

## HSO Tips for Trainers:

We are off to a great start using our new Horse Shows Online (HSO) entry system! Thanks to everyone who has learned to use the HSO system successfully. This industry-standard system provides many benefits, saves many person-hours and enables us to put on an efficient show and provide information required by the USDA – all while keeping costs, fees and entry fees low. In addition, the online part of the system makes it much easier on trainers and others making entries throughout the year!

Here are a few key things to remember to help us be even more successful:

- Be sure to put the horses and people (owners & riders) in the account that you will be making entries from. (For example, Barn ABC has 3 trainers who will be making entries. Create an HSO account for Barn ABC and put all of that barns horses and customers in that account. Make sure all three trainers can log into that account in order to make entries.) You can list each trainer as the trainer on the entry, just make sure to put one “Stable With” trainer or barn name (ex: Barn ABC) so all of that barns entries, stalls, etc. can be grouped together.
- Make sure all of your horses and people are entered before you start making class entries.
- **Make sure you have selected all of the riders for an entry before you start making that class entry. (this is where the most mistakes are made).** You cannot add a rider to a class entry if you have not previously assigned the rider to that horse.
- Some trainers want their customers to pay for their entries directly and that is fine. There are two ways to do that: 1) trainer makes the entries and clicks on customer in the “bill to” section of the entries or 2) has customer make their own entries.
  - Method 1 seems to work out much better for everyone and reduces confusion.
  - If you do choose to use method 2, please tell your customers to list you as the trainer, not themselves and put you as the Stable With trainer.
  - **Important:** horses/riders entered under a trainer account will not automatically be in the customer account nor will horses/riders entered under the customer account automatically appear in trainer account – however, the same horses/riders can be saved under multiple accounts.
- Whomever is selected in the “Bill To” section (you or your customer) will receive an invoice by email that they can pay using a credit card if they choose to.
  - It is very important to make sure the email is correct in their owner/rider record so they can receive and pay their invoice.
  - Be sure to let them know the invoice is coming so they can check their email and pay it.
  - If they choose not to pay by credit card, they must come to the office and pay by check before the show starts. (or the trainer must leave a blank check)
  - If your customers have not paid their invoices by the end of the show, you will be billed for the outstanding balance.

Note: You and your customers can go to [HorseShowsOnline.com](http://HorseShowsOnline.com) and see all entries, class results and other show information without an account by selecting the show at the top left of the screen. You can use this method to verify your entries, see the class sheet and view the entries for each class.