

APPENDIX C

TECHNICAL SPECIFICATIONS GRID

Technical Requirements – Accounting Requirements

To have an accounting system that collects, records, classifies, summarizes and interprets accurate and reliable financial data. It should be a tool that provides information that is easy to understand in the format needed.

Req #	Requirement/Deliverable	Yes	No	Comments
AR-1	Has a defined beginning and end to business period similar to a Z tape on an electronic cash register.	X		
AR-2	Business periods are defined through batch processing which can be determined through users (who have the appropriate access level) to determine how long they remain open.	X		
AR-3	Can identify who completed a given transaction at what time and on what date.	X		
AR-4	Can accept coupons and other discount types.	X		
AR-5	Can load and accept payment with Gift Cards.		X	
AR-6	Can analyze accounting steps at a very low level of detail for a given transaction to follow audit trail.	X		
AR-7	General Ledger numbers can be assigned to any revenue generating class/membership/rental.	X		
AR-8	Can accept as many GL accounts in any category as needed. This includes multiple AR accounts as well as unearned revenue accounts.	X		
AR-9	GL numbers/naming systems must be flexible to allow for hierarchical accounting system requirements (Fund, Sub fund, Org, Account, etc.) Identify minimum and maximum GL code length.	X		
AR-10	Ability to generate an export file accepted by municipal accounting software, ideally imported, to minimize data entry between the two systems. Will potentially need to be specific for each local government.		X	
AR-11	Ability to process revenue on an accrual accounting basis or ability to group data in a way that it is possible to derive at accrual information (classes/rentals that being on a future date) through customized or canned reports that can then be exported into DNC's financial system.		X	

AR-12	Ability to generate detailed reports sufficient to support accruals/deferrals, receivables, payables, revenues and liabilities such as non-posting damage deposits.		X	
AR-13	Auto settles credit card batches at night and reports any issues.		X	
AR-14	End of business reports can be set to automatically run at each facility to an assigned printer at a given time or when a given shift is closed.		X	
AR-15	Ability to track revenue streams separately (keep the three local governments separate).		X	
AR-16	Ability to track event based accounting (track sales during a particular time frame to a separate GL account).		X	
AR-17	Ability to reconcile payments at one local government for services being rendered by another local government on a regular basis (to be defined) to allow for correcting transfers to be developed.		X	
AR-18	Ability to export client/organization data for the creation of refund invoices (cheque processing) in the Local Government's financial accounting system (currently Vadim).		X	
AR-19	Ability to track debit / credit transactions to program/facility GL accounts for the purpose of reconciling payment transaction fees for each local government, regardless of which local government payment was received in.		X	

Technical Requirements – Customizable Reports Requirements

Req #	Requirement/Deliverable	Yes	No	Comments
CR-1	Status report for user accounts can be generated to show which classes/memberships/rentals the individual has attended/is signed up for and the payment status of each.	X		
CR-2	Aging report that calculates how long an individual has retained a credit or debit on account including the ability to identify the activity or transaction.		X	
CR-3	Status report showing balances due by an individual including which activity is causing the balance.		X	
CR-4	Ability to provide end of business period reports (cash drawer, daily, monthly, quarterly, and annually).	X		

CR-5	Tracking reports for refunds owed and refunds that have been paid to date by individual and class.	X		
CR-6	Ability to provide a report that lists name, address, age, gender, birth date, payment status and email that may be sorted by Class/Team, program, program grouping, division or department.	X		
CR-7	Facility usage reports for planned and past activities.	X		
CR-8	Ability to easily modify, create and write customized reports based on available data fields. Reports should not require upgrading when the system is upgraded.	X		
CR-9	Ability to store customized reports in the system in any location deemed suitable within the reporting module.		X	
CR-10	All reports can easily be exported into Microsoft Excel, Microsoft Word or PDF formats for analysis and/or distribution. Identify formats.	X		
CR-11	Ability to extract historical & statistical information on classes, rentals, etc.	X		
CR-12	Ability to automatically email all participants with schedules that pertain to them once they are created.	X		
CR-13	Trend reports for revenue and attendance by program, program grouping, division or department.	X		
CR-14	Reports can be scheduled to run overnight and will automatically appear for the user when they login the next day.		X	
CR-15	Dashboard. Customizable including ability to have year over year data for analysis.		X	
CR-16	Ability to auto generate any report (custom or standard) based on a range of circumstances.	X		
CR-17	Ability to accommodate electronic signatures on rental documents.		X	
CR-18	Ability to generate activity reports on clients to identify low and high end users.	X		
CR-19	Customizable reports for ticket sales & registrations using multiple criteria (e.g. area and postal codes).		X	

Technical Requirements – Equipment Rental/Book Requirements

Req #	Requirement/Deliverable	Yes	No	Comments
EQ-1	Ability to rent equipment such as tables, boats, nets, sporting equipment.		X	
EQ-2	Ability to block off equipment needed for a course so it cannot be rented.		X	

Technical Requirements – Facility Booking

Req #	Requirement/Deliverable	Yes	No	Comments
FB-1	Ability to book facility/parks/fields/courts/pool rentals.	X		
FB-2	Can set up hierarchical system for facilities (entire facility, room, partitioned off portion of a room, pool, portion of pool, entire park, shelters within park area, etc.).		X	
FB-3	Can set up a rental system for facilities and equipment based on blocks of time set by program managers or by open ended time frames determined by end users.	X		
FB-4	Flexible security features for rentals that allow some rentals to be completed through online process by end user, and other items that may be conducted by only designated program managers.	X		
FB-5	Flexible descriptors for each facility including address, number of rooms, room equipment, and handicapped accessibility.		X	
FB-6	A check-list to verify rental details, i.e. liquor license, equipment to be brought into site, security and other equipment attainment, room set-up, deposit return, payment level, supervisor assigned, etc. with warning flags to indicate the checklist is not completed.		X	
FB-7	Ability to incorporate holidays into facility rental scheduling including changing hours or block off the dates system wide.	X		
FB-8	Ability to link to GIS software/services such as ESRI, Google maps or similar.		X	
FB-9	Calendar of the day/week/month are easy to access and read.	X		
FB-10	Availability of a given facility is easily determined by end users.	X		
FB-11	Provide for easy entry for repeated activities (e.g. every Tuesday, third Thursday).	X		

FB-12	A flexible permit entry with print capability.		X	
FB-13	Ability to generate an email and/or compile a list of facility usage schedules for maintenance operators.		X	
FB-14	Provide the ability to view and print a report of activities on a certain date for all facilities at a particular site or multiple sites.	X		
FB-15	Indicate the event description for each group (e.g. dance, meeting, etc.).	X		
FB-16	Refund process for security deposits is simple and automated (will notify a user when it is time to send refund for security deposits).		X	
FB-17	Refund process for customer service issues is simple and integrates with POS system.	X		
FB-18	Can schedule vehicle usage for program managers sharing a vehicle.		X	
FB-19	System will have flexible billing options including third party billing.	X		
FB-20	Ability to generate publicly viewable calendars that can be pushed forward to the web. Includes the ability to hide booking names.	X		

Technical Requirements – Families & Organizations (Accounts)

Req #	Requirement/Deliverable	Yes	No	Comments
FO-1	Ability to track medical information, health clearances; doctor etc., (list fields available by default).	X		
FO-2	Ability to store documents for an account either family or organization.	X		
FO-3	Provide a method (e.g. buttons) to enter supplemental household information such as medical, immunization, social service notes, day care, membership, volunteer, transportation information, if authorized.	X		
FO-4	Ability to create individuals and link / unlink them as parents, children, couples or with an organization without creating a duplicate account.	X		
FO-5	Ability to track demographic information and report on it (list fields available by default).	X		
FO-6	Ability to merge duplicate accounts.	X		
FO-7	Ability to add custom fields to an account.	X		

FO-8	Ability to add alerts to an account and have them expire by selecting a date.	X		
FO-9	CRM (customer relationship management).		X	
FO-10	Will require that anyone engaging in a financial transaction with ^{City of Igouale} DNC (not including drop in POS transactions) has an account set up with DNC . ^{City of Igouale}	X		
FO-11	Can import accounts and account history from current system.		X	
FO-12	Age of person on account can automatically be determined by system based on birth date entered. Person can then be assigned Child/Adult/Senior rate and privileges based on this information.	X		
FO-13	User can search for account holder through multiple fields (name, phone number, address or email address).	X		
FO-14	Search results include "sounds like", "similar spelling" or "did you mean" returns to prevent account duplication.	X		
FO-15	Ability to have male, female and trans gender identifies and including the ability to change genders.		X	

Technical Requirements – Gift Voucher Requirements

Req #	Requirement/Deliverable	Yes	No	Comments
GV-1	Gift vouchers can be sold, created for marketing purposes, redeemed, partially redeemed, expired and cancelled.		X	
GV-2	Gift vouchers can be used as a form of refund in lieu of cash or credit.		X	
GV-3	Each gift voucher has a unique number which can be tracked along with the intended recipient and purchaser.		X	
GV-4	Both pre-printed and printable gift vouchers can be accommodated.		X	
GV-5	The accrued liability for delivery of services against gift vouchers sold is available from a financial report at any time.		X	

Technical Requirements – Hardware Requirements

Req #	Requirement/Deliverable	Yes	No	Comments
HR-1	Supports membership card printers; list models.	X		See schedule
HR-2	Supports Digital signature capture devices.		X	
HR-3	Supports digital cameras; list models.	X		See schedule
HR-4	The system will have access control with turnstile and door integration; list supported model(s).	X		See schedule

Technical Requirements – Information Services Requirements

Req #	Requirement/Deliverable	Yes	No	Comments
IT-1	System allows for implementing security and user settings from inside the application.		X	incl. in access control
IT-2	System allows for role based screen view. Only those functions available to the user logged in are visible to the user.	X		
IT-3	System is PCI-DSS / PA-DSS compliant.			
IT-4	System audits activity. Please provide at what level auditing is tracked.			incl. in access control
IT-5	System support is available at 24 x 7 x 365.			please propose availability
IT-6	System supports end-point technologies/channels such as scalable Web Browser.	X		
IT-7	System supports end-point technologies/channels such as Email, text and messaging.	X		email
IT-8	System is web-based for administrative and internal users, or client server; list options.	X		
IT-9	Sensitive and all client data storage is encrypted.	X		
IT-10	Flexible settings for security levels that can be set by other, higher security individuals (can assign tasks such as discount/void approval to an individual per shift basis, if necessary).	X		
IT-11	System must have a trainer module that is easily distinguishable from the production module.	X		
IT-12	Is the architecture open (i.e. can staff create additional reports, integrate with other systems, bulk load data)?		X	

IT-13	System can be remotely monitored to make sure it is available.		X	
IT-14	A vendor-hosted solution is in place for reporting an issue/bug and is accessible for user to access current status and search past inquiries.	X		
IT-15	A user forum exists for the software.		X	
IT-16	User support is available for the system, via web, email and phone.	X		
IT-17	A formal methodology is in place for requesting enhancements.		X	
IT-18	During an upgrade, custom code developed for <i>City of Isleton</i> does not require the vendor to migrate. This would include customized reports or dashboard.	X		
IT-19	System does not require proprietary equipment (e.g. a specific vendor's credit card swipe reader, etc.).	X		
IT-20	If the payment portion is a hosted vendor solution, please provide an explanation if fees are incurred and how those fees are set.	X		
IT-21	The system will have a Data Dictionary and schema that is automatically updated whenever a change to a database structure is made. (i.e. When a new table or field is added). Read only access is provided.	X		
IT-22	The system will set up hot keys or auto-text keys for data entry to save key strokes. (e.g. current date).	X		
IT-23	The system will have the ability to navigate between modules without exiting one module to access another.	X		
IT-24	Upgrades are routinely applied remotely, by the vendor and at hours where system use is minimal.	X		
IT-25	The system will have the ability to navigate between modules without exiting, ideally a tab setting between display screens at a maximum.	X		
IT-26	Retention of client data can be based on their aged activity within the database and adjusted to meet Provincial Privacy Protection legislation.		X	

Technical Requirements – Inventory Control Requirements

Req #	Requirement/Deliverable	Yes	No	Comments
I-1	Tracking of all inventory at specific locations (multiple locations).		X	
I-2	Ability to have one SKU for an item and have that item sold at many locations, tracking sales at each location.		X	
I-3	Ability to have a custom field(s) associated with inventory to track things like size and colour and track inventory for each field.		X	
I-4	External interface to exchange data with corporate purchasing system.		X	
I-5	Identify costing method used by the system.		X	

Technical Requirements – League Requirements

No team management

Req #	Requirement/Deliverable	Yes	No	Comments
LR-1	Can create leagues/teams for registrants that sign up with or without a team for a given sport.		X	
LR-2	Can customize reports (schedules, standings, etc.) to communicate with users.		X	
LR-3	Can provide refunds, transfers and credits for both individuals and teams.		X	
LR-4	Can transfer an individual/team from one team/league to another with ease without withdrawing them from the program.		X	
LR-5	Standings and schedules can easily be exported to website for public posting.		X	
LR-6	Standings and schedules can automatically update on the website after entry by program managers (but allow for review by program manager before it posts).		X	
LR-7	Can set up leagues/teams from general registration pool with ease (ex. 500 kids sign up for baseball, can easily set up in 50 different teams).		X	
LR-8	Can track scores, standings for leagues and for team/individual sports and be updated with ease.		X	
LR-9	Flexible sorting features that allow for league/team creation based on multiple factors such as age, sex, address, school, coach and special request.		X	

LR-10	Can create schedules for sports leagues and tournaments with multiple options; by league, location, field, day of week, time, etc.		X	
LR-11	Can schedule games and league plan at specific facilities and/or fields and close the facility/field to other use during those times.		X	
LR-12	Can move games and/or leagues to other facilities in weather situations.		X	
LR-13	Ability to balance schedule with regard to time slots and other teams played.		X	
LR-14	Can handle partial payments on balances due system wide.		X	
LR-15	Can handle payments from more than one source for the same team (sponsor and team captain).		X	
LR-16	Can change one occurrence of a particular session with ease (for example, can move a normally scheduled Tuesday game to Wednesday for one week of a 13 week session due to conflicts).		X	
LR-17	Can have a free agent list for leagues that normally sign up by team.		X	
LR-18	Ability to have a "To Be Announced" facility that is not tied to an actual facility location.		X	

Technical Requirements – Loyalty Awards Requirements - No

Req #	Requirement/Deliverable	Yes	No	Comments
LA-1	Provides for the setting up of multiple loyalty programs and the recording, tracking and redemption of loyalty points for a loyalty member, based on sales.		X	
LA-2	Allotment and redemption periods can be specified for each program.		X	
LA-3	Points can be transferred between clients and between programs and adjusted as required.		X	
LA-4	Point expirations for unused points can be based on a number of days or a client being inactive for a number of days.		X	
LA-5	General Ledger postings are created at time of redemption.		X	
LA-6	Reports exist identifying accrued points exposure.		X	

LA-7	Inquiries are also available by centre and by client to show points earned, redeemed, expired and outstanding.		X	
LA-8	One can redeem points online as well as in person.		X	

Technical Requirements – Marketing Requirements

Req #	Requirement/Deliverable	Yes	No	Comments
MA-1	Ability to custom export program information into a desktop publishing format (InDesign compatible at a minimum). Identify formats.		X	
MA-2	Ability to build custom emails or social media posts for programs and link to customers dependent on their registration history, demographics, etc.		X	
MA-3	Ability to send notifications to clients in the case of short notice cancellations. Identify formats.	X		
MA-4	Ability to create custom marketing messages that are scheduled for release, reusable or rolled over.	X		
MA-5	Prospect management and tracking including tours, follow-ups, coupons.		X	
MA-6	Ability to identify opportunities to cross promote "like" programs.		X	
MA-7	Ability to post PDF of activities brochure on website.		X	

Technical Requirements – Membership Requirements

Req #	Requirement/Deliverable	Yes	No	Comments
MR-1	System can handle memberships for different types of usage such as fitness, swimming, etc.	X		
MR-2	Enhanced member card access system including self-scan with audio feedback and photo pop up of member and associated client side alerts.			Integrate with existing card access program.
MR-3	System can handle, RFID tags, or fingerprint scanning. List all access methods.		X	

MR-4	System can handle punch cards, monthly passes, and frequency cards and associated discounts.	X		
MR-5	Ability to purchase and renew memberships online and upload photo.	X		
MR-6	Memberships can be an individual or a family and may be programmed at different rates depending on multiple factors including user age and user address .			integrate into access System
MR-7	System shall have the ability to include a picture of the account holder with the membership information. Picture function to be optional with the ability to be omitted due to speed constraints at outlying locations.			Integrate with existing system.
MR-8	When a new user sets up an account the resident/non-resident status of the individual can be determined automatically and the appropriate cost of the membership or activity can be applied.		X	
MR-9	System can determine if a new user is already enrolled in the system (with the ability to search by name, phone number, email address, or physical address) to easily minimize duplicate accounts for the same user.	X		
MR-10	Automatically create and link together all supplemental household, class and registration information.	X		
MR-11	Flexible billing options, including third party options.		X	
MR-12	The system will have the ability to suspend a member for a specific date driven period.	X		
MR-13	Ability to freeze and unfreeze clients based on a variety of security levels or types of passes.	X		
MR-14	Ability for select memberships to reserve drop-in spots, With a predetermined # of slots available for a set amount of time ahead of the class to be reserved versus drop-in payment.	X		
MR-15	Ability to link the online registration information page for a program or membership to online print material (PDF based), social media and like marketing solutions.	X		

Technical Requirements – Point of Sale (POS)

Req #	Requirement/Deliverable	Yes	No	Comments
POS- 1	Virtually unlimited number of potential items of PLU's. (Please list total number of unique PLU's available through POS system).	X		
POS- 2	Intuitive hierarchical system for POS that groups PLU's into reasonable categories for ease of use.	X		
POS- 3	Compatible with multiple sources for hardware (monitors, printers, receipt printers, etc.).	X		
POS- 4	Ability to adjust POS items after creation.	X		
POS- 5	Ability to customize pricing structure for POS items by location (example – Sports concessions versus Recreation center etc.).	X		
POS- 6	Ability to void / discount items / transaction dependent upon Security Level of staff user.	X		
POS- 7	Integrated Credit Card system that is web based and fast.	X		Integrate with existing system
POS- 8	The system will allow transactions can be voided during a transaction or at a later time within the day.	X		
POS- 9	The ability to process payments using ACH debits.		X	
POS- 10	Ability to easily access/link a client's account from the POS screen, including notices when there is a flag on the account (for payment issues or otherwise).	X		
POS- 11	Ability to determine attendance numbers of drop in users by program/facility/room.	X		
POS- 12	Ability to collect tax for resale items in a separate GL account.		X	
POS- 13	The ability to implement a convenience fee on credit card payments.	X		
POS-14	Supervisors can override/void/discount a POS.	X		
POS- 15	Ability to divide facility drop in attendance and revenue by program (for example a facility with a pool, gym and workout area can be divided by these program areas).	X		
POS- 16	Ability to calculate discounts and correct change including penny rounding.	X		
POS- 17	Ability to calculate GST and other taxes (PST at a minimum).	X		

POS- 18	Ability to view and edit all modules through POS (with a keyboard/mouse).	X		
POS- 19	Ability to issue, track and receipt gift vouchers.		X	
POS- 20	Ability to identify multiple users per POS.	X		
POS- 21	Ability to mandate a code & comment on select POS buttons (i.e. No Sale).	X		
POS- 22	Allow for multiple cash drawers per POS location.	X		
POS- 23	System utilizes current payment provider and transaction rates established by organization within RWS	X		

Technical Requirements – Program Registration Requirements

The registration program process should allow the creation of mailing lists based on the frequency of prior registration of classes. There also should be additional criteria to allow mailing lists to be developed by location within the city, proximity to the recreation facility, and random defined conditions of the user (e.g. non-residents, non-residents using a particular site as the closest recreation facility, age, sex, interests based on enrollment in classes of a particular nature/subject in the past, or other definable condition).

Req #	Requirement/Deliverable	Yes	No	Comments
PR-1	Alert the user if the participant does not meet requirements of the requested activity (e.g. gender, age, memberships, prerequisites or proficiencies).	X		
PR-2	Provide an in-person registrant with a receipt of the classes and/or services registered and paid for with the option to email or download online.	X		
PR-3	Alert the user of the participant's membership status (member, non-member, expiration date of membership).	X		
PR-4	Option to create enrollment notification (e.g. email) upon successful completed registration.	X		
PR-5	Automatically create a waiting list, notification (e.g. email) and transfer of funds when selected class limits are encountered during registration.	X		
PR-6	Ability to register for multiple activities through one screen, if authorized.	X		
PR-7	Ability to automatically create participant mailing labels.		X	
PR-8	Provides designated function for mass registration and group enrollment.	X		

PR-9	Provides ability for participants in an existing course to be rolled over to a new course in one function.	X		
PR-10	Multiple participants can be enrolled in the same activity without re-inputting or re-selecting the activity.	X		
PR-11	Ability to complete courses en masse to ensure no further changes are made to completed (older) courses.	X		
PR-12	Ability to have alerts be displayed that are specific to a department (such as aquatics or sports). Alerts should have an end date where they would expire and no longer display. Have the ability to have alerts viewable by client, if selected. These alerts would be based on the customer selected.	X		
PR-13	Ability to view a calendar for instructors, staff, volunteers to determine their availability.	X		
PR-14	Ability to select customer, course and register thru POS and take payment immediately.	X		
PR-15	Ability to schedule instructors for each course, private lesson or any other scheduling need.	X		
PR-16	Ability to have equipment needed for a course be default reserved for the maximum # of participants in the program (unless specifically modified) for the duration of the program (dates/times of course). Ensures that equipment cannot be double booked.	X		
PR-17	Flexible billing options, including third party options.	X		
PR-18	Set-up for flexible registration scenarios including pre/post camp care, private lessons and daycare.	X		
PR-19	Ability to recognize duplicate course, membership, booking or similar registrations. Includes scheduling conflicts.	X		
PR-20	Ability to link memberships to program registration.	X		
PR-21	Ability to divide registration or membership fees among multiple GL's.	X		

Technical Requirements – Program Setup Requirements

Req #	Requirement/Deliverable	Yes	No	Comments
PS-1	When class is set up, room/field/ location is automatically booked in Facility and Facility is unavailable.	X		
PS-2	System can track who has paid for what class by class and by payee.	X		
PS-3	System can track attendance for classes by Program Manager entry and by calculating number of paid registrants multiplied by number of class occurrence.	X		
PS-4	System is capable of having a waiting list for full or partially full classes that notifies Program Manager and/or next participant in line when a class opening exists.	X		
PS-5	System can be set to have a maximum waitlist size.	X		
PS-6	Ability to group classes/activities by hierarchical system that can encompass: Department, Division, Program Grouping and Program (for example, Parks, Recreation and Open Space Division (Department), Recreation (Division), Sports (Grouping Program), Adult Softball (Program).	X		
PS-7	Can use previous sessions as template for creating new session (example, can copy last year's summer session to modify and use as this summer's session).	X		
PS-8	Can change one occurrence of a particular session (can move a normally scheduled Tuesday class to Wednesday for one week of a 13 week session due to conflicts).	X		
PS-9	Can sign up for class as an individual or as a couple (husband/wife, father/son, etc.).	X		
PS-10	Class schedules/times/fees can be exported for use in a brochure to be published.	X		
PS-11	System distinguishes between a reserved spot in a class and an enrolled spot in the class by whether or not potential attendee has paid.	X		
PS-12	System allows for flexibility in determining when to cancel a class reservation (when payment is due), particularly for a full class.	X		

PS-13	Can handle discounts and differential rates for classes based on multiple variables, including user address, financial aid eligibility of user and program manager input.	X		
PS-14	By the activity can allow or disallow adjustments (discount or surcharge) item with an appropriate security level without having to log off the system and log back in.	X		
PS-15	Ability when a single session of a course is cancelled to automatically credit registered clients and notify them of session cancellation.	X		

Technical Requirements – Theatre Requirements

Req #	Requirement/Deliverable	Yes	No	Comments
TH-1	Set up a variety of maps for different venues (i.e. Theatre and Arena).		X	
TH-2	Ability to define venue requirements – i.e.: assigning certain rows a price that can only be sold at that price – seating capacity etc.		X	
TH-3	Ability to customize multiple lines of text for title / date / presenters name with various fonts on a ticket face as well as customer name and seat number.		X	
TH-4	Ability to have customizable fields on the ticket stubs.		X	
TH-5	Ability to set up multiple pricing levels and ticket types per show/event.		X	
TH-6	Ability to have a presale coupon codes for promotions (i.e.: pre-sale to fan clubs).		X	
TH-7	Ability to reseat, refund, and apply extra fees.		X	
TH-8	Online sales and tracking.		X	

Technical Requirements – Web (Facilities and Classes) Requirements

Req #	Requirement/Deliverable	Yes	No	Comments
WEB-1	Online registration and reservation system is intuitive to the program managers to set up and to the public to use.	X		
WEB-2	Online registration can be optional depending on the activity.	X		

WEB-3	Online registration is possible on various platforms and available technology (scalable web browser, mobile and desktop views, etc.)	X		
WEB-4	Ability to find an activity on the website for the user with or without the brochure in hand.	X		
WEB-5	Ability to pre-determine when online registration is disabled for active courses. Whether it is in advance of the program commencing, start date, or a certain class number into the program. Default to be created for all programs.	X		
WEB-6	Customer can make changes or add to their account online. This would include adding family members, changing password or email. Appropriate security and audit tracking available.	X		
WEB-7	Security permissions for online withdrawal including variables such as multiple days in advance, day of or after commencement. Allow for multiple defaults with overrides allowed for program anomalies.	X		
WEB-8	Ability to require verification of accounts newly created online prior to being activated. Indicate notification process of new accounts created. Indicate process to prevent duplicate accounts created by online users.	X		
WEB-9	Can show multiple "seasons" online concurrently (Spring Session the current session and available for access, Summer Session registration is available for activities beginning the following month).	X		
WEB-10	Ability to identify dates/times when courses, programs or memberships are available to be seen online and registering online. May not necessarily be the same date for both.	X		
WEB-11	Ability to have search functions for programs for multiple categories, including age, gender, location, program type, time, days. Additional search functionality to include "sounds like" or "did you mean".	X		