

Sports Clubs

Buyer's Guide

loveadmin
moving your organisation forward



Introduction

When you start looking for the right admin and payment software for your organisation, it's important to think about the functionality you'll need to manage your people efficiently.

Many of the features and tools you'll eventually need might not be obvious at the outset, so we've put together a list of things to look out for. Even though you probably won't need everything on the list, the majority of them will apply.



Receive more money – faster

“WYFC are just about completing our first year of using LoveAdmin, in that year we have increased the level of payments received by £4,000.”

Wessex Youth FC



Sales management lets you sell and collect fees for...

Membership

Whether paid upfront, at different collection dates throughout the year, monthly recurring, or by instalments - we make sure you collect your membership on time, every time.

Signing-on fees

If members need to pay signing-on fees and membership fees, the system can ensure one set of fees can't be paid without the other, thanks to our Linked Products feature.

Match fees and fines

Coaches can easily collect match fees and fines after the game by requesting payment via mobile. It's easy for members to pay too, via a mobile-friendly interface. They can even pre-authorise payments for the season, so the money is collected automatically each time it is requested.

Donations

We make it easy for your members to donate, take one-off or recurring donations and collect gift aid information too.

Merchandise and kit

Upload products and pictures so people can buy online. You can even manage your stock levels.

Supporters Club

If you run a Supporters Club (also known as a 100 Club), you can sell your tickets online too.

Tickets

Got an event coming up? Promote it to your members via our communication tools and sell your tickets fast online.

Holiday camps, classes and courses

Our calendar booking feature allows you to setup, promote and accept bookings quickly and easily.

Rentals and hire

Whether it's pitches or courts, storage, equipment, kit or rooms, you can set each up with their own booking calendar and people can conveniently book and pay online.

Sponsorship fees

From the match ball to hoardings, kit to Events, with LoveAdmin you can manage all your sponsorship fees from one place.



Sales management helps you easily manage...

Renewals

Choose to automate your renewals and the system will send out invitations for members. It will even automatically invite people to renew to the correct age groups.

For example, identifying moving someone up from student to the adult category. If people choose to renew, an invoice is raised. If they decline, they can be sent a survey so you can analyse why they're leaving the club.

New registrations

When your club creates an account with LoveAdmin, you'll get an online shop so new members can easily sign-up and pay for membership (and anything else you want to sell).

The system can also validate membership registrations based on age so people are placed in the correct categories. And you can create custom forms to collect information from new members.

Product relationships

If the club needs people to buy multiple items when they join or renew, like kit, membership and signing-on fees, you can create rules within the system that enforce that during their check-out process.

You can also set the system up to recommend other product purchases. For example, 'Buy a club t-shirt with your membership'.

Instalments

You can set the maximum number of instalments people can pay by, allow people to set their instalment dates or define when you want payments to clear by (like the 1st of the month). You can also pause payments, start them and charge an instalment premium.

Pro-rata pricing

If people join part way through your billing period (ie. season or month), the system can automatically pro-rata the pricing for you.

Reconciliation

As the payments come in, the system reconciles the payments for you – no more spending evenings trawling bank statements!

Refunds and credits

If you need to make a refund or credit an amount to a member's account that gets applied on their next purchase, we've got that covered with our sales admin functionality.

Discounts

From sibling to family, multi-purchase to multi-attendance, codes to early bird, we have flexible discount strategies that can be applied at the point of payment.

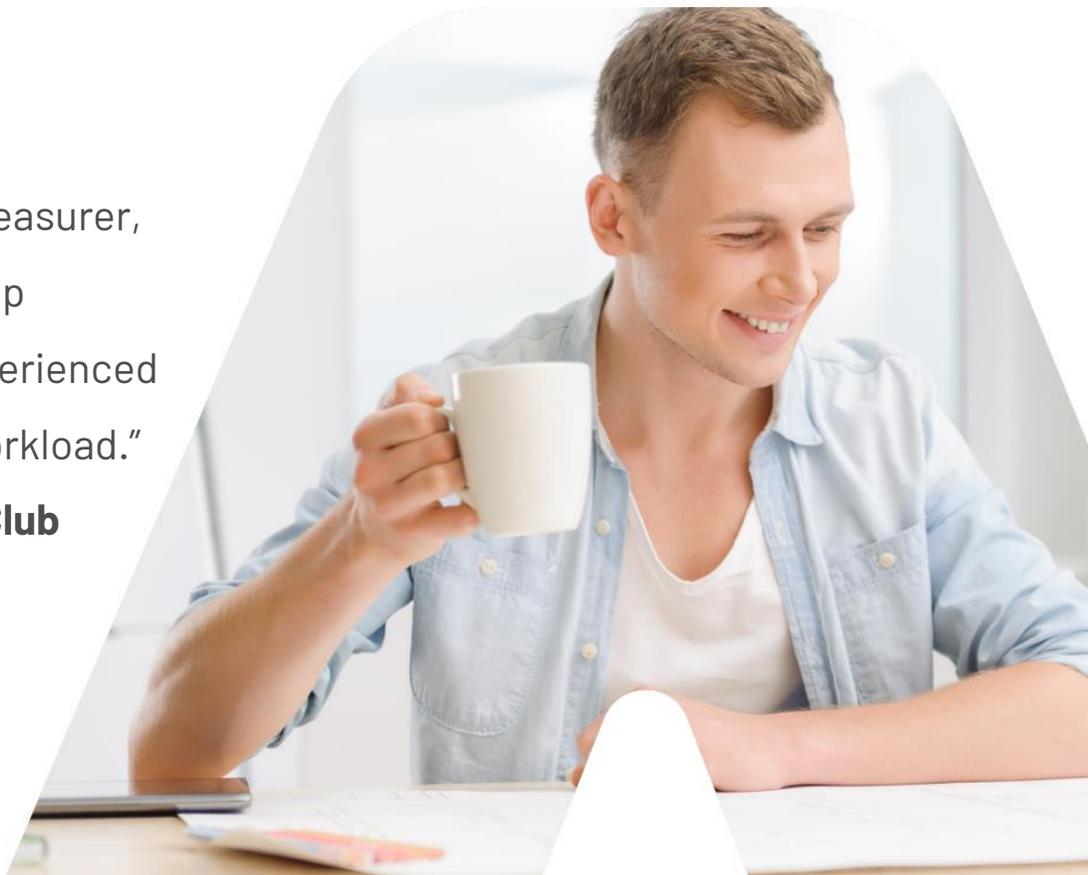
Payment methods

Depending on the products you sell, you can choose which payment methods you want to accept. For example, monthly fees to be paid by direct debit and merchandise paid for by card, so you get the money quicker.

Spend less time managing people

“LoveAdmin hasn’t just reduced my admin as a treasurer, but it’s also reduced the admin of our membership secretary and meet secretary. In total, we’ve experienced a 70% reduction in admin time and our overall workload.”

Royal Navy and Royal Marines Mountaineering Club



Adding contacts

Keeping all your contacts in one place makes life easy. Add contacts to the system individually or import them using a spreadsheet. Types of contacts include:

- Beneficiaries – typically your members
- Account owners – if you have children at the club, the parents will typically be the account owners
- Administrators – your club officials who can be given varying levels of access to tools and information.

Forms and fields

When your members (or their parents) use LoveAdmin, they'll need to set up an account with us. They'll submit name, address and contact information, which we share when they register with you. You may require further information, so we give you the option to create custom forms and fields. You can create multiple forms to serve different types of membership, and you can create forms for storing information about your volunteers, like DBS expiry date, coaching qualifications etc.

Check availability

Coaches can check the availability of their players via their mobiles using the availability tool. As people respond, the system will update the coach on who is and isn't available.

Record attendance

Keep track of who has and hasn't attended on your mobile. The system will flag if any people have medical conditions, payment issues or declined photography consent. Members can self check-in with our QR code feature.

Assign roles and permissions

Storing all your members' and club officials' information in one place makes it easy to control who has access to what.

For example, give coaches access to those they are responsible for, their schedules (ie, fixtures, classes etc) and the tools they need to manage them, like the availability checker and attendance register tools.

Groups

Members are grouped together by their membership categories, teams, classes (or any type of product). And you can create additional groups of people with our group management tool. Once people are added to a group, it's easy to send group communications, apply discounts and give limited access to products and services (e.g. you may only want members in Group A to be able to sign-up for a competition).

Managing contact data

If you need to mass update or export information, you can quickly and easily.

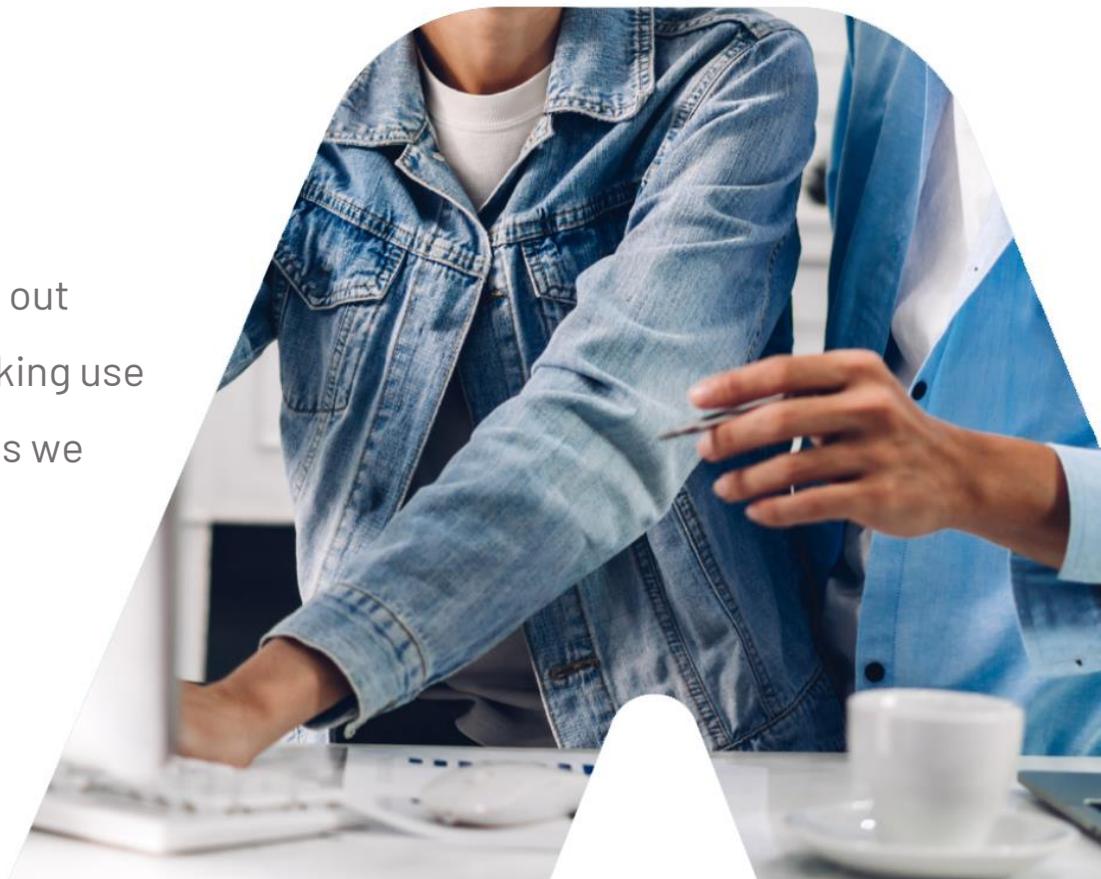
You can also search across all your contacts, using our quick search feature.



Now it's easy to manage timetables, schedules and bookings

"I'd thoroughly recommend this to any other club out there as a first class 21st century admin tool. Making use of the product has been one of the best decisions we have ever made."

Valley's Gymnastics Club





Calendar and booking management

Creating timetables and schedules

Our powerful calendar tool lets you create calendar events with multiple booking scenarios for:

- Classes and courses
- Holiday camps
- Matches
- Training
- Events
- Meets
- Courts / pitches / tee times / rooms etc

Receive bookings your way

The system can be set up so people can book:

- Into as many sessions as they like within a week, month or across a schedule (for example, 12-week blocks)
- Any day, but must be at the same time
- Only a limited number of calendar entries (i.e. once a week for a term)

If you limit what people can book into, by age or capacity (or both), or perhaps ability, you can with our booking management tools.

Automatic waiting list management

To help you reduce admin, when a space becomes available, you can choose from these automated waiting list invite options:

- First in, first out
- Related parties (typically siblings first)
- First come, first served – broadcast to all

If the person declines the space, or doesn't respond in time, the system will invite the next person. On acceptance, the system can raise an invoice for payment.

Automatic trial management

When a person registers for a trial, the system can:

- Send an automatic pre-trial notification to reduce the chance of no-shows
- Send an automatic post trial follow-up giving the option to accept or decline the space. If they accept, they will receive an invoice for payment. If they decline, they can receive a questionnaire so you can analyse why people are not converting.



Improve your communications

“Should have done this years ago. Saves time, effort and is a highly effective way of collecting membership subscriptions and communicating with members.”

Woking and Horsell Cricket Club





Email

Create professional-looking emails with our drag and drop email editor. Insert text, pictures, videos, columns buttons, HTML code and more.

By default, emails are sent with BCC but if you want to start an email conversations, just select the CC option.

Email headers and footers

Make sure your emails always stay on brand by creating headers and footers that will automatically be inserted into your emails.

Sending domain

If you have your own club domain (eg. Myclubdomain.com), then you can send emails, via LoveAdmin, from that domain.

SMS and WhatsApp

Improve member engagement by sending SMS and WhatsApp messages. Plus, send messages direct to the member's online account with InApp messaging.

Timeline

Every member can access a timeline feature in their online account where you can send messages, pictures and videos to. This may be club information, match reports, training guides or sponsorship promotions.

Create templates

To save you time, you can create messaging templates you can use again and again.

Scheduling messages

You can choose to send messages now or time them to go out in the future – for example, in the lead up to an event.

Personalisation

Each message you send can be personalised using the field data you store on your members. Personalising messages improves engagement and response rates.

Attachments

If you need to send attachments, you can upload your files to the system and link to them from your email. By sending just the links, you can use larger files without exceeding email attachment limitations.

Notifications

The system has over 40 notifications that can be triggered by set criteria or system events. For example, if a member misses three consecutive sessions they can be sent an alert, a club branded email on their birthday and so on.

You can also set who you want to receive the notifications and whether you want them sent by email, SMS or WhatsApp.



Development programmes and award schemes made easy

“Every Monday I would spend at least four hours on admin, now it’s virtually nothing.”

Casablanca CGT





Development programmes and award schemes

Development Programme / Award Schemes

If you want to create a structured programme of development for your members, like an award scheme, you can with our Development Programme functionality that allows you to build programmes based on levels and skills.

For each level and skill, you can record they're working on it, have completed it, have achieved it (ie. been assessed) or not. As you do, the system will send notifications to their timeline.

Levels and skills

Each programme consists of levels and skills and each level typically consists of multiple skills. You can upload images or videos of that skill so when you mark a member as working on it, the system can send that image / video to their timeline so the parents (typically) know what they are working on.

Practice

For each skill you can set members what they need to practice to achieve it.

So, as you mark them as working on a new skill, the system will automatically send their practice schedule with accompanying instructional pictures and videos.

Achieving and not achieving a skill

When you mark a member as achieving a skill, a notification will be sent to their timeline. If they do not achieve a skill, the system can send what they need to practice to achieve it next time.

You can also set how many skills have to be achieved before passing the level.

Rewards

You can associate rewards to levels. For example, when a member passes Level 1, the system can add the cost of the certificate or badge into their check-out for purchase.

Pre-loaded award schemes

The system comes with the British Gymnastics, Swim England and STA awards schemes pre-loaded for convenience.

Reporting made easy

“We have seen immediate improvement to some of the most mundane tasks. LoveAdmin has given us much more control over what we do.”

Redway Runners



Sales invoice

See what's been invoiced for a defined period (such as a week, month or membership year), what's been paid and what's outstanding against those invoices.

Sales settlement

View what funds have been settled to your bank or PayPal account within a specified period of time (for example, last week).

Pending payments

See which days direct debit payments will hit your bank account – great for cashflow transparency.

Refunds

View the value of the items refunded.

Sales Tax

Get visibility of sales tax liabilities.

Reconciliation

Track transactions from the point of payment through to settlement into your bank or PayPal account.

Payment disputes

See transactions disputed by payees.

Expense report

View the cost of transactions and cost of staff.

Best sellers

Review the league table of your best-selling products.

Age receivables

See outstanding monies by period – for example, how much is outstanding between 60-90 days.

Communication

View messages sent, opened, bounced, marked as spam or invalid.

Registration

See recent registrations and purchases by new members joining.

Availability and attendance

View who's available and unavailable for future calendar events (like matches), historical attendance details and statistics.

Product invitations

View the members you've sent a product invite too. Typically, this will be membership fees at the beginning of the season.

Performance tracking

If you have a structured programme of learning, see who is working on and achieved levels and skills.

Business intelligence

View insightful reports that identify risk and opportunities for your organisation, including:

- Income analysis
- Retention
- Marketing
- Member satisfaction
- Coach performance
- Conversion rates
- Engagement rates

Dashboards

Our dashboards give you a 'live' status of how your club is performing across different metrics.

Giving you the best customer service possible

"You'll never deal with a company whose customer support is as knowledgeable, as friendly or as helpful as the guys here."

Peterborough Gymnastics Club



"Excellent product, and excellent support. Nothing is too much trouble for the team."

Camp Hill Mini and Junior Rugby Club

"The support team are a huge breath of fresh air, as is the ease of using the system, and we would recommend LoveAdmin to anyone thinking of using them."

Culcheth Athletic JFC

"The advice and support I have received through the setting up, going live and on-going since the introduction of our online payment system has been first class."

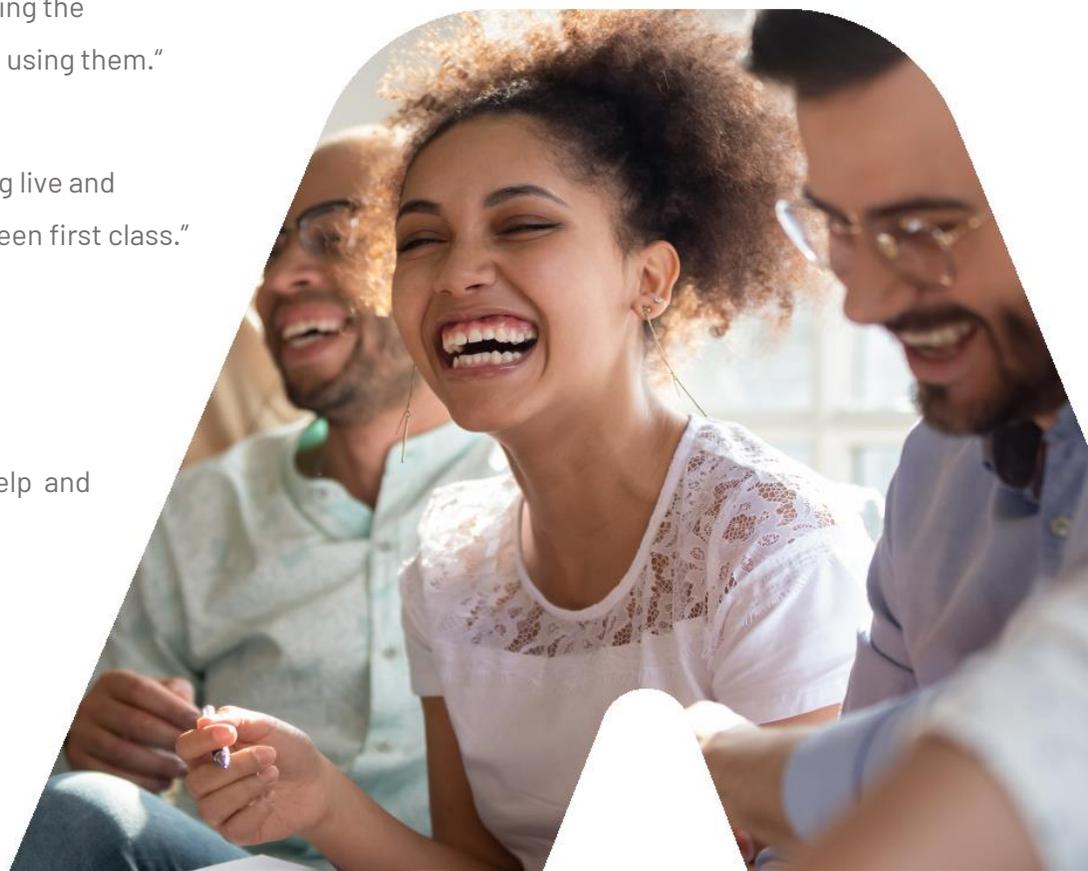
Edinburgh Athletic Club

"The support I have received has been outstanding."

Upper Humble Canoe Club

"The support provided by LoveAdmin is superb - never too busy to help and nothing is too much trouble!"

Romsey Town Youth FC



Security

The LoveAdmin platform is built on AWS Well Architected Framework for industry standard security and data protection. For full details, visit <https://docs.aws.amazon.com/wellarchitected/latest/security-pillar/data-protection.html>

Payment Partners

To provide you with choice, we work with 3 leading payment providers – PayPal for card and PayPal Wallet payments, London & Zurich and GoCardless for Direct Debit payment. See details for each provider below.

Details	London & Zurich	GoCardless	Debit / Credit Card	PayPal - not-for-profit rate	PayPal - standard rate
Type of payment	Direct Debit	Direct Debit	Card	Card / PayPal balance	Card / PayPal balance
Settlement time	7 - 11 working days	5 - 7 working days	Instant	Instant	Instant
Settled to	Bank account	Bank account	PayPal account	PayPal account	PayPal account
Setup time	Approx. 5 working days	15 mins	15 mins	15 mins	15 mins
Requirements	Min. 1,200 across 12 months	n/a	n/a	n/a	n/a

Contact us to learn more about the right payment provider for you and details on processing fees.

Contact us

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