



1005 Ridge Rd., Munster, IN 46321

Memorandum

To: Munster Park Board
From: Lance Reinsma
Date: 9/18/2014
Re: Active Network Park & Recreation Software

The Parks Department, along with the I.T. staff, has been evaluating software for web based registration. We feel it is imperative for Munster Parks to offer an internet solution to meet the needs of the community and increasing its revenues. Parks and Recreation online solutions have been a slow developing industry because of the many different facets of offerings in registration, membership, and reservations. It is now developed into a solid proven technology, and we feel now is the time to expand online.

Class is the name of our current software program which has merged with a company that is now under the name of Active Network. Active Network / Class have about 60%-70% of the parks & Recreation Software market according to the latest survey by LERN (Recreational Membership Group). We have been using Class software for over 10 years and have been very pleased with their system. They announced they will no longer support the Class software past 2017. We have looked at other software options for comparison, and found no other companies meets the needs of Munster Parks like Active Network would provide. We feel that it would be in our best interest to be proactive in migrating to the Active Network system.

We are asking the Munster Park Board approval for us to move ahead on the transition to Active Network. Following is the costs for implementation, hardware, and ongoing fees:

- Hardware and Implementation \$20,000
- Standard Service Fee – “over the counter” or online = 2%
- Electronic Check Processing = .5 %
- Credit Card processing fee = 3%

We propose that the organization (Munster Parks) absorbs the all the processing fees associated with the transactions.



Munster Parks and Recreation

September 15, 2014

Janette Onizuka, Senior Account Manager

ACTIVE Network

Local Public Sector

Tel 1.800.661.1196 Ext 1276

Janette.Onizuka@ACTIVEnetwork.com

We power the world's activities and connect people with the things they love, want and need to do.

But our solutions go beyond software technology: we help you improve access, awareness and interaction between your customers and your organization, resulting in increased participation from your user community. So while our technology is specifically designed to help your organization stay on the leading edge both now and into the future, it's our shared passion we focus on: getting people ACTIVE!

ACTIVE Net was borne out of the need to provide for our current customers and take them to the next level of recreational service deliver and supporting community engagement.

Driven by innovation: ACTIVE is company-driven to deliver solutions for the business needs of today and the future. ACTIVE Net is a solution that allows us to give our customers the technology required to continue innovating and deliver functionality such as mobile computing, automated online discounts and fundraising...all within a modern interface.

Built from experience: ACTIVE has over 25 years of experience listening to our customers, understanding their missions, working through their challenges and serving their constituents. Many of the same great people that built and supported CLASS for you in the past are the same people building and supporting ACTIVE Net today!

Designed on Customer Focus: ACTIVE values our customers and understands the unique factors that influence their ability to transition. To support a personal approach and ensure all our customers are able to upgrade, we have kept our development and support timelines flexible and have restructured the account management team to ensure we can work with each customer to establish timelines that make sense to their organization.

SOFTWARE AS A SERVICE MODEL OF DELIVERY

One of the challenges that many organizations face today is doing more with less. That is especially exacerbated in today's economy. Our Software-as-a-Service (SaaS) model provides organizations with an affordable way to meet this challenge enabling them to focus their resources on providing their services to their members.

ACTIVE Net eliminates the need for costly software and IT infrastructure investments. ACTIVE Network owns and maintains the entire database and web server infrastructure. Using the hosted Active Net solution means low-cost automation for your team since you won't have to user licenses, servers or separate maintenance agreements.

We provide an integrated merchant account, securely process all Public access and staff interface transactions and safely store your data and back it up every 30 minutes.

Online Registration <p>ACTIVE will help you with online adoption to ensure your online registration site gets the most traffic possible.</p>	Software Licensing & Maintenance <p>Our software supports unlimited users and locations.</p>	Product Upgrades <p>ACTIVE manages all updates and upgrades so there's no additional work for you.</p>
Support <p>ACTIVE offers unlimited technical support, 24x7x365 system critical technical support and a dedicated account management team to help with non-technical needs.</p>	Infrastructure Costs <p>ACTIVE hosts and manages the IT infrastructure in SSAE 16 Compliant and top level, tier 4 Data Centers, which means peace of mind and lower costs for you.</p>	PCI Compliance <p>ACTIVE maintains PCI level 1 compliance, taking the responsibility for risk and validation requirements at the point card data is entered into ACTIVE Net.</p>
Payment Processing <p>ACTIVE Net includes credit card processing for all transactions regardless of brand, rewards or type used.</p>	One-Stop Shop <p>ACTIVE provides the application, hosting and payment processing. Includes all gateway, authorization, card-not-present and interchange fees.</p>	Predictable Processing Costs <p>Our rates do not change by the card brand or type used (rewards/affinity programs).</p>

ACTIVE Net







ACTIVE Net is a fully-hosted, web-based Software-as-a-Service solution giving your team on-demand access to your organization's data from any computer with an Internet connection. ACTIVE Net supports an unlimited number of workstations, users, and concurrent users within the application. It also supports an unlimited number of internet sessions for your customers registering online.

There are no software license fees, annual maintenance costs or online user costs to budget for. There is also no additional technical support or upgrade costs, as these are all built into our transaction pricing model.

- **Web-based access** to ACTIVE Net from any computer, any time.
- **Unlimited Software and Licensing.** ACTIVE Net gives you **unlimited no-cost user licensing**.
- **No Annual Maintenance Fees.** All maintenance fees are rolled up into the transaction fees.
- **No Additional Internet License Fees.** Costly monthly and annual fees such as Secure Socket Layer (SSL) certificates are all included in our merchant fees.
- **No-Charge, Auto-applied Upgrades.** Upgrades with opt-in enhancements – up to 3x/year – are automatically applied for you, without additional cost.
- **Included PCI Compliance.** This costly and intensive process is included in our merchant fees, no additional PCI fees apply.
- **No-Charge Support and Maintenance.** Access support and maintenance by phone, email or web logging. Incidents are handled by our support technicians waiting to help you. Support Monday – Friday, 5:00 am Pacific Time to 6:00 pm Pacific Time. Of course, you also have 24/7 system-down/system-critical support as well. And all without any additional charge.
- **Includes all Fees.** All extra costs charged by banks and other merchant service providers such as “card not present” fees, increased rates for affinity/frequent flyer credit cards, international credit card rates, online payment gateway costs, deposit/authorization fees, transfer fees, assessment charges and interchange fees are all included.
 - **Includes all Network Fees.** All network and access fees for e-Commerce – included.
 - **Existing Credit Card and Bank Fees.** All costs associated with accepting Visa, MasterCard, Discover and American Express are automatically included in our transaction pricing model; there are no additional fees to pay other 3rd-party vendors.
 - **Included Merchant Account Setup Costs.** All merchant services costs/flat rates are included in the service fees.
- **Consistent Look-and-Feel.** When paying for inventory online, the participant is not whisked away to a website that looks entirely different from your own website. The payment screen maintains the look-and-feel of your existing page so that the participant doesn't feel they are using two different systems.

FUNCTIONALITIES







INHERENT TO ALL MODULES: CUSTOMER INTERFACE – PUBLIC ACCESS

- | | |
|---|---|
|  Customize your public access website with colors, images, links, and information |  Make all activities available to online registration and facilities available for reservation |
|  Allow customers to create and manage accounts with family schedules, profiles, receipts, and more. |  Offer online membership purchases and renewals |
|  Eliminate double booking and reduce data entry as public access fully integrates with back-end management |  Build an online map of camps and facilities with clickable online bookings |

REGISTRATION

- | | |
|---|---|
|  Get one central view of customers and their transaction histories across all sites |  Register a group of participants or an entire team in one quick and easy transaction |
|  Manage registrations, private lessons, withdrawals, and waiting lists |  Make faster, better-informed decisions using a variety of automated reports |
|  Automate waiver processing, from generation to completion tracking |  Create discounts that apply to certain courses and cannot be applied in error |






RESERVATION

- | | |
|---|--|
|  Allow participants to view availability and to request or book online |  View area maps and the bookable items nearby (e.g. field) |
|  Schedule courts, meeting rooms, picnic shelters, gyms, lockers, equipment, and more |  Set Scheduling Calendars to view multiple facilities at once by day, week or month |
|  Search for facilities by name, type, amenities, site, and geographic location |  Improve facility usage and maintenance scheduling with the Facility Utilization report |







MEMBERSHIP MANAGEMENT

- | | | | |
|---|---|---|--|
|  | Easily input, track and access member info and activities from one centralized system |  | Instantly verify that a membership is valid and control access to your facility |
|  | Quickly and efficiently fulfill member requests, providing a better member experience |  | Promote member interaction and retention with customized emails and offers |
|  | Provide the convenience of online membership purchases and renewals |  | Quickly generate detailed membership, demographic, and historical comparison reports |

CHILD CARE

- | | | | |
|---|---|--|--|
|  | Offer parents the convenience of online enrollment |  | Track special medical alerts and pick up and drop off authorizations |
|  | Set up recurring fees and payments based on child care schedules |  | Generate attendance lists and enrollment and revenue reports |
|  | Establish and update schedules quickly using a graphical calendar | | |

POINT OF SALE

- | | | | |
|---|--|---|---|
|  | Integrates with all other ActiveNet modules |  | Set up and track products with printable labels and UPC codes |
|  | Register a child, book a room, and sell a drink all in one transaction |  | Save time with automated payment processing |
|  | Customize your POS interface designs including buttons |  | Use for drop-in activities, equipment lending, and fines |

COMMUNICATION AND MARKETING



Build brochures, catalogues, and newsletters with the Catalogue Export tool



Create custom lists based on age, location, history and more to improve targeting



Visit the eMarketing Center for tips, templates and one on one marketing advice



Send text messages for updates and promotions to organized lists instantaneously



Send targeted text or email campaigns with professionally designed templates



Consult with our online marketing specialists to improve your strategies

FUND RAISING AND DEVELOPMENT



Create and post an online donation form to securely collect funds 24/7



View progress, top donors, prospects and more through an easy drag and drop builder



Set a goal and automatically update progress through an online graphic



View donor information, goal progress, and financial reports to track results

LEAGUE SCHEDULING AND MANAGEMENT



Set up league structure with descriptions, dates, officials, facilities, and more



Automatically book fields and facilities based on game times and locations



Register players, assign them to teams and securely collect fees online



Track all game results with home and away team scores, ties, and postponement details



Create balanced league schedules with built-in slot and team conflict rules



Provide online, text and email updates for parents to keep up with league information

DATA CENTERS & SECURITY

Maintaining a Software-as-a-Service (SaaS) environment with market leading availability and security is something that ACTIVE embraces as a core strength, and it's what sets us apart from the competition. Our commitment is to consistently maintain a state-of-the-art data center and application infrastructure that is supported by a team of highly skilled, highly trained, technology professionals to keep your data "always on", safe and secure.

OVERVIEW:

- **Datacenter Capabilities:** Our primary datacenter is designed to meet the Uptime Institute's Tier IV datacenter standards and incorporates multiple, active power and cooling distribution paths, has redundant components, and is fault tolerant; providing 99.995% availability of those functions. In the event of any local/regional blackouts or disaster, the datacenter would continue to provide uninterrupted. All Datacenters hold a current SSAE16 certificate and can be provided on request.

SECURITY:

- **Physical Security:** At present, ACTIVE's datacenters implement five layers of physical security:
 1. Perimeter – Blast walls, locked gates, no clear avenue of approach/entry and lack of exterior signage.
 2. Exterior Walls – Reinforced concrete with a minimum of reinforced, alarmed doors. Perimeter video cameras. Entry to lobby requires verification against an authorized list.
 3. Mantraps – once inside the lobby, steel mantraps block entry to the datacenter.
 4. Manned Access Control – Access beyond the mantrap requires ID and biometric authentication controlled by 24/7-armed guards. Additional audio and camera surveillance are implemented.
 5. Caged Spaces – Within the datacenter, all Active Network operated equipment is separated and contained within an individually locked and monitored cage.
- **Network Security:** Digital traffic into and out of the facility goes through multiple layers of firewall and denial-of-service hardware based protection using best-in-class equipment from manufacturers such as Juniper, Cisco, and F5.
 - SSL cryptographic protocol ensures information is secured at the transport layer, end-to-end, using 128-bit encryption keys
 - Application and data servers each reside in its own segmented network environment separated from network access by a DMZ that is protected by our own double layer of enterprise class firewalls.
 - CISSP certified professionals use a comprehensive suite of tools to inspect network activity, watching for and protecting against any external threats
- **Data Security:** All customer account information is encrypted in the database and strong passwords are enforced by the application interface. Data access is only allowed through specific service accounts that have server and process specific permissions. Our integrated application security architecture prevents anyone but the customer from accessing his or her data.

- **Testing:** Our products are regularly tested from the Internet for vulnerabilities with industry leading audit review and penetration testing expert Trustwave®.
 - Monthly tests to ensure highest published payment industry and government standards
 - Fully accredited to meet the scanning requirements for the Payment Card Industry (PCI) standard used by Visa, MasterCard, American Express, and other consumer credit providers
 - ACTIVE also conducts weekly internal vulnerability scans to identify potential areas of risk and drive remediation on an ongoing basis independent of our external scans
- **PCI Compliance:** The PCI standards cover everything from network security, to application security, to background screening of our employees. We participate in Visa's Payment Card Industry (PCI) data security standards compliance audit and hold the highest available certification, a Level 1 Payment Processor Certification for all our payment processing.

OPERATIONS:

- **Monitoring and Response:** All systems required for supporting the application and services are fully monitored by a suite of tools. We perform monitoring, alerting and notification on multiple tiers of the technology architecture.
 - Core Infrastructure Monitoring – Our entire technology stack is monitored 24x7.
 - Customer Experience Monitoring – We implement a separate 3rd party service that continuously tests our web facing products for key functions from a variety of geographic locations, beyond our own data centers. Should error conditions occur in any of our monitoring tools, alerts are immediately forwarded to engineering staff for investigation and resolution.
 - We also operate a network operations center (NOC) that is fully staffed 7/24/365.
- **Data Protection & Recovery:** We protect critical customer data contained in the database with back ups on a regular basis throughout each day. We replicate both nightly incremental and full backups to a secondary server within the local data center for online storage, and create tape backups for offsite storage. Online storage allows duplication of data to occur in near-real time versus the hours or days it may take to recover from tape-based media only.

All systems and services have the confidence of maximized uptime through:

- Fully Redundant Data Center Facilities
- Replicated databases, redundant servers as well as offsite data storage
- Production Data protected by continual real-time mirroring, replication and digital backup
- Uninterruptible power supplies and generator backup for all production systems

Back up timing:

- Transaction Log – Every 10 minutes
- Incremental Backup – Nightly
- Full Backup – Weekly
- Backup Storage – Every 2 months

REQUIRED THIRD-PARTY APPLICATIONS

ACTIVE Net 14.4 requires the installation of several third-party applications in order to run optimally. ACTIVE Net runs correctly across multiple application versions and browser types, but our recommended environment is below:

Internet Explorer: 9, 10, or 11

Adobe Reader: 11.0.06 or later

Flash: 12.0.0.44 or later

Java: 7 update 65 or later

Windows: 7, 8, and 8.1

Some ACTIVE Net functionality does not run correctly on a Mac OS.

ACTIVE NET PROJECT

PROJECT SUMMARY:

Based on our initial discussions, the following functionality in ACTIVE Net is being proposed. ACTIVE Net implementation packages are priced based upon the number of modules implemented and technical services.

MODULE / Service Type
Project Launch Meeting
Customer Management
Activity Registration including Day Camps
Facility Reservations with Resource Scheduler
Membership Management
Point of Sale including Gift Cards
League Scheduling
Public Access (online registration)
Marketing/Email Tools
GIS Import for Residency Verification based on Address
Class Data Conversion: People Package*
Go Live Assistance

* See Data Conversion guide for details

Notable functionality included:

- Participant DASHBOARD – snapshot of trends
- Ability to have integrated email and text messaging (i.e. emails to only participants in basketball league)
- Access to Online Services Team for free marketing advice and assistance with online registration site
- Your customer residency verification based on address.
- Ability to sell and schedule private lessons in-house and online
- Ability to offer automated multiple class and/or sibling discounts
- Automated processing of Scheduled Payments – both credit card and electronic check / funds
- Management of multiple types of subsidies/scholarships – application process & disbursement of funds
- Ability for your customers to do online reservations and/or requests through a map
- Ability to capture and report on registrations with inclusion service needs
- True Google Analytics integration for website traffic

Services not included:

- Day Care/Flex Care Registration
- Private Lessons
- Instructor Payroll
- Equipment Lending
- Locker Management
- Fundraising Management
- Lighting Integration (Musco or Skylogic)
- Access Control configuration
- Data conversion: memberships (\$5,600 for service)
- Net GL export (based on modified accrual accounting basis)

Services Billing:

50% of total Service costs will be billed at Service initiation, payable within 30 days of the date of invoice. 50% of total Service costs will be billed at Service completion, payable within 30 days of the date of invoice.

Remote Consulting:

Your ACTIVE Net professional services will consist of:

- **Weekly one-day engagements:** Services are conducted as weekly one-day engagements. With this approach the consultant will engage your organization on the same day each week for the duration of the project.
- **Remote services delivery:** With this service package all services are delivered via remote methodology. Remote services are conducted using conferencing and desktop sharing software.

- **Train-the-Trainer services:** Train-the-Trainer services are delivered by ACTIVE consultants. Training sessions focus on providing your organization's trainers the knowledge to train staff on system operations.
- **Data entry services:** ACTIVE's data analyst team delivers data entry services. Data entry includes the entry of all policy controls and inventory items required for go-live (Next Session Programs, Membership packages, Facilities, POS items)
- **Quick reference guides:** The Quick Reference Guides provide step-by-step instructions to guide users on best practices for commonly used functionality
- **Basecamp login:** The Basecamp login provides access to an online project management tool that offers a central environment for tracking project activity and storing project artifacts.

IMPLEMENTATION PRICING	
Remote Implementation Service Fees	\$23,200
Technical/Integration Service Fees	\$7,700
3 rd Party Peripheral Hardware	TBD
2 Years Class Maintenance Credit (max \$30K)	- \$15,375
Total	\$15,525

PROJECT TIMELINE:

Based on the number of functionalities making up this project, the following project schedule will be utilized (next page):

Schedule		
Initiation	Project Launch	Remote
Week 1	Business Process Review	Remote
Week 2	Module 1, 2, & 3 Review & Data Collection Preparation	Remote
Week 3	Module 4, 5, & 6 Review & Data Collection Preparation	Remote
Week 4	Module 1, 2, & 3 Data Collection Review	Remote
Week 5	Module 4, 5, & 6 Data Collection Review	Remote
Week 6	Module 1 & 2 User Testing	Remote
Week 7	Module 3 & 4 User Testing	Remote
Week 8	Module 5 & 6 User Testing	Remote
Week 9	Module ALL User Testing	Remote
Week 10	Module 1 & 2 Training	Remote
Week 11	Module 3 & 4 Training	Remote
Week 12	Module 5 & 6 Training	Remote
Week 13	System Training	Remote
Week 14	Go Live Prep	Remote

THIRD PARTY HARDWARE – **further discussion needed*

Some of the hardware purchased with Class is compatible with ACTIVE Net. If you need anything else, this would be an added cost. Please provide a list of your current hardware with connection type in order for us to perform a hardware audit. For credit card processing, PCI-Compliant encrypting credit card readers are required per workstation – below are your options:



Option 1: Card Reader (swipe) and Manual Entry

Standard IPAD with Magensa.net Key (USB): \$291.50

This reader allows for swiping the magnetic stripe on the credit card or typing in the card number.



Option 2: Card Reader (swipe) Only

Dynamag Magnesafe 2.0 HID Reader (USB): \$88

This reader only allows swiping of the magnetic stripe on the credit card. Users will not be able to type in the card number.

FEES ASSOCIATED WITH ACTIVE Net

Instead of purchasing licenses and paying an annual support fee, the ongoing service cost for ACTIVE Net is based on a per-receipt fee structure applied to each receipt and provides for unlimited technical support; automatically applied upgrades; hosting/maintenance of data; back-ups every 30 minutes, integrated payment processing fees, etc.

Two fees are associated with ACTIVE Net: the Technology Fee & the [when applicable] payment processing fee:

Technology Fee Includes:	Merchant Services Payment Processing Fees include:
Software Licensing	Merchant Setup costs and SSL Certificate
Annual Maintenance	Existing Merchant Fees
24/7 Support	Flat fees from banks and merchants
Quarterly Upgrades	Network and Gateway Fees
Costs for additional users or locations	Authorization charges
Servers, Databases and Networking costs	Assessment and Interchange Fees from Merchant
Backups and Disaster Recovery Measures	Chargeback/Reversal Fees
PCI Compliance	Monthly and Annual Statement Fees
IT Staff Costs to Support & Maintain Infrastructure	Customer Service Fees
	Clearinghouse Charges

ESTIMATED ACTIVE Net FEES

CLASS CUSTOMER LOYALTY PACKAGE

In order to provide your organization with continued support, a lifetime of no charge product enhancements, PCI compliance, hosting in a state-of-the-art data center, maintenance, and the many benefits of hosted technology, a minimal transaction charge will be applied to each receipt generated by ACTIVE Net. ACTIVE Net has been modeled on a pay-as-you-go system to ensure that you never pay for more than you need. Below are the Class Customer Loyalty rates for the initial term of your agreement (typically 3 years) as the following term, rates move to standard.

ACTIVE Net Technology Fees	
Technology Fee Regardless of payment method, a standard service fee will be assessed for each receipt produced by ACTIVE Net “over-the-counter” by one of your staff members.	2%
Payment Processing Electronic Check Processing (ECP or EFT) For payments made through Checking or Savings accounts, an additional processing fee of 0.5% will be applied (in addition to the 2% technology fee). You do not need to do any EFT uploads as ACTIVE Net handles all of the processing.	+ 0.5%
Credit Card Processing (Visa, Discover, AMEX, Master Card) For transactions paid for by credit card or electronic check, an additional processing fee of 3% will be applied (in addition to the 2% technology fee). You do not require a separate merchant account and this replaces the credit card processing fee currently paid to another third party vendor.	+ 3%
Online Technology Fee For each payment entered into ACTIVE Net directly by your patrons using the self-serve online registration option, a 5% fee is assessed on the receipt (minimum \$1.00). To break it down, it covers the technology fee and a credit card processing fee (2% + 3%). 3 Ways our Customers handle the Online Technology Fee: <ol style="list-style-type: none"> 1. Pass the Processing Fee on to the Participant 2. Organization Absorbs 100% of the Processing Fee 3. Organization Splits Processing Fees with Participant (i.e. Participant pays \$1 and the Organization pays the rest) 	5%

ANNUAL FEE ANALYSIS:

Based upon information provided from CLASS we are able to provide estimated projections on ACTIVE Net fees. The amount paid to ACTIVE annually will vary based upon the number and quantity of transactions, however this estimate should give you fairly accurate figures for budgeting purposes as it's based on your current business.

Total Annual Revenues \$777,560

Forecasting 20% of Credit Payments Done through Online Registration			
Payment Type	Revenue	Tech/Trans Fees	Total Fees
In-House Payments:			
Technology Fee - In-House Payments	\$713,170.52	2.00%	\$14,263.41
Credit Card Processing Fee	\$257,557.92	3.00%	\$7,726.74
EFT/ECP Processing Fee		0.50%	\$0.00
City In House Cost			\$21,990.15
Online Payments:			
Online Sales	\$64,389.48	5.00%	\$3,219.47
Online Cost- (City, Online User, or Split)			\$3,219.47
Total Cost of System			\$25,209.62
Annual Revenue		\$777,560.00	

Current Costs Related to Software

Beyond CLASS maintenance, it is important to consider a variety of costs that are currently spent on running the application. From internal infrastructure to license limitations, it is essential to look at all areas when evaluating ACTIVE Net since the ACTIVE Net solution will eliminate in-house infrastructure, PCI related concerns, etc.

In addition, the evaluation of value of having advanced features in ACTIVE Net is important. This can be more challenging to place a concrete dollar amount on as it may be related to improving customer service, online experience, cash handling, and staff efficiencies. We can discuss this further as we have conversations.

Other Costs	City Pays
PCI Compliance (Level 1) Requirements Work/Scope of Work Certification	\$
Certification of PCI Compliance by PA-DSS QSA	\$
Annual Cost of PA-DSS Compliance	\$
City IT Staff costs related to PCI efforts	\$
City IT Staff costs related to ACTIVE Net upgrades, hot fixes and patches	\$

Software License and Annual Maintenance Costs	\$
Expansion of Software Licenses and Functionality	\$
Server costs (e.g. database, web, IIS, etc.)	\$
Backup servers and Redundancy costs	\$
TOTALS	\$

REMITTANCE

ACTIVE will provide current Class customers with no-charge 1-week Remittance via ACH (normally carries a \$1,500 one-time set-up fee) for fees collected through public interface (and staff interface) credit card transactions. The remitted amount is for the net revenue (meaning funds collected on your behalf minus the fees owed to TAN

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Agency Payment Report

Receipt Date/Time: From Jan 1, 2008 through Jan 23, 2008

Sites: Central Community Center, Diamond complex, East Senior Center, Hudson Community Education and Recreation, West Sports Center

Group By Site

1/23/2008 1:04 PM

Count	Date		Amount Paid	CC Amount	Receipt Amt	CC Fee	TransFee	Amt Due Org
Central Community Center								
1	1/4/08 7:39 AM	1000726 005	\$9.00	\$0.00	\$9.00	\$0.00	\$0.14	-\$0.14
2	1/4/08 7:43 AM	1000727 005	\$6.00	\$0.00	\$6.00	\$0.00	\$0.09	-\$0.09
3	1/4/08 7:44 AM	1000728 005	\$4.00	\$0.00	\$4.00	\$0.00	\$0.06	-\$0.06
4	1/4/08 7:45 AM	1000729 005	\$9.50	\$0.00	\$9.50	\$0.00	\$0.15	-\$0.15
5	1/4/08 7:46 AM	1000730 005	\$1.50	\$0.00	\$1.50	\$0.00	\$0.03	-\$0.03
6	1/4/08 7:46 AM	1000731 005	\$5.00	\$0.00	\$5.00	\$0.00	\$0.08	-\$0.08
7	1/4/08 10:34 AM	1000732 005	\$100.00	\$0.00	\$100.00	\$0.00	\$1.50	-\$1.50
8	1/4/08 10:35 AM	1000733 005	\$119.00	\$0.00	\$119.00	\$0.00	\$1.79	-\$1.79
9	1/4/08 11:57 AM	1000734 005	\$6.00	\$0.00	\$6.00	\$0.00	\$0.09	-\$0.09
10	1/15/08 2:06 PM	1000736 005	\$53.00	\$0.00	\$53.00	\$0.00	\$0.80	-\$0.80



Online Home Page



[Sign In](#) | [Create an Account](#)

[Intro](#)

[Activities](#)

[Reserve](#)

[Memberships](#)

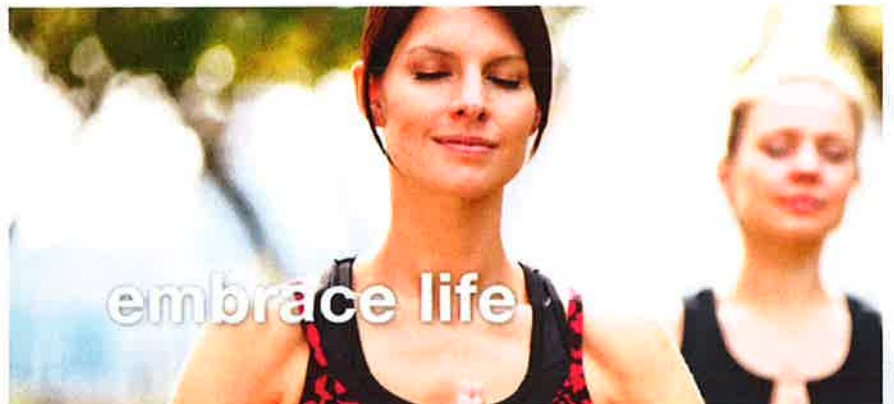
[Sports](#)

[Donations](#)

[Gift Card](#)

[My Cart](#)

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View & Register for our Programs!

Our Mission Is To provide state of the art park facilities and offer leisure, educational, cultural and physical activities to the residents and visitors of our community while enhancing their quality of life and inspiring personal growth, self esteem, pride and respect for the urban environment

[Sign In](#)

Or [Create an Account](#)

Activities

[Search](#)



[Register for an Activity or Program! >](#)



[Make a Reservation! >](#)



[Sign up for a Membership! >](#)

True Google Map Integration for Activity Location Searching and Listing

Activity Search

[Home Page](#) > Activity Search

Search by keyword OR number

View As: Sort By: **Name**

Filter Search By

Where

Location: **Any**

Geographic Area: **Any**

When

Show For:

In progress/future

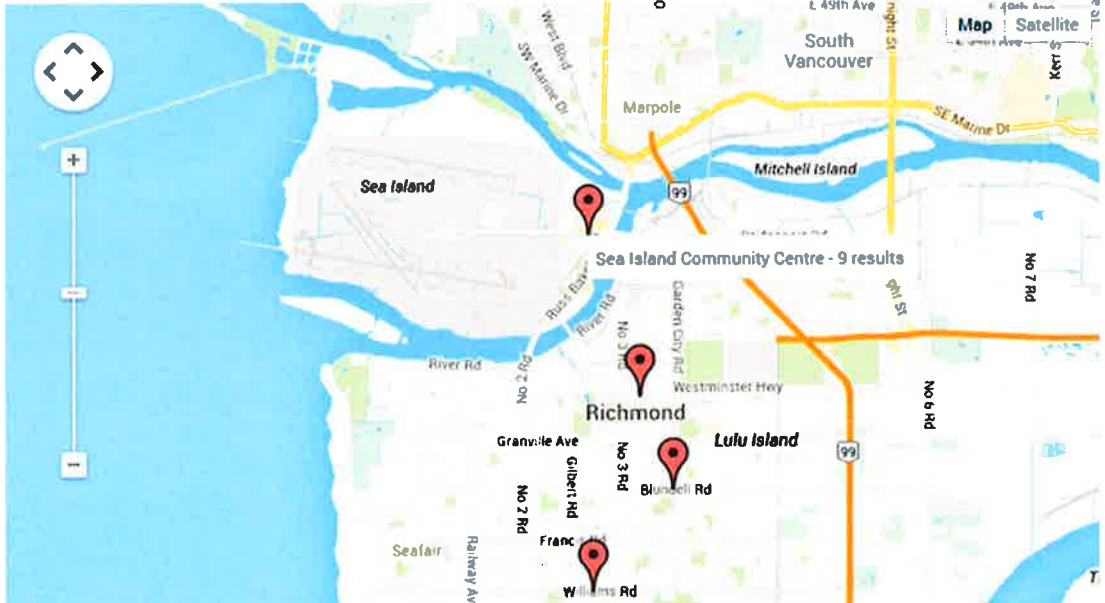
Days of the Week: **Any**

Season: **Any**

What

Activity Category: **Children**

Activity Other Category: **Any**



Activity Description with option for Sharing on Facebook

[Intro](#) [Activities](#) [Reserve](#) [Calendars](#) [Memberships](#) [Sports](#) [Donations](#) [Gift Card](#) [My Cart](#)

Acrylic Painting - 3729

[> Home Page](#) [> Activity Search](#) [> Acrylic Painting](#)

[Share](#) |

Dec 2, 2014 to Dec 15, 2015
Tu 7pm to 8pm

[Location](#): South Arm Community Centre

[Facility](#): Classroom #06

Price: Standard charge: \$20.00

Gender: Coed

Spaces: 30 openings remaining

Registration Dates: Standard registration opens: Jun 27, 2014
Last day for standard registration: Feb 28, 2015 11:59pm
Internet registration opens: Jun 27, 2014
Last day for Internet registration: Feb 28, 2015


[Add to Wish List](#) [Add to Cart](#)

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras pulvinar nisl mauris, in luctus orci porttitor nec. Nunc et arcu enim. Duis odio erat, viverra at neque a, ultricies feugiat lacus. Vivamus lobortis enim in cursus imperdiet. Donec vitae venenatis augue, nec scelerisque urna. Suspendisse non euismod ante, eget sollicitudin justo. Aliquam lacus nisi, rutrum vitae sapien vitae, iaculis tempor quam. Proin feugiat tincidunt tincidunt. Praesent consectetur quam est, sit amet mollis felis convallis vitae.

Proin cursus, arcu ac mattis viverra, odio ligula tempor nisl, a sagittis ipsum libero non mauris. Suspendisse eu sem vestibulum, faucibus augue ac, bibendum orci. Maecenas volutpat viverra nulla, in mollis quam tempor a. Cras pretium erat sollicitudin, placerat sem vitae, malesuada

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 **Janette, are you participating in Acrylic Painting?**

[YES, I'm In!](#) [Maybe](#)

More People = More Fun
[Invite your friends!](#) [Send](#)

[Extra Details](#)

Activity Image:



Painting can be fun.

Online Reservation Through a Map

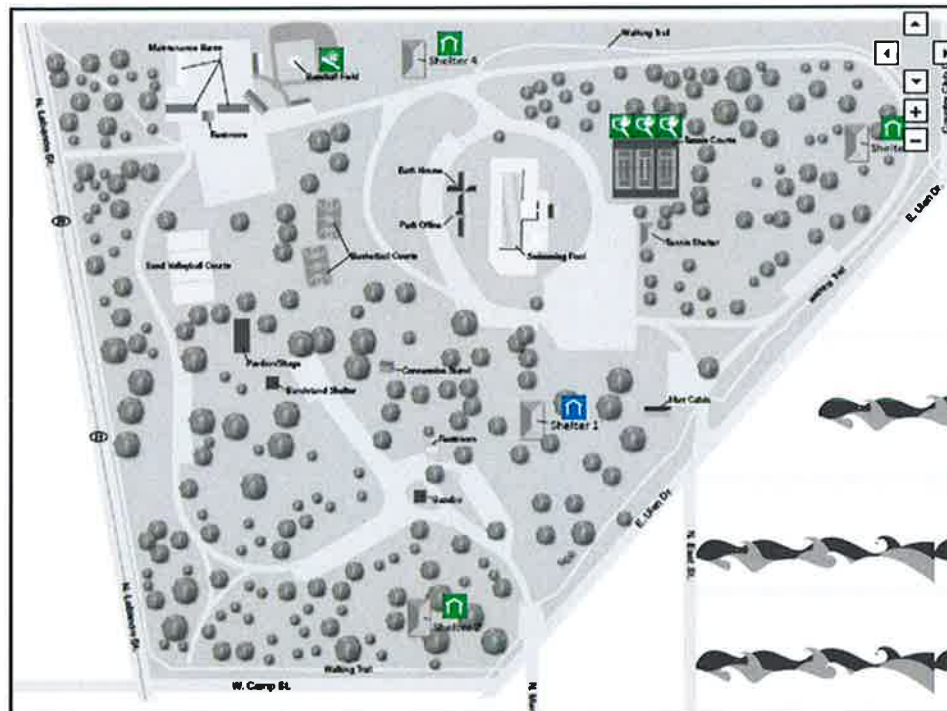


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Location Sea Island Cmty Cent ▾ **From** Sep 17, 2014 2:00 PM
Map Sea Island Communit ▾ **Reserve By** Minute **Number of Attendees**
Facility Type All ▾ **To** Sep 17, 2014 3:00 PM [Check Availability](#)
☐ Show Locker Rooms?

Select Location Map



[Link to this page](#)

- Key
- Shelter - Available
 - Shelter - Booked
 - Shelter - Closed / Unavailable
 - Softball Field - Available
 - Softball Field - Booked
 - Softball Field - Closed / Unavailable
 - Tennis Courts - Available
 - Tennis Courts - Booked
 - Tennis Courts - Closed / Unavailable

Show Calendars Online

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Calendars

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Calendars

Show for: **Drop-in Fitness Calendar**

Where

Location:

☒ Anthony Chabot Campground

☒ Granger High School

☒ Lang Centre (City Centre)

☒ Richmond Equestrian Centre

☒ Sea Island Community Centre

☒ South Arm Community Centre

☐ Steveston Community Centre

☐ West Richmond Community Centre

Clear All

[South Arm Community Centre](#) [Sea Island Community Centre](#) [Richmond Equestrian Centre](#) [Lang Centre \(City Centre\)](#) [More ▾](#)

< today > Drop-in Fitness Calendar - South Arm Community Ce

Sep 15 - 21 2014

	Mon 15	Tue 16	Wed 17	Thu 18	Fri 19	Sat 20	Sun 21
All Day							
7 AM	7am Aerobics		7am Aerobics		7am Aerobics		
8 AM							
9 AM	9am Aerobics		9am Aerobics		9am Aerobics		
10 AM							
11 AM							
12 PM							
1 PM							