ss', and a note topic of 'erewr'. Below the table is a 'Count 2' label. At the bottom of the window are 'Add Note', 'Save', and 'Cancel' buttons.

Action	Date	Entered By	Note Topic	Note Text	Action
> [X] [Pencil]	11/02/2011	ss	fgdfg		[X] [Pencil]
[X] [Pencil]	11/16/2011	ss	erewr	ewrwe	[X] [Pencil]

Count 2

Page 1 of 1

Add Note

Save Cancel

This is where any notes for this league will be viewed.

To add a new note for a league click on Add Note Button this will bring up the league note box

The screenshot shows the 'League Note' dialog box. It has fields for Date (1/5/2012), Entered by (ss), Topic, and Note. There is an 'Action' checkbox labeled 'required (will show up under tasks->action notes)'. At the bottom are 'Save' and 'Cancel' buttons.

League Note

Date: 1/5/2012

Entered by: ss

Topic:

Note:

Action: ☐ required (will show up under tasks->action notes)

Save Cancel

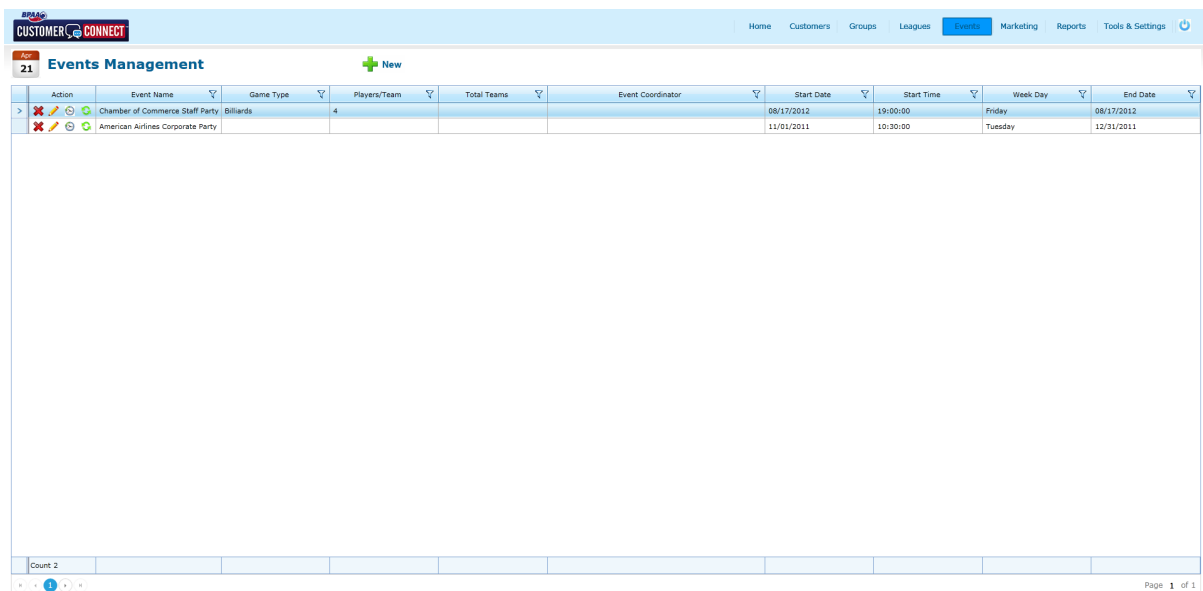
Enter your note and hit save.

BPAA's Customer Connect

Part

VII

7 Events Management



The screenshot shows the 'Events Management' tab in the BPAA's Customer Connect application. The page has a navigation bar with links: Home, Customers, Groups, Leagues, **Events**, Marketing, Reports, and Tools & Settings. Below the navigation bar, there is a 'New' button and a table of events.

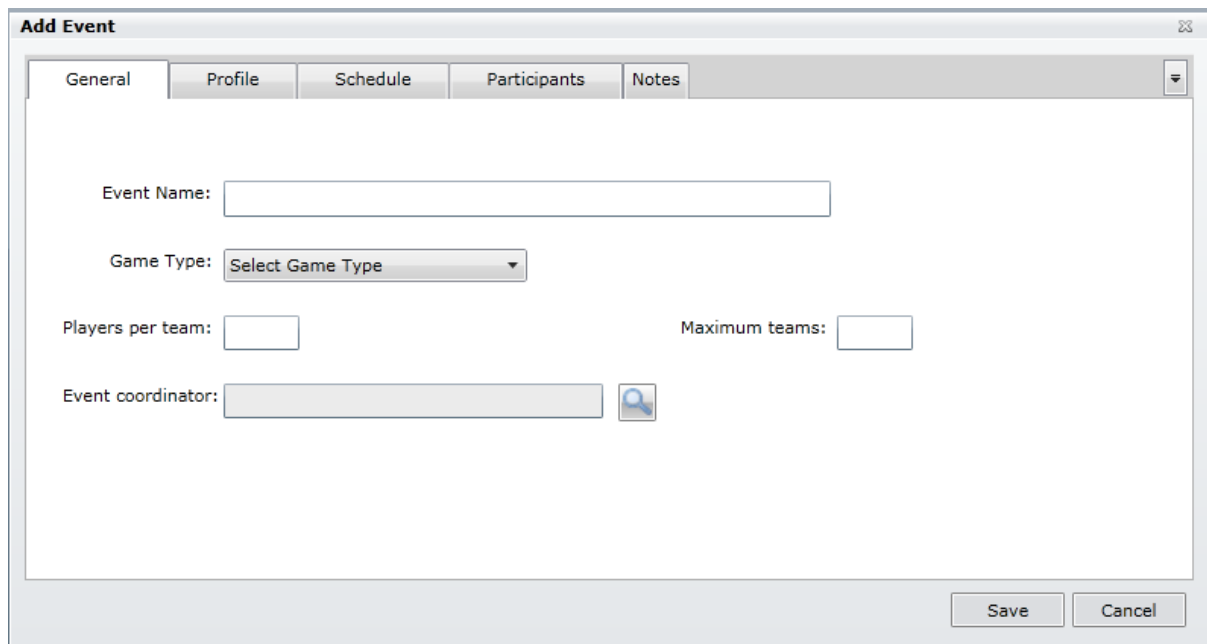
Action	Event Name	Game Type	Players/Team	Total Teams	Event Coordinator	Start Date	Start Time	Week Day	End Date
>	Chamber of Commerce Staff Party	Billiards	4			08/17/2012	19:00:00	Friday	08/17/2012
>	American Airlines Corporate Party					11/01/2011	10:30:00	Tuesday	12/31/2011

At the bottom of the table, there is a 'Count: 2' and a 'Page 1 of 1' indicator.

This is the Events Management Tab Home Page

7.1 Add New Event

Clicking on the new button will bring up the Add Event Screen



The screenshot shows the 'Add Event' screen in the BPAA's Customer Connect application. The screen has a title bar 'Add Event' and a set of tabs: General, Profile, Schedule, Participants, and Notes. The 'General' tab is selected, showing the following fields:

- Event Name:
- Game Type:
- Players per team:
- Maximum teams:
- Event coordinator: 

At the bottom right of the form, there are 'Save' and 'Cancel' buttons.

This is the general Tab here you will add the general information for your event such as Name and type and the event coordinator

Add Event

General | Profile | Schedule | Participants | Notes

Event Name:

Game Type: **Select Game Type** (dropdown menu showing: Clear Selection, Billiards, Bowling, Club, Darts, League, Tournament, Volleyball)

Players per team:

Event coordinator:

Maximum teams:

Save Cancel

Here you will choose the type of event. These can be edited on the options page.

Add Event

General | Profile | Schedule | Participants | Notes

Event Type

☐ Social ☐ Sanctioned ☐ Family oriented
☐ Competitive ☐ Instructional ☐ Non-smoking

Eligibility Requirements

Gender: **Select Gender** (dropdown menu) Age Range From: To:
Marital Status: **Select Marital Sta** (dropdown menu) Average From: To:
Remarks:

Save Cancel

On the profile page you can change the events profile such as event type and any requirements for Eligibility Requirements

The screenshot shows the 'Add Event' window with the 'Schedule' tab selected. The window has a tabbed interface with 'General', 'Profile', 'Schedule', 'Participants', and 'Notes'. The 'Schedule' tab displays a table with the following columns: Action, Center Name, Start Date, Week Day, End Date, Start Time, End Time, Play Freq., and Multiple. Below the table is a horizontal scrollbar and a pagination control showing 'Page 1 of 1'. At the bottom of the window are 'Save' and 'Cancel' buttons. An 'Add Schedule' button is located at the bottom left of the table area.

On the Schedule tab you will be able to add a new schedule by clicking the add Schedule Button

This image is a close-up of the 'Add Schedule' button, which is a rectangular button with the text 'Add Schedule' in a sans-serif font. It is positioned below a row of five circular navigation buttons (back, first, 1, second, forward).

This will bring up the Event Scheduler

Event Schedule

Center Name:

City: State: ZipCode: 

	Center Name	Address1	City
> ☐	Rab's Country Lanes	1600 Hylan Blvd	Staten Island

Center:

Start Date: 

End Date: 

Start Time:  End Time: 

Play frequency: Travelling: ☐ Event plays in more than one center

Here you will enter the schedule for that event and if multiple center event add new center for event and frequency.

The screenshot shows the 'Add Event' window with the 'Participants' tab selected. The window has a tabbed interface with 'General', 'Profile', 'Schedule', 'Participants', and 'Notes'. The 'Participants' tab displays a table with columns: Action, Participant Name, Team#, IsCaptain, IsSubstitute, Average, and Noof. Below the table is a scroll bar and a pagination control showing 'Page 1 of 1'. At the bottom of the window are buttons for 'Add Participant', 'Remove Participant', 'Save', and 'Cancel'.

On the Participants tab you can add or remove participants.

Click on the Add Participant Button

A close-up view of the 'Add Participant' and 'Remove Participant' buttons, which are rectangular with a light gray background and a thin border.

This will bring up the Customer search Box

Customer Search

To search for people, select the search criteria and click the Search button.

First Name	MI	Last Name
Address		
City	State	Zip Code
	State	
Phone	Gender	
	Select Gender	
Name Source	Interest	
Select NameSource	Select Interest	
Email Address		

Put in the criteria and hit search.

This will bring up the Add events Participants Box

Add Event Participants

	☐	First Name	MI	Last Name	Day Phone	Evening Phone	
>	☒	Scott		robbins			
	☒	Dale		Span			
	☒	Shane		Leween			
	☒	Bob		Williams			
	☒	Robin		douglas			
	☒	Barbara		Speer			
	☒	Filippo		Corradi			
	☒	Cathie		Figlewski			
	☒	Paul		Fabianski			
	☒	Carol		Guthrie			
		Count 2888					

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Check the ones that you want and hit the add button.

Clicking on the pencil next to the name will bring up the add team information

Add Event								
General		Profile		Schedule		Participants		
		Action		Participant Name		Tea	IsCaptain	IsSubstitute
								Average
>	☐	☐	☐	+	Shane Leween			
	☐	☐	☐	+	Dale Span			
	☐	☐	☐	+	Scott robbins			
	☐	☐	☐	+	Bob Williams			
	☐	☐	☐	+	Robin douglas			
	☐	☐	☐	+	Barbara Speer			
	☐	☐	☐	+	Filippo Corradi			
		Count 10						

This is the add Team Information Screen

Add Team Information	
Name:	Leween
Birth Date:	
Gender:	
Marital Status:	
Day Phone:	
Evening Phone:	
Team #:	
Captain:	☐ Yes
Substitute:	☐ Yes
Average:	
No of Games:	
Intends to return:	
Save Cancel	

Here you can put the information in for that person such as is captain, Birthdate and phone

This is the Add events Note section

The screenshot shows a window titled "Add Event" with a tabbed interface. The "Notes" tab is selected. The window contains a table with the following columns: Action, Date, Entered By, Note Topic, Note Text, and Require Action. The table is currently empty. Below the table, there is a pagination control showing "Page 1 of 1" and a button labeled "Add Notes". At the bottom right of the window, there are "Save" and "Cancel" buttons.

On this tab you will put any notes about the event.

Clicking on the add Notes button will bring up the New Notes screen

The screenshot shows a window titled "Event Note". It contains the following fields and controls:

- Date: 1/5/2012
- Entered by: ss
- Topic: (empty text box)
- Note: (empty text box)
- Action: ☐ required (will show up under tasks->action notes)
- Save button
- Cancel button

Here you can add new notes info.

BPAA's Customer Connect

Part



8 **Graphic Mail Email Marketing**

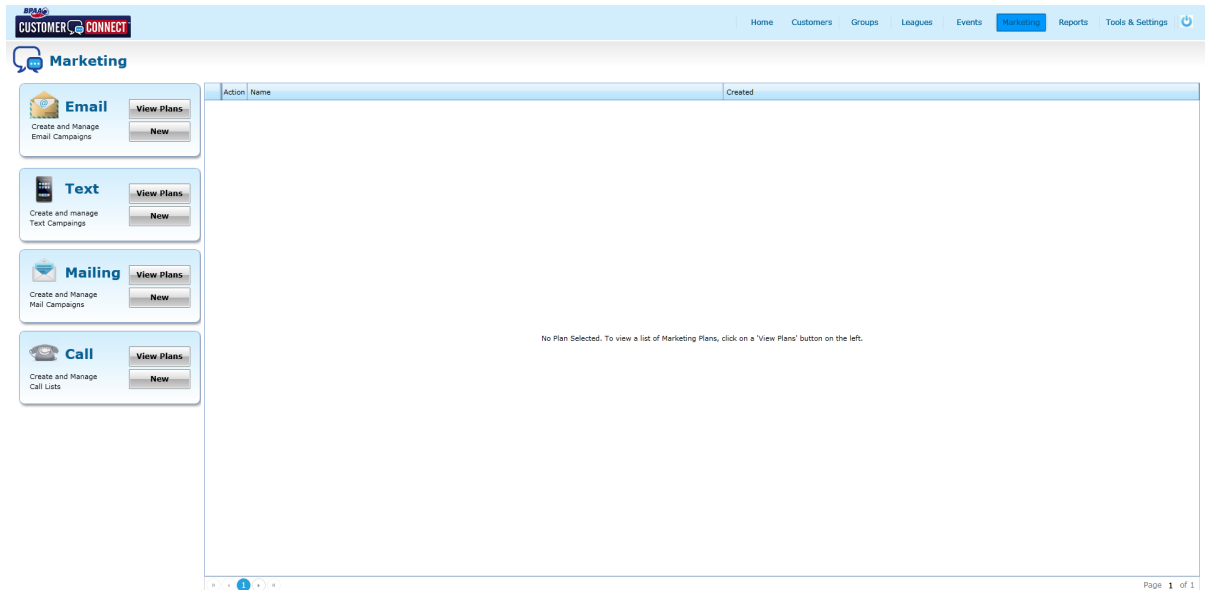
BPAA's Customer Connect

Part

IX

9 Marketing

On the marketing screen you can view and add new marketing plans.



There are 4 different types of Marketing Plans

Email marketing plan will pull a plan that you can use to email to. You can either use the Graphic Mail program or export to another provider.

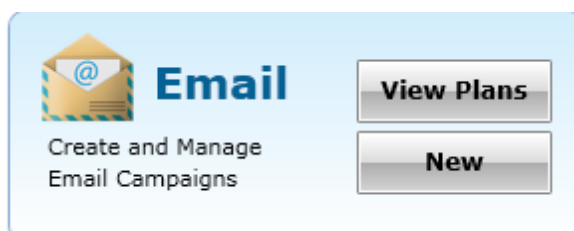
Text Marketing plan can pull a list to do a text marketing campaign

Mailing plan can make labels, or mail merge so that you can do a mailing campaign.

A call Marketing plan will let you put a call campaign together such as a league call back campaign or a new league campaign.

9.1 Email Marketing Plan

To enter a new Email marketing plan you need to click on new under the email marketing plans.



This will bring up the new email marketing screen where you enter all the criteria for that plan

The first thing that you need to do is enter the criteria for your plan.

There are 4 types of information that can be entered.

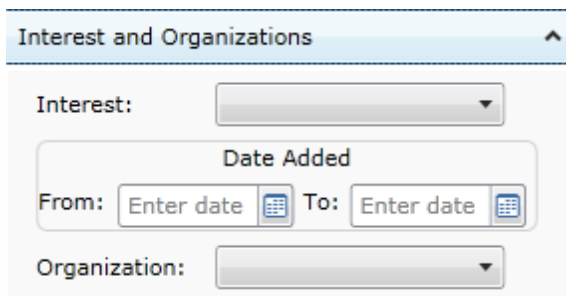
Personal	▼
Interest and Organizations	▼
Game Type Profile	▼
Game Activity	▼

Under each there are criteria for each section. You can edit multiple sections to get the plan that you want. The more information you put in the more you can drill down the contacts.

Under the Personal Section of the marketing plan you can enter all the personal information for the plan you are pulling. Here you can search based on the zip code , birthdate, whether you are marketing to a group under the age of 14. (You will be marketing to the parents of this group). You can also choose the Gender of the person as well as the Marital Status and what name source they are coming from.

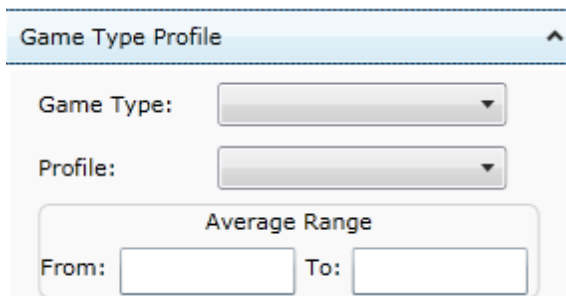
Personal ^	
ZipCode:	
Birthdate Month:	Select Birthdate Mon 
Age	
☐ Market parents with kids below 14	
From:	To:
Gender:	
MaritalStatus:	
Name Source:	

The next section is where you will enter all the interest and organization information for the plan. Again all information must match for the customer to be included in the plan. On this tab you will name all the Interest groups or organizations for that plan. You can also choose to add groups or organizations that were added in a particular date range.



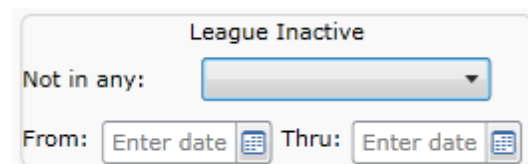
The 'Interest and Organizations' form contains three main sections. The first section is 'Interest:', followed by a dropdown menu. The second section is 'Date Added', which includes 'From:' and 'To:' labels, each followed by a text input field containing 'Enter date' and a calendar icon. The third section is 'Organization:', followed by a dropdown menu.

Under the game type profile section you can enter all the game types and game profiles for the plan. You can choose from existing game types and profiles by the respective drop down. You can also choose to target based on an average range.



The 'Game Type Profile' form contains three main sections. The first section is 'Game Type:', followed by a dropdown menu. The second section is 'Profile:', followed by a dropdown menu. The third section is 'Average Range', which includes 'From:' and 'To:' labels, each followed by a text input field.

Under the game activity section you can choose a specific league or group of leagues. You can also enter by event. Here you can also choose to target people that played in a league from a date range. You can choose whether you are targeting by Full time player, Team Captain, or substitute under the played as drop down. Another way to target is by people that have not played in a certain type of league in a date range.



The 'League Inactive' form contains two main sections. The first section is 'Not in any:', followed by a dropdown menu. The second section is 'From:' and 'Thru:', each followed by a text input field containing 'Enter date' and a calendar icon.

After putting all the criteria into the correct sections click on [Find Matches](#)

This will display the New Email Marketing plan with a list of the customers that it matched to your criteria. You can see the total amount of records found by looking at the Total Count number.

BPAA CUSTOMER CONNECT

Home Customers Groups Leagues Events Marketing Reports Tools & Settings

New Email Marketing

Find Matches **Total Count : 11** Format: **Excel** Export

Name	Email Address
Caliendo, Ralph	kane346@optonline.net
Casale, Jerry	BigTallNY02@msn.com
Coykendall, Jon	valleyview4fun@yahoo.com
Ebros, Ray	ray.ebros@gs.com
Frenkel, Steven	Stedash@aol.com
Gelfant, Bob	twicebtl10@verizon.net
Kaminski, Eddie	miamidolphin@hotmail.com
Katz, Adam	AdamK0514@aol.com
Lenz, Justin	chezwht14@aol.com
Schmieder, Chris	quick4pt6@aol.com
Winchman, Adam	AA@AA.COM

Total Count : 11 Page 1 of 1

Now that you have the customers for that marketing plan you can now either save the plan or export it to several different formats.

To save the plan for future use you need to name the plan in

New Email Marketing

then hit  to save the plan.

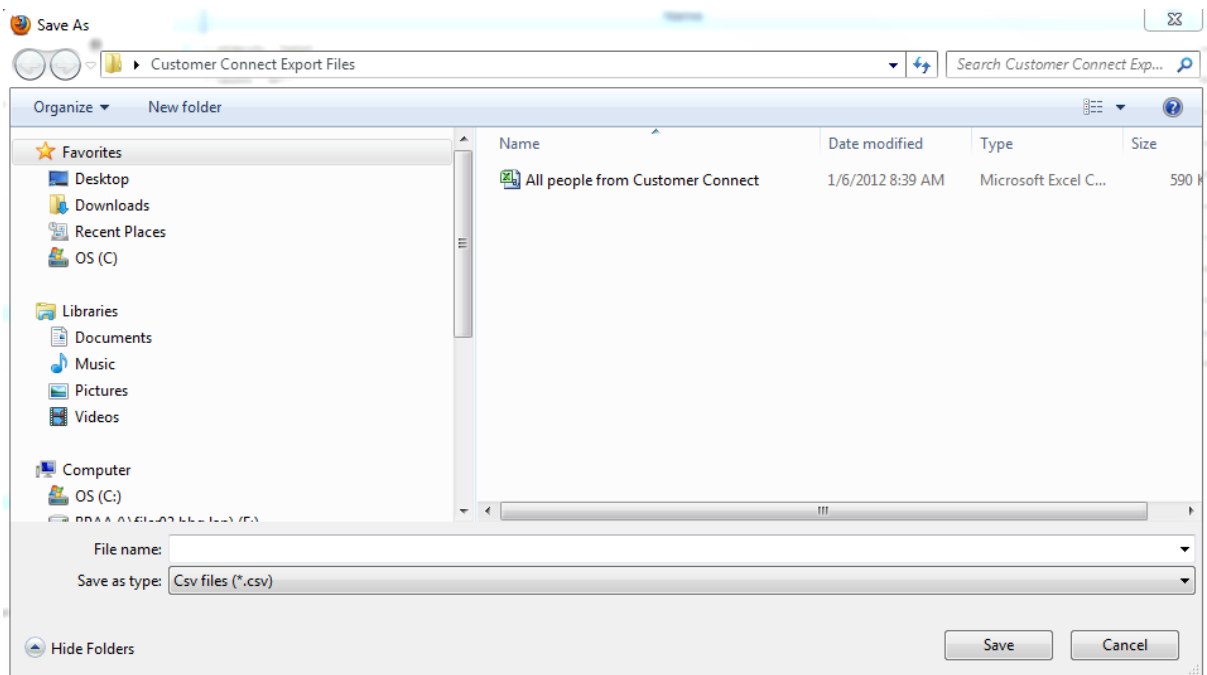
To export the file to one of the several formats available in Customer connect you need to click on the Format Drop Down.

Find Matches **Total Count : 11** Format: **Excel** Export

> Caliendo, Ralph
Casale, Jerry

Once you choose the format hit the export button

This will bring up the Save as box



Name the file and point to the location that you want the file saved to and hit save.

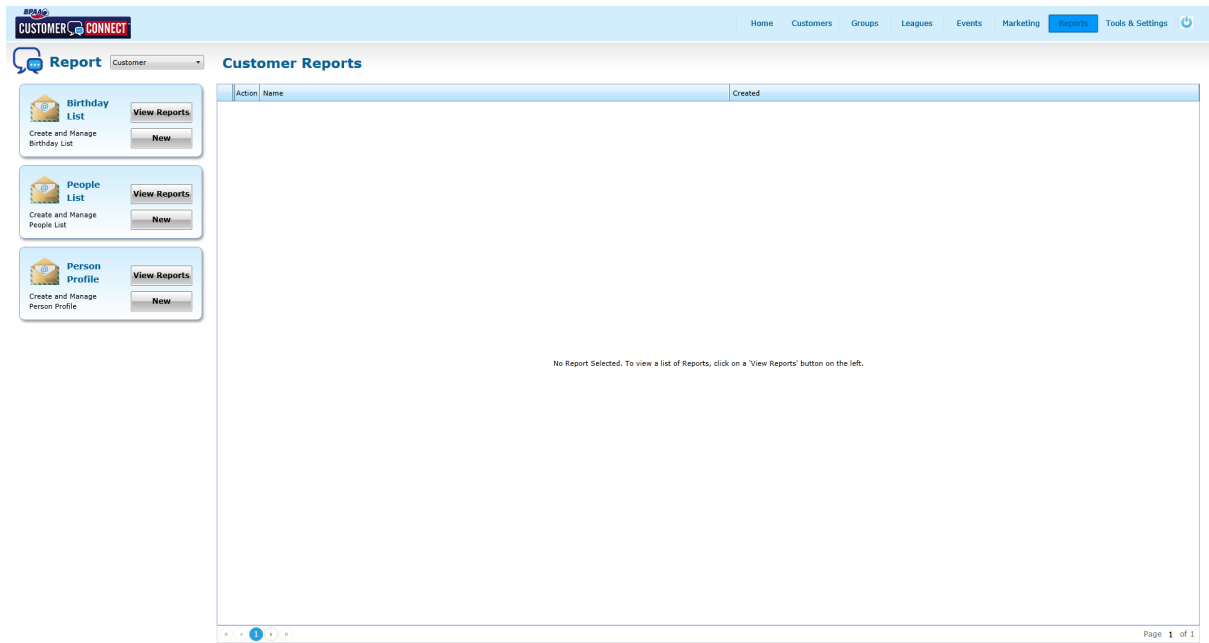
BPAA's Customer Connect

Part



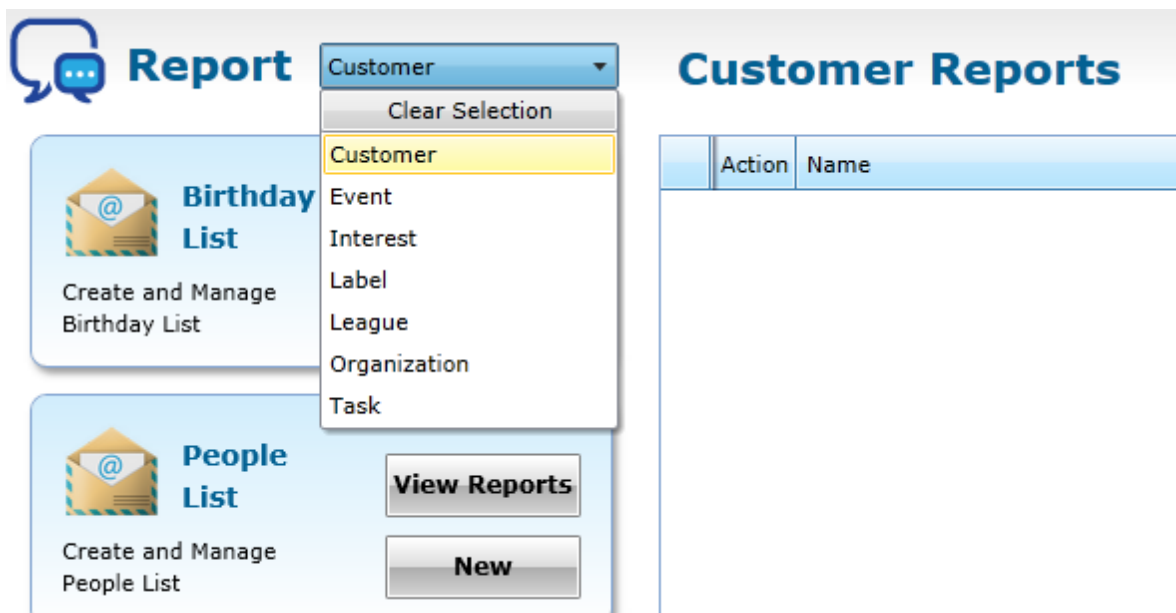
10 Reports

The reports section is where you will run the various reports in Customer Connect. Examples are Birthday List, People List, Intent to Return. You will be able to export these reports to several different formats.



Reports Screen

To choose the type of report that you want you will first need to choose the set of reports that you want. Clicking on the drop down box will reveal your choices.

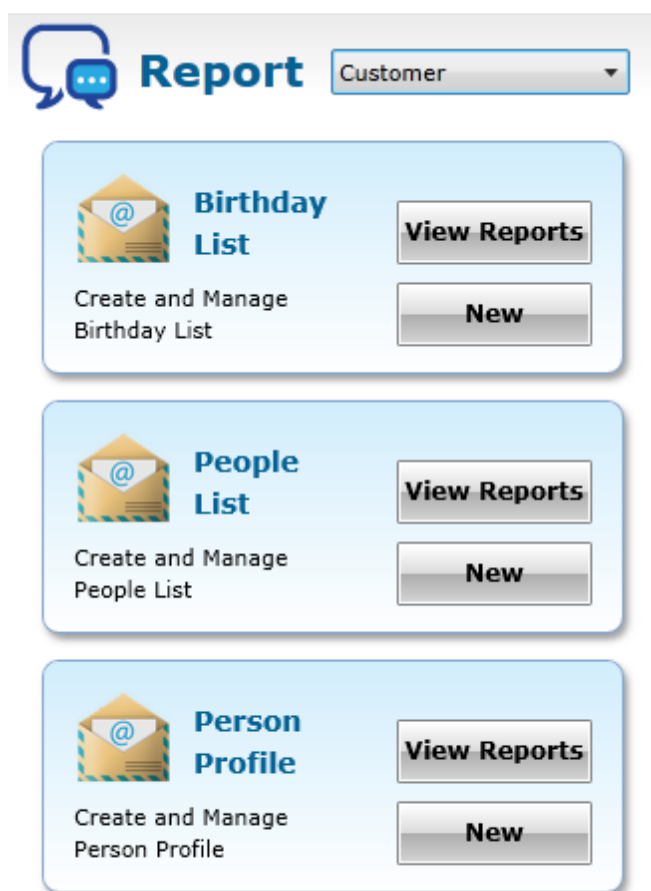


Report Drop Down selection.

After you make your choice the report options will appear or that particular report set.

10.1 Customer Reports

Choosing Customer Reports in the drop down will give you Customer Reports choices.



The screenshot shows a web interface for 'Report' with a dropdown menu set to 'Customer'. Below the dropdown are three report categories, each with an envelope icon, a title, a description, and two buttons: 'View Reports' and 'New'.

- Birthday List**
Create and Manage Birthday List
- People List**
Create and Manage People List
- Person Profile**
Create and Manage Person Profile

Customer Reports Choices

Birthday List

The Birthday List Reports will let you pull a report with the criteria that you supply. You can save and export the reports to many sources.

You can view your saved reports by clicking

New

This will bring up the Reports Options Screen

The screenshot displays the 'Report' options screen in the BPAA Customer Connect application. The interface is divided into a sidebar on the left and a main content area on the right. The sidebar contains several filter categories, each with expandable options:

- Personal:** Includes fields for ZipCode, Birthdate Month (with a 'Select Birthdate Month' dropdown), Age, a checkbox for 'Market parents with kids below 14', and date range pickers for 'From' and 'To'.
- Interest and Organizations:** Includes a dropdown for 'Interest', a 'Date Added' section with 'From' and 'To' date pickers, and an 'Organization' dropdown.
- Game Type Profile:** Includes a dropdown for 'Game Type', a 'Profile' dropdown, and an 'Average Range' section with 'From' and 'To' date pickers.
- Game Activity:** Includes a dropdown for 'Leagues', an 'Event' dropdown, a 'League Played' section with 'From' and 'To' date pickers, a 'Played as' dropdown, a 'League Inactive' section with a 'Not in any' dropdown, and a 'From' date picker with 'Thru' and 'Enter date' options.

The main content area is a large, empty grey rectangle, indicating that the report results have not yet been generated or displayed. The top navigation bar includes links for Home, Customers, Groups, Leagues, Events, Marketing, Reports, and Tools & Settings. The bottom status bar shows 'Page: 1 / 0'.

From this screen you can set the criteria for your report by filling in the info to the left.



Report

Personal

ZipCode:

Birthdate Month: 

Age

☐ Market parents with kids below 14

From: To:

Gender:

MaritalStatus:

Name Source:

Interest and Organizations

Game Type Profile

Game Activity

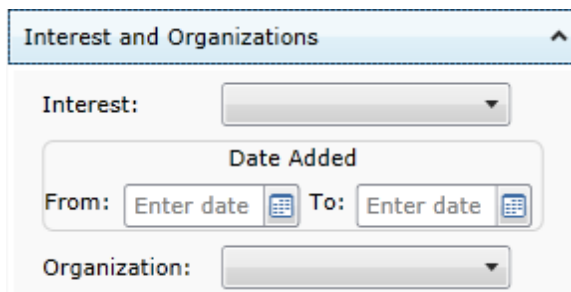
Here you will choose all the criteria to add to this report. We will start with the Personal section.

In this section you can choose to run the report by Zip Code, Birthdate Month. If you want to market to the parents of children under the age of 14 you will need to enter a check in the Market to Kids below 14 checkbox in the age section.

You can pull a report on an age range by putting the lowest age in the from box and the highest age in the to box.

Be aware that all the criteria you choose must match or the customer will be excluded.

Example if you choose to run a report for everyone that lives in the zip code 76210 and they were born in the month of January and between the ages of 18-30. If there was a person that lives in the zipcode 76210 born in March between the ages of 18-30 would be excluded as they were not born in January although they met all the other criteria.



Interest and Organizations ^

Interest:

Date Added

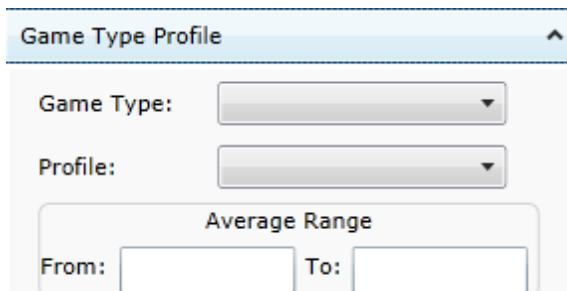
From: To:

Organization:

In the interest section you can choose the interest group that you want the search to find. By entering the group it will narrow the search down to that group of customers. Only people that belong to that group will be included in the report.

The date added will let you target a group of people that were added to the database from a certain date range.

You can also search by people that belong to a certain organization.



Game Type Profile ^

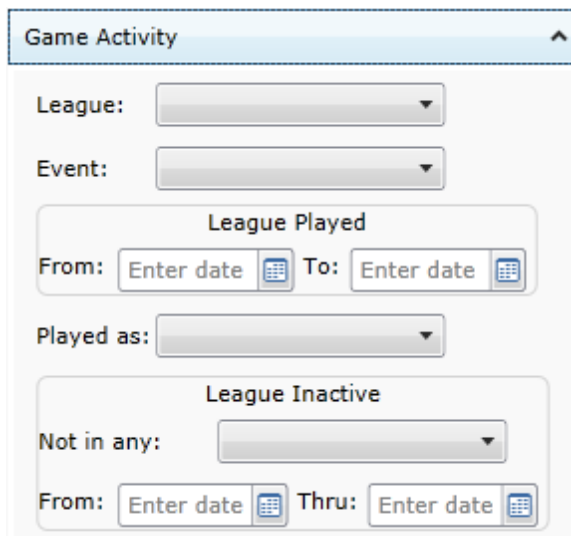
Game Type:

Profile:

Average Range

From: To:

On the Game type profile you can choose what game type you want the report to include and which profile for that game type. You can also include the average range.



Game Activity ^

League:

Event:

League Played

From: To:

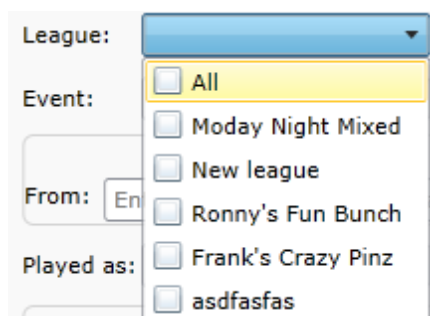
Played as:

League Inactive

Not in any:

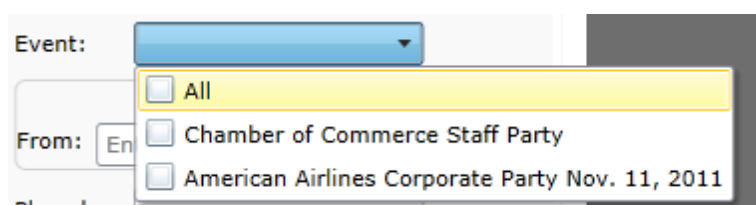
From: Thru:

On the game activity tab you can choose to include certain leagues in the report by choosing the league from the drop down.



The screenshot shows a report filter interface. On the left, there are labels for 'League:', 'Event:', 'From:', and 'Played as:'. The 'Event:' label is followed by a dropdown menu that is currently open, displaying a list of events with checkboxes next to them. The events listed are 'All', 'Moday Night Mixed', 'New league', 'Ronny's Fun Bunch', 'Frank's Crazy Pinz', and 'asdfasfas'. The 'All' option is highlighted in yellow.

You can choose from your events in your database by choosing them in the Event Drop Down



The screenshot shows a report filter interface. On the left, there are labels for 'Event:', 'From:', and 'Played as:'. The 'Event:' label is followed by a dropdown menu that is currently open, displaying a list of events with checkboxes next to them. The events listed are 'All', 'Chamber of Commerce Staff Party', and 'American Airlines Corporate Party Nov. 11, 2011'. The 'All' option is highlighted in yellow.

You can do a report based on people that participated from a league that was played in a certain range by enter the lowest date in the from window and the highest date in the to window.

If you want only people that were inactive in a certain type of league.

BPAA's Customer Connect

Part



XI

11 Tools and Settings

Enter topic text here.

Endnotes 2... (after index)

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