

NEW BALLS MANAGEMENT

User guide for *your academy.*

A step-by-step walkthrough of the platform that runs the admin of your tennis or padel academy — sign-ups, scheduling, invoicing and customer communication.

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1. In one paragraph

Players sign up through your personal registration link. You set up coaches, courts and skill levels once. After that the AI (or you, manually) builds a schedule based on availability, level and preferences. You notify players with one click, generate invoices from the same schedule, and track payments via iDEAL/Mollie. You also get a complete communication tool, an AI chat widget and an AI mail assistant.

2. Initial setup (one-time, 15-30 minutes)

2.1 Account and subscription

Go to newballsmanagement.com, click "Join the platform", pick your plan (Start / Pro / Premium) and whether you use one or multiple locations. Complete the registration and first payment via iDEAL/Mollie, and you land in the dashboard.

2.2 Academy details

Fill in at **Settings → Academy details**: name, address, chamber-of-commerce + VAT, country, language, academy email (reply-to for customers), website, IBAN + holder name.

2.3 Connect Mollie

1. Create a free mollie.com account.
2. Grab your Live API key under Mollie → Developers → API keys.
3. Paste it in **Settings → Payment details → Mollie API key**.

2.4 Locations

Multi-location only: add locations at **Settings → Locations**. Players pick their location at sign-up.

2.5 Skill levels

At **Settings → Skill levels** you'll see a default list per country (KNLTB for NL, Leistungsklassen for DE etc.). Names, descriptions and order are fully editable.

2.6 Lesson prices

At **Invoices → Rates** set prices per (lesson type, group size):

Lesson type	Group	Price
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Group lesson (youth)	4 people	€100
Group lesson (seniors)	4 people	€140
Duo lesson	2 people	€240
Private lesson	1 person	€450

3. Coaches and courts

Via **Dashboard → Coaches** and **Dashboard → Courts**: add with name and sport, then click *Availability* to fill in time windows per day. Without court availability the system cannot build a schedule.

4. Letting players sign up

At **Settings → Sign-up link** you'll find your personal registration URL. Share it on your website, social media, or on flyers (via QR code). Players fill in a multilingual form with contact details, date of birth, sport, location, level, availability, lesson-type preference and optionally a sign-up code (for families who want to be placed together).

New sign-ups appear immediately in **Dashboard → Participants**, filterable by youth/seniors tab and sport, sortable by name or sign-up date.

5. Building a schedule

At **Dashboard → Schedule → Youth/Seniors** two options: **Auto-schedule** (one click, respects availability, level, preferences and sign-up codes) or **Start empty schedule** (manual).

Manual placement: click a player in the "unplaced" list → suitable time slots light up with a thick border. Click a slot → player is placed, lesson type is determined automatically (duo if 2 duo-preferring players, private if 1 private-only player, otherwise group lesson).

"Fill empty spots": after some manual placement the system smartly fills the rest. New participants appear in bold. Undo in one click.

Edit group: click "Edit" → change day, time, coach, court, lesson type. A red **Court conflict** badge appears automatically if you accidentally double-book.

Save: top-right, with a free name ("Spring 2026 — Youth Tennis"). Keep multiple versions side by side.

6. Notifying players

After saving, click "**Notify participants**". Checkbox selection, "Already notified" badge, optional personal extra message, lesson price automatically in the email. In the schedule view each player shows:

-  Green dot — schedule email sent
-  Purple dot — invoice created

7. Invoices

7.1 Preview + generate

At **Invoices** → **Load preview** pick a schedule. Preview shows all players with prices. Already-invoiced participants are automatically skipped — so you can re-run after adding new players without creating duplicates.

7.2 Send

Per invoice "*Send*" or the green "**Send all drafts**" button. Each email contains an invoice PDF, a Pay button with a permanently valid Mollie link, IBAN, and reply-to pointing to your academy mail.

7.3 Split into instalments

On a draft invoice: "Split into instalments". Pick count (2-12), interval in days, first due date. Live preview. With "**Auto-send on schedule**" enabled: instalment 1 sent now, the rest via cron on their scheduled date.

7.4 Edit

Amount: "Change amount". **Due date:** click the due-date line. **Mark as paid:** useful for manual bank transfers.

8. Tracking payments

Mollie webhook automatically moves paid invoices to "Paid". Statuses per invoice:  **Draft** ·  **Sent** ·  **Overdue** ·  **Paid** . Automatic reminders on day 1 and 15.

9. Communication tool

At **Dashboard → Communication** you have all customer communication in one place: broadcast mails, templates, lesson cancellations and birthday emails. Every message is logged per participant.

9.1 Broadcast

Send mail to multiple participants at once with smart selection:

- **Type:** all / youth / seniors
- **Sport:** all / tennis / padel
- **Status:** all / placed (in a chosen schedule) / unplaced
- **Lesson day:** all / Monday – Sunday — e.g. to email only Monday players
- **Search:** by name

Templates dropdown with your own + starter templates. Variables in subject/body: `{voornaam}`, `{achternaam}`, `{school}` are replaced automatically per participant.

9.2 Templates

On the Templates tab:

- **Your templates:** your own messages (create, edit, delete).
- **Starter templates:** 5 ready-made messages for welcome new player, lesson cancelled, holiday reminder, season-end + feedback, group complete. Each has *Customize* (opens edit dialog) or *Save as template* (adds to your own).

9.3 Birthday emails (automatic)

At **Settings → Birthday emails**: toggle on/off, set subject and separate messages for youth and seniors. Every morning at 09:00 (NL time) the system finds active participants whose birthday is today and sends a personal email. Variables: `{voornaam}`, `{achternaam}`, `{school}`.

9.4 Per-participant communication history

On the edit page of each participant you see a timeline of all sent emails (schedule, invoice, broadcast, birthday): status, subject, type and timestamp. Perfect context when a player calls saying "I didn't hear anything".

10. AI chat assistant (optional)

A chat widget on your academy website. At **Dashboard → Chatbot** fill in: opening hours, lesson offer + prices, sign-up procedure, FAQ, policies. The page gives you a one-line HTML snippet to paste on your site. From then on every visitor sees a chat icon that answers questions 24/7 in any language.

11. AI mail assistant (optional)

Answers incoming emails automatically. Set up at **Dashboard → Mail assistant**: greeting, closing, enable "Auto-reply". The assistant uses your academy info to reply in the same language as the customer. If uncertain it forwards to your academy mail. It remembers the last 10 exchanges per customer (max 6 months) for consistent follow-ups.

12. Practical tips

Checklist for a new season

1. Check coaches and courts + their availability
2. Update lesson prices
3. Share your sign-up link
4. Wait for sign-ups (deadline ~2 weeks before season start)
5. Build the schedule + fine-tune
6. Notify players
7. Generate + send invoices

Keep families together: family members use the same sign-up code (e.g. family name) when registering — they'll be auto-placed together even on different skill levels.

Keep multiple versions: save each schedule with a clear name ("Autumn 2026 - v3 FINAL") so you can go back if you accidentally delete something.

Test: always send a test invoice and test schedule email to yourself before mailing a whole group. See exactly what customers see.

13. Need help?

Email info@newballsmanagement.com with page, action and screenshot. The AI chat assistant on our website also helps with general questions.

Good luck with your academy! 🍀

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