



Customer Portal and Student Registration

Thank you for taking the time to register both as a customer and student(s) with *dntatennis*. By registering you can keep your contact details up to date; ensuring you won't miss any communication between *dntatennis* and yourself

It also means you can let us know of any important information about yourself or your family members enrolled; such as any medical conditions. Also; by having a complete customer and student database; this allows us to perform the best analytics possible to improve the services offered by *dntatennis*

If you wish to be removed from our mailing list; please use the unsubscribe button. We will still contact you regarding invoicing; class scheduling and other matters relating directly to your enrolment. We will not share your personal information with third parties without your prior consent

Initial Customer Registration

- Please follow the link here to register as a customer of *dntatennis* >>> <http://dnta.com.au/enroll.php> - once the new window is loaded click on 'Register new account'
- You will then be asked to enter in registration details. Please include all details with an asterisk next to it – you will not be able to submit the form until all this information is entered
- The initial registration information **MUST** be that of the person to whom the invoice will be billed to. For example; if you are a parent or guardian and your child(s) are enrolled with *dntatennis*; please enter your information here; if you are both the customer and student; please also enter your information here
- Once the initial registration is completed; your registration will need to be confirmed by *dntatennis* (which should be completed within 24 hours). After we have confirmed the registration; you will receive an email asking you to confirm your registration by clicking a link; after which you will be redirected to the customer portal login page

Customer Portal Login

- Please enter your email and password created during your initial registration to access the customer portal. Here you can:
 - o Edit customer details & billing information
 - o View past, current & future class enrolments
 - o Open invoices, receipts and balance history
 - o Make payments
 - o Contact *dntatennis* form
 - o Add and remove students



Entering Student Information

- Please use the customer portal to enter student information
 - o Click 'Students' button on left hand side followed by 'Click here to add another student'
- Please include all details with an asterisk next to it – you will not be able to submit the form until all this information is entered. If applicable; please include any medical conditions; referral source or school
- If you are both the customer (person responsible for paying invoice and point of contact) and student; please ensure you enter in your student details; even after registering as a customer; as the two require have different information requirements
- Please make sure to add each student separately (e.g. if you have two or more children enrolled in classes with **dntatennis**)

Payment Information

- Cash payments **ARE NOT** accepted for coaching or any other **dntatennis** services provided
- **ONLY** form of payments will be bank transfer between customer and **dntatennis**; or online credit card payment through **dntatennis** Customer Portal / e-mail invoicing system
- Credit card payments will be available from approximately May 1st 2018
- Our banking information can be found on your invoice. Please make sure to include the invoice reference number on your payment so we can track it
- Online credit card payments will have a 1.5% transaction fee added to the total invoice price
- Upon enrolment into classes on TennisBiz, customers will be e-mailed an invoice for the period enrolled

Other Information

If you have children that need to be billed and invoiced separately (for example; you are a single parent); please ensure both yourself and the other billable person register as customers separately; and register each student (child) to the appropriate customer

If you are an existing **dntatennis** customer and have not registered an account with our customer portal; or completed student registration; please follow the steps in this document to ensure we have your complete and up to date information

Any existing customers and students have been registered on TennisBiz manually by **dntatennis**. by completing the customer portal registration and then entering in student(s) data; our system will automatically detect if you are an existing customer and merge our existing data with your input