



Racketr club administration

Handbook for club administrators

This handbook walks through every screen in the club admin: what it is for, what you can do there, and how to do it step by step. It assumes no previous experience with club software or bookkeeping. Every screenshot comes from a demo club, so you can read along without touching your own data. Chapter 14 explains how the money works before the finance screens themselves, and it is worth reading even if someone else keeps the books.

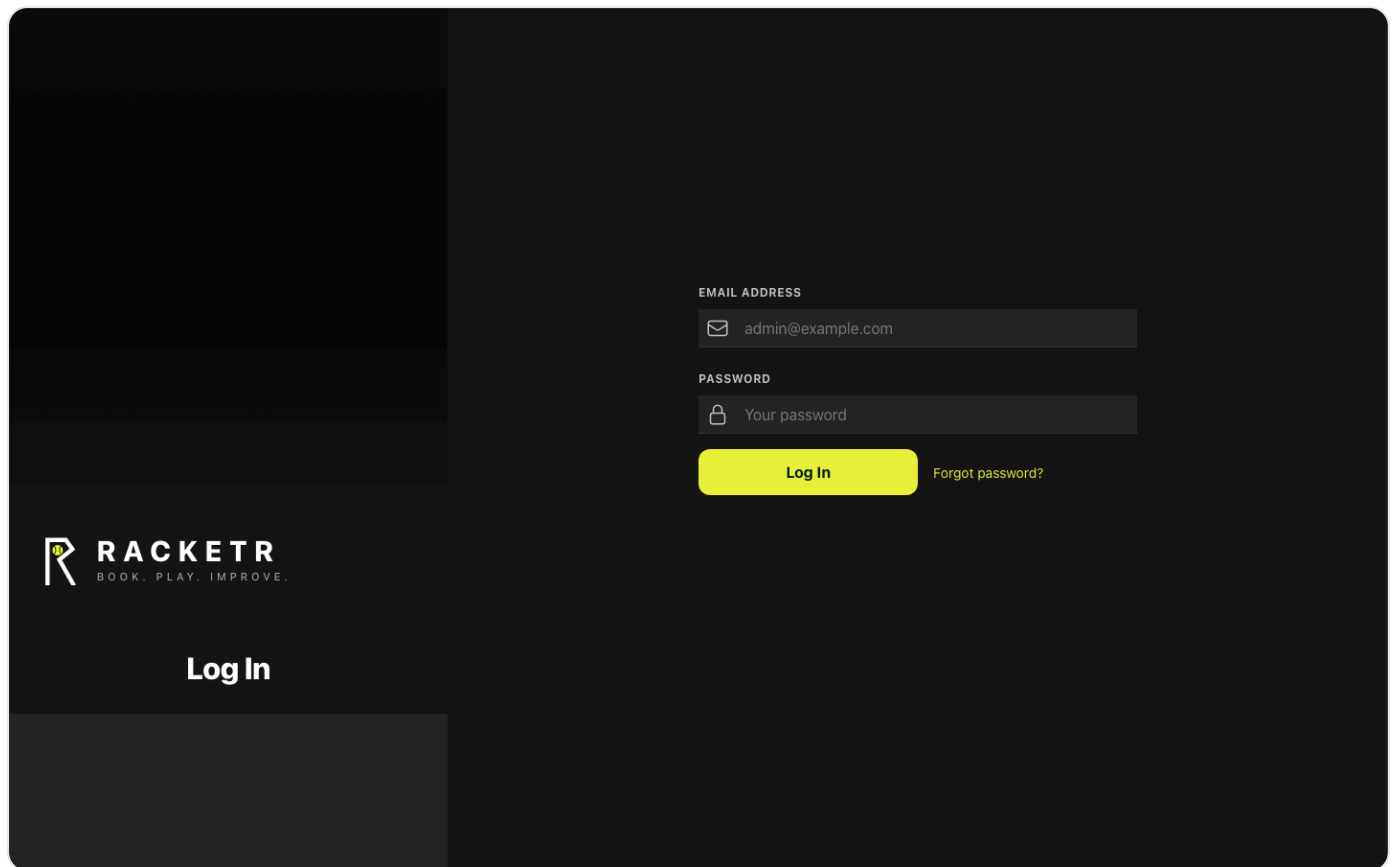
1. Getting started

The club admin runs in your browser. Nothing to install, and it works from a computer, a tablet or a phone. This chapter is the tour of the frame around everything else: signing in, finding your way, and what to set up in the first week.

Signing in

Sign in with the email address your club registered for you. The admin and the member app share one account, so if you also play in the club, it is the same login. If you never received a password, or you forgot it, use the forgot-password link on the login page and you will get a reset email within a minute.

1. Open admin.racketr.app in your browser.
2. Enter your email and password, then press Sign in.
3. If your club uses two-factor, enter the six-digit code from your authenticator app.
4. Bookmark the page once you are in, so you skip the address bar next time.



The club admin login page.

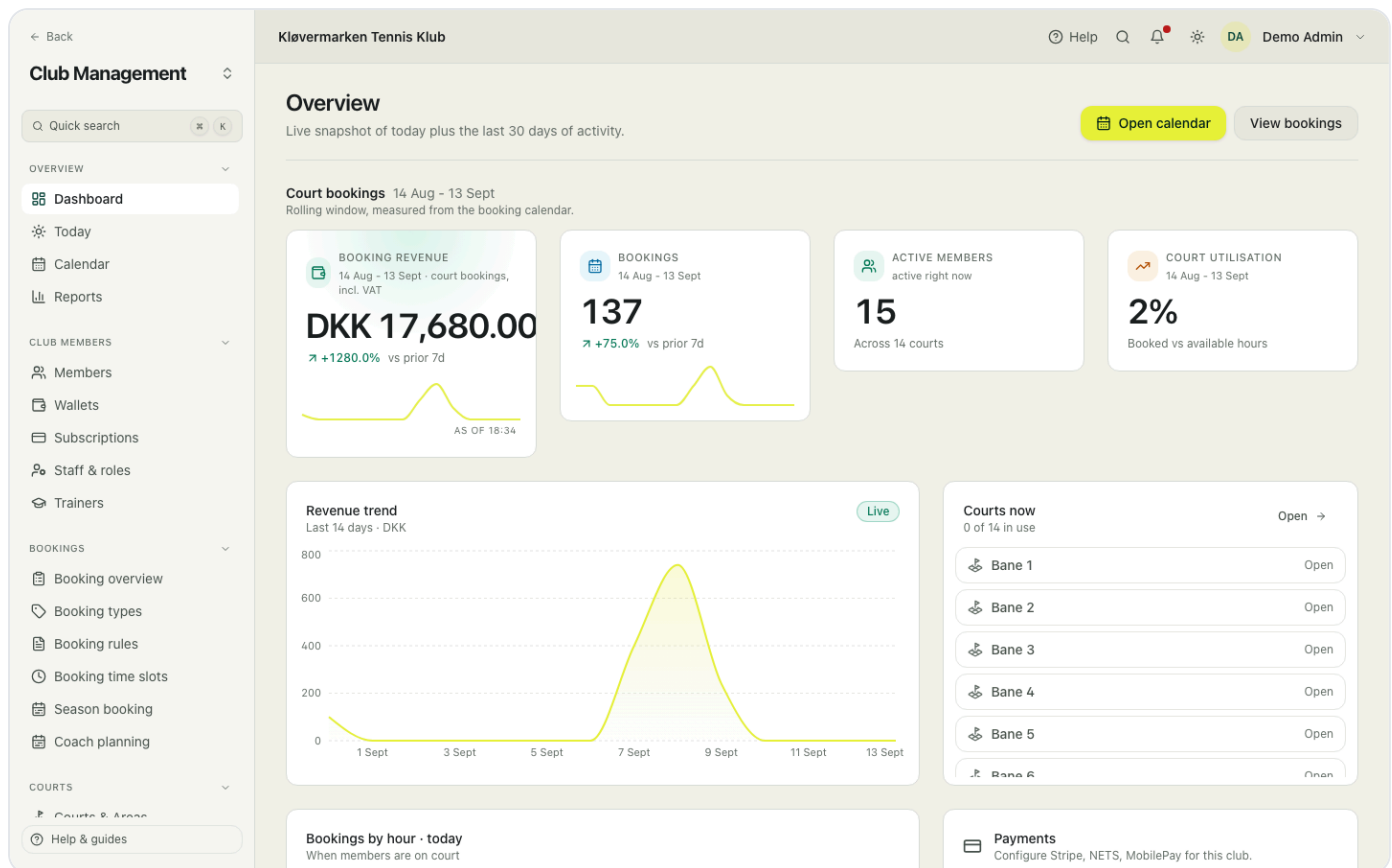
TIP

If you hold a role in several clubs, you pick the club after signing in. The club name always sits at the top of the screen, so you can see which club you are about to change.

How the screen is laid out

Three areas, and they never move. The menu on the left is grouped by topic. The middle is the page you are on. The top right holds help, search, notifications, light or dark mode, and your own profile, where you also switch language. Every page follows the same rhythm: a title with a short explanation, then the tools, then the data.

1. Look at the top left to confirm which club you are in.
2. Use the menu on the left to move between areas.
3. Use the top right for help, search and your profile.



The club admin with menu, top bar and content.

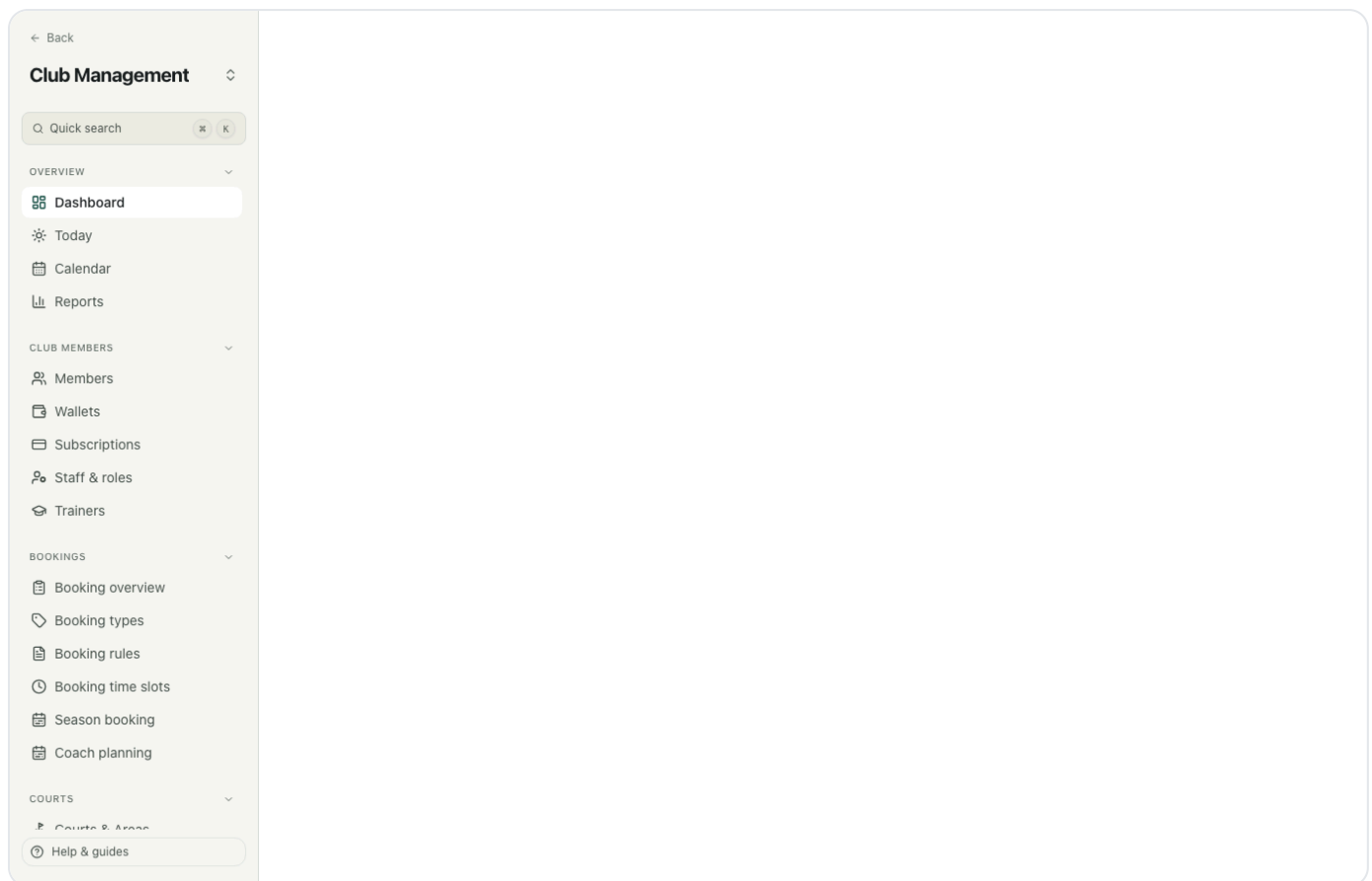
TIP

Change language under your profile in the top right. It only changes what you see. Members get emails and notifications in their own language regardless.

The menu

The menu follows the club's day rather than the database: OVERVIEW (dashboard, today, calendar, reports), CLUB MEMBERS, BOOKINGS, COURTS, OPERATIONS, PAYMENTS & PRICING, FINANCE and SETTINGS & AUDIT. Finance has its own sub-headings: BOOKKEEPING, REPORTS, CATALOGS and YEAR-END. Click a heading to collapse a group you do not use.

1. Click a group heading to open or close it.
2. Click an entry to open that page.
3. A padlock means the module is not part of your club's plan.



The menu grouped by topic.

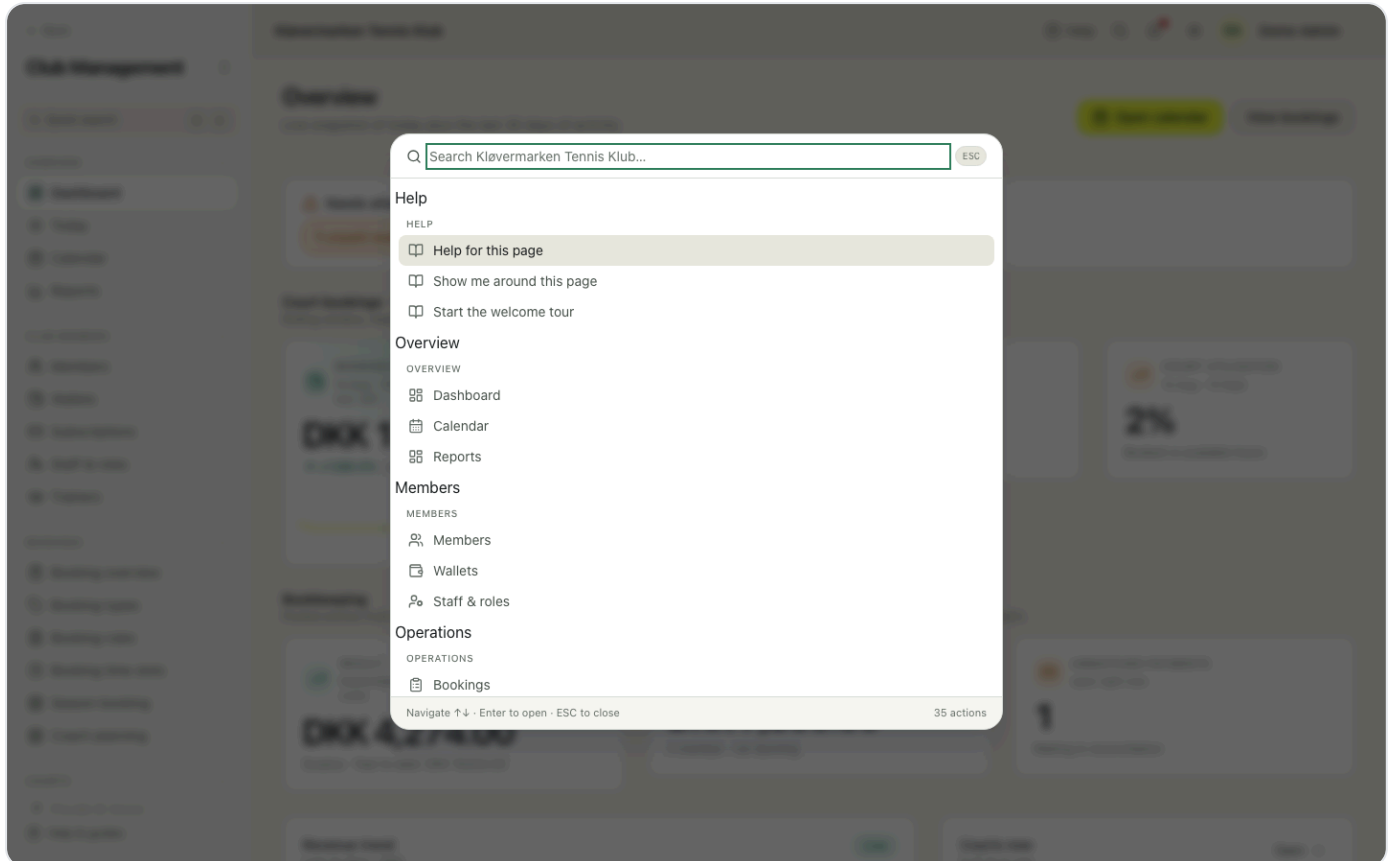
TIP

A padlocked entry is not broken. It is a module your club has not bought or not switched on. Get in touch if you want it opened, and it appears without any other change to your data.

Quick search

The fastest way around the whole admin, and the one shortcut worth learning. Press Cmd+K on a Mac or Ctrl+K on Windows, type a member's name, an invoice number or the name of a page, and jump straight there.

1. Press Cmd+K or Ctrl+K anywhere in the admin.
2. Type what you are looking for, for example a surname or 'invoices'.
3. Pick the result with the arrow keys and press Enter.



Quick search opened with the keyboard shortcut.

TIP

Search knows the names of the screens too, so you never have to remember which group a page lives in.

Help on the page

The Help button in the top right opens help for the page you are standing on: short step-by-step recipes for the usual jobs, and a guided tour that points at the actual buttons on that screen.

1. Open the page you need help with.
2. Click Help in the top right.
3. Pick a recipe, or start the tour to have the controls pointed out.

The screenshot shows the 'Kløvermarken Tennis Klub' dashboard. A 'Help for this page' panel is open, displaying a guided tour button and several recipe options. The dashboard itself features an 'Overview' section with a 'Needs attention' alert (1 unpaid seasons, 5 cancellations, 3 new members), court booking statistics (DKK 17,680.00 revenue, 137 bookings), and bookkeeping information (DKK 4,274.00 result, DKK 7,800.00 outstanding, 1 unmatched payment).

Help for this page

- Show me around this page
- HOW DO I...
 - See today's bookings
 - See who owes the club money
 - Check how busy the courts are
- Restart the welcome tour
- Quick search

Overview
Live snapshot of today plus the last 30 days of activity.

Needs attention

- 1 unpaid seasons
- 5 cancellations (7d)
- 3 new members (7d)

Court bookings 14 Aug - 13 Sept
Rolling window, measured from the booking calendar.

BOOKING REVENUE
14 Aug - 13 Sept - court bookings, incl. VAT
DKK 17,680.00
+1280.0% vs prior 7d

BOOKINGS
14 Aug - 13 Sept
137
+75.0% vs prior 7d

COURT UTILISATION
14 Aug - 13 Sept
2%
Booked vs available hours

Bookkeeping
Posted entries from the ledger. Different period and different source than the booking tiles above, so these totals are not meant to match.

RESULT
September 2026 to date - ledger, revenue minus costs
DKK 4,274.00
Surplus - Year to date: DKK 19,624.00

OUTSTANDING
all unpaid invoices, any date
DKK 7,800.00
4 overdue - run dunning

UNMATCHED PAYMENTS
open right now
1
Waiting in reconciliation

Revenue trend
Last 14 days - DKK

Courts now
0 of 14 in use

The help panel for the current page.

TIP

The tour changes nothing and books nothing. It is safe to run on a live club in the middle of the day.

Turning on court booking

A brand new club starts as a plain community: members and messages, no courts. Activation turns it into a booking club, and it is done once, by the club owner. It creates a starting point rather than an empty screen: a default area, a default booking type, the Danish VAT catalog and standard opening hours. Everything it creates can be changed afterwards, and activation can be reversed from Settings without losing data.

1. Sign in as the club owner and open Club settings.
2. Start the activation and fill in the club details: currency, VAT number for invoices, and the cancellation deadline.
3. Read the summary of what will be created, then confirm.
4. Go through Courts, Opening hours and Pricing before you let members book.

TIP

Only the owner sees this. If the page tells you it is owner-only, you are signed in as staff and need the owner to do this one step.

The first week, in order

Set the club up in the order the system depends on. Each step below builds on the one before it, and doing them out of order is the usual reason something looks wrong later. Ten minutes per step is normal, except pricing and members.

1. Courts and areas: the physical courts members can book.
2. Opening hours: the frame of the booking grid.
3. Court seasons: when outdoor courts are open at all.
4. Booking types and time windows: the labels and the named periods prices refer to.
5. Pricing: the hourly rates, per court, period and membership.
6. Booking rules: how much and how far ahead a member may book.
7. Membership types and members: who the club consists of.
8. Payment gateway: the account the money lands in.
9. Finance: fiscal year, chart of accounts and account mapping.
10. Announce to members, then take the first booking yourself as a test.

TIP

Do the test booking from the member app, with a real card if the club takes card payments. It is the only way to see the whole chain work: the slot disappears from the grid, the invoice is issued, the payment lands, and the revenue is posted to the books.

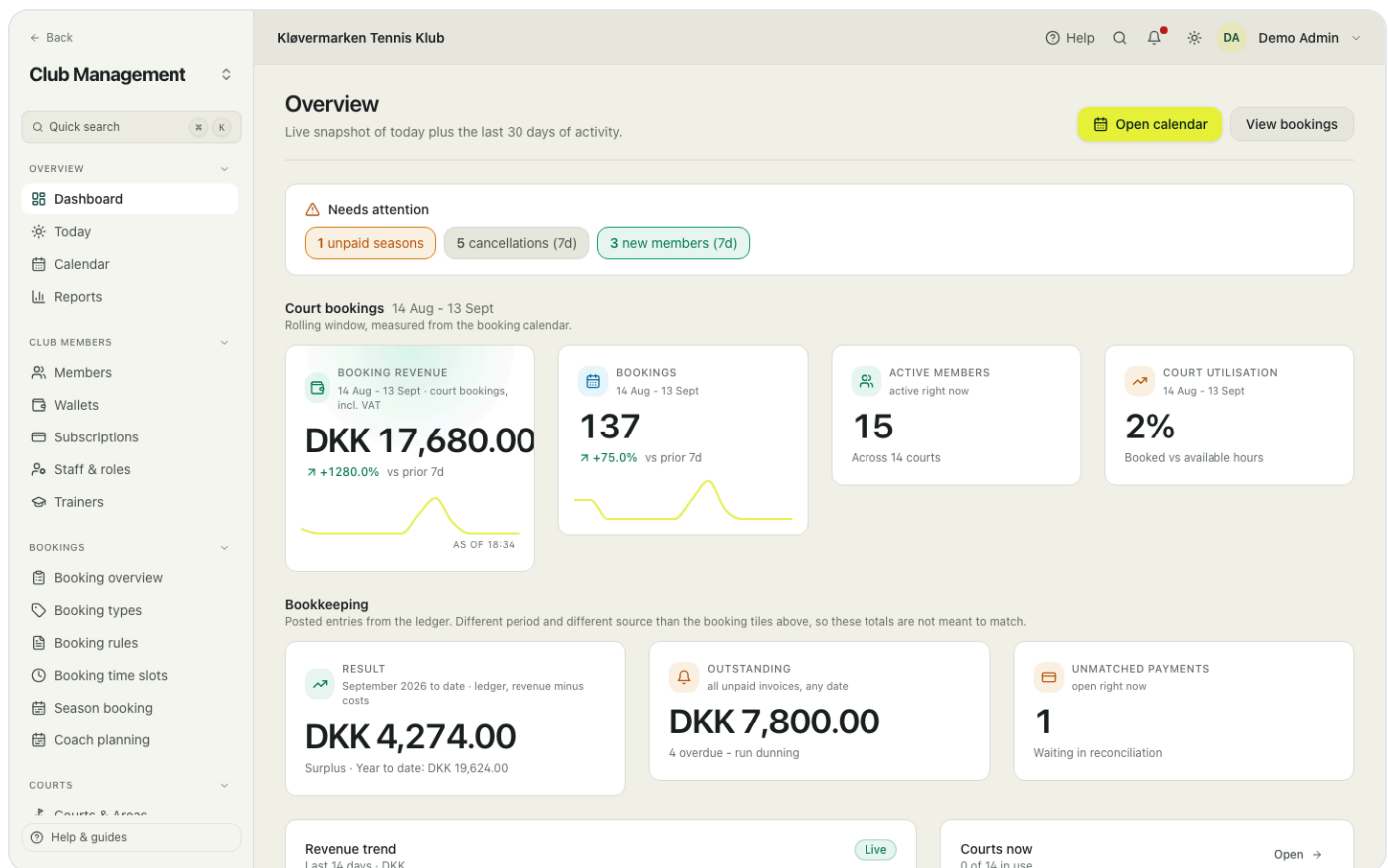
2. Dashboard and reports

The dashboard is the club's morning coffee: what came in, how much play there is, and what is waiting on a decision. Reports are the same numbers, but for a period you choose.

Dashboard

Anything needing a decision sits at the top: unpaid seasons, memberships past due, new members, payments nobody matched. Below that come revenue, bookings, active members and court utilisation for the last 30 days, and a small finance strip from the ledger. Every figure is clickable and takes you to the page where you act on it, so you rarely need the menu in the morning.

1. Read the attention cards at the top and clear what you can.
2. Click any number to open the list behind it.
3. Use the finance strip to see whether anything is unmatched or overdue.



Dashboard with key figures and items needing attention.

TIP

The booking numbers and the finance numbers cover different periods and come from different places, so they are not meant to add up to each other. An empty attention card means there is genuinely nothing to deal with.

Reports

Ready-made reports: court utilisation by weekday and hour, revenue per day, online payments, top bookers, and the members with the most no-shows. You can also build your own report over a range of accounts and a date range, save it, and come back to it later. Everything exports to a spreadsheet.

1. Pick a report in the list on the left.
2. Set the period and any filters, then read the result.
3. Click a column heading to sort, or export to CSV for a spreadsheet.
4. To build your own: choose the account range, name it and save it.

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Kløvermarken Tennis Klub

Help

Reports

Utilisation heatmap by weekday x hour · daily revenue · members with the most no-shows. Window: last 30 days (no-shows: last 90).

Export revenue CSV

Utilisation Revenue No-shows Sales by product Payments received Online payments Walk-in fees (StraksBook) Korttræk (saved-card renewals)

Vouchers Membership trend Inactive members Fixed reservations Most active members (bookings) + New report

This month Last month This quarter This year Last year 01/01/2026 - 13/09/2026

Court occupancy 0.4% of opening hours (14 courts)

136 booked hours out of 36.660 available.

All courts 14 Indendørs Hal 3 Udendørs Baner 11

Day / hour	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Mon	0	0	1	0	0	0	0	0	0	1	1	1	1	1	0
Tue	0	0	0	0	0	0	0	0	0	1	1	1	1	1	0
Wed	0	0	0	0	0	0	0	0	0	1	1	1	1	1	0
Thu	0	0	0	0	0	0	0	0	0	1	1	1	1	1	0
Fri	0	0	0	0	0	0	0	0	0	1	1	1	1	1	0
Sat	-	0	1	1	1	1	1	0	1	1	0	0	0	-	-
Sun	-	0	1	1	1	1	1	0	1	1	1	0	0	0	-

Occupancy: 0% 20% 40% 60% 80% 100% - = closed

The reports page with report list and parameters.

TIP

Utilisation is measured against the hours courts are actually open. If outdoor courts are closed for the winter, say so under Court seasons, otherwise the club looks half empty in January.

3. Courts, areas and lighting

Courts are the foundation of everything else. Pricing, rules, the calendar and utilisation all build on the list you set up here, so it is worth getting right before members arrive.

Courts and areas

A court is one physical playing surface members can book. An area is a group of courts, for example indoor hall, outdoor courts or padel, and areas are used in calendar filters, prices and rules. Every court belongs to one sport, and only sports the club has switched on in Settings can be picked.

1. Click Add court and give it the name members will recognise, for example 'Court 1' or 'Indoor 3'.
2. Pick the area, the sport and the surface.
3. Save. The court appears in the calendar immediately.
4. Create the areas you need first if the club has more than one kind of court.

Courts & areas
Manage the physical courts members can book. Areas group courts (indoor / outdoor / padel).

[+ Add court](#)

Courts							
Name	Area	Sport	Surface	Type	Status	Actions	
Bane 1	Udendørs Baner	Tennis	CLAY	Outdoor	Active	Remove	
Bane 2	Udendørs Baner	Tennis	CLAY	Outdoor	Active	Remove	
Bane 3	Udendørs Baner	Tennis	CLAY	Outdoor	Active	Remove	
Bane 4	Udendørs Baner	Tennis	CLAY	Outdoor	Active	Remove	
Bane 5	Udendørs Baner	Tennis	CLAY	Outdoor	Active	Remove	
Bane 6	Udendørs Baner	Tennis	CLAY	Outdoor	Active	Remove	
Bane 7	Udendørs Baner	Tennis	CLAY	Outdoor	Active	Remove	
Bane 8	Udendørs Baner	Tennis	CLAY	Outdoor	Active	Remove	
Bane 9	Udendørs Baner	Tennis	CLAY	Outdoor	Active	Remove	
Bane 10	Udendørs Baner	Tennis	CLAY	Outdoor	Active	Remove	
Bane 11	Udendørs Baner	Tennis	CLAY	Outdoor	Active	Remove	
Hal 1	Indendørs Hal	Tennis	HARD	Indoor	Active	Remove	

Courts and areas.

TIP

Deleting a court is not the way to take it out of use for a while. Deleting hides it from booking and leaves any future bookings stranded. For a repair or bad weather, use a closure in the calendar. For a whole season, use Court seasons.

Court seasons

A court season says when a court is available at all, over months rather than hours. Outdoor courts that close for the winter belong here. A season can repeat every year, in which case only the month and day matter, so a window running across new year works too.

- 1. Click Add season and name it, for example 'Outdoor summer'.
- 2. Choose whether it covers the whole club, an area or single courts.
- 3. Set the from and to dates, and tick repeats annually if it is the same every year.
- 4. Review the preview of what changes, then save.

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Court seasons

When each court is available at all. Outdoor courts that close for winter should say so here - otherwise occupancy is measured against courts nobody can book.

+ Add season

NAME	APPLIES TO	WINDOW	REPEATS	
Indendørs sæson 2026	Indendørs Hal	01-01 — 12-31	Every year	Edit 🗑
Udendørs sæson 2026	Tennis	04-01 — 10-31	Every year	Edit 🗑
Udendørs sæson 2026	Udendørs Baner	04-01 — 10-31	Every year	Edit 🗑

Court seasons.

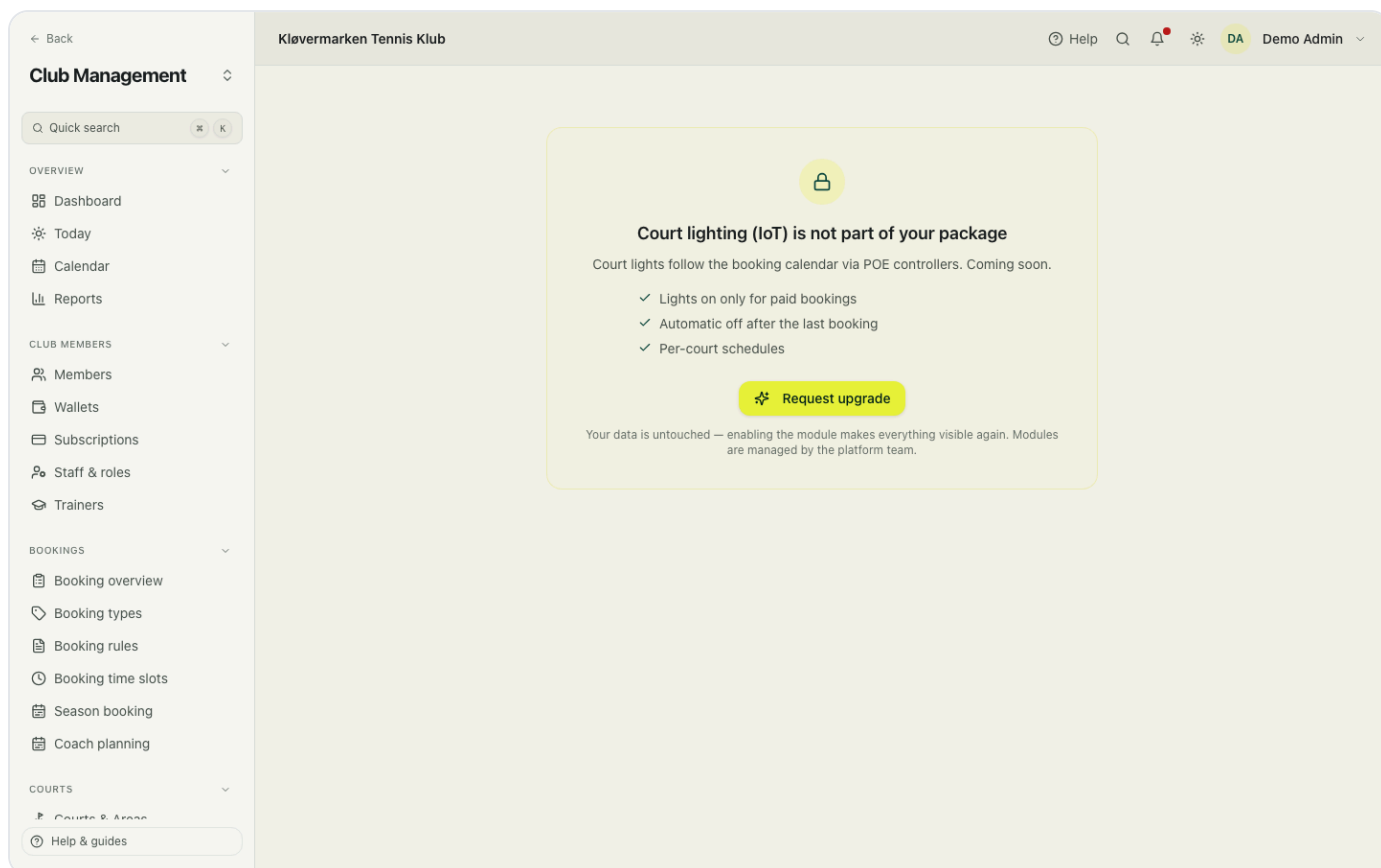
TIP

This is also what makes utilisation honest. Without it, occupancy is measured against courts nobody could book, and the club looks worse than it is.

Lighting

If the club has the lighting module, the lights follow the booking calendar: on five minutes before a booking, off five minutes after. The page shows the hub in the club, the circuits it switches, and which courts belong to which circuit. You can also switch a circuit on or off by hand, for example for a club event.

1. Check the hub at the top: green means it answered, with the time of the last contact.
2. Set up one circuit per group of lights, and a safe closing time for the club.
3. Connect each court to its circuit and choose whether it follows daylight.
4. Use the next switch-ons list to see what will happen over the next 24 hours.



Lighting with hub, circuits and courts.

TIP

The plan is stored on the hub in the club, not only on our server, so tonight's lights still work if the internet drops. The manual switch in the electrical cabinet always overrules everything.

4. Opening hours

Opening hours draw the frame of the booking grid. Everything else layers on top of them.

Opening hours

The club's normal week: when the first slot starts and the last one ends, per weekday.

Members can only book inside these hours, and the calendar only draws rows inside them. A day marked closed has no bookable slots at all.

1. Set the opening and closing time for each weekday.
2. Tick closed for days the club does not open.
3. Save. Changes apply to new bookings, never to bookings already made.

Opening hours
Default weekly opening hours for the whole club. Closures and per-court rules layer on top.

DAY	OPEN	OPENS	CLOSES
Sunday	☒	08.00	20.00
Monday	☒	07.00	22.00
Tuesday	☒	07.00	22.00
Wednesday	☒	07.00	22.00
Thursday	☒	07.00	22.00
Friday	☒	07.00	22.00
Saturday	☒	08.00	20.00

Pending changes
No changes detected.

Opening hours per weekday.

TIP

Opening hours are the club's normal week, not exceptions. A single closed day for a tournament or maintenance belongs in the calendar as a closure, and a whole season belongs in Court seasons.

5. Time windows

A time window is a named period, for example prime time or off-peak. You define it once and refer to it from prices and rules, instead of repeating clock times in a dozen places.

Time windows

A window is a name plus a list of day and from-to slots, for example Prime time = Mon-Fri 16:00–21:00. Price rules and booking rules point at the window, so when the club changes what counts as prime time, you change it here once and every price follows.

1. Click New window and name it in plain words: Prime time, Off-peak, Weekend.
2. Add the day and time slots that make up the window.
3. Save. The window can now be picked in price rules and booking rules.

Time windows

Reusable time groups — Prime time, Off-peak, Weekend, etc. Price rules and booking rules reference these instead of repeating time ranges per court.

[+ New window](#)

Name	Slots	Used by	Status
Normal	Mon 07:00–16:00 · Mon 21:00–22:00 · Tue 07:00–16:00 · Tue 21:00–22:00 · Wed 07:00–16:00 · Wed 21:00–22:00 · Thu 07:00–16:00 · Thu 21:00–22:00 · Fri 07:00–16:00 · Fri 21:00–22:00	Not used yet	Active
Prime Time	Mon 16:00–21:00 · Tue 16:00–21:00 · Wed 16:00–21:00 · Thu 16:00–21:00 · Fri 16:00–21:00	Not used yet	Active
Weekend	Sat 08:00–20:00 · Sun 08:00–20:00	Not used yet	Active

Time windows.

TIP

The used-by column tells you how many prices and rules depend on a window. A window in use is never deleted outright: it is marked inactive so old prices still make sense.

6. Pricing

Pricing answers one question: what does this hour on this court cost this person. You set it up as rules, and at booking time the most specific rule wins.

The price designer

The visual way to set prices: a grid with time windows down the side and membership types across the top. Type the hourly rate into a cell and the rule behind it is written for you. Base is what anyone without a pinned membership pays, and a membership column overrides Base for that membership's members. An empty cell means fall through to the next matching rule, or the court's base price.

1. Choose the scope at the top: whole club, one area or one court.
2. Type the hourly rate into the cells you want to set.
3. Press Preview to see the week as members will see it.
4. Apply when it looks right, or discard to start over.

Pricing

Each template is a named bundle of price rules. A rule maps (court × time-window × membership-tier × participant-mix) → hourly rate. The most specific rule wins at booking time.

Rules Hourly Rates Templates (1)

Week at a glance

Kløvermarken 2026 · active Whole club

	MON	TUE	WED	THU	FRI	SAT	SUN
07							
08							
09							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							

Hourly rates (DKK)

Base = anyone without a pinned tier. A tier column overrides Base for that tier's members (specificity). Empty cell = falls back to the next matching rule / court price.

WHEN	BASE (EVERYONE)	MEDLEMSKAB
Normal	80.00	0.00
Prime Time	120.00	0.00
Weekend	100.00	0.00

The price designer with hourly rates per window and membership.

TIP

If a cell says mixed, the courts in that scope currently have different rates. Type a value to make them the same, or narrow the scope to one court and set them individually.

Price rules

A price rule maps court, time window, membership type and player mix to an hourly rate. Leave a field empty to mean 'any'. When several rules could apply to one booking, the most specific one wins: a rule pinned to a court beats an area-wide one, a time-window rule beats an all-day one, and a membership-specific rule beats a general one. The match score is shown so you can see why a price was chosen.

1. Open the Rules tab and click New rule.
2. Pick the court, window, membership and mix. Empty means any.
3. Enter the hourly rate and save.
4. Check the result by making a test booking in the calendar.

Kløvermarken Tennis Klub

Pricing

Each template is a named bundle of price rules. A rule maps (court × time-window × membership-tier × participant-mix) → hourly rate. The most specific rule wins at booking time.

Rules Hourly Rates Templates (1)

Kløvermarken 2026 - active

All areas All courts All tiers

+ New rule

Price rules with their match scores.

TIP

Always keep one rule with everything empty. That is the club's catch-all price, and it is what saves you when a member books something no other rule covers.

Price templates

A template is a named bundle of price rules, for example '2026 standard' or 'Summer 2026'. Only one template is active at a time, and bookings use the active one. Templates let you prepare next season's prices without touching today's.

1. Open the Templates tab and click New template.
2. Name it after the period it covers.
3. Add the rules inside the template.
4. Set it as the active template when the period starts.

The screenshot shows the 'Pricing' section of the Racketr app for 'Kløvermarken Tennis Klub'. The left sidebar contains navigation menus for 'Club Management', 'CLUB MEMBERS', 'BOOKINGS', and 'COURTS'. The main content area is titled 'Pricing' and includes a description: 'Each template is a named bundle of price rules. A rule maps (court x time-window x membership-tier x participant-mix) → hourly rate. The most specific rule wins at booking time.' Below this, there are tabs for 'Rules', 'Hourly Rates', and 'Templates (1)'. The 'Templates' tab is active, displaying a table with the following data:

Name ^	Rules	Status
★ Kløvermarken 2026	24	Active

A '+ New template' button is located at the top right of the table. A 'Setup wizard' button is also visible in the top right corner of the pricing section.

Price templates.

TIP

Deleting a template deletes its rules with it, and bookings fall back to the active template. Copy first if you might want it back.

Guided pricing setup

A three-step wizard for a club that is starting from nothing: it proposes the usual time windows, lets you fill in the hourly rates per window and membership, and finishes with two sensible booking rules. Ten minutes, and the club can take its first booking.

1. Step 1: adjust or untick the suggested time windows.
2. Step 2: fill in the hourly rate per window and membership. Empty cells use the club default price.
3. Step 3: accept the two baseline booking rules, then finish.

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Pricing setup

Guided setup: time windows, prices and baseline booking rules.

1 → 2 → 3 → 4

1. Time windows

Named weekly periods (e.g. Prime Time) that pricing and rules refer to. Adjust times or untick what you don't need.

Already configured: Normal, Prime Time, Weekend. Existing windows are skipped.

☐	Prime Time	Mon-Fri	16:00	–	21:00	Already exists
☒	Off-peak	Mon-Fri	07:00	–	16:00	
☐	Weekend	Sat-Sun	08:00	–	20:00	Already exists

Cancel Create & continue

The guided pricing setup.

TIP

Everything the wizard creates is normal windows, prices and rules. You can change any of it afterwards, and nothing is locked.

7. Booking types and rules

Types are the labels on a booking. Rules are the limits on who may book what, when and how often.

Booking types

A booking type is the category of a booking: singles, doubles, lesson, tournament or closure. It gives the booking its colour in the calendar, decides whether it is charged, and is what booking rules and season bookings point at. The calendar cannot create a booking without at least one type.

1. Click Add type and name it.
2. Pick a colour and what it is used for: court booking, season, class, tournament or closure.
3. Choose whether bookings of this type are charged.
4. Save.

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Booking types

Booking categories (Singles, Doubles, Lesson, Tournament, Closure) with a color and rules for payment and lighting.

[+ Add booking type](#)

Name	Used for	Charge	Lighting	Finance acct	Status
Adult Lesson	Court booking	✓	✓	—	Active
Closure	BOTH	—	—	—	Active
Doubles	Court booking	✓	✓	—	Active
Fixed Court	Court booking	✓	✓	—	Active
Group Class	Court booking	✓	✓	—	Active
Junior Lesson	Court booking	✓	✓	—	Active
Maintenance	Court booking	—	—	—	Active
Padel	Court booking	✓	✓	—	Active
Private Lesson	Court booking	✓	✓	—	Active
Singles	Court booking	✓	✓	—	Active

Booking types with colours.

TIP

A type that is already used by bookings is never deleted outright: it is marked inactive so the history keeps its labels.

Booking rules

Rules constrain court bookings: how many a member may have at once, how far ahead they may book, how close to the start, how long a booking may be, and which courts they may use. A quota can block outright, or allow extra bookings for a fee, which is how most clubs run it. Rules apply to whoever books, and a rule with no area or court set applies everywhere.

1. Click New rule and pick the type of limit.
2. Fill in the numbers: allowance, free allowance, extra fee, hours or days.
3. Narrow it to an area, court or membership if it should not apply to everyone.
4. Press Preview impact to see how many current bookings the rule would have blocked.
5. Save when the preview looks right.

The screenshot shows the 'Booking rules' interface in the Racketr app. The sidebar on the left contains navigation links: Club Management, Overview (Dashboard, Today, Calendar, Reports), Club Members (Members, Wallets, Subscriptions, Staff & roles, Trainers), Bookings (Booking overview, Booking types, Booking rules, Booking time slots, Season booking, Coach planning), and Courts (Courts & Areas, Help & guides). The main content area is titled 'Booking rules' and includes a subtitle 'Constrain who can book what, when, and how often.' There are buttons for 'Common rules' and '+ Create rule'. A table titled 'Existing rules' displays the following data:

NAME	TYPE	SCOPE	STATUS	ACTIONS
1 gratis aktiv reservation Medlemmer har 1 aktiv (endnu ikke spillet) reservation gratis ad gangen. En ekstra s... { "max": 0, "scope": "active", "free_quota": 1, "count_canceled": false, ... }	Quota (max bookings per period)	All members	Active	[Edit] [Copy] [Delete]

Booking rules with the impact preview.

TIP

Use the templates button. It fills the form for you with the rules clubs most often need, for example three active bookings at a time, or no booking more than seven days ahead.

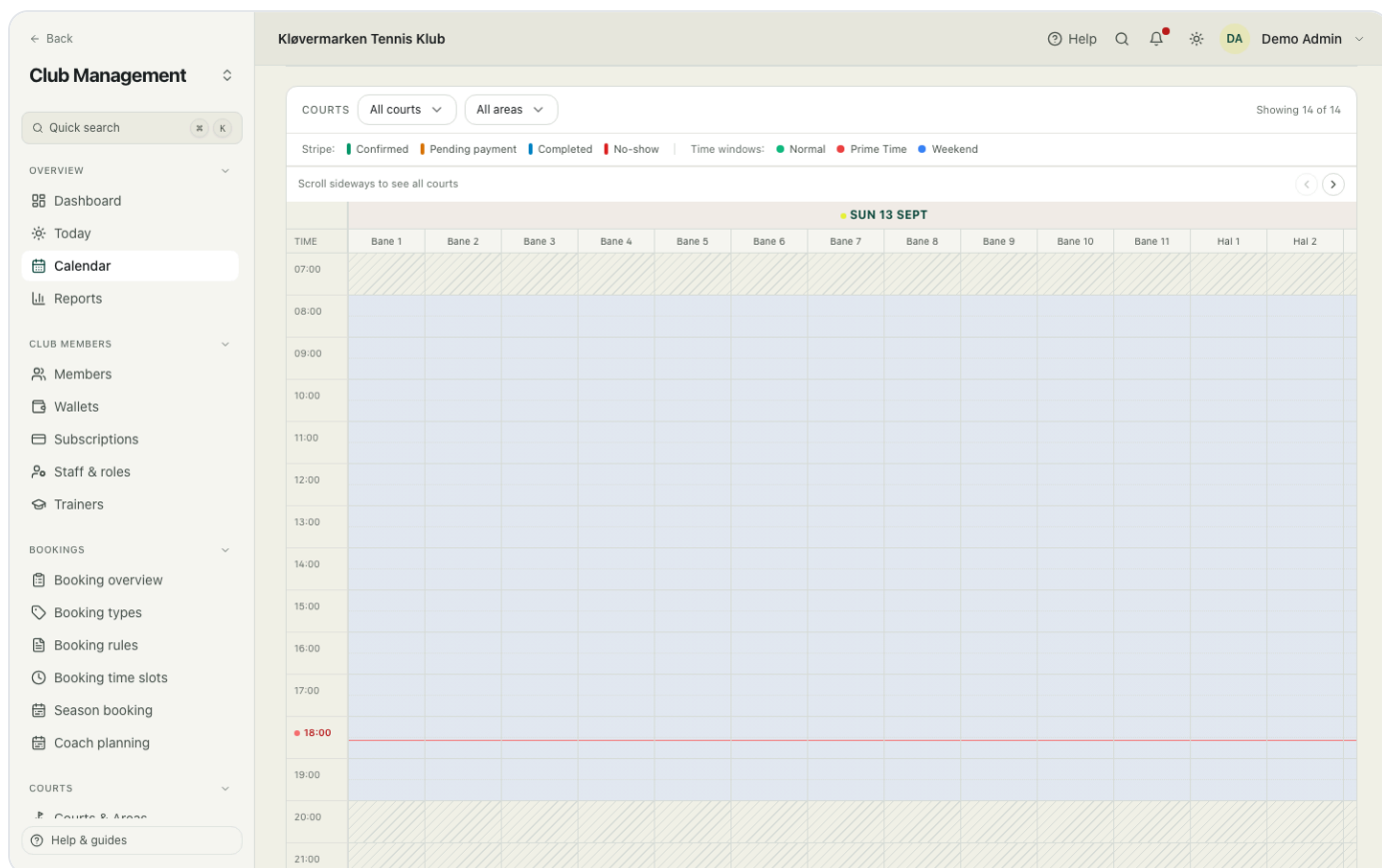
8. Calendar and front desk

The calendar is where the club's day happens: who is on which court, who is missing, and where there is room. This is the screen the desk lives in.

The day view

Courts are columns and time slots are rows. Click an empty slot to book it, click a booking to see the details, drag it to move it, drag its bottom edge to make it longer or shorter. Colours come from the booking type, and the legend under the grid says what each one means.

1. Click an empty slot on the court and time you want.
2. Pick the member, or type a name for a guest.
3. Pick the booking type and check the price the system calculated.
4. Confirm. The member gets a confirmation straight away.



The calendar day view.

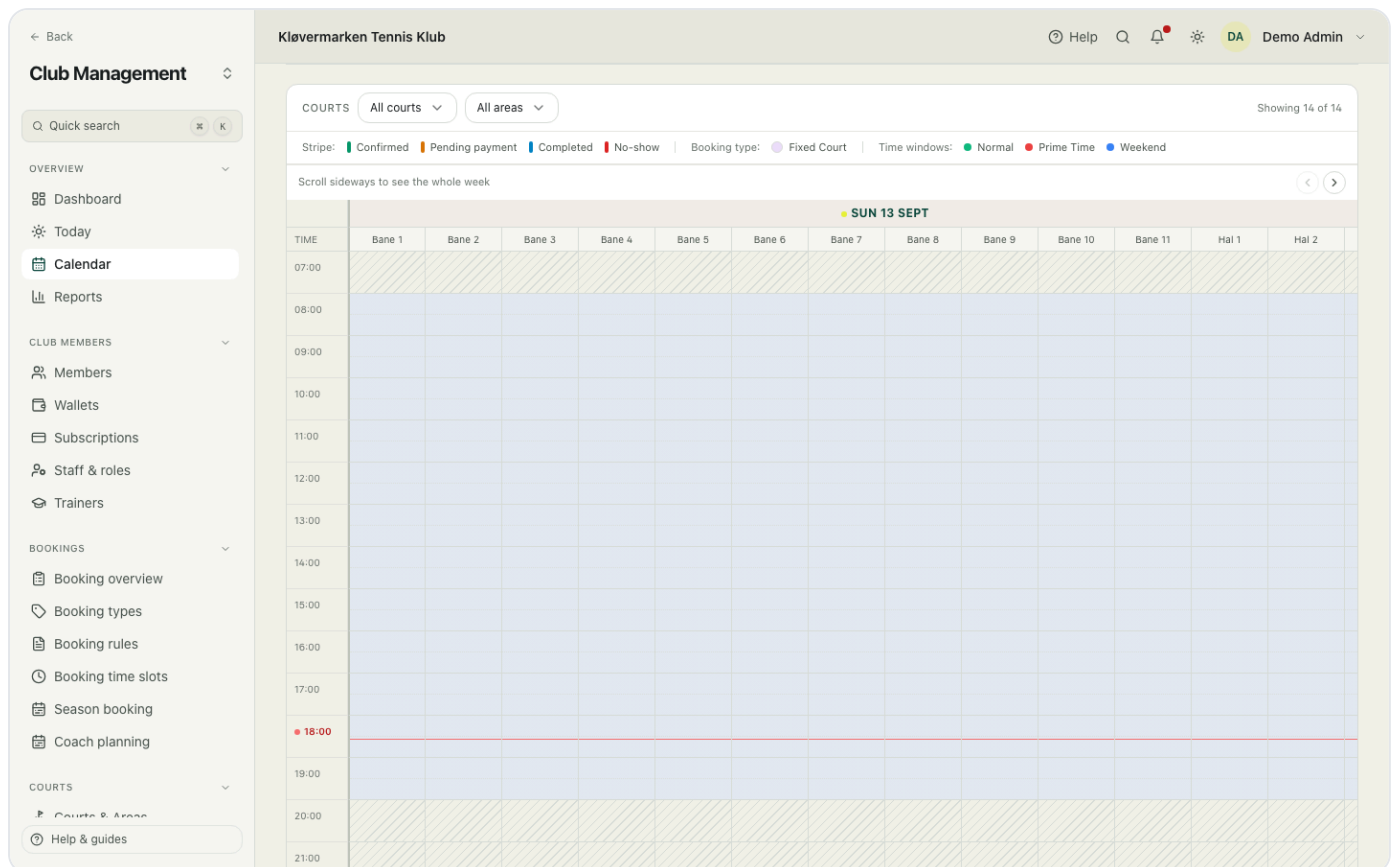
TIP

Booking for someone with no Racketr account is fine: type their name as a guest. They are charged guest pricing, which is usually what the club wants.

The week view

The same grid over seven days, for planning rather than for the desk. Use it to spot the empty hours, to see how a season booking falls through the week, and to move a series of bookings after a change.

1. Switch to the week view at the top.
2. Use the filters to show one area or one sport at a time.
3. Click any booking to open it, exactly as in the day view.



The calendar week view.

TIP

If a booking was already paid and you move it to a more expensive slot, the system tells you the difference. Collect or refund it at the desk: moving does not charge the card again.

Closing a court

A closure blocks a court for a period so nobody can book it, and it shows as a striped block in the calendar. Use it for maintenance, a private event, a tournament or rain. Nobody is charged, and members see the block with the text you give it.

1. Click the slot where the closure starts and choose closure instead of booking.
2. Tap the other courts it covers, for example all outdoor courts when it rains.
3. Give it a public label members will understand, for example 'Maintenance'.
4. Save. Existing bookings in that period are not removed automatically: cancel them yourself if the court really is unusable.

TIP

Closure is for hours and days. For a whole winter, use Court seasons instead, otherwise the club's utilisation numbers get worse every month.

Today

The front desk screen. Who is playing now, who has checked in, what the day has earned, and which checkouts are half finished and still blocking a slot. Everything on it is about the next few hours.

1. Check people in as they arrive.
2. Watch the holds list: an unfinished checkout blocks the slot until it expires.
3. Use New booking for a walk-in.

The screenshot shows the 'Today' front-desk screen for 'Kløvermarken Tennis Klub'. The interface includes a sidebar with 'Club Management' and 'Club Members' sections. The main area displays a 'Today' summary for 'Sunday 13 September' with three key metrics: 'Next check-ins' (0), 'Unpaid holds' (0), and 'Today at a glance' (0 CONFIRMED, 0 CHECKED IN, 0 DKK TODAY). Below this is a 'Courts 7:00-23:00' section showing a grid of court slots for 11 courts (Bane 1-11) and 2 halls (Hal 1, Hal 2) across time slots 7, 9, 11, 13, 15, 17, 19, 21, and 23. A red vertical line indicates the current time is 19:00.

The Today front-desk screen.

TIP

A hold releases itself after the minutes set in Settings, so you rarely have to do anything. Only step in if someone is standing at the desk waiting for that exact court.

9. Bookings

The calendar shows the day. The booking list answers questions about any period: what was booked, by whom, what was paid, and what was cancelled.

The booking list

Every booking in the club, filterable by status and period. Status tells you where the booking stands: confirmed, awaiting payment, cancelled, completed or no-show. The list is the place to look when a member asks what they were charged three weeks ago.

1. Set the period and the status filter.
2. Search for the member if you are looking for one booking.
3. Click a row to open the booking with its price and payment.
4. Export to CSV if it needs to go into a spreadsheet.

Kløvermarken Tennis Klub

Bookings
All bookings across courts for this club.

Filters: All statuses | Next 7 days | All courts | Search by member... | CSV | Refresh

WHEN ↓	COURT	BOOKER	AMOUNT	STATUS	ACTIONS
09/15/2026, 19:00	Hal 1	Season Mads Østergaard	0.00	Confirmed	× Cancel
09/14/2026, 20:00	Hal 1	Mette Testesen	300.00	Canceled by player	
09/13/2026, 20:00	Hal 1	Mette Testesen	160.00	Canceled by player	

The booking list with filters.

TIP

Awaiting payment means the member started a checkout and never finished. Those release themselves, and you do not have to clean them up by hand.

Cancelling, refunding and no-shows

Cancelling from the admin follows the club's refund policy, and the member is notified. What the money does depends on how the booking was paid: card payments are refunded, club credit goes back to the member's credit, and a booking paid with a clip gets the clip back on the card instead of money. Marking someone as a no-show does not move money, it only records that they did not turn up, which is what the no-show report counts.

1. Open the booking from the calendar or the booking list.
2. Choose cancel, and read the refund line before you confirm.
3. Leave the amount empty for a full refund, or enter a smaller amount for a partial one.
4. Confirm. The member is notified and the books are corrected automatically.

TIP

Everything here is written to the audit log with your name on it, which is what protects you when a member disputes a refund six weeks later.

10.Members and staff

The member register is the club's roster: who belongs, what they may do, and who works here. Everything about a single person is gathered on their member card.

The member list

Everyone in the club, with search, status filter and paging. A member is a person with a Racketr account attached to your club, and the club decides their membership type, their role and their status. Click a row to open the member card.

1. Search by name, email or member number.
2. Filter by status to find suspended or ended memberships.
3. Click a row to open the member card.
4. Use Add member to put an existing Racketr player straight onto the roster.

The screenshot shows the 'Members' page in the Racketr club administration interface for 'Kløvermarken Tennis Klub'. The page has a sidebar on the left with navigation options like 'Club Management', 'OVERVIEW', 'CLUB MEMBERS', 'BOOKINGS', and 'COURTS'. The main content area displays a list of 15 members. At the top of the main area, there are buttons for 'Share / Direct link', 'Export CSV', 'Import CSV', and 'Enroll member'. Below these buttons is a legend for membership statuses: 'Active' (membership is active), 'Suspended' (membership is temporarily suspended), and 'Ended (Deaktiver)' (membership has ended, kept for archive only - data to be anonymized according to data privacy legislation). A search bar and a status filter dropdown are also present. The table below lists the members with columns for MEMBER, NUMBER, ROLE, MEMBERSHIP TIER, STATUS, and ACTIONS.

MEMBER	NUMBER	ROLE	MEMBERSHIP TIER	STATUS	ACTIONS
Demo Admin demo-admin@klovermarken.demo	—	OWNER	Medlemskab	ACTIVE	Wallet, Edit, Delete
Freja Holm freja@klovermarken.demo	1	TRAINER	Medlemskab	ACTIVE	Wallet, Edit, Delete
Mads Østergaard mads@klovermarken.demo	2	TRAINER	Medlemskab	ACTIVE	Wallet, Edit, Delete
Sofie Lund sofie@klovermarken.demo	3	MEMBER	Medlemskab	ACTIVE	Wallet, Edit, Delete
Emil Brandt emil@klovermarken.demo	4	MEMBER	Medlemskab	ACTIVE	Wallet, Edit, Delete
Clara Møller clara@klovermarken.demo	5	MEMBER	Medlemskab	ACTIVE	Wallet, Edit, Delete
Viktor Riis viktor@klovermarken.demo	6	MEMBER	Medlemskab	ACTIVE	Wallet, Edit, Delete
Ida Vestergaard ida@klovermarken.demo	7	MEMBER	—	ACTIVE	Wallet, Edit, Delete
Oscar Bek oscar@klovermarken.demo	8	MEMBER	—	ACTIVE	Wallet, Edit, Delete
Laura Dahl laura@klovermarken.demo	9	MEMBER	—	ACTIVE	Wallet, Edit, Delete

The member list.

TIP

Removing a member keeps their bookings and their club credit and only takes away access. Anonymising is the other thing entirely: it ends the membership and clears the club's copy of their identity, and it cannot be undone. Use it when someone asks to be forgotten.

The member card

One person, everything about them: contact details, member number, membership type, role, status, club credit, what they owe, their coming bookings, their memberships and their history. Most day-to-day answers to 'what happened with this member' are on this page, and so are the buttons that fix it.

1. Open the member from the list or from quick search.
2. Change the membership type, role or status at the top.
3. Open the wallet to see or adjust club credit.
4. Use the family section to link a child who is already a member, or to add one who plays without their own login.

The screenshot shows the 'Kløvermarken Tennis Klub' interface. On the left is a sidebar with 'Club Management' and various navigation options like Overview, Club Members, Bookings, and Courts. The main area displays the member card for 'Sofie Lund' (Member no. 3 - MEMBER). At the top right of the card are 'Send email' and 'Log in as member' buttons. Below this are four summary boxes: STATUS (ACTIVE), CLUB CREDIT (200,00 DKK, Open wallet), OUTSTANDING (1.200,00 DKK), and UPCOMING BOOKINGS (7). The 'Contact & membership' section includes fields for Email (sofie@klovermarken.demo), Phone, Address, Role (MEMBER), Membership tier (Medlemskab), Age group (34 - Adult), and Joined date (29. aug. 2026), with an 'Edit' button. The 'Memberships' section shows 'Medlemskab - monthly' with a payment date of 28. sep. 2026, a cost of 250,00 DKK, and an 'ACTIVE' status with an 'Adjust' button. The 'Family' section explains that a child gets a club profile without a login and provides input fields for First name, Last name, and Birth year, along with an 'Add child' button. At the bottom, there's a note about linking existing members and a search bar for 'Search member by name, email or member no' with a 'Link as child' button.

A member card with balance, memberships and bookings.

TIP

Sign in as member shows you exactly what that person sees in the app. It is the quickest way to settle a 'the app will not let me book' phone call, and the fact that you did it is written to the audit log.

Enrolling a member

The enrolment wizard signs someone up for a membership and takes the payment at the desk. It handles both cases: a person who already has a Racketr account, and a person who does not, who is invited by email and gets an account with an activation link.

1. Choose whether the person already has an account or should be invited.
2. Find them by name, or fill in email, first name and last name for an invitation.
3. Pick the membership type and the billing cycle, and the starting date if it is not today.
4. Read the summary, which says what is charged and what happens, then confirm.

The screenshot shows the 'Enroll member' wizard in the Racketr app. The interface is for 'Kløvermarken Tennis Klub'. On the left is a sidebar with 'Club Management' and various navigation options like Overview, Dashboard, Today, Calendar, Reports, Club Members, Members, Wallets, Subscriptions, Staff & roles, Trainers, Bookings, and Courts. The main area is titled 'Enroll member' and includes a progress bar with four steps (1, 2, 3, 4). Below the progress bar are two tabs: 'Existing Racketr user' (selected) and 'Invite by email'. Under the 'Existing Racketr user' tab, there is a 'FIND PLAYER' section with a search input field labeled 'Name or email...'. Below the search field is a checkbox labeled 'Bypass the join-request flow — use this when importing / migrating members from other systems.' and a yellow 'Next' button.

The enrolment wizard.

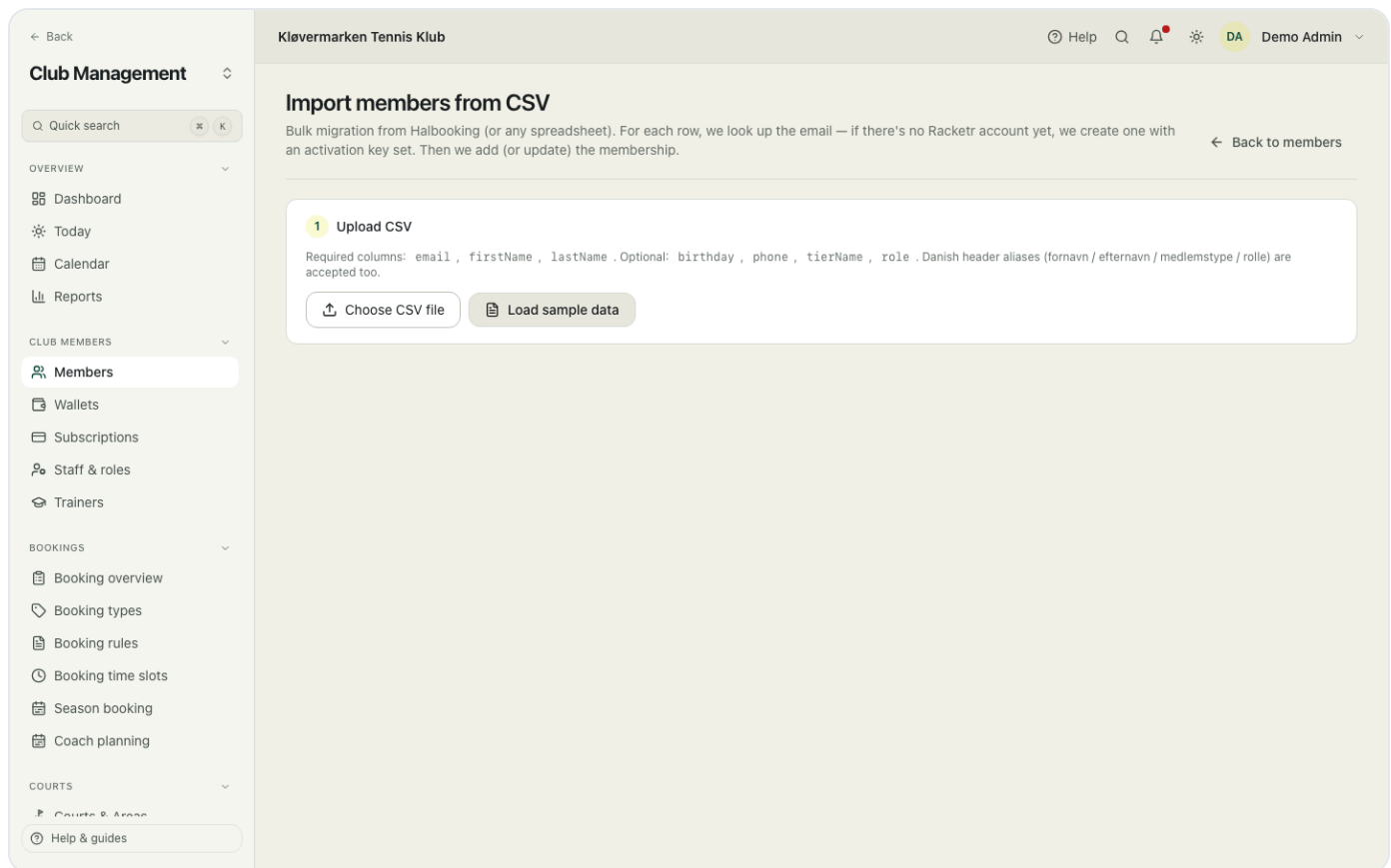
TIP

If you mark it paid at the desk, the membership is active at once and the revenue is booked. If you leave it unpaid, it waits for the member to pay and appears under Payments due until they do.

Importing members

Bulk import from a spreadsheet, typically the export from the club's old system. Every row is looked up by email: if there is no Racketr account, one is created with an activation key, and then the membership is added or updated. Danish column headings are understood, so an export with *fornavn* and *efternavn* works as it is.

1. Export the members from the old system as CSV, or use the sample file as a template.
2. Choose the file. The columns are read and shown to you.
3. Check the warnings, especially membership types that do not exist yet.
4. Run the import and check a couple of members afterwards.



Member import with column mapping.

TIP

Create the membership types before importing. Rows pointing at a type the club does not have end up on the default type, and sorting that out afterwards is more work than doing it first.

Linking families from a file

When the club's juniors are already members, link them to their parents in one go instead of one member card at a time. Prepare a CSV file with one row per child: a guardian column and a child column, each holding the member number or the email address. The page reads the whole file first and shows, row by row, what would happen; nothing is written until you confirm.

1. Open Members and click Link families.
2. Choose the CSV file. Semicolons and commas both work, and Danish headings such as forældre and barn are understood.
3. Read the result per row: will be linked, already linked, skipped, or a problem with its reason.
4. Correct the file if needed and choose it again, then click Link and confirm.

Link children to guardians

Upload a CSV with one row per child. Every row is checked against the club's members first; nothing is linked until you confirm.

1 Choose the file

One row per child: a guardian column and a child column. Each cell holds the member number or the email address. Semicolons and commas both work.

```
forældre medlemsnr;barn medlemsnr
1042;2317
1042;2318
anna@example.dk;2320
```

Accepted headings: guardian, parent, forældre, væрге (optionally with medlemsnr or email) and child, barn (the same).

[Choose CSV file](#) [familier.csv](#) [Clear](#)

2 What the file would do (5 rows)

2 children will be linked to 1 guardians. 3 rows are left as they are.

[All \(5\)](#) [Will be linked \(2\)](#) [Problems \(1\)](#) [Already linked \(2\)](#) [Skipped \(0\)](#)

LINE	GUARDIAN	CHILD	RESULT
2	Viktor Riis - #6	Alma Riis - #15	Already linked
3	Viktor Riis - #6	Noah Riis - #16	Already linked
4	Frederik Testesen - #12	Lars Testesen - #11	Will be linked
5	Frederik Testesen - #12	Anna Berg - #14	Will be linked
6	999	Noah Fris - #10	Problem No member with this number or email.

Linking children to guardians from a CSV file.

TIP

An existing guardian is never replaced, and running the same file again changes nothing. Every link is written to the audit log and can be removed again on the member card.

Staff and roles

Who works in the club and what they are allowed to do. A role is a ready-made bundle of permissions: administrator, staff at the desk, trainer, treasurer. You promote a normal member into a role from this page, and you can take the role away again the same way.

1. Find the member in the list at the bottom.
2. Pick the role and confirm.
3. The change applies immediately and is written to the audit log.

Club Management

Q Quick search

OVERVIEW

- Dashboard
- Today
- Calendar
- Reports

CLUB MEMBERS

- Members
- Wallets
- Subscriptions
- Staff & roles**
- Trainers

BOOKINGS

- Booking overview
- Booking types
- Booking rules
- Booking time slots
- Season booking
- Coach planning

COURTS

- Courts & Areas
- Help & guides

Kløvermarken Tennis Klub

Help Q DA Demo Admin

Staff & roles

Manage who can administrate the club. OWNER and ADMIN see everything; OPERATOR is an admin-lite; CASHIER can take payments on behalf; TRAINER manages their assigned classes.

MEMBER	MEMBER #	CURRENT ROLE	CHANGE ROLE	
Demo Admin demo-admin@klovermarken.demo	—	OWNER	OWNER ▼	Capabilities
Freja Holm freja@klovermarken.demo	1	TRAINER	TRAINER ▼	Capabilities
Mads Østergaard mads@klovermarken.demo	2	TRAINER	TRAINER ▼	Capabilities

Promote a member to staff

12 regular members. Pick one and assign a staff role.

Sofie Lund	— promote — ▼
Emil Brandt	— promote — ▼
Clara Møller	— promote — ▼
Viktor Riis	— promote — ▼

Staff and roles.

TIP

Give the desk the desk role, not the owner role. The owner role can turn court booking off for the whole club, and nobody needs that to check people in.

Permissions per person

When one person needs a little more or a little less than their role gives, you make the exception here. Every permission shows where it comes from: from the role, granted as an exception, or taken away as an exception. Changes take effect at once and are logged.

1. Open the person from Staff and roles.
2. Find the permission, using search if the list is long.
3. Grant it or take it away, and confirm.
4. Use reset to go back to whatever the role gives.

The screenshot shows the 'Permissions for Freja Holm' screen in the Racketr app. The left sidebar contains navigation options: Club Management, Overview, Club Members, Bookings, and Courts. The main content area shows the role 'TRAINER' with a summary of permissions: 5 from the role, 1 granted on top, 0 taken away, and 30 no access. Below this is a 'How to read this' section explaining the color-coded status: green for 'From role', blue for 'Granted on top', red for 'Taken away', and grey for 'No access'. A search bar is present with the text 'e.g. booking, invoice, price'. The 'Bookings' section lists two permissions: 'See all bookings' (granted from role) and 'Book for a member' (no access). Each permission has a 'Take away' or 'Give access' button.

Permissions for one staff member.

TIP

Start with the role and only make exceptions you can explain out loud. Ten people with ten different exception sets is the fastest way to lose track of who can refund money.

Trainers

The club's trainers. Adding a trainer gives an existing member the trainer role, which is what lets them be put on classes and training sessions, and gives them the coach screens in the app.

1. Click Add trainer.
2. Find the member and confirm.
3. The trainer can now be assigned to classes and sessions.

Kløvermarken Tennis Klub

Trainers

The club's trainers. Adding a trainer gives an existing member the trainer role.

[Add trainer](#)

TRAINER	MEMBER NO.	STATUS	ACTIONS
Freja Holm freja@klovermarken.demo	1	TRAINER	Remove trainer
Mads Østergaard mads@klovermarken.demo	2	TRAINER	Remove trainer

The club's trainers.

TIP

Removing a trainer takes the role away but leaves the sessions they have already taught, so the payroll export for last month still adds up.

11.Memberships and club credit

Membership types decide what a member pays in dues and what they pay per court.

Subscriptions are the running memberships. Club credit is money the club owes the member.

Membership types

The club's categories: junior, senior, family, couple, trial. A type carries the monthly or annual dues, and price rules can target it, which is how members and non-members end up paying different court prices. A type can also carry its own revenue account, so junior dues land on a different account than senior dues.

1. Click Add type and name it.
2. Enter the monthly and annual price.
3. Write the one-line benefit text members see in the app.
4. Save, then use the type in your price rules.

The screenshot shows the 'Membership tiers' page in the Racketr Club Management interface. The left sidebar contains navigation options: Club Management, Overview, Dashboard, Today, Calendar, Reports, Club Members, Members (selected), Wallets, Subscriptions, Staff & roles, Trainers, Bookings, Booking overview, Booking types, Booking rules, Booking time slots, Season booking, Coach planning, Courts, Courts & Areas, and Help & guides. The main content area is titled 'Membership tiers' and includes a subtitle: 'Define member categories (Junior, Senior, Family, Couple, Trial). Pricing rules can target tiers and members are auto-reassigned when tiers change.' A yellow '+ Add tier' button is in the top right. A text box explains the 'Guest tier': 'Where is the Guest tier? Guests are not a membership tier - a guest is simply someone without a membership tier. Guest pricing lives in Pricing, i.e. rules with no tier apply to guests. Walk-in guests are charged the guest walk-in fee on the booking.' Below this is a table with columns: Name, Monthly, Annual, and Members. The table lists one tier: 'Medlemskab' with a monthly price of DKK 250.00, an annual price of DKK 2,500.00, and 7 members. A three-dot menu is visible next to the 'Medlemskab' row.

Membership types.

TIP

Changing or deleting a type shows you first how many members are on it and which price rules point at it. Read that before you confirm: deleting moves those members to the default type.

Subscriptions

Every running membership with its cycle, price, status and period. Active means paid and running, pending means waiting for a first payment, past due means the renewal failed. Members cancel from their own profile in the app, and the desk settles cash and bank payments here.

1. Filter by status to find the memberships that need attention.
2. Open a row to see the period and the payment history.
3. Use mark paid to record a cash or bank payment. The membership becomes active at once.
4. Use the invitation to ask members with no saved card to register one.

Membership subscriptions

11 subscriptions in this club. Members cancel from their own profile; staff can settle desk payments below.

Invite to save a card Refresh

11 ACTIVE 0 CARD ON FILE 0 PENDING 0 PAST DUE 0 CANCELED 2,750 DKK MRR (ACTIVE)

All statuses Card on file: all

MEMBER	TIER	CYCLE	PRICE	STATUS	PERIOD	GATEWAY	CARD ON FILE	ACTIONS
Anna Berg	Medlemskab	Monthly	250 DKK	Active	9. sep. 2026 → 9. okt. 2026	Test gateway	none	Adjust period
Mette Testesen	Medlemskab	Monthly	250 DKK	Active	7. sep. 2026 → 7. okt. 2026	Test gateway	none	Adjust period
Frederik Testesen	Medlemskab	Monthly	250 DKK	Active	7. sep. 2026 → 7. okt. 2026	Test gateway	none	Adjust period
Lars Testesen	Medlemskab	Monthly	250 DKK	Active	7. sep. 2026 → 7. okt. 2026	Test gateway	none	Adjust period
Demo Admin	Medlemskab	Monthly	250 DKK	Active	29. aug. 2026 → 28. sep. 2026	Test gateway	none	Adjust period
Viktor Riis	Medlemskab	Monthly	250 DKK	Active	29. aug. 2026 → 28. sep. 2026	Test gateway	none	Adjust period
Clara Møller	Medlemskab	Monthly	250 DKK	Active	29. aug. 2026 → 28. sep. 2026	Test gateway	none	Adjust period
Emil Brandt	Medlemskab	Monthly	250 DKK	Active	29. aug. 2026 → 28. sep. 2026	Test gateway	none	Adjust period
Sofie Lund	Medlemskab	Monthly	250 DKK	Active	29. aug. 2026 → 28. sep. 2026	Test gateway	none	Adjust period
Mads Østergaard	Medlemskab	Monthly	250 DKK	Active	29. aug. 2026 → 28. sep. 2026	Test gateway	none	Adjust period

Subscriptions with status and period.

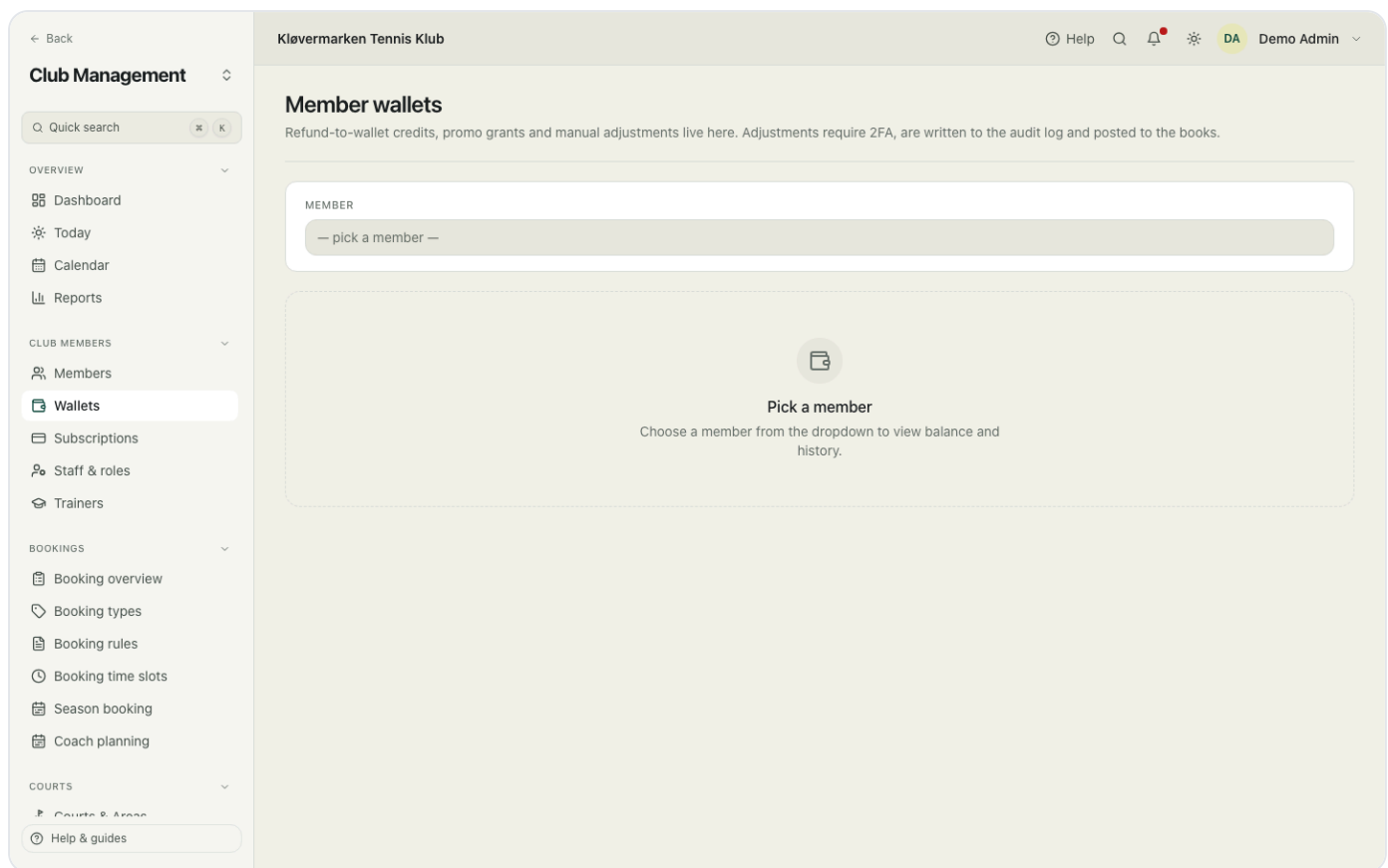
TIP

Past due does not cancel anything by itself. The member keeps their membership until somebody ends it, which is deliberate: clubs would rather ring the member than lose them to a failed card.

Club credit

Club credit is money the member has with the club: a refund they chose to keep as credit, a top-up at the desk, or a goodwill amount from the club. It pays for bookings automatically before the card is charged. Adjusting a balance needs two-factor confirmation, is written to the audit log, and is posted to the books, because it is real money the club owes.

1. Pick the member at the top to see their balance and history.
2. Use adjust to add or remove credit, and choose the reason.
3. Read the consequences shown before you confirm.
4. Confirm with your two-factor code.



Club credit for one member.

TIP

Club credit is a debt, not income. The club only earns it when the member spends it, or when it expires under the club's expiry policy. Chapter 14 shows exactly how that is booked.

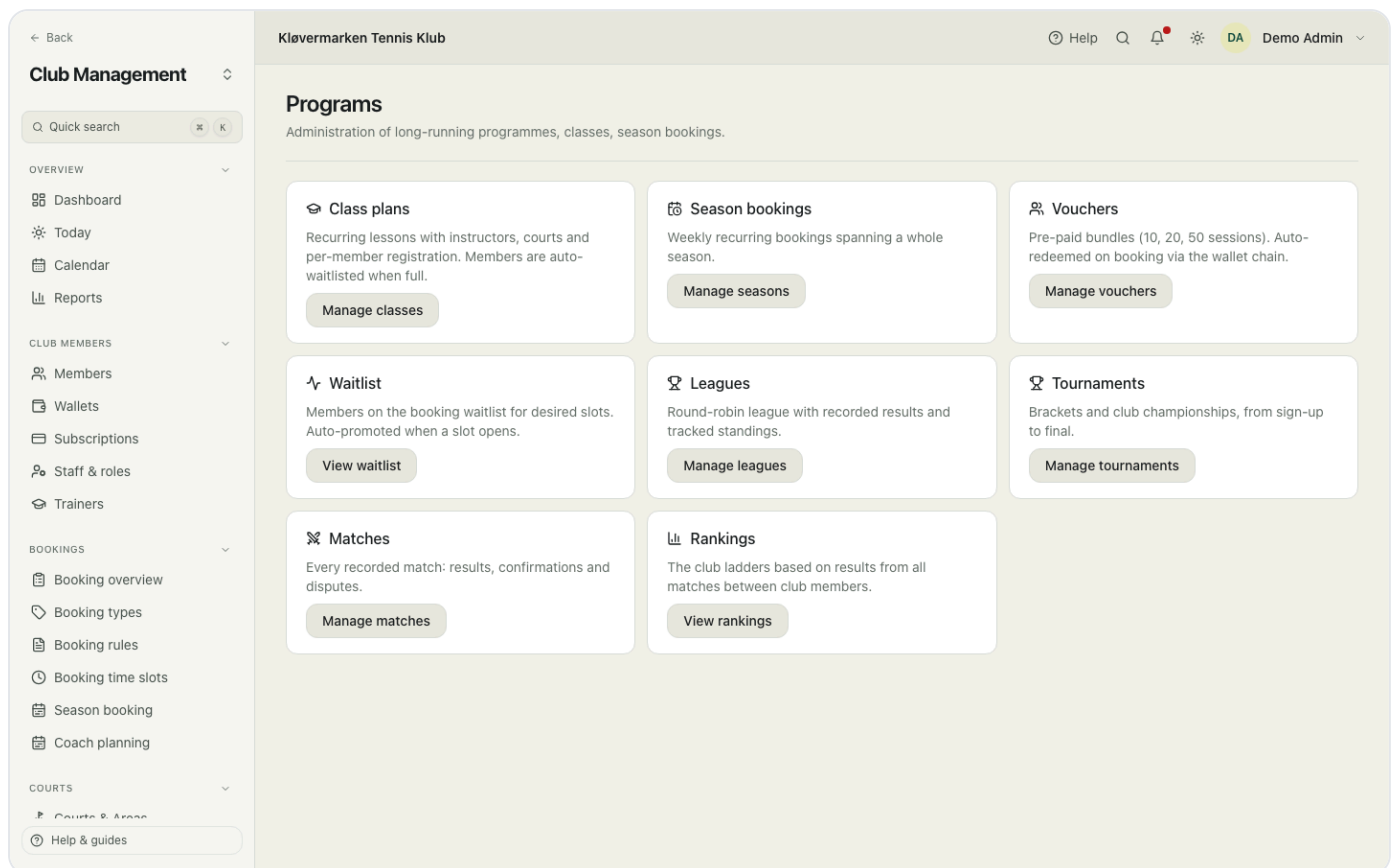
12. Programs, classes and seasons

Programs are everything that repeats: weekly classes, season bookings that run all winter, clip cards and the waiting list. They all end up as normal bookings in the calendar, which is why a season booking blocks the court like any other.

The programs page

The front door to the four program areas: classes, season bookings, clip cards and the waiting list. Each card says what it is for and takes you to its own screen.

1. Pick the area you need.
2. Come back here to move between them.



The programs overview.

TIP

Classes and seasons look similar and solve different problems. A class has an instructor, a capacity and members who register one by one. A season booking is one group that keeps the same slot every week and pays as one.

Classes

Recurring lessons with an instructor, a court and registration per member. You set the price, the period, the weekly schedule and the capacity. When the class is open, members register from the app, and when it is full, the next ones are waitlisted automatically. Each session reserves its court, so the calendar shows it like any other booking.

1. Fill in the title, the total price, the start and end dates and the capacity.
2. Set the weekly schedule and pick the court and the instructor.
3. Save as draft, check it in the calendar, then set it to open for registration.
4. Use the notify option to send members a push when registration opens.

The screenshot shows the 'Class plans' section of the Racketr app for 'Kløvermarken Tennis Klub'. The interface includes a sidebar with navigation options like 'Club Management', 'OVERVIEW', 'CLUB MEMBERS', 'BOOKINGS', and 'COURTS'. The main content area displays two class plans:

- Junior Træning — Forår 2026** (Status: OPEN)
 - Period: 2026-09-06 → 2026-11-08
 - Schedule: Tue 17:00–18:30
 - Instructor: Freja Holm
 - Price: DKK 400.00
 - Enrollment: 2/8 enrolled · 1 awaiting payment
 - Actions: Roster, Edit, Copy, Delete
- Voksen Begynderhold** (Status: OPEN)
 - Period: 2026-09-06 → 2026-11-08
 - Schedule: Thu 17:00–18:30
 - Instructor: Mads Østergaard
 - Price: DKK 600.00
 - Enrollment: 0/6 enrolled
 - Actions: Roster, Edit, Copy, Delete

A '+ New class' button is visible in the top right corner of the main content area.

Class plans with schedule and registrations.

TIP

A late joiner can pay pro rata for the sessions that are left. Switch that on when you create the class, so the desk does not have to calculate it by hand in January.

Who is coming to training

For every session, members say whether they are coming, and a guardian answers for their child. The answer lives in the app and on the member web, and can change until the session starts. On the class page, open the registration roster: below it, the attendance panel shows each session of the last two weeks and the coming four with how many are coming, how many are not, and how many have not answered. Coaches see the same thing next to each session in their own schedule.

1. Open Programs, then Classes, and click the registration line of the class.
2. Pick a session in the attendance panel.
3. Read the three groups: coming, not coming, and no answer.
4. Once the session has started, record who was there, if the club wants to. Tap again to clear it.

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Kløvermarken Tennis Klub

Class plans

Recurring lessons with instructors, courts and per-member registration. Members are auto-waitlisted when capacity is reached.

Junior Træning — Forår 2026 OPEN

2026-09-07 → 2026-11-09

Tue 17:00–18:30 Freja Holm DKK 400.00

8/8 enrolled · 1 awaiting payment

Download participant list (CSV) Email participants

REGISTERED (8)	AWAITING PAYMENT (1)	WAITING LIST (0)
Oscar Bek	Mette Testesen	Nobody yet
Ida Vestergaard		
Laura Dahl		
Noah Friis		
Lars Testesen		
Frederik Testesen		
Alma Riis		
Noah Riis		

ATTENDANCE

Per session: who is coming, who is not, and who has not answered. Members and guardians answer in the app until the session starts.

Tue, Sep 8, 17:00	Tue, Sep 15, 17:00	Tue, Sep 22, 17:00	Tue, Sep 29, 17:00	Tue, Oct 6, 17:00
0 coming 0 not 8 ?	3 coming 3 not 2 ? 1	0 coming 0 not 8 ?	0 coming 0 not 8 ?	0 coming 0 not 8 ?

Tue, Sep 15, 17:00 - 18:30 Who was there can be recorded once the session starts.

COMING (3)	NOT COMING (3)	NO ANSWER (2)
Alma Riis	Laura Dahl	Frederik Testesen
Answered by Viktor Riis	Noah Friis	Lars Testesen
Ida Vestergaard	Late	

Attendance per session under the class roster.

TIP

No answer is never counted as coming, so a full-looking session can still be half empty. An answer given inside the club's cancellation deadline carries a Late badge, which is where last-minute cancellations show up.

Season bookings

A season booking is the same slot every week for a whole season, for one group of members. One of them is the organiser and is billed, the others are on the roster. This is what most Danish clubs call a fixed hour, and it is the backbone of the winter schedule.

1. Open Season bookings to see the list for the current season.
2. Filter by status: preliminary, approved, activated or cancelled.
3. Open one to see its weekly slots, its members and its price.
4. Activate it when the season starts, which places the bookings on the calendar.

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Kløvermarken Tennis Klub

Help Q DA Demo Admin

Season bookings

All year 2026 Season actions Start new season

+ New season booking

Recurring weekly slots that run every week of the chosen season. Click an empty time slot to add one.

Outstanding payments: 1 season booking - 1,500.00 DKK #1 - Fast bane — Herrer 1. hold - 1500.00

COURT All courts Bane 1 Bane 2 Bane 3 Bane 4 Bane 5 Bane 6 Bane 7 Bane 8 Bane 9 Bane 10 Bane 11 Hal 1 Hal 2 Hal 3

SHOW Preliminary (0) Applied (0) Approved (0) Activated (0)

	MON Monday	TUE Tuesday	WED Wednesday	THU Thursday	FRI Friday	SAT Saturday	SUN Sunday
07							
08							
09							
10							
11							
12							
13							
14							
15							

The season booking list.

TIP

Activation is the moment the courts are actually taken and the money becomes payable. Until then the season is a plan you can still change freely.

Creating a season booking

The form walks through the whole thing: which season, which booking type, which weekly slot, which courts, and who is on it. The price is not typed in by hand. It is calculated from every weekly occurrence using the club's normal pricing rules, so a fixed hour costs what those hours cost. Untick a date and the total updates.

1. Pick the season and the booking type.
2. Set the weekday, the time and the courts.
3. Add the members. The first one is the organiser and gets the invoice.
4. Untick any dates the group does not play, for example holidays.
5. Choose the cancellation rule and, if the club splits the bill, the two instalments.
6. Save. The booking starts as preliminary until you approve and activate it.

The screenshot shows the 'New season booking' form for 'Kløvermarken Tennis Klub'. The form is divided into several sections:

- SEASON:** A dropdown menu with the option '— pick a season —'.
- BOOKING TYPE:** A dropdown menu with the option '— pick a type —'.
- START DATE:** A date picker showing '13/09/2026'.
- END DATE:** A date picker showing '12/03/2027'.
- REPEAT:** A dropdown menu with the option 'Every' and a 'Monday' button.
- FROM → TO:** Time slots '08.00' and '09.00' with clock icons.
- LABEL:** A text input field with 'e.g. Yoga with Sara'.
- DISPLAY TIME OVERRIDE:** A text input field with 'e.g. Morning class'.
- What members see on the calendar — e.g. 'Yoga with Sara':** A text input field.
- LEDGER ACCOUNT (KONTERING):** A dropdown menu with the option '— pick an account —'.
- BILLING:** A checkbox labeled 'Bill in 2 rates'.
- TOTAL PRICE (PER SEASON):** A button labeled 'Set dates, time, court & primary member'.
- MEMBERS:** A dropdown menu with the option '— pick a member —'.
- COURTS (PICK ONE OR MORE):** A grid of checkboxes for courts: Bane 1, Bane 2, Bane 3, Bane 4, Bane 5, Bane 6, Bane 7, Bane 8, Bane 9, Bane 10, Bane 11, Hal 1, Hal 2, Hal 3.
- CC EMAIL(S):** A text input field with 'alice@example.com, bob@example.com'.

Creating a season booking.

TIP

Two instalments means two invoices and two postings, for example one in September and one in January. The season counts as fully paid only when the last instalment is settled.

The seasons themselves

A season is the time window that season bookings attach to, for example winter 2026. You create at least one before any season booking can exist, and you deactivate an old one when it is over so it stops appearing in pickers.

1. Enter the name, the start date and the end date.
2. Create it. It can now be chosen on season bookings.
3. Deactivate a season when it is finished, or reactivate it if you need it back.

Manage seasons
A season scopes recurring weekly slots to a time window (e.g. winter 2026).

Create season

NAME	STARTS ON	ENDS ON	
2026 inde	13/09/2026	12/03/2027	+ Create

NAME	RANGE	STATUS	
All year 2026	2026-01-01 → 2026-12-31	Active	Deactivate

Seasons with their date ranges.

TIP

Use the copy tool when next season looks like this one: it duplicates every season booking into a new season as drafts you can adjust, instead of typing forty fixed hours again.

Rolling a season forward

The guided version of 'same as last year'. It copies last season's bookings into a new one, recalculates every price under the club's current rules, lets you drop the groups that are not continuing, and then approves and notifies them in one go. This is the yearly job that used to take a week.

1. Pick the season to copy from and name the new one, with its dates.
2. Press copy and review. Prices were recalculated, so check them.
3. Drop the bookings that should not continue.
4. Approve, and optionally send every organiser a confirmation.

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Start new season

Copy last season's recurring bookings, review prices, approve and notify — in one guided flow.

1 → 2 → 3 → 4 → 5

SEASON TO COPY FROM

All year 2026 (2026-01-01 → 2026-12-31)

NEW SEASON NAME

All year 2027

NEW START DATE

31/12/2026

NEW END DATE

30/12/2027

You can leave this flow at any point — the copied season stays as a normal preliminary season you can finish from the seasons page.

Copy & review

The season rollover flow.

TIP

You can leave halfway through. What has been copied stays as an ordinary preliminary season you can finish later from the seasons page, so an interruption costs nothing.

Cancellation rules

The catalog of refund rules a season booking can be created under. A rule is a deadline plus what happens if someone cancels before it: full refund, a percentage, club credit, or nothing. You can also have the freed slot offered to the next person on the waiting list automatically.

1. Click New rule and name it, for example '48 hours, full refund'.
2. Set the deadline in hours and the refund mode.
3. Tick release to offer the slot on automatically.
4. Save. The rule now appears when creating season bookings.

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Cancellation rules

The catalog of refund rules a season booking can be created under.

[Back to seasons](#)

+ New rule

NAME *
e.g. "Full refund 7+ days out"

RULE #
Optional sort order (e.g. 1, 2, 3)

MINIMUM HOURS BEFORE CANCEL *
48

REFUND MODE *
Full refund

RELEASE TO WAITLIST
☒ Yes, release on cancel
Auto-offer the spot to the next person on the waitlist when canceled

[+ Add rule](#)

No cancellation rules yet
Add a rule above. The season-booking create form will then show this dropdown instead of grey-disabled.

[+ Add rule](#)

Cancellation rules for season bookings.

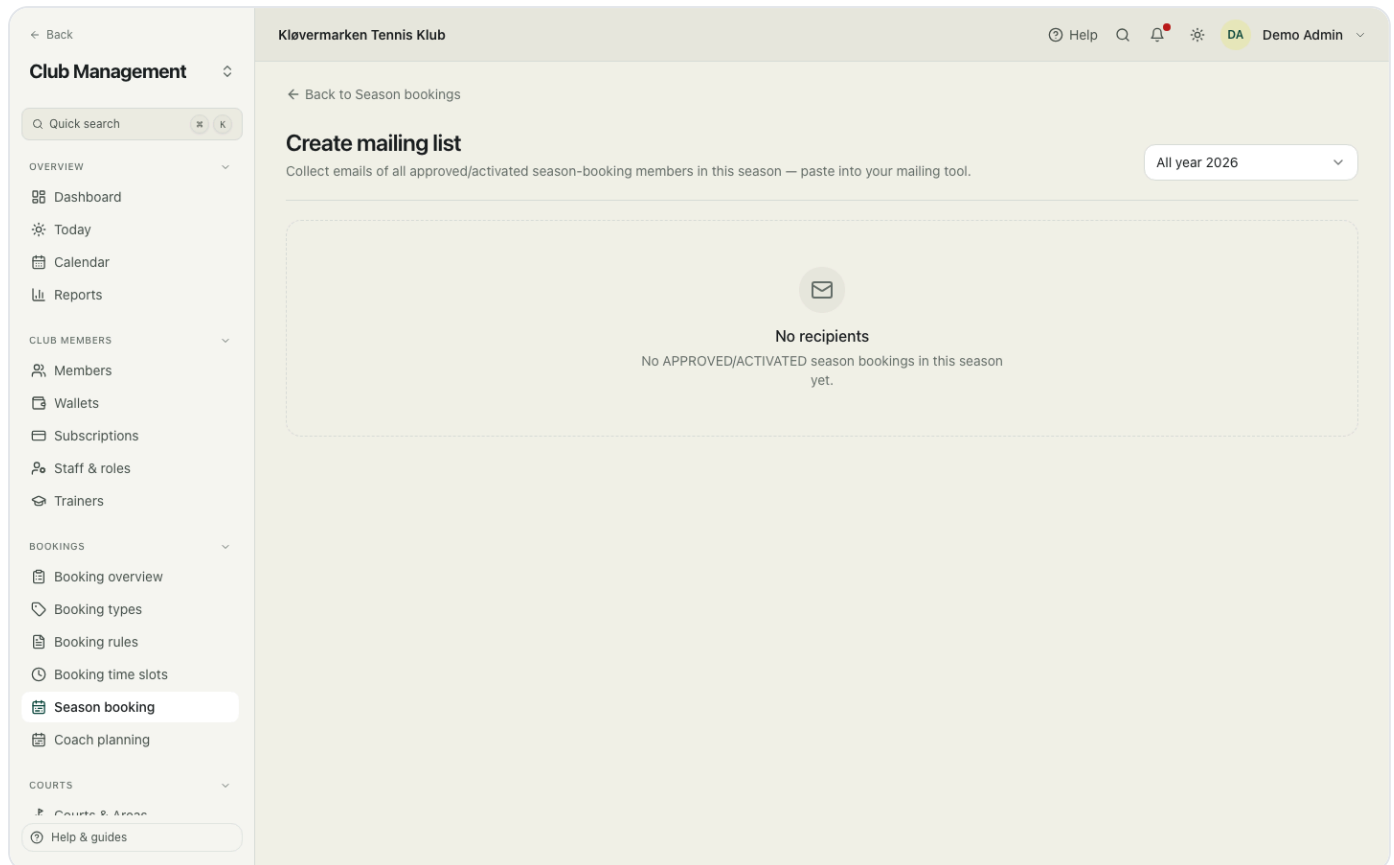
TIP

Make the rules before the season starts. A season booking keeps the rule it was created with, so changing the catalog later does not rewrite existing agreements.

Season mailing list

Collects the email addresses of everyone with an approved or activated season booking, so you can paste them into the club's own mail tool. It also counts the members behind the addresses, so you can see who you are actually reaching.

1. Pick the season.
2. Check the number of recipients.
3. Copy all addresses and paste them into your mail tool.



The season mailing list.

TIP

For an ordinary message to the whole club, use Communication instead: it sends in the app, by email and by push, and it shows the reach before you send.

Clip cards

Prepaid bundles, for example ten sessions for 800 kroner. Members buy them in the app or at the desk, and a clip is used automatically when they book a court. The page shows every card, how many clips are left, and when they expire, plus the offers the club sells.

1. Create the offers: name, number of clips and price.
2. Sell a card at the desk when a member pays cash or card there.
3. Follow the cards in the list: used, left and expiry.

Vouchers
Pre-paid bundles (10, 20, 50 sessions). Auto-redeemed on booking via the wallet chain.

Voucher offers
Products members can buy in the app — e.g. "10 sessions · 800 DKK". One session pays for one court slot.

5-klips kort · 5 sessions · 350 · 365 days Disable 10-klips kort · 10 sessions · 600 · 365 days Disable

Name (e.g. 10-session voucher) 10 Price Valid days (opt.) **Add offer**

Sell at the desk
Cash / card-at-desk sale — the card is active immediately.

Search member... 10 Price Valid days (opt.) **Sell voucher**

MEMBER	TOTAL	REMAINING	PAID	EXPIRES	STATUS	ACTIONS
Mette Testesen	5	5	350.00	08/09/2027	Active	—
Mette Testesen	5	5	350.00	08/09/2027	Active	—
Freja Holm	10	7	600.00	15/08/2027	Active	—

Clip cards and the offers behind them.

TIP

A clip card is prepayment, not income. The club earns it as the clips are used, and unused clips become income when the card expires. Chapter 14 shows the postings behind it.

Waiting list

Members who wanted a slot that was taken. When a matching slot opens, for example because someone cancels, the first in line is promoted to a real booking automatically and notified. The list shows who is waiting, for what, and in which order.

1. Check the list to see what members are waiting for.
2. Nothing has to be done by hand: promotion happens automatically.

The screenshot shows the 'Waitlist' page in the Racketr Club Management system for 'Kløvermarken Tennis Klub'. The left sidebar contains a 'Club Management' menu with sections for Overview, Club Members, Bookings, and Courts. The main content area displays the 'Waitlist' title and a description: 'Members on the booking waitlist for desired slots. Auto-promoted to a real booking when a matching slot opens up.' Below this is a table with one entry.

JOINED	MEMBER	DESIRED SLOT	COURT	STATUS
08/29/2026, 13:26	Noah Friis	08/30/2026, 17:00 — 18:00	Court #6	WAITING

The waiting list.

TIP

A long waiting list for the same hour on the same court is a pricing signal. That hour is priced below what members are willing to pay.

Americano evenings

AnAmericano is a club evening where everyone plays with and against everyone, and the points are personal: whatever your pair scores on a court is yours, so the winner is a player and not a pair. You set the evening up with the courts you have, the number of rounds and how many points a round is played to. The system builds the schedule from the player list so people keep swapping partners, and the four on a court type their own score from a phone between rounds. The leaderboard updates as the scores come in.

1. Open Programs, thenAmericano, and fill in the name, the date, the courts, the rounds and the points per round.
2. Add the players: members by name, and guests who have no account by writing their name.
3. Click Generate the rounds. The preview tells you how many matches there are per round and how many players sit out.
4. During the evening, the players type the score on their own phone, or the desk types it on this page. A score can be corrected until the event is closed.
5. Close the event when you are done. The standings are frozen, and only a reopen can change them.

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← AllAmericano evenings

Tirsdays-Americano

09/13/2026, 11:04 - 2 courts, 6 rounds, 24 points per round

Americano Finished Reopen

PLAYERS
8

SCORES
12 of 12 matches entered

ROUND NOW
Round 6 of 6

Players

Scores have been entered, so the list is fixed. A player who goes home can be marked as withdrawn.

Freja Holm
Mads Østergaard
Sofie Lund
Emil Brandt
Clara Møller
Viktor Riis
Ida Vestergaard
Oscar Bek

Round 1 of 6

COURT 1		COURT 2
Oscar Bek & Clara Møller	15	Sofie Lund & Viktor Riis
Emil Brandt & Freja Holm	9	Ida Vestergaard & Mads Østergaard
		17
		7

OneAmericano evening: the players and the rounds.

TIP

The number of players does not have to be divisible by four. The ones who sit out rotate, so the bye counts never differ by more than one, and the leaderboard then ranks by points per match so nobody loses the evening by waiting a round.

The Americano leaderboard

The leaderboard is individual, and it says in one line how it was ranked. While everybody is down for the same number of matches, that is total points, then point difference, then matches won, then name. When byes make the match counts differ, it ranks by points per match instead, so a player who sat a round out is not punished for it. Two players who are equal on every criterion share a rank and are shown with an equals sign rather than being separated by a coin toss.

1. Read the line under the heading: it names the rule the order follows.
2. Points is what the player's pairs scored all evening; difference is that minus what they let in.
3. Close the event when the last score is in. The table then stops moving.

🏆 Leaderboard					
Ranked by points: points - point difference - matches won - name					
#	PLAYER	POINTS	DIFFERENCE	MATCHES	PER MATCH
1	Oscar Bek	87	+30	6	14.5
2	Sofie Lund	81	+18	6	13.5
3	Clara Møller	78	+12	6	13.0
4	Freja Holm	74	+4	6	12.3
5	Emil Brandt	71	-2	6	11.8
6	Viktor Riis	66	-12	6	11.0
7	Ida Vestergaard	63	-18	6	10.5
8	Mads Østergaard	56	-32	6	9.3

The individual standings, with the ranking rule spelled out.

TIP

The ranking basis follows the schedule, not how far the scoring has got, so the table does not reshuffle every time one court hands its score in.

Mexicano: the rounds follow the table

A Mexicano is the same evening with one difference: only the first round is drawn up front, and every round after it comes out of the standings. Court 1 takes the four best placed players, court 2 the next four, and on each court the first and fourth play against the second and third. The matches therefore get tighter as the evening goes on, because you end up playing the people you are level with. You pick Americano or Mexicano when you create the event, and nothing else works differently.

1. Choose Mexicano in the format field, and decide how the first round is seeded: at random, or in the order the players are listed.
2. Generate the rounds. Only round 1 appears; the rest are shown as lines waiting to be drawn.
3. Type the scores as usual. The score that completes a round draws the next one by itself.
4. If a court has not reported yet, the page says which round it is waiting for. Nothing is drawn from half a table.

The screenshot shows the 'Kløvermarken Tennis Klub' interface for a 'Torsdags-Mexicano' event on 09/20/2026 at 11:04. The event is set for 2 courts, 6 rounds, and 24 points per round. The format is 'Mexicano' and the status is 'In progress'. Buttons for 'Generate the rounds again' and 'Close the event' are visible.

Summary statistics:

- PLAYERS:** 8
- SCORES:** 2 of 4 matches entered (2 court(s) still without a score)
- ROUND NOW:** Round 2 of 6

Players list:

Player Name	Action
Freja Holm	Mark as withdrawn
Mads Østergaard	Mark as withdrawn
Sofie Lund	Mark as withdrawn
Emil Brandt	Mark as withdrawn
Clara Møller	Mark as withdrawn
Viktor Riis	Mark as withdrawn
Ida Vestergaard	Mark as withdrawn
Oscar Bek	Mark as withdrawn

A note states: 'Scores have been entered, so the list is fixed. A player who goes home can be marked as withdrawn.'

At the bottom, a section titled 'How the rounds are drawn' is partially visible.

A Mexicano in progress: round 2 of 6 on court, two courts still to report.

TIP

The format cannot change once the rounds are drawn, because a Mexicano and an Americano do not mean the same thing by a schedule. Generate the rounds again to switch, which is the same deliberate step as any other regeneration.

13.Coach planning

Coach planning is for clubs with paid trainers: who takes which session, who swaps with whom, who stood in, and what that adds up to at the end of the month.

The planner

One week at a time, every training session with the coaches assigned to it. Green means covered, amber means something needs attention, for example a session with no coach or a coach who said they are not available. The sessions themselves come from the class plans, so the planner never invents a session.

1. Use the arrows to move week by week.
2. Click a session to open its panel.
3. Deal with everything that is not green.

The screenshot shows the 'Coach planning' interface for 'Kløvermarken Tennis Klub'. The left sidebar contains a 'Club Management' menu with sections for Overview, Club Members, Bookings, and Courts. The main area is titled 'Coach planning' and includes a subtitle 'Assign coaches to training sessions, approve shift swaps, and confirm held sessions.' Below this are tabs for 'Planner', 'Swaps', and 'Held sessions'. The 'Planner' tab is active, showing a weekly grid from Monday 07/09 to Sunday 13/09. The grid has rows for time slots from 07 to 17. A legend at the top of the grid indicates 'Staffed' (green), 'Needs attention' (orange), and 'Swap pending' (blue). Two sessions are visible at the bottom of the grid: 'Junior Træning - Forå...' on Tuesday 08/09 and 'Voksen Begynderhold' on Thursday 10/09.

The coach planner for one week.

TIP

The export is payroll ready: hours per coach, then every session line, straight into a spreadsheet.

Assigning coaches

The panel for one session: which coaches are on it, whether they are available, and room for more than one. Availability comes from the coaches themselves in the app, so the planner sees a refusal before the session becomes a problem.

1. Click the session in the planner.
2. Add or remove coaches.
3. Save. The coach sees the change in the app straight away.

Coach planning
Assign coaches to training sessions, approve shift swaps, and confirm held sessions.

Planner Swaps Held sessions

Staffed Needs attention Swap pending

	Mon 07/09	Tue 08/09	Wed 09/09	Thu 10/09
07				
08				
09				
10				
11				
12				
13				
14				
15				
16				
17				

Junior Træning — Forår 2026
Tue 08/09 17:00–18:30

COACHES FOR THIS SESSION

Freja Holm
Outside their availability

Add coach...

APPLY TO

☒ This session only

☐ All future sessions in this weekly slot

☐ Every second week, starting with this one

Save coaches

The session panel with coaches and availability.

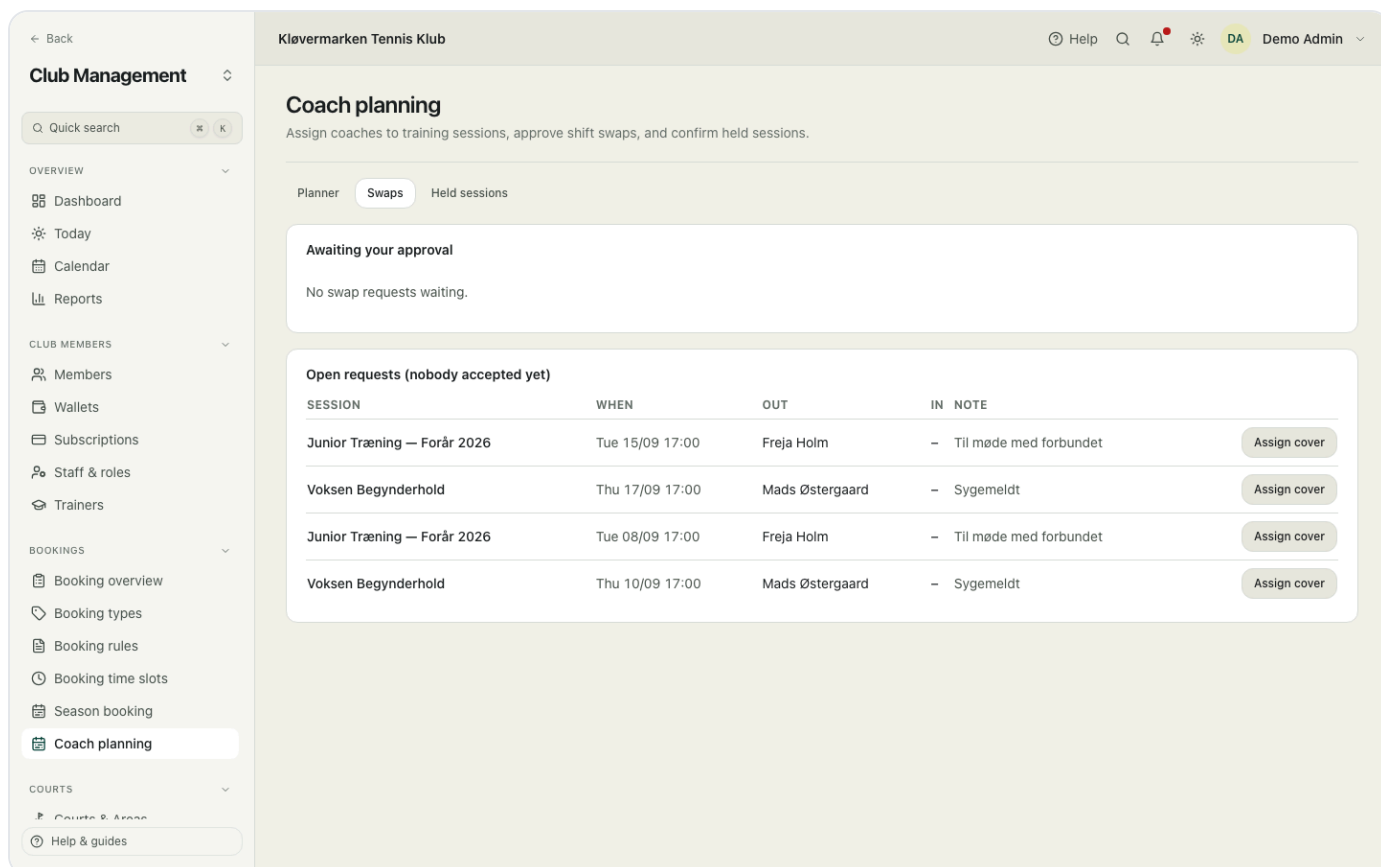
TIP

Unknown availability is not a refusal. It means the coach has not answered yet, which is a reminder rather than a replanning.

Swaps

When two coaches agree to swap sessions, they do it in the app and the club approves it here. Until it is approved, the original coach is still the one on the session, which is what keeps the payroll honest.

1. Open the swaps tab.
2. Read who wants to swap with whom, and on which sessions.
3. Approve or reject.



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Coach planning

Assign coaches to training sessions, approve shift swaps, and confirm held sessions.

Planner **Swaps** Held sessions

Awaiting your approval

No swap requests waiting.

Open requests (nobody accepted yet)

SESSION	WHEN	OUT	IN	NOTE	
Junior Træning — Forår 2026	Tue 15/09 17:00	Freja Holm	–	Til møde med forbundet	Assign cover
Voksen Begynderhold	Thu 17/09 17:00	Mads Østergaard	–	Sygemeldt	Assign cover
Junior Træning — Forår 2026	Tue 08/09 17:00	Freja Holm	–	Til møde med forbundet	Assign cover
Voksen Begynderhold	Thu 10/09 17:00	Mads Østergaard	–	Sygemeldt	Assign cover

Swap requests awaiting approval.

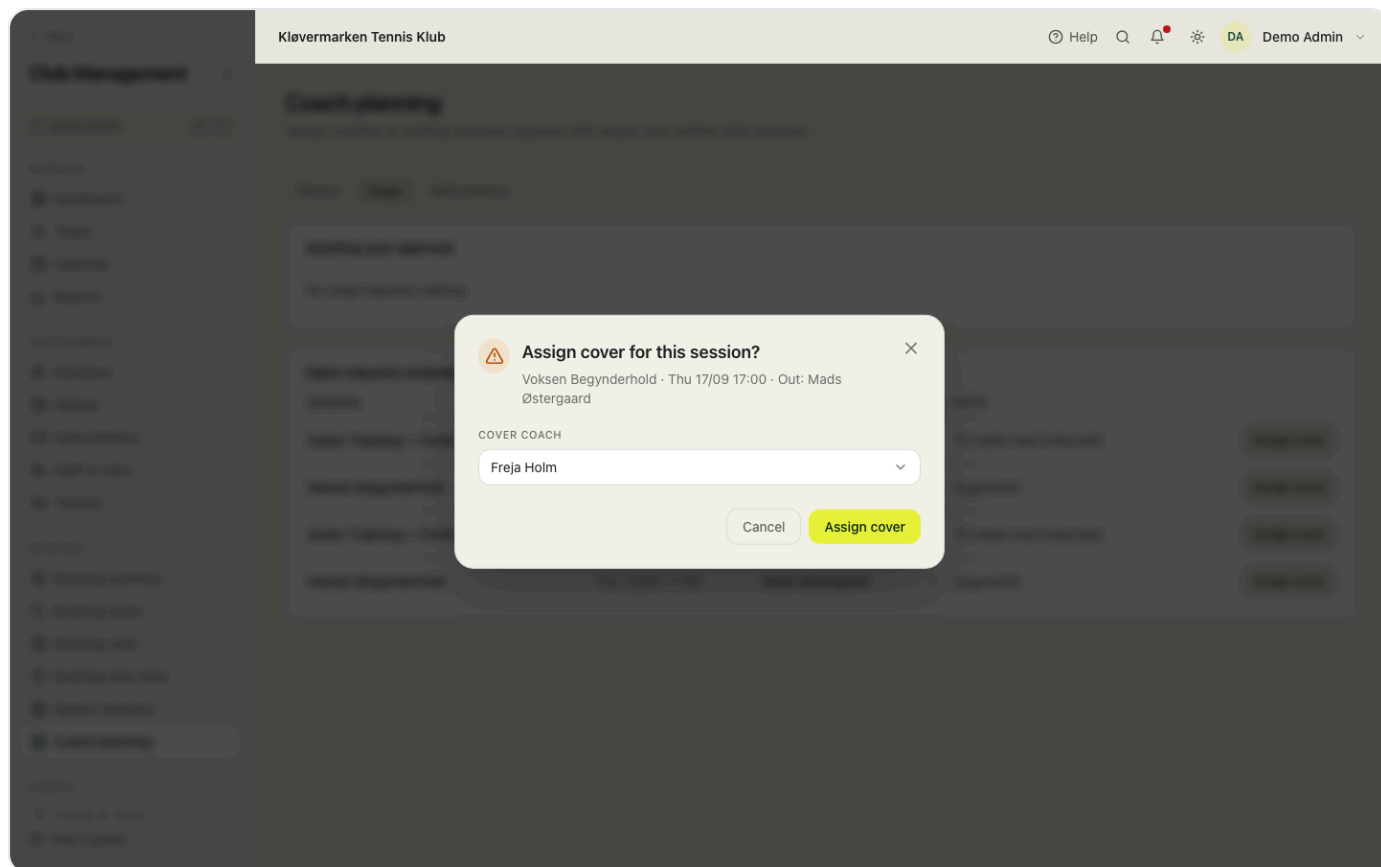
TIP

Approving the swap moves the hours to the coach who actually takes the session, so the export at the end of the month needs no manual correction.

Cover for a sick coach

When a coach reports sick, the club assigns a stand-in from the same screen. The list shows who is free at that hour, so you are not guessing from memory.

1. Find the session marked as reported sick.
2. Choose assign cover.
3. Pick the coach from the list of available ones.
4. Confirm. Both coaches are notified.



Assigning cover for a session.

TIP

The stand-in is the one credited with the hours in the payroll export, not the coach who was ill.

Sessions held

The month's confirmation: which sessions were actually held, by whom. This is what the export is built on, so it is worth confirming weekly rather than on the last day of the month.

1. Open the held tab.
2. Confirm the sessions that took place.
3. Export for payroll when the month is done.

Kløvermarken Tennis Klub

Coach planning
Assign coaches to training sessions, approve shift swaps, and confirm held sessions.

Planner Swaps **Held sessions**

FROM 01/09/2026 TO 30/09/2026 [Export CSV](#) Payroll-ready: hours per coach, then every session line. Opens in Excel.

SESSION	WHEN	COACH	STATUS		
Junior Træning — Forår 2026	Tue 01/09 17:00	Freja Holm	Unconfirmed	Mark held	Mark missed
Voksen Begynderhold	Thu 03/09 17:00	Freja Holm	Unconfirmed	Mark held	Mark missed
Junior Træning — Forår 2026	Tue 08/09 17:00	Freja Holm	Unconfirmed	Mark held	Mark missed
Voksen Begynderhold	Thu 10/09 17:00	Mads Østergaard	Unconfirmed	Mark held	Mark missed

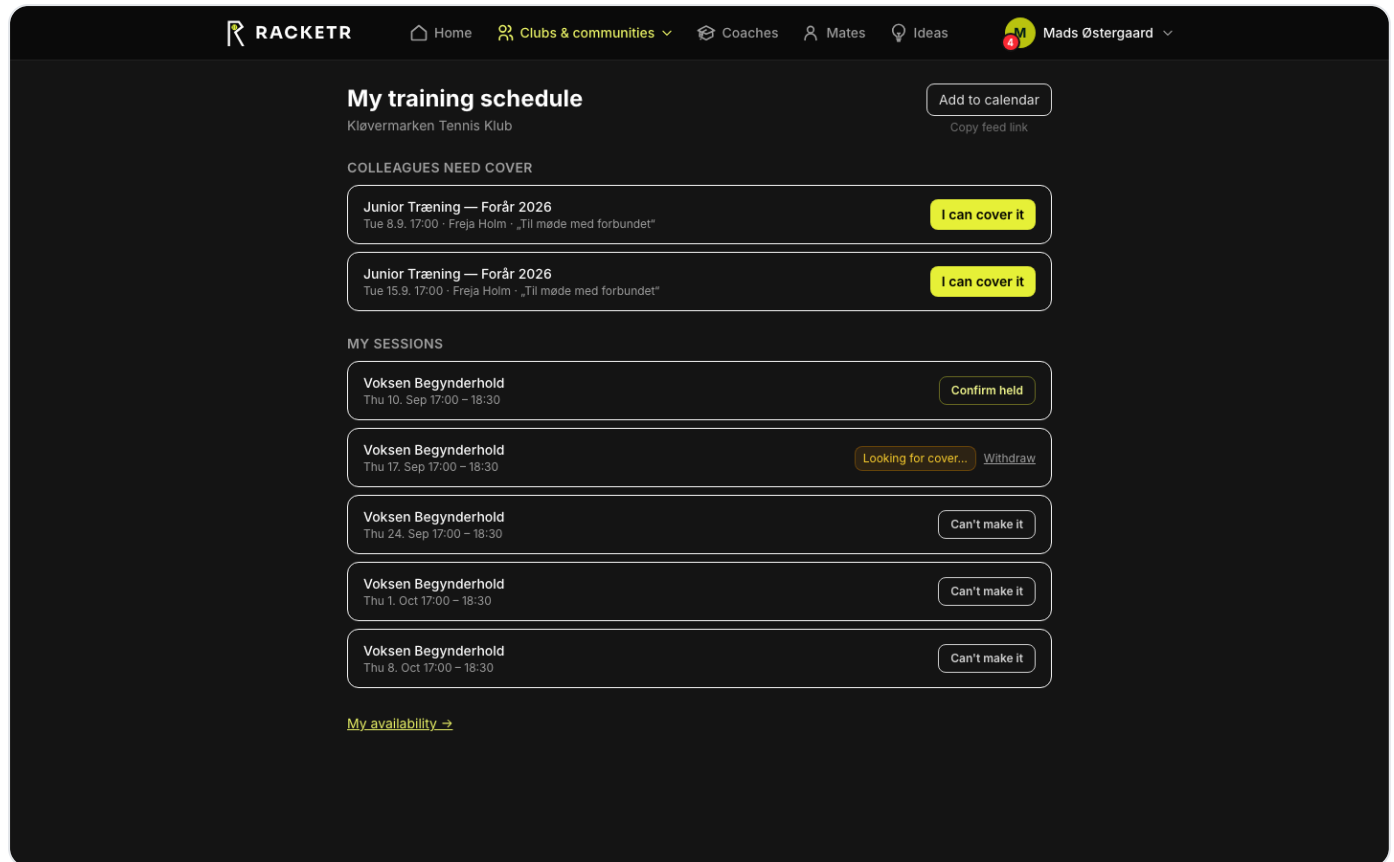
Sessions held, ready for payroll.

TIP

A session nobody confirms is not counted as held. That is deliberate: the club should not pay for an hour nobody can confirm happened.

What the coach sees

Coaches do not use the admin. They get their own screens in the app: this week's sessions, where and with whom, and any changes the club made. This is what the club is actually giving them when it plans here.



The coach's schedule in the app.

TIP

If a coach says they never heard about a change, check whether the session was saved in the planner. The app mirrors the planner, it does not have its own version.

Availability from the coach

Coaches mark when they are available, and that is what colours the planner. It costs the coach a minute a week and saves the club the phone calls.

My availability [← My schedule](#)

Kleivermarken Tennis Klub

Tell the head coach when you can normally train. Leaving everything empty means "not stated" - it will not be shown as unavailable.

Monday	+ Add window
16.00 - 21.00 Remove	
Tuesday	+ Add window
Not stated	
Wednesday	+ Add window
16.00 - 21.00 Remove	
Thursday	+ Add window
17.00 - 20.00 Remove	
Friday	+ Add window
Not stated	
Saturday	+ Add window
09.00 - 13.00 Remove	
Sunday	+ Add window
Not stated	

[Save availability](#)

The coach's availability screen in the app.

TIP

Ask the coaches to fill this in before the season is planned, not after. The planner is only as good as the availability it is given.

14. How the money works

This chapter has no screenshots on purpose. It explains what the club's accounts are doing before you meet the screens that show them, in plain words and with no accounting background assumed. Read it once and the whole finance section stops looking like a wall of Danish words.

The journey of one payment

A member books a court at 18:00 and pays 200 kroner with their card. Six things happen, and the club does none of them by hand. The booking is confirmed and the slot disappears from the grid. An invoice is issued with the next number in the club's sequence. The money goes from the member's card to the club's own account at the payment provider, never to us. The payment is matched to the invoice. The revenue is posted to the club's books, split into the court income and the VAT. And the amount turns up in the day's revenue on the dashboard.

1. The member pays in the app or on the club's website.
2. The invoice is issued automatically and numbered without gaps.
3. The money lands in the club's own account at the payment provider.
4. The posting is written to the ledger the same day.
5. You see it under Invoices, in the journal and in the statements.

TIP

The platform never holds the club's money. It goes straight from the member to the club's account at Stripe, NETS or MobilePay, and from there to the bank on the provider's own schedule. That is why the bank sees one lump sum a day while the books see each individual payment.

Debit and credit, without the jargon

Bookkeeping writes every amount down twice: where the money came from and where it went. The two sides are called debit and credit, and they always cancel out to zero. That is the whole trick, and it is what makes it possible to discover that something is missing. One such set of lines is a voucher, in Danish a bilag. If a voucher does not add up to zero, it is not posted. In the lists you will see amounts with a minus in front: that is the credit side, and it is normal on revenue.

LINE	ACCOUNT	AMOUNT	IN PLAIN WORDS
Debit	1030 Bank	+200,00	the club received 200 kroner
Credit	4000 Court booking revenue	-160,00	160 kroner of it is income from court rental
Credit	6900 VAT payable	-40,00	40 kroner of it is VAT the club owes the tax authority
Total		0,00	the voucher balances, so it can be posted

TIP

You will never type this for an ordinary booking. The system writes it. You need to recognise it, so that when the trial balance does not come to zero, you know what the screen is telling you.

What the account numbers mean

The chart of accounts is the list of drawers the club sorts money into. Every account has a number, a name and a type, and it is the type, not the number, that decides which report the account turns up in. The number is the sort order, and it follows whatever the club and its accountant already use. A new club can start from the small standard chart of nine accounts, or from the larger Danish club chart, where for example dues sit on 1010 to 1095 and court sales on 1150 and 1265.

TYPE	WHAT IT IS	EXAMPLES FROM THE STANDARD CHART	WHERE IT SHOWS UP
Asset	what the club owns	1030 Bank	Balance sheet
Liability	what the club owes	2810 Club credit, 6900 VAT payable	Balance sheet
Equity	the club's own capital	20900 Result for the year	Balance sheet
Revenue	what the club earns	4000 Court booking, 4100 Membership, 4200 Classes, 4300 Clip cards	Income statement
Cost	what the club spends	Electricity, balls, wages, fees	Income statement

TIP

Revenue and cost accounts start from zero every year. Balance sheet accounts carry their balance into the next year. That is exactly what the year-end close does, and it is the only real difference between the two halves of the chart. If the club's accountant already has a chart, import it as CSV rather than retyping it.

What is posted without you

This is the part clubs coming from an older system find hardest to believe: almost everything is already booked. The club only types a posting for things the system cannot see, such as an electricity bill or a correction. The table below is the full list of what the club does and what the books get.

WHAT HAPPENS IN THE CLUB	WHAT THE BOOKS GET
A court booking is paid	Bank up, court revenue up, VAT up
A membership is paid	Bank up, membership revenue up
A member registers for a class	Bank up, class revenue up
A season instalment is settled	Bank up, season revenue up
A clip card is sold	Bank up, club credit up - not income yet
A clip is used on a court	Club credit down, court revenue up, VAT up
A clip card expires unused	Club credit down, clip card income up
A member tops up club credit	Bank up, club credit up
A credit note is issued	Revenue down, VAT down, money back or to club credit
A manual order is settled at the desk	Bank up, revenue on the account of each line

TIP

Every one of these vouchers keeps a link back to the booking, invoice or card that caused it. That is why you can always click from a number in a report to the thing behind it, instead of asking who typed this.

Prepayment is a debt, not income

When a member puts 500 kroner of club credit on their account, or buys a clip card, the club has the money but has not earned it. It owes the member play. In the books that sits as a liability called club credit, and it only becomes income the day it is used up. There are exactly three ways it leaves that liability: the member spends it, it expires under the club's rules, or the club pays it back.

EVENT	CLUB CREDIT	INCOME
Member buys credit or a clip card	goes up	unchanged
Member books and the credit pays	goes down	goes up on the day of play
Credit or clips expire	goes down	goes up as expired credit
Club gives goodwill credit	goes up	goes down as a discount
Club pays the member back	goes down	unchanged

TIP

This is why a club can have a lot of money in the bank and a modest result. Some of that money is still the members'. The balance sheet shows you how much.

VAT, in one place

If the club is VAT registered, the VAT inside every payment is split off at the moment of posting and parked on its own account until it is settled with the tax authority. Each VAT rate is a code, normally 25 percent and a zero-rate code for VAT-free activity. Only the VAT line of a voucher carries the code, which is what makes the VAT report add up rather than count everything twice. A VAT-free club simply has no VAT lines.

1. The club's VAT codes are set up once under Catalogs.
2. Every posting splits the VAT off automatically.
3. At the end of the period you read the VAT report.
4. You settle, which posts one voucher moving the VAT from its account to the bank.

TIP

The VAT report keeps showing the period's entries after settlement. What changes is the balance sheet: the club no longer owes it. That surprises people the first time.

The monthly routine

Twenty minutes at the start of the month, and the year-end takes care of itself. This is the list a treasurer with no accounting training can follow as it stands.

1. Reconciliation: clear any payment nobody matched to an invoice.
2. Bank import: upload the bank's CSV so the club's money and the books agree.
3. Dunning: run the reminders, or check that the automatic run did.
4. Kassekladde: type the postings the system cannot see, such as bills and wages.
5. Trial balance: check that it comes to zero.
6. Statements: read the result for the month and compare it with the budget.
7. Period close: close the month so nothing can be changed behind your back.

TIP

Close the period every month rather than in a burst in January. A closed period is what stops a late correction quietly changing a result the board has already seen.

The yearly routine

The year-end is the monthly routine plus four things. The system checks the conditions itself and refuses to close if they are not met, so the worst case is a list of what to fix, not a broken year.

1. Close every period of the year.
2. Check that every voucher is posted and nothing is left as a draft.
3. Check that the trial balance is zero.
4. Run the VAT settlement for the last period.
5. Close the year. The result is moved to the account the club picked, and the balance sheet accounts carry forward into the new year.

TIP

Create the new fiscal year before the first of January. Bookings in the new year need a year to be posted into, and the club notices this at the worst possible moment: at the desk on the second of January.

The words, translated

The finance screens keep the Danish names clubs and auditors already use, with the English term next to them. This table is the whole vocabulary.

DANISH	ENGLISH	WHAT IT IS
Kontoplan	Chart of accounts	the list of accounts the club sorts money into
Kassekladde	Cash journal	where you type postings by hand
Bilag	Voucher	one set of lines that balances to zero, plus its receipt
Postering	Posting	a single line on an account
Kontokort	Account ledger	one account's postings with a running balance
Kontering	Account mapping	which account a kind of income lands on
Saldoliste	Trial balance	every account's total, which must come to zero
Resultatopgørelse	Income statement	income minus costs for a period
Balance	Balance sheet	what the club owns and owes on a date
Momskoder	VAT codes	the club's VAT rates
Momsrapport	VAT report	the VAT per code for the period
Rykkerkørsel	Dunning	the reminder run for overdue invoices
Periodeafslutning	Period close	locking a month
Årsafslutning	Year-end close	locking the year and moving the result
Klubkredit	Club credit	money the club owes a member

TIP

Switching the admin to English does not rename the club's accounts. Account names are the club's own text and stay as the club typed them.

15. Payments and finance

The finance section has two halves. The first is everyday money: who owes what, which invoices are out, what came in from the bank. The second is the club's books: chart of accounts, cash journal, VAT and year-end. Chapter 14 explains what the books are doing. This chapter is a walk through the screens, one by one, in the order they sit in the menu.

Payments due

Everything owed at the desk, gathered in one list: class registrations, memberships and season bookings waiting for payment. Unpaid court holds are not here, because they expire on their own, and they live on Today instead. This is the page to open when someone at the desk says they want to pay what they owe.

1. Find the member, either in the list or through search.
2. Check what they owe and for what.
3. Record the payment when they pay at the desk.
4. Send a reminder to whoever is still missing.

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Help Search Notifications DA Demo Admin

Payments due

Everything owed at the desk — class registrations, memberships and season bookings awaiting payment. Court holds expire on their own and live on Today.

TOTAL OUTSTANDING 9.700,00 DKK [Refresh](#)

Class registrations 1

MEMBER	WHAT	STATUS	SINCE	AMOUNT	
Mette Testesen	Junior Træning — Forår 2026	Pending payment	08. sep.	400,00 DKK	✓ Mark paid at desk

Memberships 0

None outstanding.

Season bookings 1

MEMBER	WHAT	STATUS	SINCE	AMOUNT	
Mads Østergaard	Fast bane — Herrer 1. hold	Unpaid	—	1.500,00 DKK	✓ Mark paid at desk

Open orders (invoices) 4

MEMBER	WHAT	STATUS	SINCE	AMOUNT	
Sofie Lund	#3 - Juniortræning forår, holdgebyr	Unpaid	29. aug.	1.200,00 DKK	✓ Mark paid at desk
Emil Brandt	#4 - Klippekort 10 klip	Unpaid	29. aug.	900,00 DKK	✓ Mark paid at desk
Clara Møller	#5 - Kontingent 2026 - senior	Unpaid	29. aug.	2.500,00 DKK	✓ Mark paid at desk

Payments due.

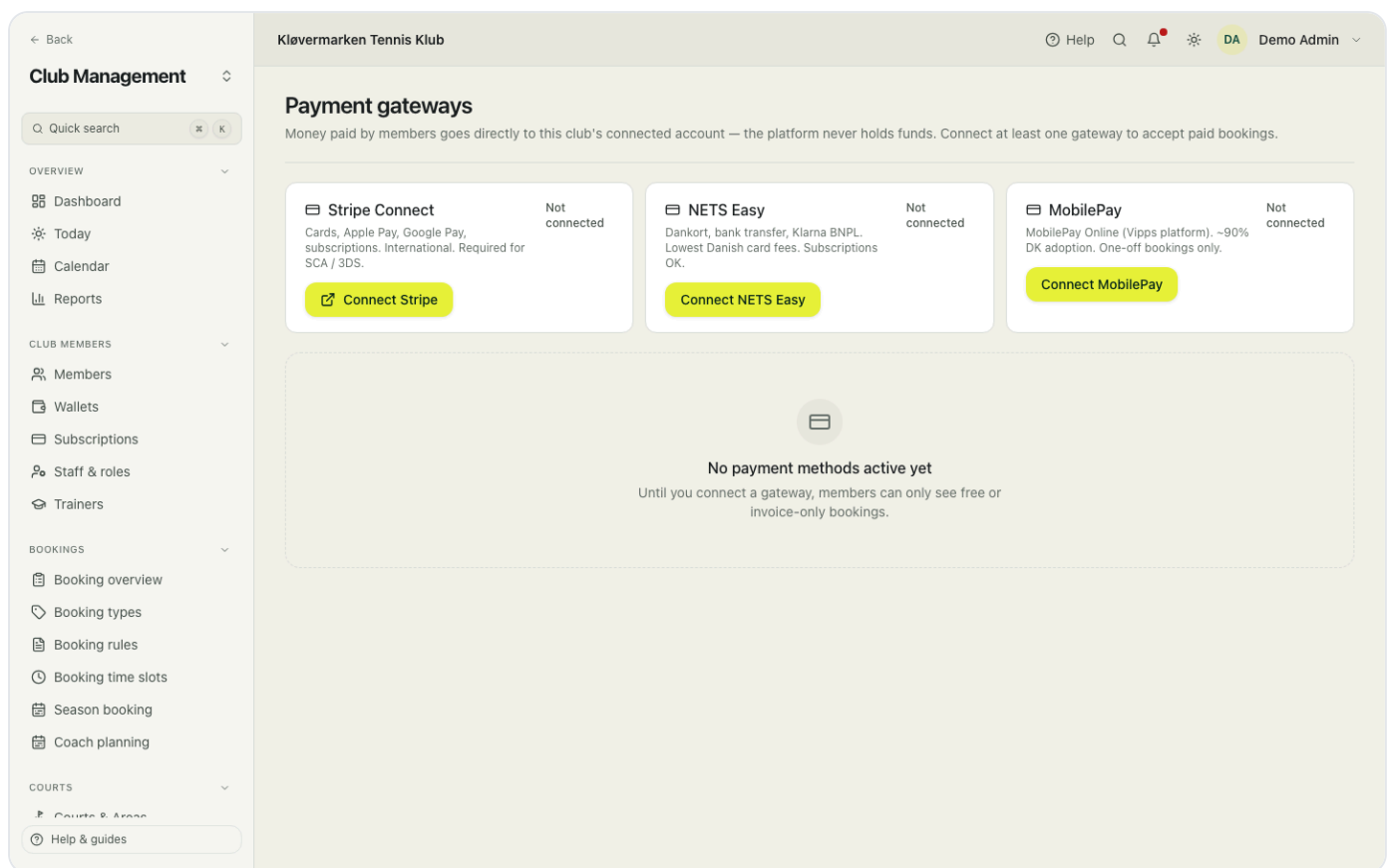
TIP

The total at the top is the club's outstanding amount right now. If it only ever grows, the problem is usually not the members but a missing reminder run, which is the next screen but one.

Payment gateways

The gateway is the club's account with the payment provider: Stripe, NETS or MobilePay. Money paid by members goes straight there, into the club's own account, and the platform never holds funds. At least one gateway must be connected before the club can take a single online payment.

1. Open the provider the club has an agreement with and choose Test or Live.
2. Paste the club's own keys from the provider's portal and save.
3. Press Test connection, then Switch on.
4. Make one real payment of a small amount and check that it appears under Invoices and in the journal.



Payment gateway setup.

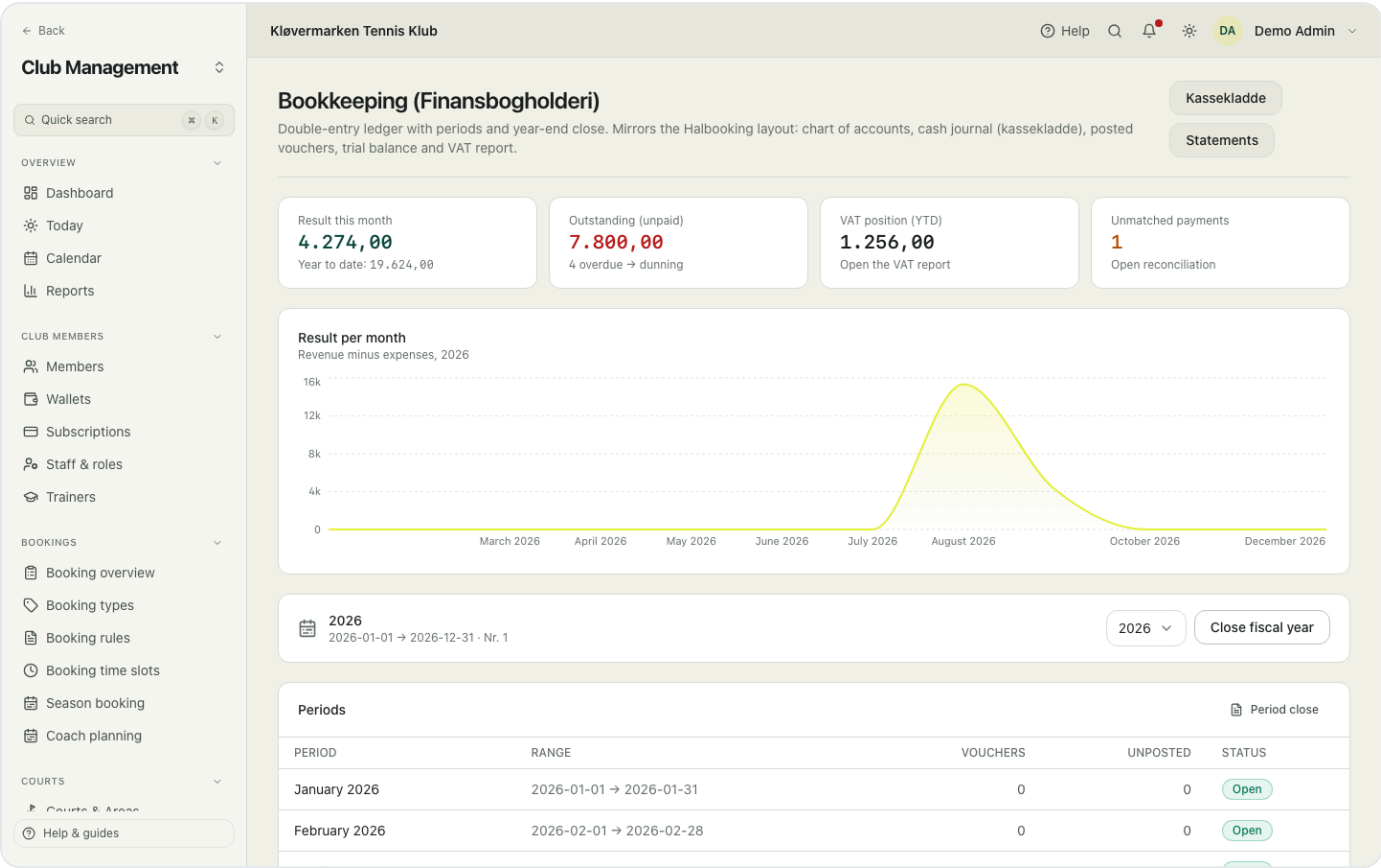
TIP

Test with a real card, not with a test key, before the club goes live. It is the only way to see the whole chain, and the amount can be refunded straight away.

The bookkeeping overview

The front page of the books: the result so far this year and this month, what is outstanding, how many payments nobody matched, the VAT position, and the result per month as a graph. Below that are the fiscal year's periods with their status, and the buttons for closing a period or the year. If the club took over data from an older system, a note says how many vouchers came from that import.

- 1. Read the four figures at the top.
- 2. Click a figure to go to the page that explains it.
- 3. Check the period list: open, has unposted entries, or closed.
- 4. Close the period from here when the month is done.



The bookkeeping overview.

TIP

Has unposted entries means somebody typed lines in the cash journal and never posted them. They do not count anywhere until they are posted, so a result that looks wrong usually starts here.

Chart of accounts

The club's own list of accounts, the one everything else refers to. The first time you open the screen it is empty, and you pick a starting chart: the small standard one, or the larger Danish club chart. Each account has a number, a name and a type, and the type is what decides whether it belongs to the result or the balance sheet. You can import and export the chart as CSV, which is what the club's accountant will ask for.

1. Click New account and enter the number, the name and the type.
2. Save. The account can be used in postings immediately.
3. Use search and the type filter to find your way in a long chart.
4. Export to CSV when the accountant wants the list.

Chart of accounts (Kontoplan)

The double-entry account list used by Kassekladde and Trial balance. Account numbers follow the standard Danish 4-digit convention (1000-1999 assets, 2000-2999 liabilities, 3000-3999 equity, 4000-4999 revenue, 5000-7999 expenses).

Add account

ACCOUNT NR.	NAME	TYPE
4000	Court rental revenue	Revenue

Search account (nr or name)... **All types**

Operating (Drift)		OPENING	MOVEMENT	CLOSING
REVENUE				
4000	Court booking revenue	0,00	-13.974,00	-13.974,00
4100	Membership / subscription revenue	0,00	-1.750,00	-1.750,00
4200	Class & training revenue	0,00	0,00	0,00
4300	Clip card revenue	0,00	-700,00	-700,00
4400	Other revenue	0,00	-3.200,00	-3.200,00
4900	Discounts and goodwill	0,00	0,00	0,00
Revenue total		0,00	-19.624,00	-19.624,00
EXPENSES				

The chart of accounts.

TIP

An account that has postings is never really deleted: it is marked inactive, so the history keeps its names. The system also refuses to deactivate an account that pricing or account mapping still points at, and it tells you which one.

Account mapping

This is the screen that decides where automatic postings land. Each kind of money has a slot: court revenue, membership revenue, class revenue, season revenue, clip cards, other revenue, bank, VAT, club credit. You pick the account from the club's own chart, and every automatic posting from then on uses it. Individual courts can have their own account, which is how a club keeps the hall and the outdoor courts apart in the result.

1. Go through the system accounts at the top and pick the club's own account for each.
2. Use reset if you want the platform default back.
3. Scroll down to the courts and give a court its own account if it should be kept separate.
4. Save. New postings follow the change; old ones keep the account they were posted to.

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Account mapping

Which ledger account each payment kind posts to — and per-court overrides

[Save changes](#)

System accounts

Every automatic posting uses these accounts. Pick from your chart of accounts; Reset returns to the platform default.

BANK / PAYMENTS RECEIVED	COURT BOOKING REVENUE
1030 — Bank	4000 — Court booking revenue
4100 — Membership / subscription revenue	4200 — Class & training revenue
4000 — Court booking revenue	4300 — Clip card revenue
6900 — VAT payable	4400 — Other revenue
2810 — Member wallet (liability)	4400 — Other revenue
4900 — Discounts and goodwill	20900 — Retained earnings (year result)

Court accounts

A court with its own account posts booking revenue there instead of the club default (like per-bane kontering in your old system).

Court	Account
Hal 1	Use club default
Hal 2	Use club default

Account mapping for the automatic postings.

TIP

Do this before the club takes its first payment. Changing the mapping later does not move the postings that already exist, and cleaning that up by hand is an evening's work.

Kontering overview

The same question as the previous screen, seen from the other end: every single thing that can earn money, and which account it actually posts to. Memberships, booking types, courts, classes, shop products and season bookings, in one list. A row with no account of its own inherits the club default, and the list says so, so you can see at a glance what has been given its own account and what follows the general rule.

- 1. Use the filter to show only the rows without their own account.
- 2. Give a row its own account where the club wants it separated.
- 3. Clear an account to let the row follow the club default again.
- 4. Use club defaults to jump to the account mapping.

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Kontering overview

Where does the money land? Every place revenue can get its finance account, in one place.

Edit club defaults

34 rows have no account of their own and use the club default.

Club default accounts

Bank: 1030 Bank Court revenue: 4000 Court booking revenue Membership: 4100 Membership / subscription revenue Classes: 4200 Class & training revenue Seasons: 4000 Court booking revenue Vouchers: 4300 Clip card revenue VAT: 6900 VAT payable Other revenue: 4400 Other revenue Club credit: 2810 Member wallet (liability) Expired club credit: 4400 Other revenue Goodwill credit: 4900 Discounts and goodwill Imported club credit: 20900 Retained earnings (year result)

Search name or account nr... All rows

Memberships

Default: Membership (4100)

NAME	POSTS TO	OWN ACCOUNT
Medlemskab	4100 Membership / subscription revenue default	Inherits the club default

Booking types

Default: Court revenue (4000)

NAME	POSTS TO	OWN ACCOUNT
Singles	4000 Court booking revenue default	Inherits the club default
Doubles	4000 Court booking revenue default	Inherits the club default
...	4000 Court booking revenue	Inherits the club default

Kontering overview for every source of revenue.

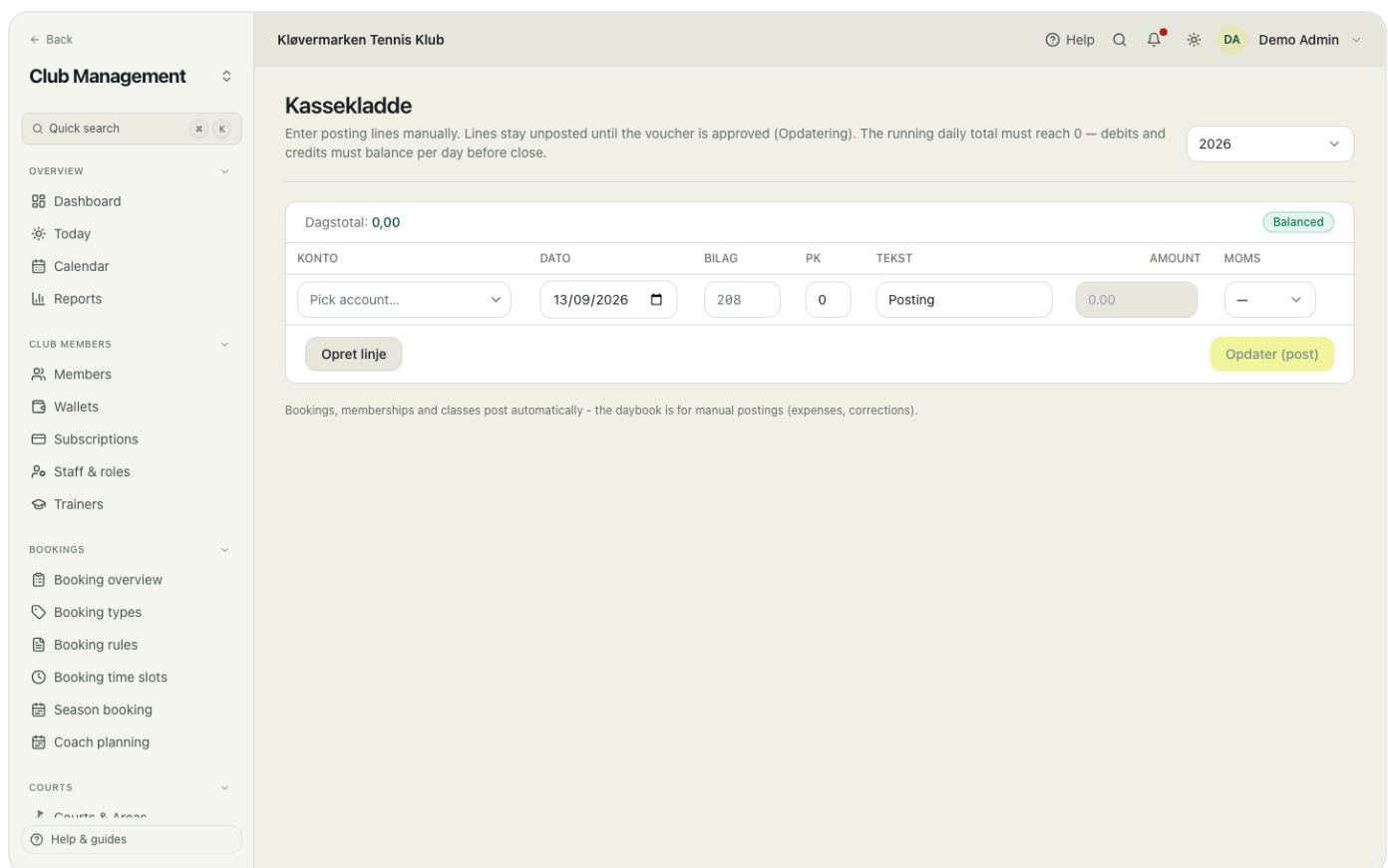
TIP

This is the page to open when the accountant asks why junior dues and senior dues sit on the same account. It answers it in one screen, without opening every membership type in turn.

Cash journal

Where you type postings by hand, and the only place you normally have to. Everything the system can see is already posted; the cash journal is for what it cannot: the electricity bill, wages, a bank fee, a correction. Lines stay unposted until you post the voucher, and the day's running total must reach zero, because a voucher with only one side is not a voucher.

1. Check that the right fiscal year and period are chosen.
2. Enter the date, the voucher number, the account, the text and the amount.
3. Add the other line so the day's total reaches zero. A cost is typed positive on the cost account and negative on the bank.
4. Check that it says balanced, then post.



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Kassekladde

Enter posting lines manually. Lines stay unposted until the voucher is approved (Opdatering). The running daily total must reach 0 — debits and credits must balance per day before close.

2026

Dagstotal: 0,00 Balanced

KONTO	DATO	BILAG	PK	TEKST	AMOUNT	MOMS
Pick account...	13/09/2026	208	0	Posting	0.00	-

Opret linje Opdater (post)

Bookings, memberships and classes post automatically - the daybook is for manual postings (expenses, corrections).

The cash journal with unposted lines.

TIP

Posting texts work as autocomplete, so recurring entries can be typed the same way every month. Set them up once under Catalogs and the monthly job gets a good deal faster.

Posted journal

Every posted voucher in the fiscal year, newest first, with its number, its text, its date and where it came from. The source column is the useful one: a booking, an invoice, the cash journal, or an import from the old system. You can search and filter by source, and export in the format an accounting package can read.

1. Pick the fiscal year.
2. Search by voucher number or text.
3. Filter by source to separate automatic postings from your own.
4. Click a voucher to open it.

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Posteringsjournal

All posted vouchers in the selected fiscal year. Each voucher contains 2+ balanced entries.

Search vouchers (nr or text)...
All sources
2026
Export (e-conomic)

VOUCHER NR	POSTED AT	DESCRIPTION	SOURCE	STATUS
109 →	09/09/2026, 09:03	Booking #163 auto-post	Court booking	Posted
108 →	09/09/2026, 09:00	Membership subscription auto-post [p1788937258629]	Membership	Posted
107 →	09/08/2026, 14:30	Booking #162 auto-post	Court booking	Posted
106 →	09/08/2026, 11:37	Booking #159 auto-post	Court booking	Posted
105 →	09/08/2026, 11:37	Clip card auto-post	Clip card	Posted
104 →	09/08/2026, 11:36	Booking #158 auto-post	Court booking	Posted
103 →	09/08/2026, 11:33	Clip card auto-post	Clip card	Posted
102 →	09/08/2026, 11:33	Booking #156 auto-post	Court booking	Posted
101 →	09/08/2026, 11:25	Booking #155 auto-post	Court booking	Posted
100 →	09/08/2026, 11:23	Booking #153 auto-post	Court booking	Posted
99 →	09/08/2026, 09:43	Storno af bilag 98 - Seam test	Reversal	Posted
98 →	09/08/2026, 09:43	Seam test	Daybook	Posted
97 →	09/08/2026, 09:33	Membership subscription auto-post [p1788766385407]	Membership	Posted
96 →	09/08/2026, 09:32	Membership subscription auto-post [p1788420740226]	Membership	Posted
95 →	09/07/2026, 16:07	Membership subscription auto-post [p1788703633372]	Membership	Posted
94 →	09/07/2026, 14:00	Membership subscription auto-post [p1788782430339]	Membership	Posted

The posted journal.

TIP

The journal is the club's audit trail. Nothing is deleted from it. A mistake is corrected with a reversal, which is a new voucher with the opposite amounts, so both are visible afterwards.

One voucher

The detail: every line on the voucher, debit on one side, credit on the other, and the net at the bottom, which is zero on a balanced voucher. Here you attach the receipt as a PDF or a photo, which is what an auditor asks for, and here you reverse the voucher if it was wrong.

- 1. Open the voucher from the journal or from a search result.
- 2. Check that the debits and credits match.
- 3. Attach the receipt or the invoice behind the voucher.
- 4. Use reverse if the voucher is wrong.

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Voucher #1

All entries posted to this voucher. A balanced voucher sums to zero (debits = credits).

Court booking 2026 Reverse

DEBITS	CREDITS	NET
150,00	150,00	0,00 (balanced)

DATE	ACCOUNT	TEXT	DEBIT	CREDIT
2026-08-24	1030	Court booking payment	150,00	
2026-08-24	4000	Court rental revenue		150,00

Bilag (0)

Attach file

No documents attached yet. Attach the receipt or invoice behind this voucher (PDF or photo).

One voucher with its lines and attachments.

TIP

Reversing creates a counter-voucher with opposite amounts on the same dates, and leaves the original standing. That is the honest way to correct a posting, and it is the only one a closed period accepts.

Account ledger

One account, all its postings, with a running balance down the page: opening balance, every movement, closing balance. This is the Danish kontokort, and it is the screen you use when a number in a report looks wrong and you want to see what it is made of.

1. Pick the account from the list.
2. Set the period range if you only want part of the year.
3. Read the running balance down the page.
4. Export to CSV for the accountant, or click a line to open its voucher.

Account ledger

Pick an account to see its postings with a running balance.

2026

Search account (nr or name)...

NR	NAME	OPENING BALANCE	CLOSING BALANCE
1030	Bank	0,00	20.880,00
2810	Member wallet (liability)	0,00	0,00
4000	Court booking revenue	0,00	-13.974,00
4100	Membership / subscription revenue	0,00	-1.750,00
4200	Class & training revenue	0,00	0,00
4300	Clip card revenue	0,00	-700,00
4400	Other revenue	0,00	-3.200,00
4900	Discounts and goodwill	0,00	0,00
5000	Balls and equipment	0,00	0,00
5600	Heat and electricity	0,00	0,00
6900	VAT payable	0,00	-1.256,00
20900	Retained earnings (year result)	0,00	0,00

The account ledger with a running balance.

TIP

Start here rather than in the trial balance when something looks off. The trial balance says which account is wrong; the account ledger says which posting made it wrong.

Invoices

Every settled payment gets a numbered invoice, issued automatically, and the numbering has no gaps because that is what the rules require. The list shows date, buyer, description, amount, status and source. You can search, filter by paid and unpaid, send an invoice by email, mark one as paid, and issue a credit note. Credit notes have their own tab.

1. Search by buyer, email or description.
2. Open the invoice to see its lines and its PDF.
3. Send it by email if the member asks for a copy.
4. Use mark paid when the money came in outside the system, for example by bank transfer.

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Invoices

Every settled payment gets a sequentially numbered invoice — issued automatically.

+ New order

📄 CSV

Invoices (24)

Credit notes (0)

Q Search buyer, email or description...

All statuses

Search

NR	DATE	BILLED TO	DESCRIPTION	SOURCE	STATUS	AMOUNT	
#24	09/09/2026	Anna Berg anna.berg.cw@example.com	Court booking Hal 1 2026-09-09 15:00	Court booking	Paid	240,00 DKK Incl. VAT 48,00	Credit 📄 PDF ✉️
#23	09/09/2026	Anna Berg anna.berg.cw@example.com	Medlemskab membership (monthly)	Membership	Paid	250,00 DKK	Credit 📄 PDF ✉️
#22	08/09/2026	Mette Testesen walk3@example.com	Court booking Hal 2 2026-09-08 16:00	Court booking	Paid	300,00 DKK Incl. VAT 60,00	Credit 📄 PDF ✉️
#21	08/09/2026	Mette Testesen walk3@example.com	Court booking Hal 1 2026-09-08 11:00	Court booking	Paid	220,00 DKK Incl. VAT 44,00	Credit 📄 PDF ✉️
#20	08/09/2026	Mette Testesen walk3@example.com	Clip card (5 clips)	Clip card	Paid	350,00 DKK	Credit 📄 PDF ✉️
#19	08/09/2026	Mette Testesen walk3@example.com	Court booking Hal 2 2026-09-08 16:00	Court booking	Paid	300,00 DKK Incl. VAT 60,00	Credit 📄 PDF ✉️
#18	08/09/2026	Mette Testesen walk3@example.com	Clip card (5 clips)	Clip card	Paid	350,00 DKK	Credit 📄 PDF ✉️
						300,00	

The invoice list.

TIP

Never edit an amount on an invoice that has gone out. Issue a credit note and a new invoice instead. That way the member's copy and the club's books tell the same story.

Orders and desk payments

An order is an invoice you write yourself: a restring, a sponsorship, a hall rental to a company, a ball order. You add the lines with text, quantity, price and VAT, and you can point each line at its own revenue account. Then you either mark it paid at once, or leave it open so it shows up under Payments due until the member pays. Money taken at the desk is recorded the same way, and can be split across several open orders, with anything left over going to the member's club credit.

1. On the invoice page, choose New order.
2. Pick the member, or leave it empty for a walk-in.
3. Add the lines, and a finance account per line if the club wants them separated.
4. Choose whether it is paid now or stays open, then create it.

TIP

A negative amount on a desk payment pays money out of the member's club credit. The system asks you to confirm twice, because that one is hard to undo.

Credit notes

A credit note cancels all or part of an invoice, with its own number, and it is the only correct way to undo a payment in the books. You choose where the money goes: back as club credit, which is instant and needs no cash handling, or document only, when the desk hands back cash or the bank does the refund. The postings reverse the revenue and the VAT automatically.

1. Open the invoice and choose credit.
2. Pick the lines, or enter an amount if it is a partial credit.
3. Choose the destination: club credit or document only.
4. Tick notify the member if they should get the credit note by email, then issue it.

TIP

Crediting a clip card closes it, and the clips that are left can no longer be used. The screen says so before you confirm, so read that line rather than clicking past it.

Dunning

The reminder run for overdue invoices. Each run moves every eligible invoice one reminder level up, three at most, and can add a reminder fee, which becomes a line on the invoice. You always see the count and the amount before anything is sent. The club can leave it to run itself every morning at nine, with its own interval and fee.

1. Read the list of overdue invoices.
2. Set the fee, if the club charges one.
3. Read the confirmation: how many members, how much outstanding, how much fee.
4. Send. Members are notified immediately.

The screenshot shows the 'Dunning (Rykkerkørsel)' settings page in the Racketr app. The left sidebar contains navigation options like Club Management, Overview, Club Members, Bookings, and Courts. The main content area displays the dunning settings for 'Kløvermarken Tennis Klub'. It includes a summary of overdue invoices (4), outstanding amount (7.800,00 DKK), and eligible invoices (4). The 'Automatic dunning' section is currently 'Off', with a note explaining that it runs every morning at 09:00 and holds back invoices already reminded within the interval. Below this, there are input fields for 'Fee (kr)' (0) and 'Interval (days)' (7), with a toggle switch. At the bottom, a table lists the overdue invoices with columns for Invoice, Member, Description, Amount, Days Overdue, and Reminders.

INVOICE	MEMBER	DESCRIPTION	AMOUNT	DAYS OVERDUE	REMINDERS
#5	Clara Møller	Kontingent 2026 - senior	2.500,00	36	–
#6	Viktor Riis	Baneleje Hal 1, turnering	3.200,00	24	–
#4	Emil Brandt	Klippekort 10 klip	900,00	8	–
#3	Sofie Lund	Juniortræning forår, holdgebyr	1.200,00	1	–

Dunning with overdue invoices.

TIP

With automatic dunning on, an invoice that was reminded within the interval is held back, so levels never escalate faster than the club intended, no matter how often the run happens.

Reconciliation

Payments that arrived from the gateway and that no invoice claimed. It happens when a member pays twice, when a checkout is interrupted, or when money comes from somewhere the club did not expect. Each one can be matched to an unpaid invoice, refunded to the member as club credit, or dismissed with a note that says why.

1. Open the unmatched payment and read the payer and the amount.
2. Match it to the invoice it belongs to, using the suggestions.
3. Or refund it as club credit to the member.
4. Or dismiss it with a note explaining what it was.

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Reconciliation (unmatched payments)

Gateway payments nothing claimed. Match each to an unpaid invoice, refund it to a member's club credit, or dismiss it with a note.

RECEIVED	GATEWAY	REFERENCE	PAYER	AMOUNT	RESOLVE
25.8.2026	STRIPE	pi_demo_3Kq81Lm	M. Sørensen	250,00 DKK	Match invoice To wallet Dismiss

Reconciling unmatched payments.

TIP

Deal with this weekly rather than yearly. The badges telling you that the amount or the payer matches are reliable for a few weeks, and much less so after six months.

Bank import

Upload or paste the bank's CSV export and every incoming payment is given a suggested invoice. One confirmed run settles the matches, sends the rest to reconciliation, and skips what you told it to skip. Danish formats are understood: semicolons, amounts written 1.234,56 and dates written dd-mm-yyyy. Importing the same file twice is safe, because a line that has already been imported is never settled again.

1. Download the account statement from the bank as CSV.
2. Upload the file or paste its contents.
3. Go through the suggestions: settle, send to reconciliation, or skip.
4. Read the summary and confirm the run.

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Bank import (bankafstemning)

Paste or upload the bank's CSV export. Every incoming payment gets a suggested invoice; one confirmed run settles matches and queues the rest for reconciliation.

Paste the CSV content or choose the exported file. Danish formats (semicolon, 1.234,56, dd-mm-yyyy) are understood; re-importing the same file is safe.

```
Dato;Tekst;Beløb
05-08-2026;OVERFØRSEL MAGNUS;1.234,56
```

Preview & suggest Choose file...

Bank import with suggested matches.

TIP

This is how the club's own bank account and the books come to agree. Card payments arrive from the provider as one daily lump sum, and the import is what ties that lump sum to the individual invoices behind it.

Statements

The two reports a board asks for: the income statement for the period you choose, and the balance sheet as of its end. Income minus costs gives the result; assets against liabilities and equity gives the balance sheet, and it has to balance. Both can be exported. A closed year still shows its income and costs here, while the trial balance shows those accounts at zero after the year-end result transfer.

1. Pick the period.
2. Read the income statement: income, costs, result.
3. Switch to the balance sheet to see what the club owns and owes.
4. Export to CSV for the board pack.

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Statements (Resultatoppgørelse & Balance)

Income statement for the selected period and balance sheet as of its end. Reconciles to the trial balance.

From period To period 2026

Export CSV

Resultatoppgørelse Balance

REVENUE		
4000	Court booking revenue	13.974,00
4100	Membership / subscription revenue	1.750,00
4300	Clip card revenue	700,00
4400	Other revenue	3.200,00
Revenue total		19.624,00
EXPENSES		
Expense total		0,00
Result for the period		Year to date: 19.624,00 19.624,00

Income statement and balance sheet.

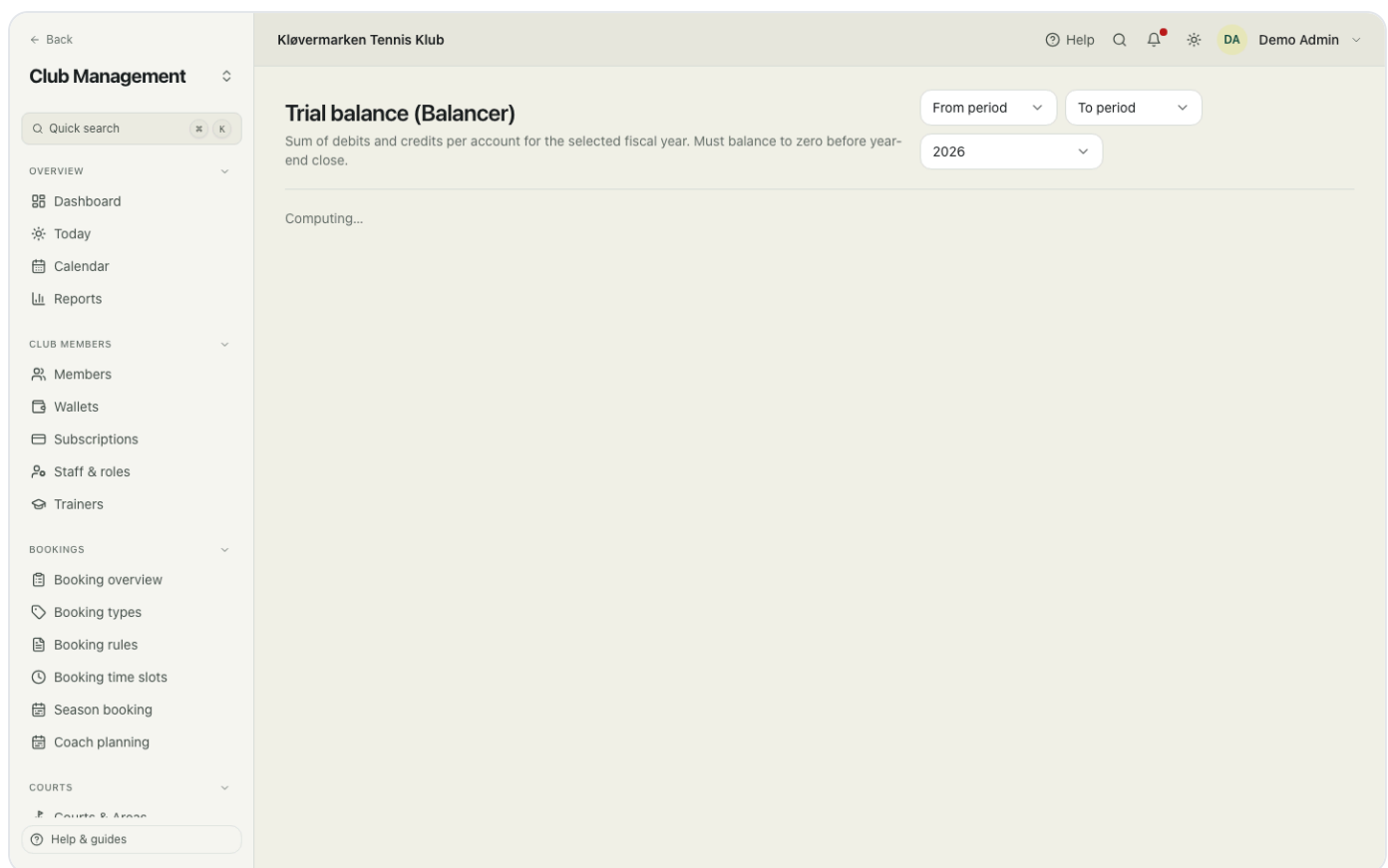
TIP

If the balance sheet says it does not balance, it is not the report that is wrong. There is a voucher that does not add up to zero, and the trial balance will point at the account.

Trial balance

Every account with its total debit, total credit and balance for the fiscal year. The sum at the bottom has to be zero. This is the club's health check, and it is also the first thing the year-end close looks at.

1. Pick the fiscal year and the period range.
2. Check that the total at the bottom is zero.
3. Look for accounts with an amount that surprises you.
4. Click through to the account ledger to see the postings behind it.



The trial balance.

TIP

Check it once a month. A difference found in the month it arose takes ten minutes to find; the same difference in December takes an evening.

Budget

A grid of accounts and their names down the side and months across the top: income first, costs below, the result at the bottom. In each field you type the amount you expect, and income and costs are both typed as positive numbers. Under the field is the amount actually posted: green when it is better than the budget, red when it is worse, grey when there is no budget or the month has not started. It is what turns the monthly result from a number into a question: is this what we expected.

1. Type the budget per account and month, or use the menu next to the account to spread a yearly amount or copy last year's actual.
2. Follow the colours under the fields through the year; hover an amount to see the difference from the budget.
3. Use the totals on the right and the result line at the bottom for the annual picture.

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Budgetplan

Budget vs. actual matrix. Rows = chart accounts; columns = periods. Cells show budget, actual, variance.

2026

ACCOUNT	JANUARY 2026	FEBRUARY 2026	MARCH 2026	APRIL 2026	MAY 2026	JUNE 2026	JULY 2026	AUGUST 2026	SEPTEMBER 2026	OCTOBER 2026	NOVEMBER 2026	DECEMBER 2026
1030	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 16.150,00	0.00 act 4.730,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00
1095	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00
4000	-4200 act 0,00	-4200 act 0,00	-3850 act 0,00	-3500 act 0,00	-2450 act 0,00	-1750 act 0,00	-1400 act 0,00	-2100 act -12.150,00	-3150 act -1.824,00	-4200 act 0,00	-4550 act 0,00	-3500 act 0,00
4100	-3100 act 0,00	-3100 act 0,00	-2842 act 0,00	-2583 act 0,00	-1808 act 0,00	-1292 act 0,00	-1033 act 0,00	-1550 act 0,00	-2325 act -1.750,00	-3100 act 0,00	-3358 act 0,00	-2583 act 0,00
4200	-1800 act 0,00	-1800 act 0,00	-1650 act 0,00	-1500 act 0,00	-1050 act 0,00	-750,1 act 0,00	-600,1 act 0,00	-900,1 act 0,00	-1350 act 0,00	-1800 act 0,00	-1950 act 0,00	-1500 act 0,00
4300	-600,1 act 0,00	-600,1 act 0,00	-550,1 act 0,00	-500,1 act 0,00	-350,1 act 0,00	-250,1 act 0,00	-200,1 act 0,00	-300,1 act 0,00	-450,1 act -700,00	-600,1 act 0,00	-650,1 act 0,00	-500,1 act 0,00
4400	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act -3.200,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00	0.00 act 0,00
5000	450,01 act 0,00	450,01 act 0,00	413,01 act 0,00	375,01 act 0,00	263,01 act 0,00	188,01 act 0,00	150,01 act 0,00	225,01 act 0,00	338,01 act 0,00	450,01 act 0,00	488,01 act 0,00	375,01 act 0,00
5600	900,01 act 0,00	900,01 act 0,00	825,01 act 0,00	750,01 act 0,00	525,01 act 0,00	375,01 act 0,00	300,01 act 0,00	450,01 act 0,00	675,01 act 0,00	900,01 act 0,00	975,01 act 0,00	750,01 act 0,00
5820	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Budget against actual.

TIP

Budget the ten accounts that actually move. A budget on forty accounts is not more accurate, it just takes longer to maintain and gets abandoned in March.

VAT report

The VAT per code for the period, which is what the club files its VAT return from. When the return is filed, you settle from the same screen, and that posts one voucher moving the VAT from its own account to the bank. The report keeps showing the period's entries afterwards; what changes is that the club no longer owes the amount on the balance sheet.

1. Pick the period.
2. Read the VAT per code and the total.
3. File the return with the tax authority.
4. Press settle and read what will be posted, then confirm.

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Momsrapport
VAT totals per code for the selected fiscal year. Used to file the periodic momsangivelse.

2026 Settle VAT

CODE	NAME	RATE %	ENTRIES	TOTAL
DK25	Standard moms 25%	25.00	11	-1256.00
TOTAL				-1256.00

The VAT report.

TIP

Settle in the same period as the return. Settling two months later moves the amount out of the bank in a month it was not owed in, and then the bank reconciliation goes looking for it.

VAT codes

The club's VAT rates. A Danish club normally has a 25 percent code and a zero-rate code for VAT-free activity, and both are set up when the club is activated. The codes are used on postings and invoice lines, and they are what the VAT report groups by.

1. Check that the codes match what the club is registered for.
2. Add a code if the club has an activity at a different rate.
3. Save.

The screenshot shows the 'Momskoder' (VAT codes) management interface. On the left is a sidebar with 'Club Management' and various navigation options. The main area is titled 'Momskoder' and includes a description: 'VAT codes used in postings (Halbooking Kartoteker > Momskoder). DK clubs typically have 25% MOMS and 0% MOMSFRI seeded.'

Below the description is a form to 'Add VAT code' with three input fields: 'CODE' (containing 'MOMS25'), 'NAME' (containing '25% MOMS'), and 'PERCENT' (containing '25'). A yellow '+ Add' button is to the right of the fields.

Below the form is a table listing existing VAT codes:

Code	Name	Percent	Status	
DK25	Standard moms 25%	25%	Active	...
EXEMPT	Momsfri	0%	Active	...

VAT codes.

TIP

A VAT-free club keeps the zero-rate code and nothing else. Do not delete the codes to make VAT go away: the codes are how the books record that there was none.

Posting texts

Short codes with a fixed text, used as autocomplete in the cash journal. Type the code and the text is filled in. It is a small thing that keeps the journal readable, because the same kind of posting gets the same wording every month.

1. Add a code and the text it should produce.
2. Save. It appears as a suggestion in the cash journal.
3. Delete the ones the club no longer uses.

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Postingstekster

Templates the Kassekladde uses as autocomplete suggestions when posting (e.g. 'Konteringsliste nr. {voucher_nr}').

CODE TEXT

KONT Konteringsliste nr. {voucher_nr} + Add

Code	Text	
BANK	Bankoverførsel	...
EL	El og varme, hallen	...
GEB	Bankgebyr	...
KL	Konteringsliste nr. {voucher_nr}	...
LØN	Lønudbetaling trænere	...

Posting texts.

TIP

Postings already made keep their text if you delete or change a template. Nothing rewrites history.

Fiscal years

Each fiscal year stands on its own and has its own vouchers, periods and reports. A club usually runs the calendar year, but any period works. The year also carries the account the result is moved to at year-end, and the periods are created for you.

1. Click New fiscal year.
2. Enter the name, the start and end dates and the result account.
3. Save. The periods are created automatically.
4. Set the year as the default so new postings land in it.

The screenshot shows the 'Fiscal years' page in the Racketr Club Management system. The left sidebar contains a 'Club Management' menu with sections for Overview, Club Members, Bookings, and Courts. The main content area is titled 'Fiscal years' and includes a description: 'Each fiscal year is independent. After closing one, P&L rolls into the configured profit/loss account and balance-sheet accounts roll forward into the next year.' A yellow button '+ Create fiscal year' is in the top right. Below the description is a table with columns: Nr, Name, Range, P&L acc, and Status. The table contains one entry for the year 2026, which is marked as 'Default' and 'Open'.

Nr	Name	Range	P&L acc	Status
1	2026 Default	2026-01-01 → 2026-12-31	20900	Open

Fiscal years.

TIP

Create next year before the first booking of January is made. A payment with no fiscal year to land in cannot be posted, and the desk finds out at the worst moment.

Period close

A period is normally a month. Closing it locks it: no new vouchers, no edits. Before closing, the system checks that every voucher in the period is posted and that the postings balance, and it tells you what is blocking if something is. A closed period can be reopened when a correction really is necessary, and that is logged.

1. Check the period's status: open, has unposted entries, or closed.
2. Post or delete anything unposted.
3. Read the checks, then close.
4. Reopen only when a correction cannot wait for the next period.

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Periodeafslutning

Close one accounting period at a time. Each period must have all vouchers posted and a balanced double-entry sum before close.

2026

NR	NAME	RANGE	VOUCHERS	UNPOSTED	STATUS	
1	January 2026	2026-01-01 → 2026-01-31	0	0	Open	☑ Close period
2	February 2026	2026-02-01 → 2026-02-28	0	0	Open	☑ Close period
3	March 2026	2026-03-01 → 2026-03-31	0	0	Open	☑ Close period
4	April 2026	2026-04-01 → 2026-04-30	0	0	Open	☑ Close period
5	May 2026	2026-05-01 → 2026-05-31	0	0	Open	☑ Close period
6	June 2026	2026-06-01 → 2026-06-30	0	0	Open	☑ Close period
7	July 2026	2026-07-01 → 2026-07-31	0	0	Open	☑ Close period
8	August 2026	2026-08-01 → 2026-08-31	89	0	Open	☑ Close period
9	September 2026	2026-09-01 → 2026-09-30	20	0	Open	☑ Close period
10	October 2026	2026-10-01 → 2026-10-31	0	0	Open	☑ Close period
11	November 2026	2026-11-01 → 2026-11-30	0	0	Open	☑ Close period
12	December 2026	2026-12-01 → 2026-12-31	0	0	Open	☑ Close period

Period close.

TIP

Closing monthly is what keeps the club's reporting trustworthy. Once the board has seen a result, a late posting should not be able to change it quietly.

Year-end close

The last step of the year. The checklist is the same one an auditor would apply: every period closed, every voucher posted, trial balance at zero. When it closes, the revenue and cost accounts are emptied into the result account the club chose, and the balance sheet accounts carry into the new year. The screen shows exactly what will be posted before you confirm.

1. Go through the checklist and fix whatever is red.
2. Close the last periods from here if any are still open.
3. Read the impact summary.
4. Close the year.

The screenshot shows the 'Årsafslutning' (Year-end close) interface for the year 2026. The left sidebar contains navigation options like 'Club Management', 'OVERVIEW', 'CLUB MEMBERS', 'BOOKINGS', and 'COURTS'. The main content area displays the 'Pre-close checklist' for 2026 (2026-01-01 → 2026-12-31). It indicates that 12 periods are still open, with a list of months from January to December 2026, each with a 'Close now' button. Below this, two checks are marked as successful: '✓ No unposted vouchers' and '✓ Trial balance is balanced'. A 'Close fiscal year' button is located at the bottom right of the main content area.

Year-end close.

TIP

Reopening a closed year is an administrator job, not a click. Take the extra half hour on the checks rather than the extra week afterwards.

Posting search

Search across every posting in the club: by text, by account, by voucher number, by amount, by date range and by source. This is the screen for the questions that start with 'find that one entry', which is most of what an auditor asks for.

1. Enter the text or the account number.
2. Narrow it with the date range or the amount.
3. Click a result to open the voucher behind it.

The screenshot shows the 'Search postings' screen in the Racketr app. The sidebar on the left is titled 'Club Management' and includes sections for 'OVERVIEW' (Dashboard, Today, Calendar, Reports), 'CLUB MEMBERS' (Members, Wallets, Subscriptions, Staff & roles, Trainers), 'BOOKINGS' (Booking overview, Booking types, Booking rules, Booking time slots, Season booking, Coach planning), and 'COURTS' (Courts & Areas, Help & guides). The main area is titled 'Kløvermarken Tennis Klub' and 'Search postings'. It contains a search bar and several filter fields: 'SEARCH TEXT' (e.g. Konteringsliste), 'ACCOUNT NR' (e.g. 4000), 'FROM DATE' (dd/mm/yyyy), 'TO DATE' (dd/mm/yyyy), 'VOUCHER NR' (123), 'AMOUNT FROM' (0,00), 'AMOUNT TO' (10.000,00), and 'SOURCE' (All sources). A yellow 'Search' button is at the bottom left of the filter area.

Posting search.

TIP

Search by amount when you know what it was but not what it was called. Two clubs out of three find the missing posting that way.

Data import

The tool for taking a club's accounting history over from its old system. It runs an import file, shows what it would do, and only writes when you tell it to. It is used during a migration, with files prepared for the club, and it is not part of the daily routine.

1. Pick the type of import and the data file.
2. Enter the fiscal year the data belongs to.
3. Run a dry run first: it writes nothing and shows what would happen.
4. Read the result, including whether the trial balance still comes to zero, then run it for real.

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Data import

Run an accounting import and follow it. The files come from the export toolchain - see the migration runbook.

TYPE: Invoices + credit notes

DATA FILE (JSON): Choose File No file chosen
invoices.json from halbooking_csv.py + anonymize.py

CREATE FISCAL YEARS: 2024
Comma separated, e.g. 2024 - only if the year is missing

SPLIT PER ACCOUNT: Choose File No file chosen
allocations_v2.json (optional)

CREDIT NOTE SPLIT: Choose File No file chosen
cn_allocations_v2.json (optional)

CREDIT NOTE REFERENCES: Choose File No file chosen
cn_refs.json (optional)

☒ VAT-exempt club (post gross) ☐ Replace an earlier import (deletes only what the import itself created)

Always dry-run first - it writes nothing and shows what the import would do.

Dry run Run import

No import runs yet

Once you run an import it appears here with its status and result.

Data import with dry runs and results.

TIP

Always dry run first, and read the trial balance line in the result. An import that leaves the trial balance broken is telling you the source data is incomplete, not that the club's books are.

16. Communication, shop, website and settings

The last group: talking to members, selling things, putting the club on its own website, and the club-wide settings everything else inherits.

Announcements and news

Two things on one page. An announcement is a message that needs attention now, and it can go out in the app, by email and as a push notification. News is ordinary club content that sits in the news tab in the app. You choose the audience: everyone, one membership type, members with future bookings, or members who owe money. Before sending, you see how many people it reaches.

1. Write the title and the message.
2. Pick the audience and the channels.
3. Read the reach shown in the preview.
4. Send, or publish as news if it is not urgent.

Club Management

Q Quick search

OVERVIEW

- Dashboard
- Today
- Calendar
- Reports

CLUB MEMBERS

- Members
- Wallets
- Subscriptions
- Staff & roles
- Trainers

BOOKINGS

- Booking overview
- Booking types
- Booking rules
- Booking time slots
- Season booking
- Coach planning

COURTS

- Courts & Areas

Help & guides

Kløvermarken Tennis Klub

Help Q DA Demo Admin

Announcements

Send announcements and news to club members.

A club announcement is a high-priority message that requires immediate attention, while club news is general, informational content about recent or upcoming events.

Club announcement can be sent via in-app notification / home screen, email and push. Preview reveals audience size and delivery cost before sending.

Club news is published under News tab on the Club screen in member app. [Export recipients](#)

Announcements News

Compose

TITLE

BODY

AUDIENCE

All active members

CHANNELS

☒ In-app ☐ Email ☐ SMS

Reaches 15 members

Sofie Lund, Emil Brandt, Clara Møller, Viktor Riis, Ida Vestergaard, Oscar Bek, Laura Dahl, Noah Friis +7 more

[Preview & send](#)

Announcements with audience and channels.

TIP

Push and email reach people who are not looking at the app. Use them for what genuinely cannot wait, and put the rest in news, or members stop reading the club entirely.

Shop

Products members can order in the app: strings, balls, club shirts. An order becomes an invoice and is paid at the desk. Each product can point at its own revenue account, so shop sales do not disappear into other revenue.

1. Add the product with name, description, price and picture.
2. Set the stock if the club keeps count, or leave it untracked.
3. Point it at a finance account if the club wants shop sales kept separate.
4. Activate it. Members can now order it.

Kløvermarken Tennis Klub

Shop

Products members can order — strings, balls, club merch. Orders are billed as invoices, paid at the club desk.

[+ Add product](#)

Name	Price	Stock	Status
Tennisbolde, 4-dåse Wilson US Open, klubpris	DKK 85.00	40	Active
Opstregning af ketsjer Inkl. streng, 1-2 hverdage	DKK 250.00	0	Active
Klub T-shirt Str. S-XXL, klubbens logo	DKK 199.00	24	Active
Gæstebillet, indendørs Enkeltbillet til hal, gældende 30 dage	DKK 120.00	0	Active

The club shop.

TIP

Hiding a product does not touch orders already placed. They keep the price they were ordered at.

Website widget

A small block of code that puts live court availability on the club's own website. It works on WordPress, Squarespace, Wix and plain HTML. Visitors pick a slot in the widget and finish the booking in the member app, where they log in or register, with the chosen slot still selected.

1. Pick the language.
2. Copy the code snippet.
3. Paste it into the club's website where the calendar should appear.
4. Open the page and check that the slots are showing.

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Website widget

Put live court availability on the club's own website.

Embed code

Paste this into your website where the booking calendar should appear (works on WordPress, Squarespace, Wix and plain HTML).

Widget language: **Dansk** English

```
<iframe src="https://app.racketr.app/embed/klovermark-tennis" style="width:100%;max-width:960px;height:640px;border:0;border-radius:12px" title="Court booking" loading="lazy"></iframe>
```

[Copy code](#) Open the widget in a new tab

Visitors pick a slot in the widget; the booking itself finishes in the member app (new tab) — they log in or register there, the chosen slot stays selected, and payment follows the club's normal flow.

Live preview

Book en bane

Kløvermarken Tennis Klub

	Sen 13/9	Man 14/9	Tir 15/9	Ons 16/9	Tor 17/9	Fre 18/9	Lør 19/9				
Tid	Bane 1	Bane 10	Bane 11	Bane 2	Bane 3	Bane 4	Bane 5	Bane 6	Bane 7	Bane 8	
07.00	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	
08.00	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	
09.00	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	
10.00	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	
11.00	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	Optaget	

The website widget with its code snippet.

TIP

This is the cheapest advertising the club has: people who are already on the website can see there is a free court tonight without asking anybody.

Club settings

The club-wide settings everything else inherits: currency, VAT number for invoices, sports the club offers, age groups, the default court price, the cancellation deadline, how long an unfinished checkout blocks a slot, whether members see who booked a slot, and whether member pricing requires a paid membership. Each sport can override the club defaults. Changes apply to new bookings; existing ones keep their price and their rules.

1. Go through the sections one at a time.
2. Read the explanation under each setting before changing it.
3. Save. The impact of the bigger changes is shown before you confirm.

Kløvermarken Tennis Klub Help Search Notifications Settings DA Demo Admin

Settings

Club-wide settings. Changes apply to all new bookings; existing bookings keep their original price and rules.

[Save changes](#)

Identity

NAME: Kløvermarken Tennis Klub

TIMEZONE: Europe/Copenhagen

Sports we offer

Pick every racket sport your club offers. Each court is assigned to one of them.

☒ Tennis ☐ Padel (NOT IN PLAN) ☐ Squash (NOT IN PLAN)

A club must offer at least one sport.

Booking defaults

SLOT MINUTES: 60	CANCELLATION DEADLINE (HOURS): 2	CVR NUMBER: 12345678 Printed as the seller's VAT registration on invoices.
UNPAID HOLD (MINUTES): 10 How long an unfinished checkout keeps the slot blocked before it auto-releases.	DEFAULT PRICE: 150.00 DKK Default fee charged when a court has no per-tier price.	CURRENCY: DKK
REFUND MODE: Refund to wallet (recommended)	WALLET CREDIT EXPIRY (DAYS, OPTIONAL): e.g. 365 — leave empty for no expiry	REQUIRE PAID MEMBERSHIP FOR MEMBER PRICING ☐ Disabled When on, a member is only charged the member rate if they have an active membership (clanarina). Members without one pay the guest rate. Off = anyone on the member roster gets member pricing.
SHOW BOOKER NAME ON THE SCHEDULE	JUNIOR UP TO AGE	SENIOR FROM AGE

Club settings.

TIP

The setting worth reading twice is whether member pricing requires an active membership. With it on, a member without paid dues pays the guest price, which is what most clubs intend, and what most people are surprised by the first time.

Audit log

Every administrative change: who did it, what they did, when, and what the value was before and after. Use it when a booking has disappeared, a membership type has changed, or a refund is disputed. Nothing in it can be edited, which is the point.

1. Filter by action or by the kind of thing that was changed.
2. Find the event by time.
3. Read the before and after values.

Kløvermarken Tennis Klub

Audit log
Every admin-side change is recorded here: who, what, when, before and after. Use this when investigating who changed a tier or canceled a booking.

Filter by action (e.g. BOOKING_CANCEL) All target types Apply

WHEN	ACTOR	ACTION	TARGET	PAYLOAD
09/13/2026, 18:24	Demo Admin	PACKAGE_APPLIED	CommunityModule#?	<pre>{ "before": { "modules": ["BOOKING", "MEMBERSHIP", "PAYMENTS", "PROGRAMS", "FINANCE", "COMMS", "CLIPCARD", "WALLETS", "REPORTS", "SHOP", "WIDGET"] }, "after": { "modules": ["BOOKING", "MEMBERSHIP", "PAYMENTS", "PROGRAMS", "FINANCE", "COMMS", "CLIPCARD", "WALLETS", "REPORTS", "SHOP", "WIDGET"] }, "reason": "ALT" }</pre>
09/13/2026, 18:24	Demo Admin	PACKAGE_APPLIED	CommunityModule#?	<pre>{ "before": { "modules": [</pre>

The audit log.

TIP

The log is the protection of whoever is on duty. When somebody says nobody touched that booking, the log has already answered without anyone having to argue.

Racketr club administration. Questions? Write to support@racketr.app.