

FRONT DESK CHEAT SHEET

Icewright · the register, payments, waivers & requests — everything a shift needs on one page

1 Ring a sale

1. Rink page → **Sales** tab.
2. Tap items into the cart (rentals, admission, concessions).
3. Pick how they paid — **Cash**, **Card (your terminal)**, **Comp**, or **Other**.
4. Hit **Record sale**. Done.

Prices lock at sale time — later price changes never touch old sales.

2 Made a mistake? Void it

1. Find the sale in today's list → **void**.
2. Confirm on the little strip that appears next to the button.
3. If the register asks for a **PIN**, that's the owner's void PIN — ask your manager.

Voided sales stay on the books, crossed out — so the till still adds up at night. Never try to delete; un-void is owner-only.

3 Take a payment for ice time or dues

1. Open the unpaid booking (Bookings) or charge (Members).
2. Paying now, in person? Mark it **paid**.
3. Paying later? Hit **Pay online** — send the link, show the QR code, or copy the request message.

Card checkouts through the rink's own Stripe mark themselves paid automatically — nothing more to do.

4 Waivers

1. Sales tab → **Digital waiver** → share the signable link (text it, or show the QR).
2. They read and sign on their phone.
3. The signature lands in **Customers** by itself, with a timestamp.

A  waiver flag on today's bookings means someone unfamiliar hasn't signed yet — get it before skates touch ice.

5 Customer requests

1. Booking requests, league sign-ups, and competition entries land in the **Requests inbox** (Bookings page).
2. Nothing is booked until someone hits **Approve** — conflicts are re-checked then.
3. The customer gets an email either way.

The owner also gets an email when a request arrives — but whoever's on the desk can handle it.

6 Stuck?

1. **Help** in the top bar covers every feature, with a search-free one-page layout.
2. The little ⓘ marks around the app jump straight to the right Help section.
3. Wrong button? Deletes ask first, voids are reversible by the owner, and bookings offer **Undo**.

You can't break anything by looking. When in doubt, don't delete — void, or ask.