

Asked At	Asked By Email	Asked By First Name	Asked By Last Name	Question	Reply
2025-04-29T10:04:08-05:00	trockett@soccershots.com	Thomas	Rockett	What time does this start?	We will be starting in 1 min! 10:05
2025-04-29T10:12:03-05:00	jax@soccershots.com	Ryan	Murphy	Am I not seeing anything or has this not started yet? At any point in time does the information that you put in the class description section show up in full view (not need to click the view more button)? Or does that information show up in their confirmation email?	Hey Ryan- we have started- please try signing out and coming back in!
2025-04-29T10:12:48-05:00	kscheffey@soccershots.com	Krista	Scheffey		It should display in the view that parents see without needing to click into the class!
2025-04-29T10:14:18-05:00	taylor@soccershots.com	Taylor	Zeman	will the shirt size prompt disappear if a child is not due a jersey?	There is current dev work in queue to update the process of when it prompts for a new size, please see the development tracker on the Soccer Shots Operations Manual referenced in the Goal Post on 4/28/25
2025-04-29T10:15:07-05:00	bgehringer@soccershots.com	Brittany	Gehring	Is entering a cell phone required when creating an account?	Yes, it is required
2025-04-29T10:15:07-05:00	bgehringer@soccershots.com	Brittany	Gehring	Is entering a cell phone required when creating an account?	Yes, it is required
2025-04-29T10:16:09-05:00	hswannie@yahoo.com	Heather	Swannie	Does the person need to modify the shirt size when they enroll a year after their first time in the system? For example, child is 2 when enrolled. Parent chooses size, child grows over the year. Do they need to modify? If so, is there a prompt? If they don't agree to the cell phone and/or email policy, are we going to have issues sending them text messages and/or marketing emails?	There is current dev work in queue to update the process of when it prompts for a new size, please see the development tracker on the Soccer Shots Operations Manual referenced in the Goal Post on 4/28/25 The waiver for cell phone/email policy is strictly for Marketing emails/text, if they don't agree, you can't Market to them but you can still send transactional emails/text about the class they registered for
2025-04-29T10:16:34-05:00	greatercharlotte.admin@soccershots.com	Amy	Andrews		No, those are for Marketing text/emails, by law, they can't be required, the customer has to opt in
2025-04-29T10:17:57-05:00	eyeazell@soccershots.com	Erin	Yeazell	Can the SMS and Email opt ins be required?	
2025-04-29T10:18:20-05:00	greatercharlotte.admin@soccershots.com	Amy	Andrews	What if we want to link to a specific season within public or school programs? e.g. All Summer Public vs All Fall Public	Currently, you can only send a link for a specific location, program or subprogram. There is a development item to add the ability to send a link based on the filters on the customer facing web site. Please see the development tracker on the Soccer Shots Operations Manual referenced in the Goal Post on 4/28/25
2025-04-29T10:22:31-05:00	greatercharlotte@soccershots.com	Sarah	Hambleton	Can the word "Session" be changed to "Season"?	At this time, this can't be changed; we have this noted as future request This can be shown on reports within Salesforce. Please email erp@strongeryouthbrands.com on where you would like this visible in NBC so we can evaluate for a future dev request
2025-04-29T10:22:46-05:00	greatercharlotte.admin@soccershots.com	Amy	Andrews	Can slot start time be added as a column? Slot #'s are entirely meaningless. We need the slot start time to be displayed along with or instead of the slot #	SSF will evaluate this as a future dev request. As noted above, the reports in Salesforce you can add the slot time, day, etc.
2025-04-29T10:24:21-05:00	greatercharlotte.admin@soccershots.com	Amy	Andrews		
2025-04-29T10:24:39-05:00	taylor@soccershots.com	Taylor	Zeman	I can't see the words on the reports being overviewed, too small	We can have your onboarding rep send you an example of this report.
2025-04-29T10:26:47-05:00	greatercharlotte@soccershots.com	Sarah	Hambleton	We are going to have huge issues if a parent isn't prompted to chose a jersey size every time they get one	There is current dev work in queue to update the process of when it prompts for a new size, please see the development tracker on the Soccer Shots Operations Manual referenced in the Goal Post on 4/28/25
2025-04-29T10:29:11-05:00	greatercharlotte.admin@soccershots.com	Amy	Andrews	Do the funds move to the new class for financial reporting purposes?	There is current dev work in progress to move the funds with the transfer, please see the development tracker on the Soccer Shots Operations Manual referenced in the Goal Post on 4/28/25
2025-04-29T10:30:19-05:00	trent@soccershots.com	Trent	Popp	What if the class cost you move them to is a higher price? How do we only charge the difference?	There is current dev work in progress to move the funds with the transfer, please see the development tracker on the Soccer Shots Operations Manual referenced in the Goal Post on 4/28/25
2025-04-29T10:30:56-05:00	greatercharlotte.admin@soccershots.com	Amy	Andrews	What if they are due a refund after the transfer or if they owe additional money? And the funds absolutely must move over to the new class for financial reporting purposes.	There is current dev work in progress to have the email listed in Class Settings be the email to send all communications through. Currently, if it's an auto email, it will send from that email, if a one time email, it will be sent as the user who sent it. Please see the development tracker on the Soccer Shots Operations Manual referenced in the Goal Post on 4/28/25
2025-04-29T10:32:15-05:00	carlástewart@soccershots.com	Carla	Stewart	If an email is sent to the account holder through the system, what happens if the parent replies to the email? Where does that message go? so if a refund is due, do you need to remove from class her and then go to the account for the refund or can the entire process be done in the account?	Here are the steps for this
2025-04-29T10:33:13-05:00	hswannie@yahoo.com	Heather	Swannie	Will the one off communications feature work with texting? This is a common way we communicate many class cancellations, etc. I didn't see an area in the parent registration side for them to put in their phone service provider in order to enable the texting feature.	Mobile number and carrier are now required (as of a couple weeks ago). That will allow you to text from NBC about class related items.
2025-04-29T10:38:07-05:00	nikki@blumberg@soccershots.com	Nikki	Blumberg		Mobile number and carrier are now required (as of a couple weeks ago). That will allow you to text from NBC about class related items.
2025-04-29T10:38:22-05:00	greatercharlotte@soccershots.com	Sarah	Hambleton	We MUST be able to text families when classes are canceled What would cause someone to not be valid for sending an email like Libby is doing now? We do this for class cancellations and they MUST receive these emails.	Typically, emails don't have validity issues unless there was a typo when entering the email address. Since this is a demo site, most of the emails are invalid.
2025-04-29T10:38:31-05:00	greatercharlotte.admin@soccershots.com	Amy	Andrews		
2025-04-29T10:41:55-05:00	bgehringer@soccershots.com	Brittany	Gehring	Is entering a cell phone required when creating an account? On the calendar view, can we send a message to families AND coaches at the same time?	Yes, it is required
2025-04-29T10:42:12-05:00	greatercharlotte@soccershots.com	Sarah	Hambleton		This is not currently available.

2025-04-29T10:42:12-05:00	greatercharlotte.admin@soccershots.com	Amy	Andrews	What if we want to cc our coaches and staff on the communication to the accounts? Can we make a cell phone number required? It's a safety issue if we are unable to reach parents.	You are able to CC your coaches on communicates to accounts.
2025-04-29T10:44:47-05:00	bgehringer@soccershots.com	Brittany	Gehringer		Yes, it is required
2025-04-29T10:45:56-05:00	greatercharlotte.admin@soccershots.com	Amy	Andrews	If we message a class, but want the replies to go to a different admin user, is that possible? Is it possible to create 2 slots for the same class time? I'm thinking we could divide and assign the classes to a specific coach rather than having 24 children in one mini class time under one class.	There is current dev work in progress to have the email listed in Class Settings be an optional email to send all communications through. Currently, if it's an auto email, it will send from that email, if a one time email, it will be sent as the user who sent it. Please see the development tracker on the Soccer Shots Operations Manual referenced in the Goal Post on 4/28/25
2025-04-29T10:46:30-05:00	trockett@soccershots.com	Thomas	Rockett	If we want to copy ourselves or someone else on a message to a class, is that possible?	Yes! This is possible/ easy to do.
2025-04-29T10:46:35-05:00	greatercharlotte.admin@soccershots.com	Amy	Andrews	When searching for accounts, what information do you need? Can you search my email address? Phone number? Child's name?	You can cc in our emails- I would talk through this with your onboarding rep!
2025-04-29T10:47:09-05:00	greatercharlotte@soccershots.com	Sarah	Hambleton	Many of us have the same questions. If we are all individually talking to our account rep about the same thing it seems like it would make more sense to share the information amongst all of us	You can search on all of those!
2025-04-29T10:48:36-05:00	hswannie@yahoo.com	Heather	Swannie		Thanks for the feedback! There are often a few different ways to get things done, and we try to make sure we understand your end goal so we can recommend the easiest route.
2025-04-29T10:49:09-05:00	greatercharlotte@soccershots.com	Sarah	Hambleton	We have numerous people who will be sending messages from the system (ex. area coordinators). We need the replies to go to the person who is sending the message.	If an admin send an email the reply will go back to the person that sent the email.
2025-04-29T10:49:41-05:00	greatercharlotte@soccershots.com	Sarah	Hambleton	Heather Swannie - Totally 100% agree!!!	
2025-04-29T10:50:52-05:00	jax@soccershots.com	Ryan	Murphy	I guess they aren't answering questions?ummmmm	