



## **Basketball Online Registration System Testimonials**

Great Falls Basketball has used YLUSA/GNS for many years to handle our registration process. The system is easy to use and reliable, and the customer service can't be beat. Any request – large or small – is handled quickly with a “can do” attitude.

Thanks,

Greg Potteiger  
Registrar  
Director of Information and Scheduling  
Great Falls Basketball

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We have used GroupNet Solutions for many years for our Online Basketball Registration, and most recently began utilizing the Tryout Registration form as well. The support from GroupNet Solutions is amazing, from getting the site to open, and with completing all last minute changes we may have.

As so many players simply want to try-out without having to pay any fees, when the teams are formed, the process for players to accept placement on the team and pay their necessary fees can't be beat.

For our rec teams, to be able to form teams from the list of registrants, print rosters, and the ease of communicating with each team by e-mail is wonderful.

*Julie Jarboe*  
*LOUYAA Business Manager*

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Chelmsford Youth Basketball League (CYBL) in Chelmsford, MA has used GroupNet Solutions (formerly YLUSA) for our registration, team administration and league email communication needs for the last 8 years. CYBL is an all-volunteer organization overseeing the winter basketball activities of 1,200 players, 200 coaches as well as referees and site administrators.

In particular, in my role as Information Director/Webmaster, I have worked closely with GNS Customer Service personnel at the start of each season to set up league registration. I can state unequivocally that it has been THE BEST CUSTOMER SERVICE EXPERIENCE I HAVE EVER HAD.



Over the years I have worked with 3 or 4 different GNS Customer Service Reps and the interaction has always been at a very high level. The Reps are always knowledgeable about our account and VERY RESPONSIVE. Anyone involved with an all-volunteer organization knows how important it is for an outside vendor hired by that organization to have those qualities.

This season, the league decided to add the purchase of league merchandise to the online registration process. Several CYBL Board members interacted with our GNS Customer Service Rep over a 2 month period and the Rep's quick response to our requests and instructions was impressive. Needless to say, adding merchandise sales to the registration process went off without a hitch!

Again, in my role, I depend heavily on the league-wide email capability provided by GNS to quickly communicate with any one of the 10 CYBL divisions or the entire league, especially in times of inclement weather. And this service has never let me down.

CYBL's experience with GNS has been a great one! I'd strongly recommend that any volunteer basketball league looking to add online registration, team administration and league-wide email services consider hiring GNS as their service provider.

Dave Ingalls  
Information Director/Webmaster  
CYBL

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GroupNet Solutions,

I wanted to take a few minutes to let your team/company know the appreciation that I (Lee District Basketball Association, LDBA) have for the services that GroupNet Solutions has provided for our community youth basketball organization. I could narrate a novel, but will try to keep this short by talking about a few services that I find to be priorities.

Before you, organization for draft and assessment nights was a nightmare, not to mention communications. The ability your service has provided in order to print reports (uniform sizes, donations, fee status) and dump data to Excel has sped up and enhanced my ability to support LDBA tenfold with accurate data. Your company assisted LDBA's mission to get off the strictly paper-based environment. The communication tool, is my favorite. It has allowed me to communicate throughout LDBA's structure, from parents, to players, to individual coaches and teams. This has become a critical part of LDBA's ability to keep its families informed of general information and especially emergency or last minute changes. It also allows for directors to communicate directly with the teams they support more quickly and effectively, which helps facilitate LDBA's ability to get volunteers to fulfill these



roles. Another benefit of the communication tool is that it provides a good marketing tool for emailing past participants, and provides those families an ability to quickly forward to friends and family (a simple, one-stop email) to bring additional community members into the fold.

Risk Management functionality has also been extremely helpful from a regulation and business aspect. LDBA doesn't have to "track down" folks for critical information and delay the able to proactively get the volunteer support structures in place. By collecting and requiring the information upfront within your registration system, we simply dump the data, provide to the 3<sup>rd</sup> party vendor, and then automatically receive results back to the database; making an administrator's job less stressful. This has given LDBA an efficient process and helps to keep this data more confidential.

With all the other businesses in the market today to support youth sports organizations, the one thing that I looked for was customer support, customer service, flexibility, and professionalism. GroupNet Solutions for the last 10+ years has not let me or LDBA down. Your customer support and programming teams seem to truly care about "how" I need to conduct LDBA business and the various nuisances. There have been times that I have forgotten about SLAs, in providing your teams data, but GroupNet Solutions has worked "with" me to make things satisfactory. GroupNet has kept me informed of new technologies available that might work for our organization and took the time to explain situations, and has had the foresight to leverage other organizations requirements might work within LDBA's structure. Your teams have also provided "best-value" suggestions that have saved LDBA time and overhead costs which are invaluable. Response times to questions, issues, or requirements are well within what I believe to be "excellent". Your products are extremely user-friendly and are down-right easy to use, which again is important to me since I have an extremely dynamic full-time job in addition to what I provide to LDBA.

Thank you for your continued service and products and I look forward to a continued long-term relationship.

Sincerely,  
Denise A. McMinn  
LDBA Administrator

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GroupNet Solutions has offered our organization all of the resources necessary to run our basketball and six other sport programs with great ease. We are able to utilize a variety of



applications/functions offered within our database to facilitate the needs of our program on a daily basis. The mass email function, coupled with mass text, allows us to reach out to our basketball families with up to date information and last minute cancellations.

Additionally, we are able to utilize our system financial report to track our basketball monies and monitor all financial transactions which enables us to stay within our given budget. Above all, we recently instituted our Risk Management program which enables us to background check our basketball head and assistant coaches. Thus, we are provided with piece of mind as to the protection and safety of our youth participants.

Marci Jenkins, Administrator/Registrar,

Damascus Sports Association

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There are a number of web hosting, data base integrators which Beverly Hills Basketball League could engage; however, we stay with GNS because of the personal customer service. Our dedicated representative Jennifer Garifo is responsive and knowledgeable with a make it happen attitude.

The configuration of our database which has been created GNS has provided BHBL to organize both a fall and spring basketball with over 2500 participants including players and coaches. The information is easily accessed and sorted. Moreover, GNS offers us the ability to send mass email or text messages to select groups or the entire league. Through their payment system we can manage our fees and easily create an accounting report which helps us in maintaining our non-profit status.

We are pleased with the product and the fact that it is now seamlessly integrated into our culture makes it even better.

Mitchell Schwartz, Registrar  
Beverly Hills Basketball