

Back office Manual

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1. Search an order line:


You can search for an order line using the following criteria:

Show Organisation > Registrations

13 - 14/04/2019 Test show Registrations

Registrations Chart By Day/FCI Grp/Breeds By Ring By Country Groups Options Downloads

Show 10 entries Search:



- customer name,
- email address of the customer,
- name of the dog,
- race,
- catalog number (only available when registrations are closed via sign #cat number),
- class....

2. Edit an order line:

After you find the order line to edit, click it to view or edit the details..

A. Customer Information

- If an exhibitor's private data (last name, first name, address) needs to be changed: the easiest way is to ask the customer to edit the data in his profile. You can also email us at support@onlinedogshows.eu with the details that need to be adjusted. Our support will make the adjustments for you.

CustomerId=3554

Voornaam	Leonie
Achternaam	Doeve
Language	nl
Email	velvethunters@gmail.com
Telefoon	31650522337
Address	Grote Overstraat 27 27 7411 JA Deventer
Country	Netherlands

B. Dog registration:

All fields marked in yellow can be changed.

Name	<input type="text" value="Velvet Hunters Have A Nice Day"/>
Birth Date	<input type="text" value="23/09/2016"/>
Chip Nr	528140000667437
Pedigree	<input type="text" value="NHSB - Netherlands"/>
	<input type="text" value="3058116"/>
Nat Reg Nr	<input type="text"/>
Gender	<input type="radio"/> Reu <input checked="" type="radio"/> Teef
Father	<input type="text" value="Ch. Susedalens Remington Sendero"/>
Mother	<input type="text" value="Ch. Velvet Hunters Make My Day"/>
Breeder	<input type="text" value="L. Doeve"/>
Co-owner	<input type="text"/>
Class	<input type="text" value="Working"/>
Breed	<input type="text" value="FLAT COATED RETRIEVER (12)"/>

NOTE: Be careful, any adjustment here may affect the registrations of this dog in other exhibitions..

C. Control of document:

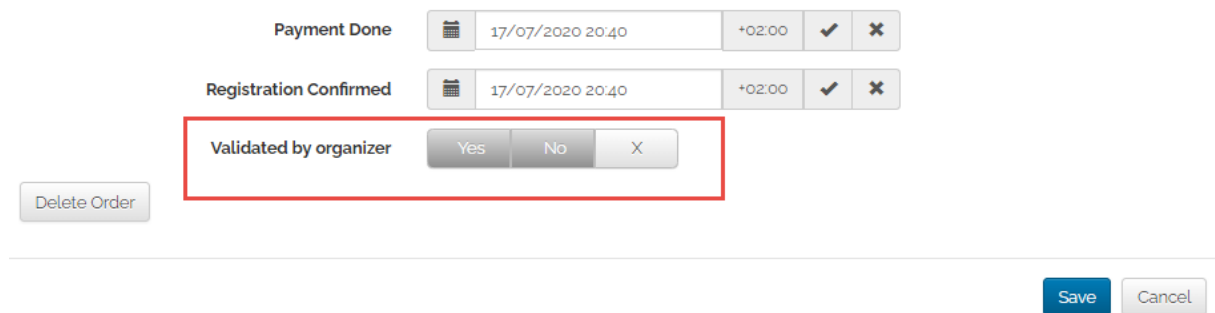
As an organizer, you have the right to ask your clients for a copy of the pedigree or certificate of title or work certificate. If this option is enabled, you can check the delivered documents. Click on the certificate to download it.



D. Validation of the subscriptions:

We've implemented a simple solution to help you to validate the subscriptions. This is not a mandatory task but we recommended you to make it.

At the level of each order line there is a field "Validated by the organizer" with 3 options:



- Validated → select Yes;
- Waiting validation → select No;
- Not validated → select x (default value);

Registration correct:

After checking, if the registration is correct, you can click "YES" and click the "Save" button to save your validation..

Registration not correct:

If the registration is not correct (for example, the title of champion is not valid), click on "NO" and add a note in the "Customer note" field to remind you of the point that was not correct.

Example of customer not: title champion is not correct. Mail sent the 1/06 to the customer waiting answer for the 8/06.

Customer Note

Title champion not correct. Mail send the 1/06 to the customer waiting answer for the 8/06.

Then I invite you to send an email to the client informing him that if he has not uploaded the correct champion title under his dog's profile before 8/6, the dog will be downgraded to the open class.

On the date 8/6, I recommend checking if the client uploads a new championship title. If so and the title is correct, you can change the registration validation to "YES". Otherwise, for example, the customer has not responded, add the customer note with "No answer, adjustment class from CH to Open" and change the registration validation to "YES".

Note : If a dog is registered for 2 shows, the validation is systematically repeated at the 2nd show.

E. Validatie van opties:

In principle, options do not require checking. You can validate them all with one click. Click on the "Auto-validate all Options" button at the bottom of the registration screen.

Showing 1 to 10 of 495 entries



Buttons: + Add Couple registrations, + Add Breedersgroup registrations, ✓ Auto-validate all Options, ✓ Reconciliate Group Orders Dogs, ↓ Export selection to CSV file

Tip: To search by assigned number 123 Type: '#123'

F. Usage of the filter:

You also have new buttons at the top of the registration screen to filter by type of validation.



Registrations | Chart | By Day/FCI Grp/Breeds | By Ring | By Country | Groups | Options | Downloads

All | Unpaid | Dogs | Couple | Options | Not Validated | Validated | Waiting Validation | Unreconciled Group Orders

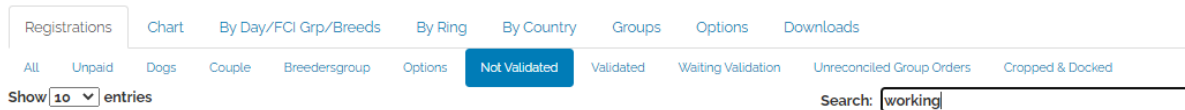
Show 10 entries

- All
- Unpaid : all order lines unpaid (bank transfer)
- Dogs : all dogs
- Couple : All couples
- Options : All options
- Not validated
- Validated
- Waiting validation
- Unreconciled groups order lines

If you want to search for all registrations of dogs that are registered in the "working" class and that have not yet been validated.

- Click on the filter "Not Validated" and search with the key "WORKING"

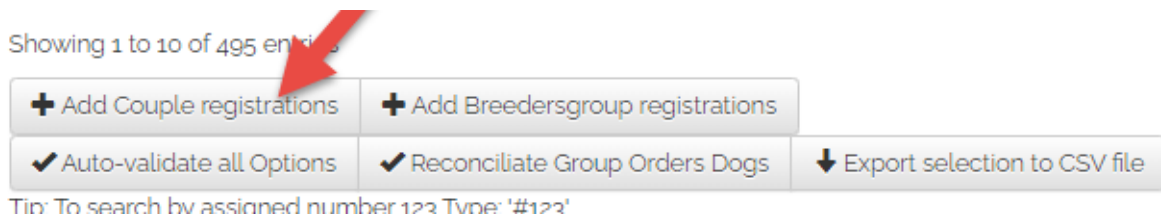
System will show all order lines from "WORKING" class dog that are not validated



3. Create / make a couple (same for the group):

It is possible that a customer asks to create a pair after registration. You can do this in the next screen. The option is available at the bottom of the page.

Show Organisatie > Registrations > Add Couple registrations



Find the owner by name or email

Register new Couple

Select the owner of the dogs:

Doeve, Leonie (velvethunters@gmail.com)

Next > Select Dogs Back

Select the dogs that make up the flock and click on "save".

Please note: for the organization there is no control on the gender level, this is available for the customer.

Register new Couple

Owner:

Erna Kuipers
Kruislandsedijk 27A
4651 RH Steenberg
Netherlands
info@namaras.nl
+31167500882

Dogs:

- 91250 ♀ Namara's Action Plan - 528140000708068
DALMATINAC
- 67916 ♂ Namara's Red Sky At Night - 528140000687473
DALMATINAC
- 36442 ♀ Namara's Tell No Tales - 528140000638654
DALMATINAC
- 91256 ♀ Namara's Fleurie De La Presle - 528140000665637
BASSET ARTESIEN NORMAND

To add dogs of other owners, add the IDs of the DOGS (not their catalog number), separated by commas.
Or add CATALOG NUMBERS PREFIXED WITH '#' (i.e. #150), separated by commas:

Currency code to use:

4. Cancellation of a registration:

Cancellation of a registration is handled by ODS. Send us an email asking which dog should be cancelled. We will take care of the cancellation and refund minus 10 € per dog per show and 1 € per option for the bank charges for the refund. This is also stated in our general terms and conditions.

You may click on the delete button at the orderline level. We will get an email and we will refund.

Payment Pending	10/02/2020 19:44			
Payment Done	<input type="text" value="10/02/2020 19:44"/>	+01.00	✓	✕
Registration Confirmed	<input type="text" value="10/02/2020 19:44"/>	+01.00	✓	✕
Validated by organizer	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		

5. Replacing one dog with another:

Unfortunately changing dogs is not allowed. The customer can only ask us the question by email to support@onlinedogshows.eu and we will then delete and refund the dog that has been registered, minus the 10EUR admin costs. After that, the customer will have the opportunity to register the new dog.