

**PLAINFIELD PUBLIC SCHOOLS**  
**DEPARTMENT OF FACILITIES & GROUNDS**

**STANDARD OPERATING  
PROCEDURES**



**FOR EXTERNAL USERS**

**Sean Sutton, Director**  
**Sherlyn R Ragin, System Administrator of Facilitron-PPS**

## WHAT IS FACILITRON?

Facilitron is a facility management software partnership for public and private facility operators such as schools, colleges, cities and churches designed to help them manage and track facility use, community facility use requests, maintenance tasks, building systems such as HVAC, register and document participants or the attendees at events.

In one place, Facilitron allows you to:

- View all of the activities occurring at any of your organization's facilities in a centralized calendar
- Internally schedule, reserve or request any of your organization's facilities
- Manage facility use requests that come in from the community or anyone outside the organization

## WHAT DO I NEED TO KNOW?

Getting started with a new software platform can be intimidating, however learning the basics of Facilitron is easy. First, let's discuss some of the basic things you need to know to get you up and running.

### UNDERSTAND THERE ARE TWO PARTS OF THE FACILITRON PLATFORM

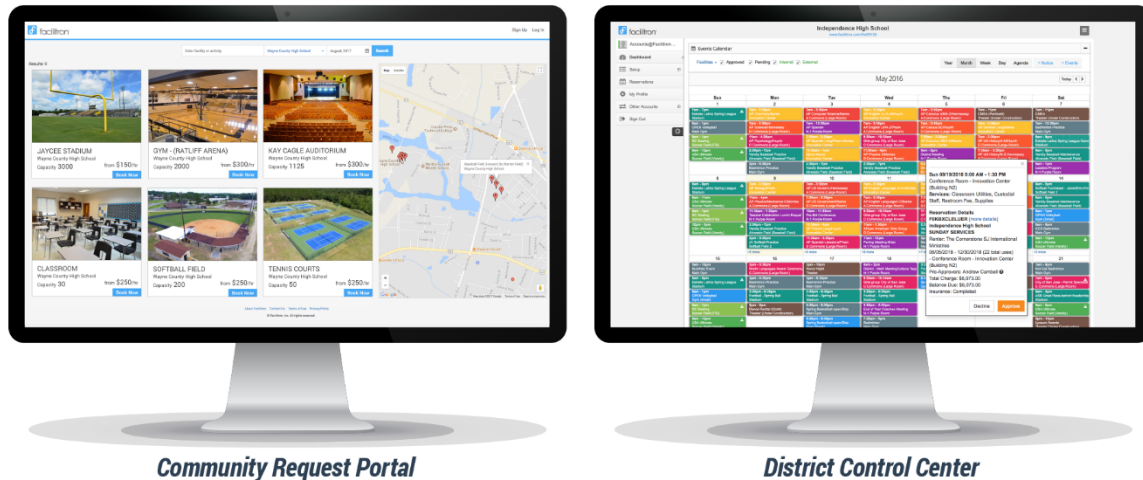
1. **The Community-Facing Front End** - the online rental site where the community goes to find available facilities, view photos, see pricing and configure requests
2. **The Administrative Back End** - where administrators go to manage community requests and where members of your organization go to make internal requests

Understanding who goes where, when is a simple, but fundamental basic of Facilitron. The community goes to the rental site on the front end, even if they have special rates or pay no fees. Facility administrators and internal users (such as teachers) who are requesting facilities go to the administrative back end. The back end will allow internal users to book or request facilities

and times that may not be available to the community (such as during the school day).

## Platform has two parts

(Think: Front end and back end)

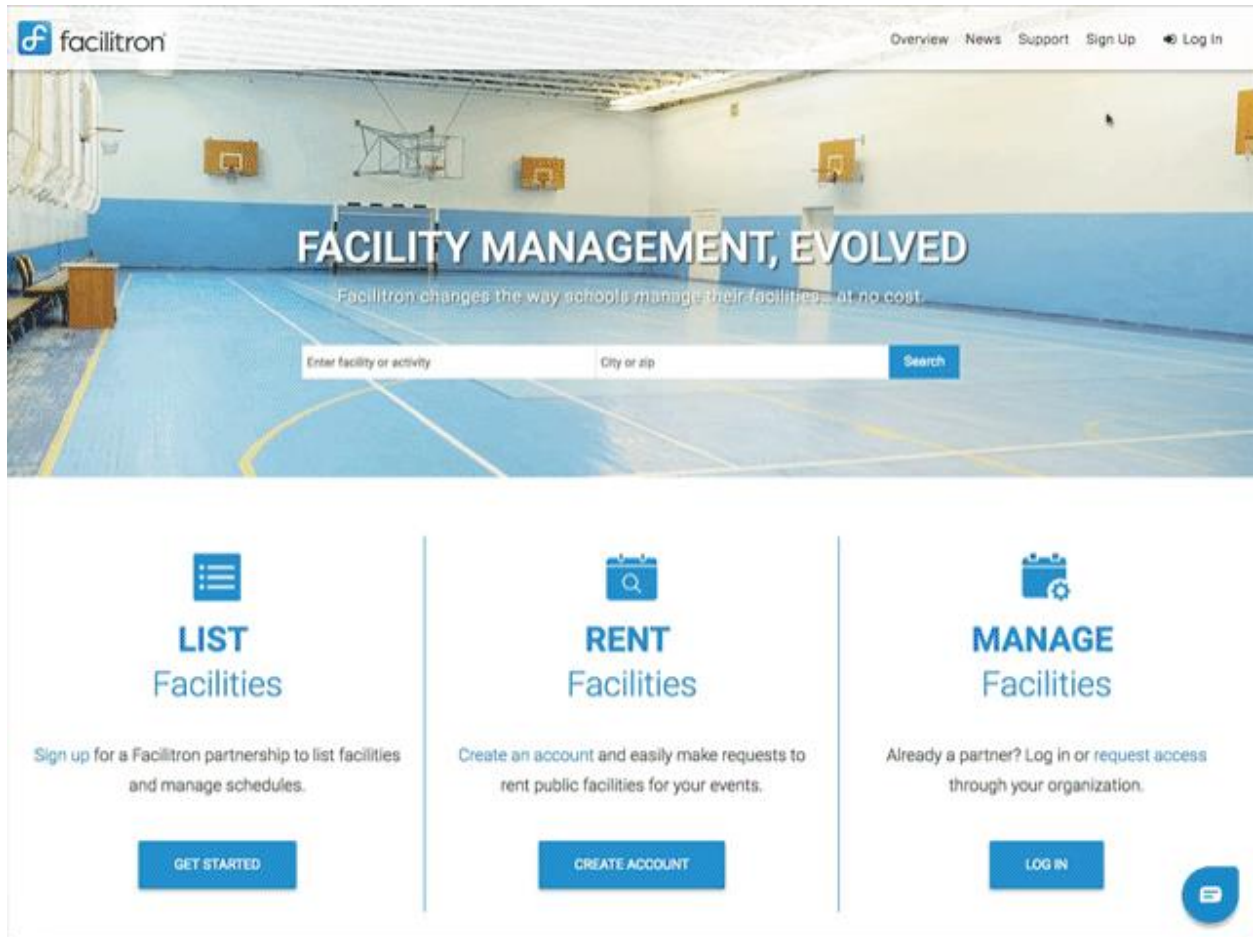


## UNDERSTAND YOUR DISTRICT'S APPROVAL WORKFLOW

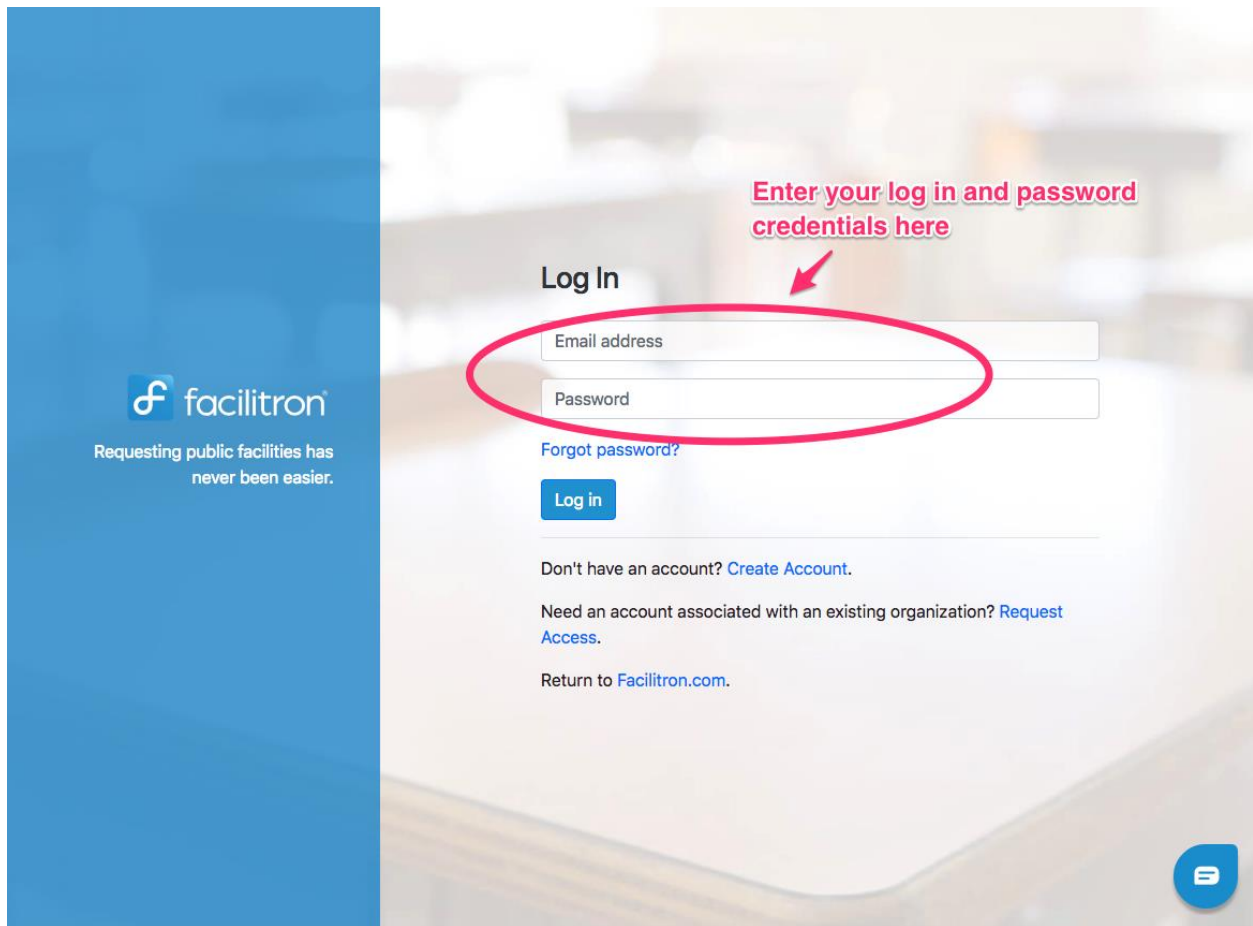
Accommodating quick approvals is one of the many benefits of the Facilitron platform. Your account has been set up to accommodate your organization's approval workflows per facility. It's important to understand who is the final approver and who are your organization's pre-approvers for certain facilities.

## HOW TO LOG IN

To access your account, please select “Log in” in the top right-hand corner of this page.



You will be asked to enter your email address and password.



The image shows the Facilitron login page. On the left is a blue sidebar with the Facilitron logo and the text "Requesting public facilities has never been easier." The main content area has a light background with a blurred image of a building. The "Log In" section includes two input fields: "Email address" and "Password". These fields are circled in red, and a red arrow points to the circle with the text "Enter your log in and password credentials here". Below the fields is a "Forgot password?" link and a blue "Log in" button. At the bottom, there are links for "Create Account", "Request Access", and "Return to Facilitron.com". A small blue circular icon with a white 'E' is in the bottom right corner.

facilitron<sup>®</sup>  
Requesting public facilities has  
never been easier.

**Log In**

Email address

Password

[Forgot password?](#)

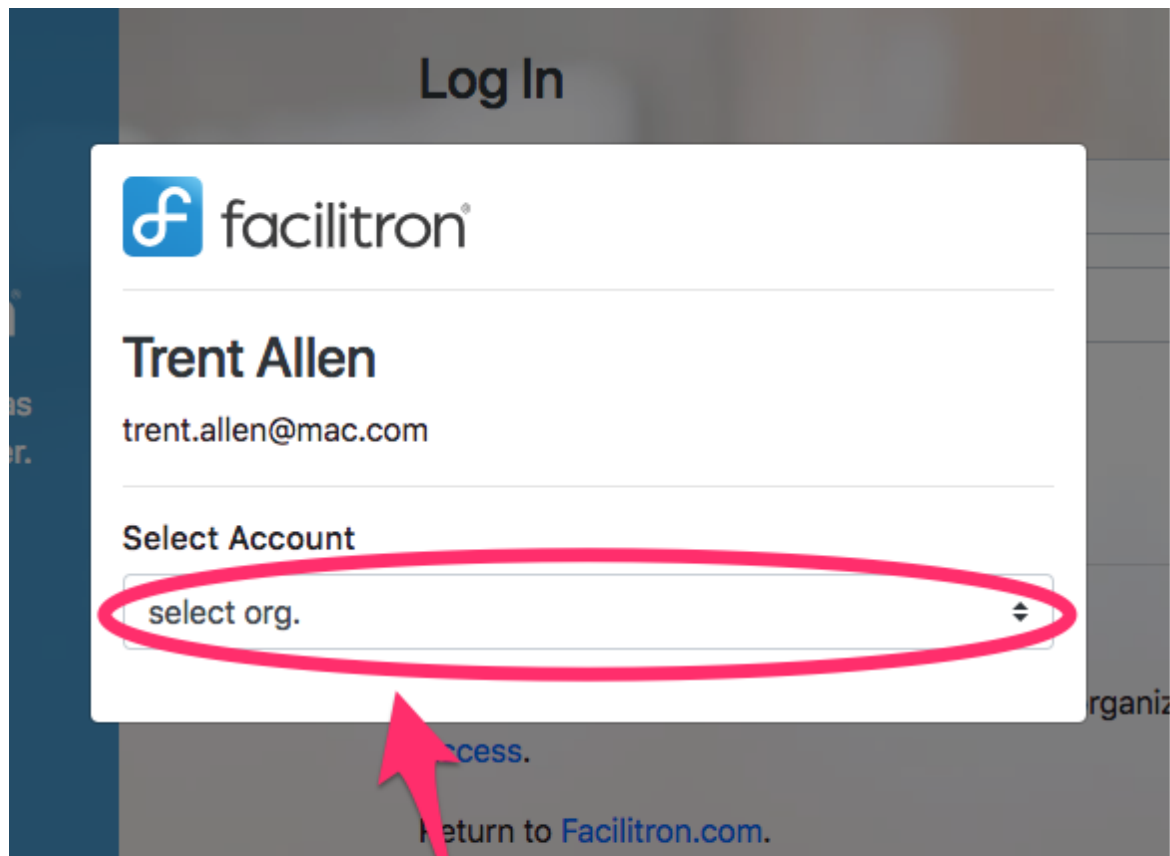
[Log in](#)

Don't have an account? [Create Account](#).

Need an account associated with an existing organization? [Request Access](#).

Return to [Facilitron.com](#).

Once you have entered your information, please select your organization under Select Account.



The image shows a 'Log In' window for Facilitron. At the top is the Facilitron logo and name. Below that is the user's name 'Trent Allen' and email 'trent.allen@mac.com'. A section titled 'Select Account' contains a dropdown menu with the text 'select org.' and a small downward arrow icon. A red oval highlights the dropdown menu, and a red arrow points from the text below to it. The background is a blurred version of the login page.

**If you are logging on to manage an organization, you must choose the organization here.**

You are now logged in. Depending on what type of account you have, you will either go to the Dashboard, or return to the Facilitron home page. If you return to the home page and want to go to the Dashboard, click on Accounts & Dashboard to reveal the Account pop up.

facilitron

Overview News Support **Rent, Accounts & Dashboard**

To go to dashboard, click here

**FACILITY MANAGEMENT, EVOLVED**  
Facilitron changes the way schools manage their facilities... at no cost.

Enter facility or activity City or zip Search

**MANAGE**  
Facilities  
Already a partner? [Log in](#) or [request access](#) through your organization.

**RENT**  
Facilities  
Create a renter account to make requests to rent public facilities for your events.

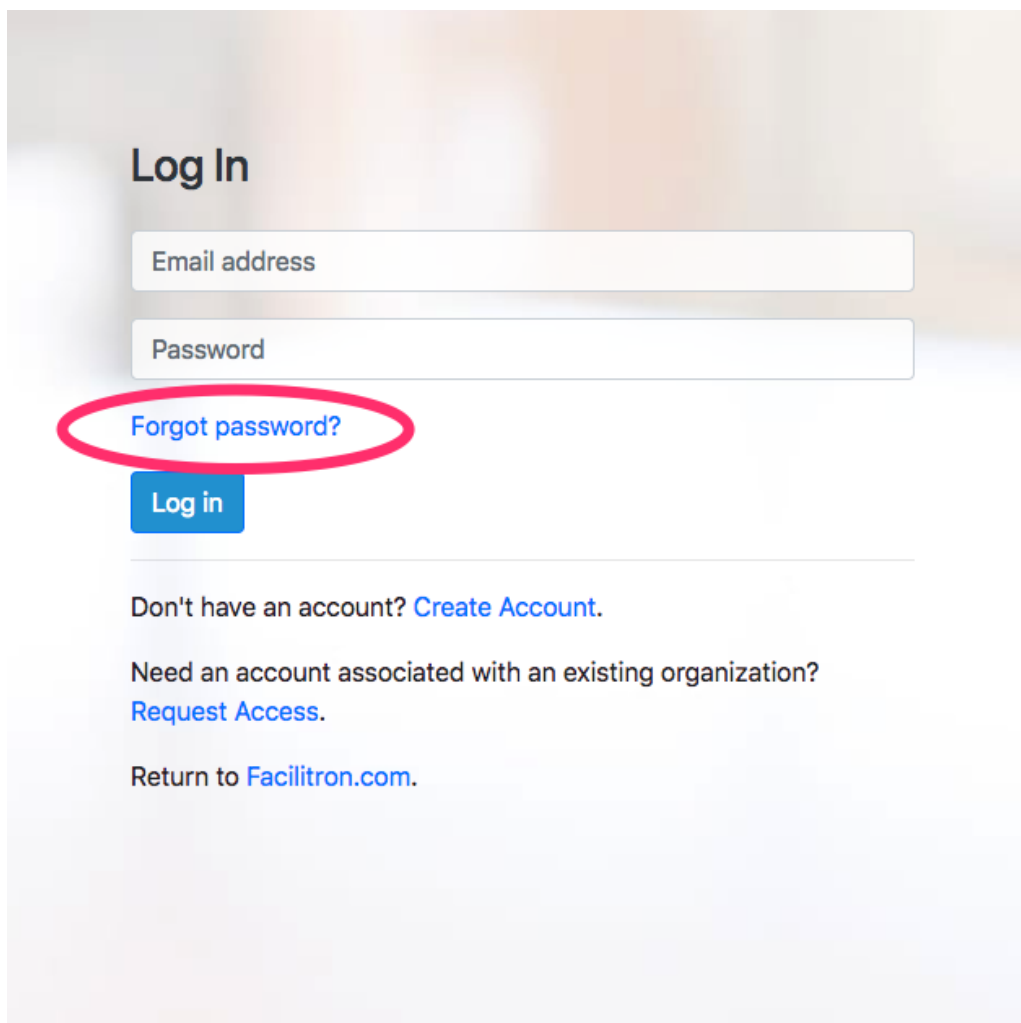
**LIST**  
Facilities  
Sign up for a Facilitron facility owner partnership to list your facilities.

Click "Dashboard" to navigate to your dashboard.

## FORGOT PASSWORD

### Recovering a lost password

If you have created an account but are having trouble logging in, try resetting your password by selecting "Forgot Password" from the Log In window. Enter your email address and submit. If your email is registered with us, you will get an email reset password. You must follow the link in the email to create a new password.



The screenshot shows a login interface with the following elements:

- Log In** header
- Email address
- Password
- [Forgot password?](#) (This link is circled in red in the original image)
- 

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Don't have an account? [Create Account.](#)

Need an account associated with an existing organization?  
[Request Access.](#)

Return to [Facilitron.com.](#)

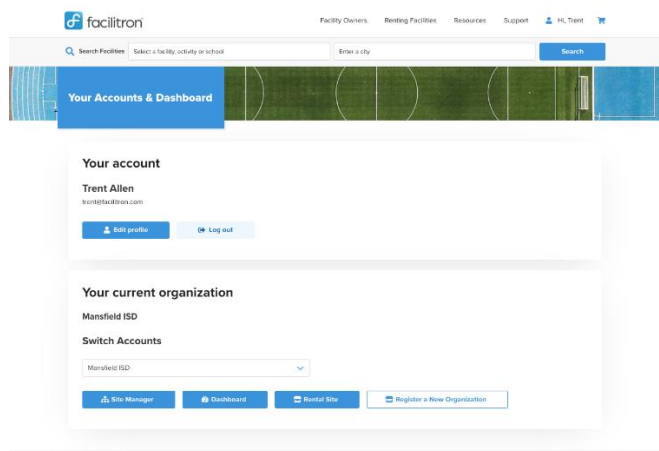
If you do not receive the email in your inbox, please check your spam or junk mailbox folders. (Note: You must use the email address that you signed up with in order to access your account).



If your email is not registered with us:

1. You haven't created an account yet
2. You are using a different email from the one you used to create your account
3. You are part of a Facility Owner organization (like a school district) and your account has not been created in the Facility Owner organization.

**If you are part of a Facility Owner organization, your account must be set up and associated with the organization by Facilitron with approval from your organization.**

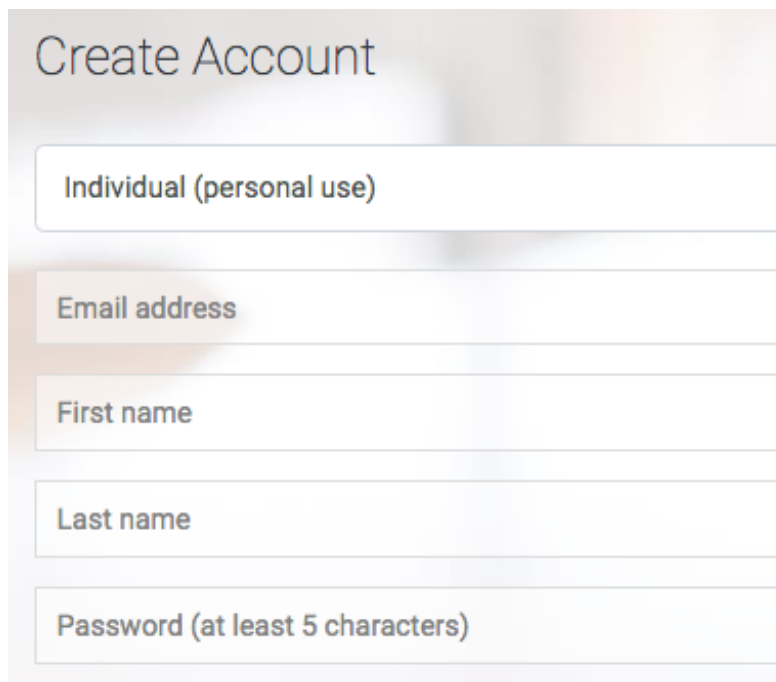


## REQUESTING A FACILITY QUICK START GUIDE

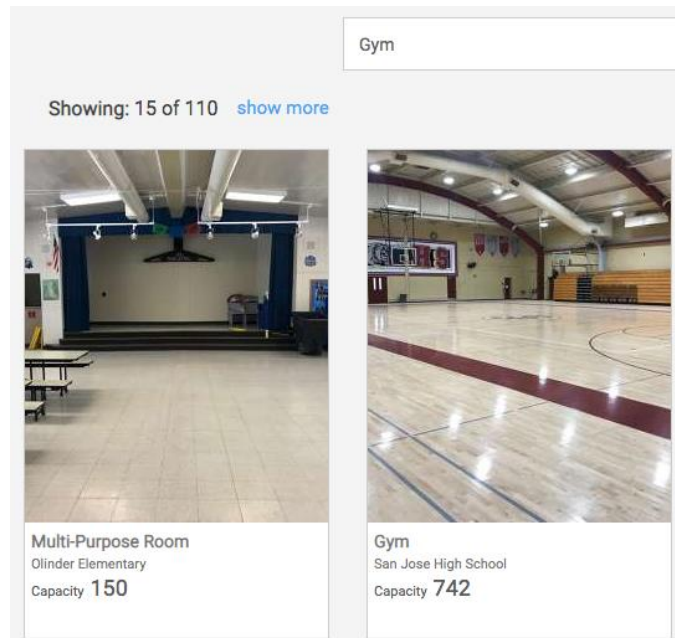
**Requesting a facility is easy.** Simply search by facility or activity type and browse the search results. Create a reservation request with dates and times, then checkout. Fill out the application, payment info, and submit.

Fees presented during checkout are calculated per the Facility Owner Organization's policy for the particular rate schedule, time, and date of a request. These estimates may include services not specifically requested (but required)—such as custodial or utilities. All fees are reviewed by the Facility Owner Organizations at the time of approval and can be changed by the facility administrator. Adjustments will be reflected at the time of approval.

1. **Create Account.** Create an account at Facilitron (if you don't have one already) and verify it through an email sent to your email address.

A screenshot of the 'Create Account' form on the Facilitron website. The form is titled 'Create Account' in a large, dark blue font. Below the title, there are five input fields, each with a light blue border and a light blue background. The first field is labeled 'Individual (personal use)' and has a dropdown arrow on the right. The second field is labeled 'Email address'. The third field is labeled 'First name'. The fourth field is labeled 'Last name'. The fifth field is labeled 'Password (at least 5 characters)'. The form is set against a blurred background of a person's face.

2. **Search Facilities.** Enter facility or activity type and click "Search" to browse for available facilities. Click on a specific facility to view details.



3. **Select and Add Times.** Browse options, then select a facility and choose time slots according to availability. Click "Add" to add event to your shopping cart.

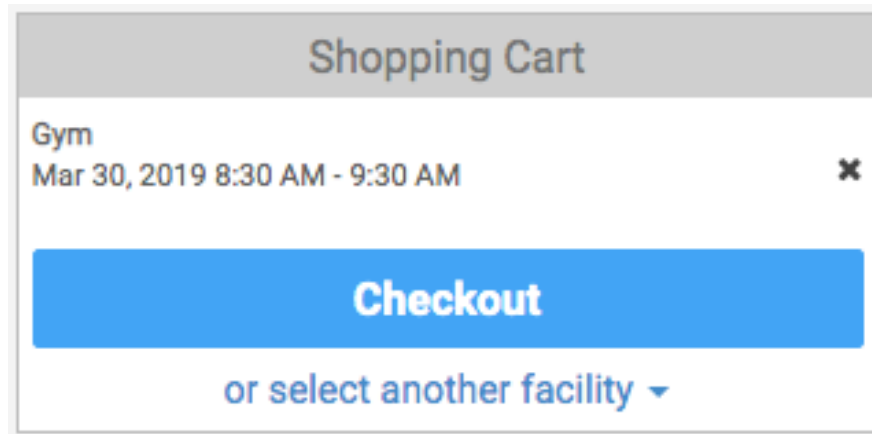
**Select Start Time**

< **Saturday Mar 30, 2019** >

12:00 AM	4:00 AM	8:00 AM	12:00 PM	4:00 PM	8:00 PM
12:30 AM	4:30 AM	8:30 AM	12:30 PM	4:30 PM	8:30 PM
1:00 AM	5:00 AM	9:00 AM	1:00 PM	5:00 PM	9:00 PM
1:30 AM	5:30 AM	9:30 AM	1:30 PM	5:30 PM	9:30 PM
2:00 AM	6:00 AM	10:00 AM	2:00 PM	6:00 PM	10:00 PM
2:30 AM	6:30 AM	10:30 AM	2:30 PM	6:30 PM	10:30 PM
3:00 AM	7:00 AM	11:00 AM	3:00 PM	7:00 PM	11:00 PM
3:30 AM	7:30 AM	11:30 AM	3:30 PM	7:30 PM	11:30 PM

time slot not available
Month View

4. **Build Reservation.** Continue to add other facilities or dates and times to build your reservation, then proceed to checkout.



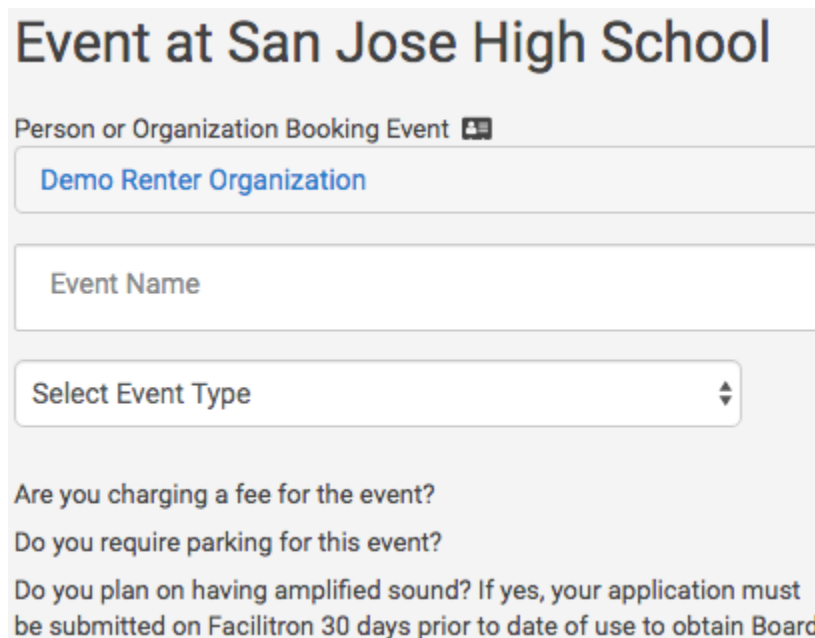
Shopping Cart

Gym  
Mar 30, 2019 8:30 AM - 9:30 AM


**Checkout**

or select another facility ▼

5. **Complete Application.** Answer questions about your event including insurance and additional services or equipment. Then agree to the terms and conditions.




## Event at San Jose High School

Person or Organization Booking Event 

Demo Renter Organization

Event Name


Select Event Type 

Are you charging a fee for the event?

Do you require parking for this event?

Do you plan on having amplified sound? If yes, your application must be submitted on Facilitron 30 days prior to date of use to obtain Board

6. **Review and Submit.** Review estimated charges, enter payment info (if due) and click "Submit." Your request is then submitted and awaiting approval.



Order Summary	
Processing Fee	\$25.00
Custodial Staff	\$50.19
Large Gym Utilities	\$10.56
Gym	\$85.60
Sub Total:	\$171.35
<b>Pay Now:</b>	<b>\$25.75</b>
<input type="checkbox"/> My dates and times are flexible <a href="#">?</a>	
<b>Submit</b>	

***Requests are subject to approval by the Facility Owner Organization and other terms and conditions before a use permit is issued.***

## REQUIREMENTS FOR MAKING A RENTAL REQUEST

To make a rental request, the requester must have an account with Facilitron. Facility use requests must come from either an Individual or an Organization. (See the related article: ["Am I Requesting On Behalf Of An Individual Or An Organization?"](#))

You may create an account by clicking "Sign Up" at Facilitron.com and selecting Individual, Non-Profit, or Commercial as your Account Type. (See the related article: ["Signing Up/Creating An Account"](#))

During the request/application process, you will be required to answer questions about your event and upon approval, provide necessary documents such as insurance certificates or other requested documents. You must also agree to the terms and conditions of the facility owner.

## REQUESTING A PARTICULAR SCHOOL

You may search for a specific school or district name in the search bar at [facilitron.com](#) to go to that organization's facility rental site. There you can search for facilities limited to that organization.

The screenshot shows the Facilitron website interface. At the top, there's a navigation bar with links like Overview, News, Support, and Accounts & Dashboard. The main header features a large image of a gymnasium with the text "FACILITY MANAGEMENT, EVOLVED" and a sub-headline "Facilitron changes the way schools manage their facilities... at no cost." Below this is a search bar with "Santa Clara" entered. A dropdown menu shows a list of results including "Santa Clara Unified School District - Santa Clara, CA", "Santa Clara High School - Santa Clara, CA", "Santa Clara Adult Education - Santa Clara, CA", "Bowers Elementary School - Santa Clara, CA", "Bracher Elementary School - Santa Clara, CA", and "Brierwood Elementary School - Santa Clara, CA". A red arrow points to the search bar with the instruction: "Type in the district or school name, then select it from the list to go to that school or district's rental site." Below the search bar are three main sections: "MANAGE Facilities", "RENT Facilities", and "LIST Facilities". Each section has a brief description and a "Sign up" button.

**MANAGE Facilities**  
Already a partner? Log in or request access through your organization.

**RENT Facilities**  
Create a renter account to make requests to rent public facilities for your events.

**LIST Facilities**  
Sign up for a Facilitron facility owner partnership to list your facilities.

Another way to find a particular school rental site is to go to that school or district's website and find the link to their Facilitron rental site under facility rental information.

HOME	STUDENTS & PARENTS ▾	COMMUNITY ▾	BOARD/SUPERINTENDENT ▾	SCHOOLS ▾	STAFF ▾	INTRANET														
<h3>FACILITIES AVAILABLE FOR RENTAL</h3> <ul style="list-style-type: none"> <li>• Athletic facilities including gymnasiums, swimming pools, football stadiums featuring synthetic turf, tracks, tennis courts, basketball courts, handball courts, baseball fields, softball fields, soccer fields</li> <li>• Performance facilities including theaters, amphitheaters and multipurpose rooms</li> <li>• Outdoor facilities including quads, courtyards and groves</li> <li>• Conference rooms to accommodate from 10 to 300 people</li> <li>• Classrooms and lecture rooms perfect for corporate or non-profit meetings or training</li> </ul> <h3>ONLINE FACILITY RENTALS</h3> <p>East Side Union High School District is pleased to announce a new, online facility rental system, designed to provide a simple and positive user experience for requesting facility use. To access this system to obtain a facility use permit, go to <a href="https://facilitron.com/esuhd95133">https://facilitron.com/esuhd95133</a>.</p> <p>All outside groups must apply for and obtain a permit in order to use a school facility.</p> <p>For information about how to use the system, please refer to the <a href="#">Quick Start Guide</a>.</p> <p>For more information on fees and rentals, or for assistance with the online rental system, please contact the Facility Rental Manager Debbie Ramirez</p> <ul style="list-style-type: none"> <li>• <a href="mailto:ramirezd@esuhd.org">ramirezd@esuhd.org</a></li> <li>• 408.347.5114</li> </ul>																				
<h4>School Modernization Projects</h4> <table border="1"> <tr><td>Hall of Fame</td></tr> <tr><td>Health &amp; Nutrition</td></tr> <tr><td>Human Resources</td></tr> <tr><td>Instruction</td></tr> <tr><td>Honoring Our Own (Photos)</td></tr> <tr><td>Local Control Accountability Plan (LCAP)</td></tr> <tr><td>News and Information</td></tr> <tr><td>Public Hearing Notices</td></tr> <tr><td>Purchasing</td></tr> <tr><td>School Info</td></tr> <tr><td>School Boundaries</td></tr> <tr><td>Strategic Plan</td></tr> <tr><td>Volunteer Opportunities</td></tr> <tr><td>Uniform Complaint Procedure</td></tr> </table>							Hall of Fame	Health & Nutrition	Human Resources	Instruction	Honoring Our Own (Photos)	Local Control Accountability Plan (LCAP)	News and Information	Public Hearing Notices	Purchasing	School Info	School Boundaries	Strategic Plan	Volunteer Opportunities	Uniform Complaint Procedure
Hall of Fame																				
Health & Nutrition																				
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Volunteer Opportunities																				
Uniform Complaint Procedure																				

## RATE CATEGORIES

Rate categories are assigned by facility owners

Fees are determined based on what rate category you or your organization are assigned. If your account is new, then you or your group may not have been assigned its rate category. If you or your group haven't been approved or assigned to receive a certain rate group by the facility owner organization (or school district), then you will receive commercial or non-profit rates by default.

## YOU MAY SUBMIT REQUESTS EVEN IF YOU ARE SUPPOSED TO RECEIVE A SPECIAL RATE

You can still submit your request without concern because **all fees at checkout are estimates**. Fees are reviewed by the District or Facility Owner, and they make any necessary updates to fees according to their fee policy or other arrangements with your group. **You will be able to leave a comment after checkout requesting special fee consideration for your group.**

You may also leave comments on the Reservation Details page requesting updates on the status of your fee/rate group review for the District or Facility Owner.

**Accounts cannot receive special rates (rates other than commercial or non-profit) UNTIL the District or Facility Owner verifies and/or assigns your organization to a special rate group.**

## **Non-Profit Rates**

Most Facility Owner Organizations (school districts) require non-profit organizations to supply their FEIN (Federal Employer Identification Number) and have it verified in the system to qualify for non-profit status. (Please note, not all Facility Owner Organizations (school districts) have non-profit rates.)

## **RATES MUST BE APPROVED BY FACILITY OWNERS**

Groups that are to receive special rates must have their organization approved to receive those rates by the Facility Owner Organization. Facilitron cannot serve special rates before they are approved by the Facility Owner Organization.

If your group is new in the system and has not been assigned to its rate category by the Facility Owner Organization, you may still place a reservation request in the system and leave a comment on your reservation at checkout or after requesting that your organization be reviewed for special rates if applicable.



## WHY AM I BEING CHARGED THESE RATES/FEES?

### **Required rate/fee estimates are automatically calculated**

Fees presented during checkout are calculated per the Facility Owner Organization's policy for the particular rate schedule, time and date of a request. These estimates may include services not specifically requested (but required) - such as custodial, supplies or utilities - by Facility Owners.

### **SPECIAL RATES**

If your organization is supposed to receive special rates, those rates must be approved by the Facility Owner Organization before they will automatically be served to you during the checkout process.

You may still place a request even if you don't think you're receiving the correct rates because the rates are reviewed by the Facility Owner Organization and can be adjusted after the request has been submitted. You should comment on the reservation (on the confirmation page or on the reservation detail page) to request a review of the rate you received after you have submitted your request.

Again, **all fees are reviewed by the Facility Owner Organizations** (school districts) at the time of approval and can be adjusted by the district administrator. Any adjustments will be reflected at the time of approval.

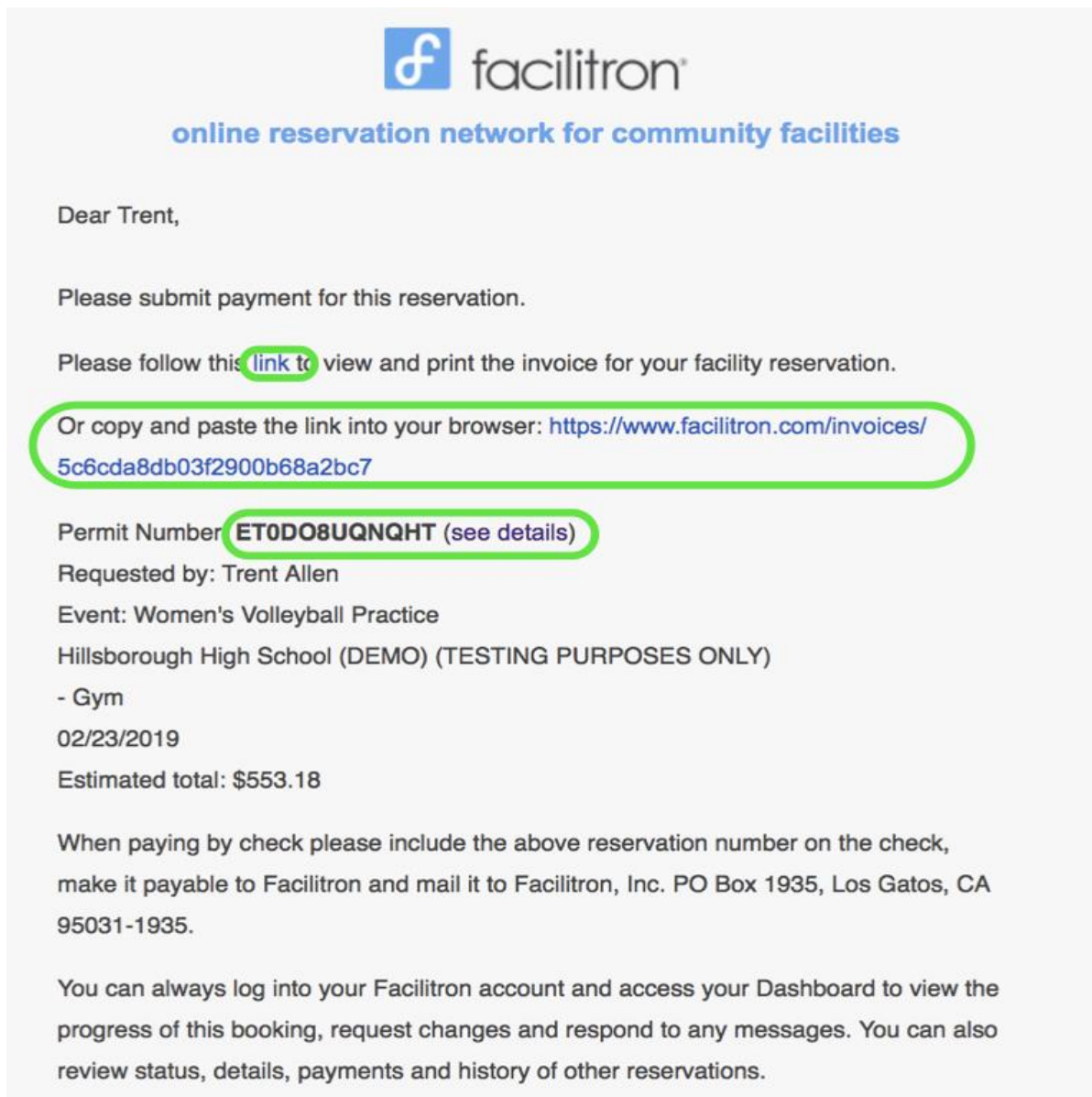
**PLEASE NOTE: Facilitron cannot make changes to fees without authorization by the Facility Owner Organization.**

## MAKING A PAYMENT


There are several ways to pay for your reservation including from an **emailed invoice**, from the **dashboard**, and in the **reservation details page**. We will go through each option below.

### PAYING FROM AN INVOICE

When payment is due for your reservation, you will be emailed your invoice with instructions on how to pay. Click the link in the email to open your invoice or to make a payment click "More Details" next to your Reservation ID to make a payment. From the Invoice page, you can click on the Reservation ID number or the payment link at the bottom of the page.



The image shows a screenshot of an email from Facilitron. At the top is the Facilitron logo, which consists of a blue square with a white 'f' inside, followed by the word 'facilitron' in a sans-serif font. Below the logo is the tagline 'online reservation network for community facilities' in blue. The email body starts with 'Dear Trent,' followed by 'Please submit payment for this reservation.' and 'Please follow this link to view and print the invoice for your facility reservation.' The word 'link' is highlighted with a green circle. Below this is a green rounded rectangle containing the text 'Or copy and paste the link into your browser: https://www.facilitron.com/invoices/5c6cda8db03f2900b68a2bc7'. The reservation details are listed below: 'Permit Number ET0DO8UQNGHT (see details)' with 'ET0DO8UQNGHT' circled in green, 'Requested by: Trent Allen', 'Event: Women's Volleyball Practice', 'Hillsborough High School (DEMO) (TESTING PURPOSES ONLY)', '- Gym', '02/23/2019', and 'Estimated total: \$553.18'. The bottom section provides instructions for paying by check and a note about logging into the Facilitron account.

 **facilitron**  
online reservation network for community facilities

Dear Trent,

Please submit payment for this reservation.

Please follow this [link](#) to view and print the invoice for your facility reservation.

Or copy and paste the link into your browser: <https://www.facilitron.com/invoices/5c6cda8db03f2900b68a2bc7>

Permit Number **ET0DO8UQNGHT** (see details)

Requested by: Trent Allen

Event: Women's Volleyball Practice

Hillsborough High School (DEMO) (TESTING PURPOSES ONLY)

- Gym

02/23/2019

Estimated total: \$553.18

When paying by check please include the above reservation number on the check, make it payable to Facilitron and mail it to Facilitron, Inc. PO Box 1935, Los Gatos, CA 95031-1935.

You can always log into your Facilitron account and access your Dashboard to view the progress of this booking, request changes and respond to any messages. You can also review status, details, payments and history of other reservations.



# Invoice

Facilitron, Inc.  
PO Box 1935  
Los Gatos, CA 95031-1935  
Federal Tax ID: 47-1316876

Women's Volleyball Practice  
Reservation Number: **ET0DO8UQNQHT**  
NEWS Unified School District (DEMO) (TESTING PURPOSES ONLY)  
Hillsborough High School (DEMO) (TESTING PURPOSES ONLY)  
Gym

For Events Through 02/23/2019  
Invoice #: ET0DO8UQNQHT-1  
Issued on: 02/20/2019 4:41 am

**Demo Renter Organization**  
Trent Allen  
485 Alberto Way  
Los Gatos, CA 95032

**BALANCE DUE**  
Upon Receipt  
**\$553.18**

Item Description	Event Dates	# of Uses	Total
Daily Totals	02/23/2019	1	\$449.27
Service Fee			\$53.91
Liability Insurance			\$50.00
Totals			\$553.18
Prior Payments			\$0.00
Amount Due			\$553.18

For more details and to make a payment go to <https://www.facilitron.com/dashboard/reservation/ET0DO8UQNQHT>

When mailing a check please include Reservation Number and make it payable to Facilitron.

Once you arrive at the reservation details page, scroll down to the payments section and select your method of payment.

**Insurance**  
Setup  
Reservations  
Other Accounts  
Sign Out

**Cancellation Policy:** Cancellations must be made five (5) business days or more in advance of the cancelled date in order to receive a refund. [more](#)

**Renter/User:** **Demo Renter Organization**  
Commercial (business)  
485 Alberto Way  
Los Gatos CA 95032  
800-272-2962  
Trent Allen  
trent.allen@mac.com  
8002722962  
add info (names, phones, etc) to help facility admin contact you if needed [Submit](#)

**Application:** 4 Questions  
Facilitron | Completed  
Insurance: 0  
Documents: 0  
Invoices: 0  
[Request Changes](#) [Request Cancellation](#)

**Payment** [Payment](#)

**Total Fees:** \$553.18  
**Payment Due:** \$553.18  
☐ Full Amount: \$553.18  
☒ Other Amount: \$ amount

[Card](#) [eCheck](#) [Paypal](#) [By Mail](#)

Name on the card  Card number   
MM  YYYY  cvc  [Submit](#)

**Reservation Timeslots**  
Saturday 02/23/2019  
**Gym**  
7:00 AM-11:00 AM \$300.00  
Services:  
Custodial Staff \* \$96.00  
Supplies \* \$53.27  
Daily Total: \$449.27

Choose to either pay the Full Amount or Other Amount. If you wish to pay Other Amount, entire the desired payment amount in the box.

Payment

> Total Fees:

\$553.18

▼ Payment Due:

\$553.18

☐ Full Amount:

\$553.18

☒ Other Amount

Card

eCheck

Paypal

By Mail

Submit

Click Submit.

## PAYING FROM THE PAYMENT DASHBOARD

Another option for payment is going to the payment page on your dashboard:

First, log in to your Facilitron account and navigate to the Dashboard. Then click "Payments" on the left-hand side menu bar or simply click on "Payment Details" in the payments section.

The screenshot displays the Facilitron dashboard for a "Demo Renter Organization". The left sidebar contains a menu with the following items: Dashboard, Calendar, Payments (highlighted with a green circle), Insurance, Setup, Reservations, Other Accounts, and Sign Out. The main content area is titled "Dashboard" and features three primary sections: "Payments", "Upcoming Events", and "Pending Requests".

**Payments Section:**

- Total Due:** \$1,032.02
- Minimum Due:** \$1,032.02
- A blue button labeled "Payment Details" is located at the bottom of this section.

**Upcoming Events Section:**

- Hillsborough High School (DEMO) (TESTING PURPOSES ONLY)**
- 02/23/2019** Women's Volleyball Practice
- Required: INSURANCE** (with a "Fix Now" button)
- A "details" link is at the bottom right.

**Pending Requests Section:**

- Eastside Middle School (DEMO) (T...** (08/21/2018) Basketball
- Northside High School (DEMO) (TE...** (11/06/2018) Flag Football
- A "details" link is at the bottom right.

**New Request Section:**



- Input field: "Enter facility or activity"
- Input field: "City or Zip" with a location pin icon

The bottom right corner of the dashboard features a blue circular chat icon.

Under "Current Invoice", you will see a breakdown of all payments owed, as well as the total amount due. You can choose to make a payment on the current page or click into a specific reservation.

Current Invoice

Facilitron, Inc.  
PO Box 1935  
Los Gatos, CA 95031-1935  
Federal Tax ID: 47-1316876

# Invoice

**Demo Renter Organization**  
485 Alberto Way  
Los Gatos, CA 95032

Tuesday, February 19, 2019 9:56 AM

		Min. Due	Total Due
<b>4RB4AMFLP35W</b> basketball team 02/10/18 Approved	<b>NEWS Unified School Di...</b> Hillsborough ...	\$281.42	✓ <b>\$281.42</b>
<b>DJ3ZZ855JNAC</b> Co Ed Basketball 01/20/18 Approved	<b>NEWS Unified School Di...</b> Hillsborough ...	\$197.42	✓ <b>\$197.42</b>
<b>ET0DO8UQNQHT</b> Women's Volleyball Practice 02/23/19 Approved	<b>NEWS Unified School Di...</b> Hillsborough ...	\$553.18	✓ <b>\$553.18</b>
<b>Sub Total:</b>			<b>\$1,032.02</b>
<b>Processing Fee:</b>			<b>\$30.96</b>
<b>This Payment:</b>			<b>\$1,062.98</b>

Card

eCheck

Credit card transactions are subject to 3% fee.

Name on the card

Card number

MM

YYYY

cvc

Submit

If you choose to make a payment on the current page (under "Current Invoice"), you will pay the total amount due in full. You can enter your Card information or pay with an e-Check.

If you choose to make a payment for a specific reservation, click the Reservation ID to navigate to that reservation's page.

Current Invoice

Facilitron, Inc.  
PO Box 1935  
Los Gatos, CA 95031-1935  
Federal Tax ID: 47-1316876

Invoice

Demo Renter Organization  
485 Alberto Way  
Los Gatos, CA 95032

Tuesday, February 19, 2019 9:56 AM

		Min. Due	Total Due
4RB4AMFLP35W basketball team 02/10/18 Approved	NEWS Unified School Di... Hillsborough ...	\$281.42	\$281.42
DJ3ZZ855JNAC Co Ed Basketball 01/20/18 Approved	NEWS Unified School Di... Hillsborough ...	\$197.42	\$197.42
<b>ET0D08UQNQHT</b> Women's Volleyball Practice 02/23/19 Approved	NEWS Unified School Di... Hillsborough ...	\$553.18	\$553.18
<b>Sub Total:</b>			\$1,032.02
<b>Processing Fee:</b>			\$30.96
<b>This Payment:</b>			<b>\$1,062.98</b>

Card

eCheck

Credit card transactions are subject to 3% fee.

Name on the card

Card number

MM

YYYY

CVC

Submit

## PAYING FROM THE RESERVATION DETAIL PAGE

Scroll down to the "Payment" section. If it is not already open, click "Payment Due" to make a payment.

The screenshot displays the reservation detail page for a reservation on Saturday 02/23/2019. The page is divided into several sections:

- Header:** Shows the reservation date and time, and a "Due:" amount of \$553.18.
- Left Sidebar:** Contains navigation links: Insurance, Setup, Reservations (highlighted), Other Accounts, and Sign Out.
- Reservation Details:**
  - Cancellation Policy:** Cancellations must be made five (5) business days or more in advance of the cancelled date in order to receive a refund.
  - Renter/User:** Demo Renter Organization, Commercial (business), 485 Alberto Way, Los Gatos CA 95032, 800-272-2962. Contact: Trent Allen, trent.allen@mac.com, 8002722962.
  - Application:** 4 Questions, Facilitytron | Completed.
  - Documents:** 0.
  - Invoices:** 0.
- Payment Section (highlighted with a green arrow):**
  - Total Fees:** \$553.18.
  - Payment Due:** \$553.18.
  - Payment Method:** Radio buttons for Full Amount (\$553.18) and Other Amount (\$ amount).
  - Payment Options:** Card, eCheck, Paypal, By Mail.
  - Card Information:** Name on the card, Card number, MM, YYYY, and cvc.
  - Submit Button:** An orange button to complete the payment.
- Reservation Timeslots:** A table showing the reservation details for Saturday 02/23/2019.

Saturday 02/23/2019		
<b>Gym</b>		
7:00 AM-11:00 AM		\$300.00
<b>Services:</b>		
Custodial Staff *	hrs: 4	\$96.00
Supplies *		\$53.27
		<b>Daily Total: \$449.27</b>



Choose to either pay the Full Amount or Other Amount. If you wish to pay Other Amount, entire the desired payment amount in the box.

Choose to pay with Card, eCheck, Paypal, or By Mail.

Payment

> Total Fees:

\$553.18

▼ Payment Due:

\$553.18

☐ Full Amount:

\$553.18

☒ Other Amount

Card

eCheck

Paypal

By Mail

MM

YYYY

cvc

Submit

Click Submit.

## HOW TO PAY BY CHECK

To mail your payment by check or money order: Please make your check for the total amount payable to Facilitron Inc. (Facilitron, Inc. is the authorized processor of all payments). Include a printout of the confirmation email or write the reservation # on your check.

**Mail to: Facilitron - Requests, PO Box 1935, Los Gatos, CA 95031-1935.**

If you have any questions you may leave a comment on the reservation details page or contact us directly at [support@facilitron.com](mailto:support@facilitron.com)

## CAN I GET A REFUND?

Refunds are issued solely at the discretion of the Facility Owner Organization and may be subject to their cancellation policy. Please check the organization's cancellation policy for specific details.

To request a refund, leave a comment on the reservation detail page (See the support article [Commenting on a Reservation](#)). The Facility Owner Organization will review the request and direct Facilitron to issue any refund that may be due.

## METHOD OF REFUND

Refunds are issued back to the same form of payment that was received OR you may request to apply it to your Account Balance for use on future reservations.

For refunds to PayPal, credit card or E-check, please allow 5-10 business days for this to reflect on your statement.

For refunds by written check, please provide:

1. Name or Organization to which the check should be made payable
2. Mailing address – city, state, zip
3. Page 4">Phone number
4. Email address.

Please allow 7-14 days for check reimbursement by mail.

**PLEASE NOTE: Facilitron cannot issue refund without authorization from Facility Owner.**

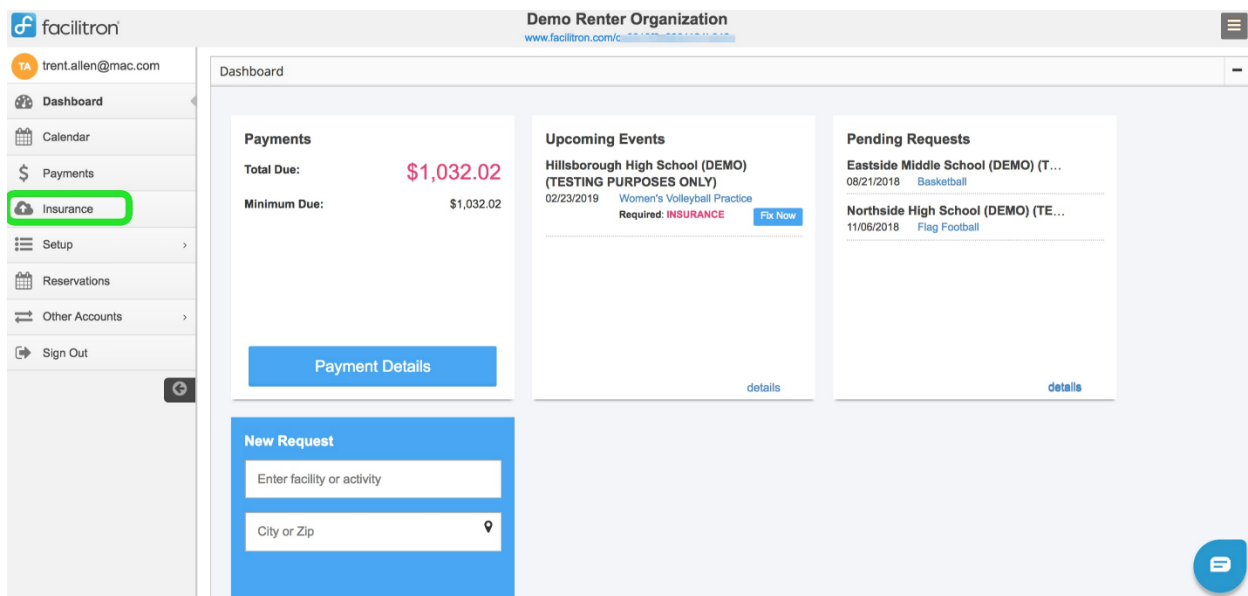
## UPLOADING AN INSURANCE CERTIFICATE

There are three ways to upload your insurance certificate: from the **Insurance** page, **Documents** page and from the **Reservation Details** page. We will go through each option below.

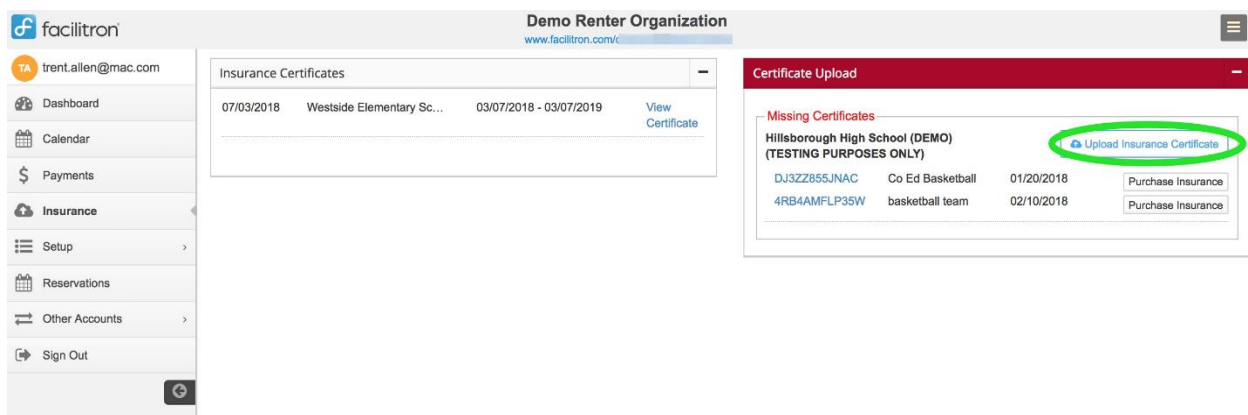
### UPLOADING FROM THE INSURANCE PAGE

Uploading from the insurance page is one option for submitting your insurance certificate. If you have multiple reservations within the same district, this will allow you to save time by uploading one certificate for all reservations in the same district.

Begin by navigating to your Dashboard. On the left-hand menu, select Insurance.



In the Insurance page, you will see a "Certificate Upload" box. Here, you may upload one insurance certificate for all the reservations in a district.



## UPLOADING FROM THE DOCUMENTS PAGE

Begin by navigating to your Dashboard. On the left hand menu, select Documents. Then select UPLOAD DOCUMENT.

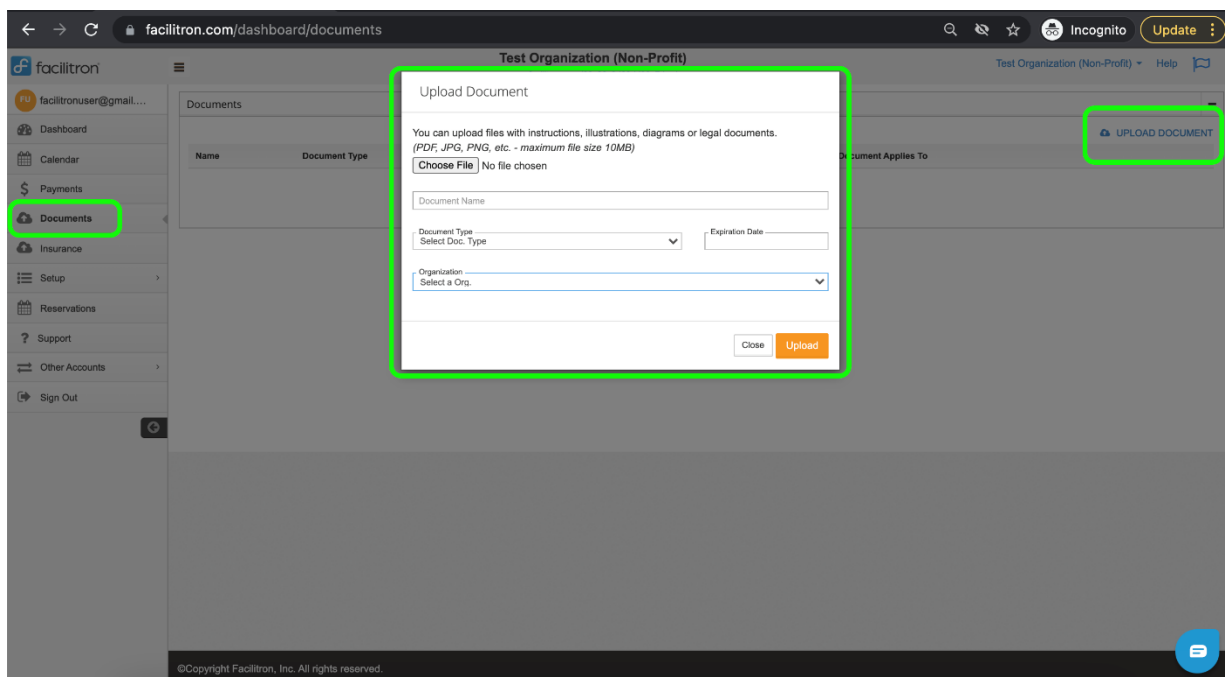
A pop up window will allow you to:  
Choose your File

Enter your Document Name

Select your Document Type from the drop down menu

Enter an Expiration Date

Select the Organization (or District) to apply the document



## UPLOADING FROM THE RESERVATION DETAILS PAGE

You may also upload an insurance certificate to a specific reservation in the reservation details page. You can find the reservation on:

1. the Dashboard
2. the Calendar
3. from a link in a Facilitron confirmation email
4. or you may search for the reservation by using the reservation ID number:

facilitron Demo Renter Organization  
www.facilitron.com/

TA trent.allen@mac.com

Approved Pending Declined Cancelled

Search: ZWT6AE577XYM

Showing 1 to 1 of 1 entries (filtered from 33 total entries)

Submit Date	Reservation ID	Event Name	Event Date	Facility	Status	User Name	Total	Due
11/06/2018 12:54 pm	ZWT6AE577XYM	Flag Football	11/10/2018 - 11/10/2018	Northside High School (DEMO) (TESTING PURPOSES ONLY) Field - Football	Pending	Facilitron Demo	\$519.40	\$519.40

Showing 1 to 1 of 1 entries (filtered from 33 total entries)

Once you've found your reservation, click on the Reservation ID to open the Reservation Details Page

facilitron Demo Renter Organization  
www.facilitron.com/ce08130a9301124b642

TA trent.allen@mac.com

Reservations Home

11/06/2018 - ZWT6AE577XYM PENDING

**Flag Football**  
11/10/2018  
Football  
(Participants: 25 | Spectators: 35)  
Northside High School (DEMO) (TESTING PURPOSES ONLY)

**Service Fee:** \$29.40  
**Daily Totals:** \$490.00  
**Total:** \$519.40  
**Paid:** \$0.00  
**Due:** \$519.40

**Cancellation Policy:** Cancellations must be made five (5) business days or more in advance of the cancelled date in order to receive a refund.

**Renter/User:** Demo Renter Organization  
Commercial (business) Facilitron Demo  
485 Alberto Way demo@facilitron.com  
Los Gatos CA 95032 8002722962  
800-272-2962

**Application:** 4 Questions  
**Insurance:** Renter-Provided | missing  
**Documents:** 0  
**Invoices:** 0

Request Changes Cancel Reservation

**Calendar**

**Schedule**  
Sa 11/10/18 4:00 PM-6:00 PM Field - Football

**Reservation Timeslots**

**Saturday 11/10/2018**

**Field - Football**  
4:00 PM-6:00 PM \$400.00  
**Services:**  
Custodial hrs: 2 \$90.00  
Staff \*  
**Daily Total: \$490.00**

Click into Insurance and choose "Upload Certificate" to upload your insurance certificate.

**facilitron** Demo Renter Organization  
www.facilitron.com/ce08130a9301124b642

Reservations Home

11/06/2018 - ZWT6AE577XYM **PENDING**

**Flag Football**  
11/10/2018  
Football  
(Participants: 25 | Spectators: 35)  
Northside High School (DEMO) (TESTING PURPOSES ONLY)

**Service Fee:** \$29.40  
**Daily Totals:** \$490.00

**Total:** \$519.40  
**Paid:** \$0.00  
**Due:** \$519.40

**Cancellation Policy:** Cancellations must be made five (5) business days or more in advance of the cancelled date in order to receive a refund.  
[more](#)

**Renter/User:** **Demo Renter Organization**  
Commercial (business)  
485 Alberto Way  
Los Gatos CA 95032  
800-272-2962  
Facilitron Demo  
demo@facilitron.com  
8002722962

**Application:** 4 Questions  
**Insurance:** Renter-Provided | missing

[Upload Certificate](#)

**Documents:** 0  
**Invoices:** 0

[Request Changes](#) [Cancel Reservation](#)

**Calendar**

**Schedule**  
Sa 11/10/18 4:00 PM-6:00 PM Field - Football

**Reservation Timeslots**

**Saturday 11/10/2018**

**Field - Football**  
4:00 PM-6:00 PM  
**Services:**  
Custodial hrs: 2 \$90.00  
Staff \*  
**Daily Total: \$490.00**

## SAMPLE CERTIFICATE OF LIABILITY INSURANCE



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

02/13/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER		CONTACT NAME:	
FounderShield, LLC 119 W 24th Street, 3rd Floor New York, New York, 10011		PHONE (A/C No. Ext): 646-854-1058 E-MAIL ADDRESS: col@foundershield.com	
INSURER		INSURER(S) AFFORDING COVERAGE	
1		3	
		NAIC #	
		15792	
		30104	
		INSURER A : UNDERWRITERS AT LLOYD'S LONDON (CFC)	
		INSURER B : HARTFORD UNDERWRITERS INS CO (HARTFORD)	
		INSURER C : UNDERWRITERS AT LLOYD'S LONDON (SCALE)	
		INSURER D :	
		INSURER E :	
		INSURER F :	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	<input checked="" type="checkbox"/>	<input type="checkbox"/>		5 08/13/2018	6 08/13/2019	EACH OCCURRENCE \$4,000,000.00 DAMAGE TO RENTED PREMISES (Ea occurrence) \$250,000.00 MED EXP (Any one person) \$5,000.00 PERSONAL & ADV INJURY Excluded GENERAL AGGREGATE \$5,000,000.00 PRODUCTS - COMP/OP AGG Excluded \$
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	<input type="checkbox"/>	<input type="checkbox"/>		5 08/13/2018	6 08/13/2019	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000.00 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE	<input type="checkbox"/>	<input type="checkbox"/>				Each occurrence Aggregate
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	<input type="checkbox"/>				<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT
B	Crime Bond, Crime Bond	<input type="checkbox"/>	<input type="checkbox"/>		11/01/2018	11/01/2021	\$ 10,000 per occ \$10,000 in agg
B	Crime Bond	<input type="checkbox"/>	<input type="checkbox"/>		11/01/2018	11/01/2021	\$ 10,000 per occ \$500,000 in agg
C	Directors & Officers	<input type="checkbox"/>	<input type="checkbox"/>		01/04/2019	01/04/2020	\$ 2,000,000 per occ \$2,000,000 in agg

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

9
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CERTIFICATE HOLDER

CANCELLATION

10	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE <i>Boris M. J.</i> 11
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1. **Company Name and Address:** legal name and address of the insured entity.
2. **Producer/Agent name and address:** the insurance Agent/Broker who issues certificates.
3. **Carrier names:** name of the company that holds your insurance policy. They are responsible for paying when you file a covered claim.
4. **Policy type:** the types of insurance required by the contract.
5. **Policy Effective date:** the date the policy coverage begins.
6. **Policy expiration date:** the date the policy coverage ends.
7. **Policy limits:** the maximum amount of money an insurance company will pay you for a covered loss.
8. **Denotation of additional insured and waiver of subrogation:** If another entity is added to your policy as an additional insured, this box can be checked with the entity listed as the Certificate Holder or in the Description box. Similarly, if your insurance company has agreed to waive subrogation against a particular party, the "SUBR WVD" box can be checked with the entity listed as the Certificate Holder or in the Description box.
9. **Description box:** for extra details such as location, event times, and projects. Any additional insured or waiver of subrogation language can also be included here.
10. **Certificate holder:** entity for which the evidence of coverage is being provided.
11. **Producer's signature:** signature of the Insurance Agent/Broker who issues certificates
12. **Additional remarks page:** if the description box or amount of policies spills over the 1st page.

**Key:**

**#7-Minimum amount of General Liability is \$1,000,000.00**

**#9-Description of event must be listed**

**#10-Certificate Holder address should read as follows:**

**Plainfield Board of Education  
1200 Myrtle Ave  
Plainfield, NJ 07063**

**Please follow the guidelines below to ensure that your Certificate of Insurance (COI) is acceptable:**

1. **Do not** upload policy declaration pages (images 1-6)
2. **Do not** upload screenshots or photos of physical documents (*images 7-8*)
3. **Do not** upload the same Certificate of Insurance (COI) more than once in each District in which you are renting. Revised Certificates should be re-uploaded each time a revision is made to the document.
4. Please combine all Certificate of Insurance (COI) subpages into one PDF document prior to uploading (for example, if separate Additional Insured (AI) endorsement is required, insert the separate AI endorsement page into the main Certificate of Insurance (COI) PDF file).

**What happens if my Certificate of Insurance (COI) does not meet requirements?**

If your Certificate of Insurance (COI) is found to be invalid or missing requirements, you will receive an email from our Support team upon review & invalidation regarding the exact changes required in order for your insurance to be accepted by the District.

Need additional support? Please visit [www.facilitron.com](http://www.facilitron.com), “renter Support” page for more videos & tutorials on Facilitron.

Should you require additional support please email  
[facilityusage@plainfield.k12.nj.us](mailto:facilityusage@plainfield.k12.nj.us).

