

Move to FlexiRes in an afternoon

Six steps to move from your old booking system to FlexiRes. You can keep the old system running alongside until everything works.

1 Export data from your old system

Download the customer list and active punch cards and season passes as a CSV or Excel file. Column names don't matter: FlexiRes recognises them, and you can fix the mapping.

- ☐ Customer names, emails and phone numbers
- ☐ Active passes: type, uses left and valid until
- ☐ Loyalty points and notes, if you have them

2 Create services, resources and opening hours

Courts, rooms, equipment or practitioners are resources, and services with prices are linked to them. We are happy to help with this during the trial.

- ☐ Locations and resources
- ☐ Services, durations and prices
- ☐ Opening hours and exceptions

3 Create pass types and import customers

First create the pass types with the same names as in the old system. Before saving, the import shows new and updated customers and any invalid rows. A corrected file can be imported again without duplicating what was already imported.

- ☐ Pass types created
- ☐ Check passed or error rows fixed
- ☐ Import done – no messages are sent to customers

4 Add booking to your website

On a WordPress site you install the FlexiRes plugin, which adds the booking calendar, next available times and the pass shop. Other sites can use an embed, and a plain link works on a Facebook page, for example.

- ☐ Booking page published
- ☐ Test booking made
- ☐ Booking link in the site menu

5 Connect payments and door codes

Online payments run through your own merchant agreements (Paytrail, Stripe, Visma Pay, Klarna or PayPal), and FlexiRes takes no commission on them. Epassi, Smartum and Edenred are enabled per service. A smart lock is connected with Shelly or webhook control.

- ☐ Payment provider credentials entered
- ☐ Sports benefits selected for services
- ☐ Door code tested

6 Tell your customers

Send your customers the new booking link and let them know their active passes and points have moved over.

- ☐ Email to customers
- ☐ Social media update
- ☐ Notice on the door or notice board

Message template for customers

Hi! Our booking has moved to a new system. From now on, book at [booking link]. Your active passes and points have moved over – use the same email as before.

Try it free for 30 days. The notice period is 1 month, and you can keep the old system running alongside for as long as you like.