DEMONSTRATION EDITION

Guide to ViaRoster

A practical guide for football clubs, trip organisers and travelling families

ViaRoster brings registration, traveller information, family updates, travel planning and payment monitoring into one secure trip workspace. This guide explains what each user sees, what information is requested and how a trip moves from invitation to departure.

The screens and names used in the demonstration are fictional. They show a representative football tour without using live family, banking or identity information.

View the demonstration
www.viaroster.com

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PURPOSE AND USERS

What ViaRoster does

ViaRoster gives a football club or team one reliable place to run its trip. The club controls the workspace and family process. Elite Football Tours may prepare the customer-facing package information for club approval, while each family has a private portal containing only its own travellers, actions and payment information.

The two views

Organiser control room	Private family portal
A trip-wide view of setup, families, traveller information, travel choices and payments.	A private view of one family's travellers, required actions, costs, payments and travel confirmations.
Used by authorised club or team organisers.	Used by the nominated parent or guardian.
Supports club-controlled follow-up, reporting and approved exports.	Supports gradual completion so families can save and return later.

What it replaces

- Separate spreadsheets for traveller names, payments and travel choices
- Repeated requests for information across email and messaging groups
- Unclear versions of passenger lists and payment records
- Manual checking of which families still need to respond

What it does not do

ViaRoster supports administration and communication. It does not sell flights. Where an organiser publishes suitable flight options, each family checks availability and fare conditions, then books and pays the airline or booking provider directly.

THE OPERATING MODEL

From package handover to trip management

1 EFT provides the customer package

The international tournament operator supplies its package to Elite Football Tours. EFT presents the club-facing package, including its commercial pricing. ViaRoster records the customer package; EFT's net supplier cost, margin and ViaRoster fee are not shown to the club or families.

2 The club completes setup and registration

The club is the ViaRoster customer and controls the workspace. EFT may prepare a draft for club approval, or the club secretary may enter the information supplied by EFT. The club configures teams, shares the registration link and approves verified family requests.

3 Families maintain traveller information

Registration establishes a verified guardian and player. Families then add everyone else travelling and complete passport, emergency and travel information over time. The club monitors progress and sends targeted reminders.

4 Payment plans run alongside information collection

Once family amounts are published, deposits, instalments and payment reconciliation can begin. Traveller information does not have to be complete before a payment is made or recorded.

5 The club approves the final operational export

When information is required by the international operator, the club creates a minimum-necessary export for EFT to send securely onward. EFT does not receive routine access to the live family workspace.

FOR ORGANISERS

Using the control room

The control room is the club organiser's summary. It groups work into three clear areas: team setup and registration, traveller information, and payment plan and monitoring. Traveller information and payments can progress alongside each other.

Area	What the organiser can do
Team setup and registration	Review the EFT customer package, configure teams, approve registrations, confirm the party and assign free places.
Traveller information	See completed and missing identity, emergency and travel information without blocking payments.
Payment plan and monitoring	Set family amounts and schedules, reconcile receipts, record supplier payments and monitor balances.
Communications	Send welcome messages and separate information or payment reminders based on outstanding actions.
Flights and coach	Publish options supplied or checked by EFT, record family confirmations and plan coach arrangements.
EFT handover	Review the incoming customer package and prepare a club-approved operational export when required.
Family records	Open each family record, see linked adults and players, and correct information where authorised.

Good organiser practice

- Give access only to people who genuinely need the trip information
- Explain deadlines and why particular information is requested
- Check the completeness view regularly instead of chasing every family manually
- Use the family payment reference consistently when reconciling payments
- Export personal information only when there is a clear operational need

FOR FAMILIES

Using the private family portal

Each family portal is separate. A family sees its own travelling group, requested actions and financial position, not the details or costs of other families. The club controls the workspace and decides when information is released externally.

Start with the travelling party

An approved registration creates the verified parent or guardian and player. The family then adds the names and roles of any additional adults, siblings or other under 18 travellers and links each under 18 to a responsible adult.

Complete detailed information over time

Once the travelling party is known, families use separate first name, other or given names, and surname fields and provide date of birth, nationality, passport, emergency and travel details. Information can be saved gradually.

Save and return

Families do not need to complete every field in one sitting. They can save and return when passport, flight or emergency details are available. Payments can start and continue while information remains outstanding.

What a family may be asked to provide

Adult or guardian	Player or other under 18 traveller
Full passport name	Full passport name
Date of birth and nationality	Date of birth and nationality
Contact and address details	Passport and essential travel details
Passport information	Linked responsible adult or guardian
Emergency contact selection or details	Relevant dietary, accessibility or health information
Flight and transport confirmation	No personal phone, email or home address is requested for a player

How flight information works

The club may publish flight options supplied or checked by Elite Football Tours that are expected to fit the proposed airport coach transfer. These are planning options, not group flight purchases.

Families book their own flights

EFT does not purchase or pay for flights on behalf of the group. Each family checks the flight, date, passenger names, baggage, fare conditions and availability, then books and pays the airline or chosen booking provider directly.

After booking

- Select the relevant published outbound and return flight options
- Enter the family's booking reference and booking date
- If different flights were booked, enter the alternative flight details
- Review any warning that different timings may prevent use of the arranged coach

Coach planning

Families choose Yes likely, No own transport, or Not decided. Yes likely and Not decided are included in the indicative coach calculation. No own transport is excluded. The coach remains provisional until the organiser confirms passenger numbers, price, airport and timings.

Family response	Planning treatment
Yes likely	Included in indicative coach passenger numbers
Not decided	Included until the family makes a final decision
No own transport	Excluded from the coach calculation

COSTS AND PAYMENTS

A clear family payment view

The private portal shows each family only its own costs and payment position. Trip-wide totals, other families' balances and internal organiser calculations are not shown on family pages. Payments can be made and reconciled while traveller-information sections remain incomplete.

What families can see

- The current family amount and a breakdown of how it has been calculated
- The deposit and later payment dates set for the trip
- The unique payment reference to use
- Payments received and the remaining balance
- Whether an optional or provisional item, such as coach transport, is excluded

What organisers can see

- Money received, family balances and supplier payments across the trip
- Club-controlled CSV imports, suggested matches and transactions needing review
- Family-specific adjustments where an agreed cost differs
- Suggested payment schedules before they are published, plus the GBP cost, fee, EUR value and exchange rate for supplier payments

Email confirmations and reminders

ViaRoster can support welcome emails, access messages, information reminders, payment confirmations and targeted chasers. Information and payment reminders belong to parallel work areas; one does not need to be complete before the other can operate.

Payment instructions shown in a live trip are supplied by the responsible organiser or tour provider. Families should always check the recipient name, account details and payment reference before sending funds.

Payment reconciliation and supplier spend

An authorised club finance user uploads the bank CSV and reviews ViaRoster’s suggested family matches before approving the import. Approved receipts update the organiser summary and the relevant private family portal. Duplicate checks and the audit trail help prevent the same transaction being counted twice.

The same finance view can record payments sent to the international operator, including the supplier, date, reference, GBP amount, transfer fee, exchange rate and EUR amount received. Other approved club organisers can see reconciled records and balances. Families see only their own payments, while EFT may receive an approved summary where the club permits it. Routine access to the raw bank statement is not required.

END TO END EMAIL JOURNEY

Welcome and secure access

These examples use fictional Riverside Athletic FC details. Live messages use the relevant club, trip, family, dates and secure links. Sensitive passport, health and identity values are not placed in email content.

Organiser welcome

Recipient	Jordan Ellis Club Secretary
When	The club workspace is created or the EFT-prepared package is ready for review
Subject	Welcome to ViaRoster your club workspace is ready

Hello Jordan,

Your ViaRoster workspace for Riverside Athletic FC is ready. Use the secure link below to confirm your organiser account and review Riverside Athletic Milan 2027.

Elite Football Tours has prepared the fictional customer-facing package for your approval. Review the trip and team details, then open registration. Your club controls family access, traveller information, payment monitoring and any later export to EFT.

Confirm organiser account

This is an automated ViaRoster message. Please do not forward secure links.

Private family invitation

Recipient	Amelia Bennett Parent or guardian
When	The parent verifies their email and the club approves the registration request
Subject	Your private portal for Riverside Athletic Milan 2027

Hello Amelia,

Riverside Athletic FC has approved your verified registration request for Lucas Bennett and the Milan 2027 tour. Your portal shows only your family's travellers, actions, costs and payment dates.

The verified guardian and player are already linked. Open the private portal to check their names and add any other adults, siblings or under 18 travellers. Detailed information will be requested separately. Please do not forward the invitation.

Open private family portal

This is an automated ViaRoster message. Please do not forward secure links.

END TO END EMAIL JOURNEY

Getting the family record ready

Family portal welcome

Recipient	Amelia Bennett Parent or guardian
When	The family accepts the invitation
Subject	Welcome to your ViaRoster family portal

Hello Amelia,

Your Bennett family portal is now active. You can leave and return at any time; each section saves as you go.

First confirm everyone travelling and their roles. You can then complete passport, emergency, flight and local transport information over time. Your payment plan can begin while those information sections remain incomplete.

ViaRoster will email only about incomplete information, approaching dates and important trip changes. Sensitive passport or health values will not appear in an email.

Continue family details

This is an automated ViaRoster message. Please do not forward secure links.

Targeted information reminder

Recipient	Amelia Bennett Parent or guardian
When	Required sections remain incomplete
Subject	A short reminder from ViaRoster

Hello Amelia,

Thank you for starting your Bennett family record. Three items still need attention before 30 September 2026: Lucas's passport expiry date, an emergency contact telephone number, and your family's likely coach requirement.

Use the secure link below to continue from where you stopped. Completed sections remain saved and will not be requested again.

Complete missing information

This is an automated ViaRoster message. Please do not forward secure links.

END TO END EMAIL JOURNEY

Deposit and receipt

Deposit reminder

Recipient	Amelia Bennett Parent or guardian
When	Seven days before the fictional deposit deadline
Subject	£65 deposit due for Lucas Bennett by 21 September 2026

Hello Amelia,

The first payment for Riverside Athletic Milan 2027 is due soon. £65.00 is due by 21 September 2026 using family reference RIV-B4N8P.

Please use the family reference for every payment so it can be matched correctly. The bank account and approved payment method are shown inside your secure portal. Cash payments are not accepted.

The current amount excludes provisional shared-coach transport. Any confirmed change will be shown before it is added to the payment schedule.

View payment details

This is an automated ViaRoster message. Please do not forward secure links.

Payment confirmation

Recipient	Amelia Bennett Parent or guardian
When	A £65 payment is reconciled to reference RIV-B4N8P
Subject	Payment received £65 for Riverside Athletic Milan 2027

Hello Amelia,

We have matched a £65.00 payment received on 21 September 2026 to the Bennett family record. Thank you.

Reference: RIV-B4N8P. Current remaining balance: £580.00. Next minimum milestone: £290.00 by 15 November 2026.

Your secure portal contains the full payment history and latest balance. These fictional figures exclude any later shared-coach decision.

View payment history

This is an automated ViaRoster message. Please do not forward secure links.

END TO END EMAIL JOURNEY

Later payments and travel choices

Payment milestone reminder

Recipient	Amelia Bennett Parent or guardian
When	Seven days before a payment milestone
Subject	Payment milestone due 15 November for the Bennett family

Hello Amelia,

Your next Milan 2027 payment milestone is approaching. £290.00 is due by 15 November 2026.

You may make smaller monthly payments, pay the milestone in one amount or pay the remaining balance early. As a minimum, the family record should reach 50 percent paid by 15 November 2026 and be paid in full by 15 February 2027.

Current amount received: £65.00. Current remaining balance: £580.00. Family reference: RIV-B4N8P.

Review payment plan

This is an automated ViaRoster message. Please do not forward secure links.

Flight and coach update

Recipient	Amelia Bennett Parent or guardian
When	The club publishes suitable flight options supplied or checked by EFT
Subject	Choose and book your flights for Milan

Hello Amelia,

Riverside Athletic FC has published fictional flight options supplied by Elite Football Tours whose timings are expected to connect with the proposed airport coach. The outbound option is Northstar Air NS217 from London City to Milan Linate on 25 March 2027. The return option is NS224 on 28 March 2027.

EFT does not purchase or pay for flights. Each family checks availability, fares, baggage and passenger details, then books and pays the airline or booking provider directly.

After booking, record the option, booking reference and booking date in your portal. If you choose different flights, add those details instead. Different timings may prevent use of the arranged coach.

Confirm flight and coach choice

This is an automated ViaRoster message. Please do not forward secure links.

END TO END EMAIL JOURNEY

Ready status and organiser oversight

Family ready confirmation

Recipient	Amelia Bennett Parent or guardian
When	Required family information is complete and the balance is paid
Subject	The Bennett family is ready for Milan

Hello Amelia,

Your Bennett family checklist is complete. Traveller details, the emergency contact, family flight booking, local transport choice and family balance have all been recorded.

No further action is currently required. Please continue to check the portal for final meeting points, coach times or operational updates. If a passport, flight or contact detail changes, update the portal promptly or contact the organiser.

Open family portal

This is an automated ViaRoster message. Please do not forward secure links.

Weekly organiser summary

Recipient	Jordan Ellis Club Secretary
When	The scheduled weekly status review
Subject	Riverside Athletic Milan 2027 weekly action summary

Hello Jordan,

Here is the fictional weekly status: 9 families, 8 portals opened and 1 invitation not yet claimed; 25 traveller records complete and 3 with missing items; 7 deposits reconciled and 2 due within seven days. The finance dashboard also records supplier payments, transfer fees and the achieved EUR exchange rate.

Travel responses show 6 families likely to use the coach, 1 using own transport and 2 undecided. Review the control room before sending any exceptional manual chase.

This summary deliberately excludes dates of birth, passport numbers and health information.

Open organiser control room

This is an automated ViaRoster message. Please do not forward secure links.

How personal information is handled

ViaRoster is designed for controlled trip administration. The club or team using the workspace normally decides why traveller information is needed and who may access it. ViaRoster provides the platform. EFT may prepare customer-facing package information, but receives traveller information only when the club approves a minimum-necessary operational export for onward transfer.

Key privacy principles

Principle	What it means in practice
Private access	Family information is available only to the nominated family user and authorised club organisers.
Purpose limitation	Information is used to organise the trip, confirm eligibility and travel arrangements, manage payments and respond to emergencies.
Minimum necessary sharing	The club approves only the information needed for EFT to send securely to the relevant international operator or provider.
Protected display	Sensitive values can be masked in summaries. Purpose-specific exports are available only to authorised club organisers and are audit logged.
Retention	Trip-specific identity and travel information should be reviewed for secure deletion after the trip, subject to legal, safeguarding, insurance or dispute needs.
Family responsibility	Families should keep access details private and promptly correct inaccurate information.

Passport information

A trip may request passport information so families check that every traveller has a valid document and so authorised organisers can prepare information genuinely required by providers. The trip privacy notice should explain the purpose, recipients and retention period.

Privacy information

The current ViaRoster website policies are available at www.viaroster.com/privacy and www.viaroster.com/cookies. Each live trip should also provide a trip-specific privacy notice identifying the responsible organisation.

DEMONSTRATION WALKTHROUGH

What to explore in the demo

The ViaRoster demonstration uses fictional Riverside Athletic families and travellers. The control room shows three work areas, the EFT package handover and the club-approved export route without exposing real personal, commercial or banking information.

Try this	What to look for
Open the organiser control room	Three clear areas with clickable summaries for setup, traveller information and payments.
Open the EFT handover	The customer package, permission boundaries and club-approved export route.
Review setup and registration	Teams, verified requests, party names, free places and the agreed roster.
Open traveller information	Separate player lines and clear completed or missing indicators.
Review payment monitoring	Family schedules, CSV reconciliation, receipts, balances, supplier payments, fees and exchange rates.
Open a private family portal	Only that family's travellers, costs, travel choices and payment position.
Review communications	Separate welcome, information, payment and confirmation messages.

Before using ViaRoster for a live trip

- Confirm the club or team responsible for the workspace and its trip privacy notice
- Choose the authorised organisers and assign only the access they need
- Review the EFT customer package, trip dates, teams, required information and deadlines
- Confirm how families will receive secure access and support
- Check payment, flight, coach and EFT export wording before releasing information

Need help

Visit www.viaroster.com or use the contact details supplied with your trip invitation. For questions about a specific booking, payment or traveller record, contact the organiser named in the family portal.