

Tee Times and Point of Sale Unification

2016 - Fall Edition

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Overview

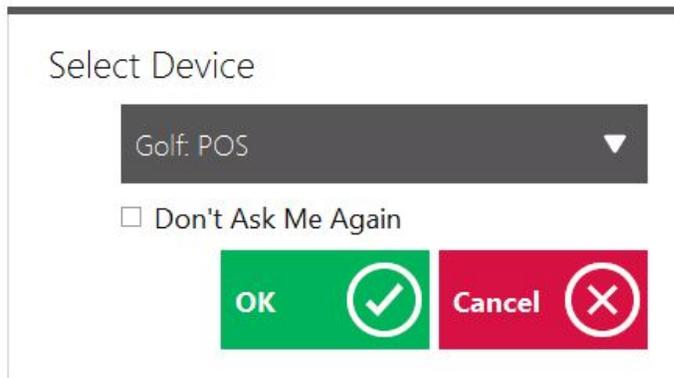
Clubs with our Unified Tee Times system will have additional functionality in their POS. Tee times made on the website by members or staff will create potential tickets in the POS to make managing tee times more efficient for the golf staff. Staff will also have the ability to access their tee sheet directly through POS.

Use Case(s)

Clubs that have our unified tee sheet will want to use this functionality to help streamline their golf operation.

Accessing Tee Times in Point of Sale

Sign into your POS using your employee code



Once signed into POS, select the 'Tee Times' tab (highlighted below in Orange)

Tickets	Labor	Specials	Contest	Messages	Activities	Tee Times	Events
<	Today	>	[All Courses]	No Filter	Multi-Select Off	Show Admin Dashboard	Refresh
Time	Course	Description	Paid	Golfers			
12:50 PM	[All Courses]	Bob Doe, Jane Doe, John Doe, Edward Doe	0	4			
3:30 PM	[All Courses]	[00100] Rusty Abbott, Gary Beckman	2	2			

Point of Sale Tools Summary

The tee times tab in POS will display potential tickets for all of the tee times that have been created for the date you are viewing. Today's date will be the default date that loads. There are a few tools across the top of the tee times tab:

Time	Course	Description	Paid	Golfers
12:50 PM	[All Courses]	Bob Doe, Jane Doe, John Doe, Edward Doe	0	4
3:30 PM	[All Courses]	[00100] Rusty Abbott, Gary Beckman	2	2

The **'Today'** area and the arrows on both the right and left hand side allow for you to update the day you are viewing.

'[All Courses]' drop down allows for you to filter to view tee times created for an individual course (if you only have one course, there is no need to use this filter).

'No Filter' option allows for you to filter out either who has fully paid or who has not paid for their round. By default, both paid and not paid will display.

'Multi-Select Off' as is displayed can be selected to be turned on. This allows for you to select multiple groups to charge them all at once or charge multiple groups to the same member account.

'Show Admin Dashboard' will show you your tee sheet that can also be accessed through the website.

'Refresh' will allow for you to manually refresh so any new tee times show up on the 'Tee Times' tab in POS. Please note, the system typically refreshes every minute.

There are also a few tools you will find toward the bottom of your screen:



Open Selected - This works with the Multi-Select button. Once Multi-Select is turned on, can can select multiple groups that you would like to charge to the same member.

Member Charge All - Charges all of the remaining uncharged groups for the day you are viewing.

Colors - Allows for you to customize the colors for various statuses of each tee time (unpaid, partially paid and paid).

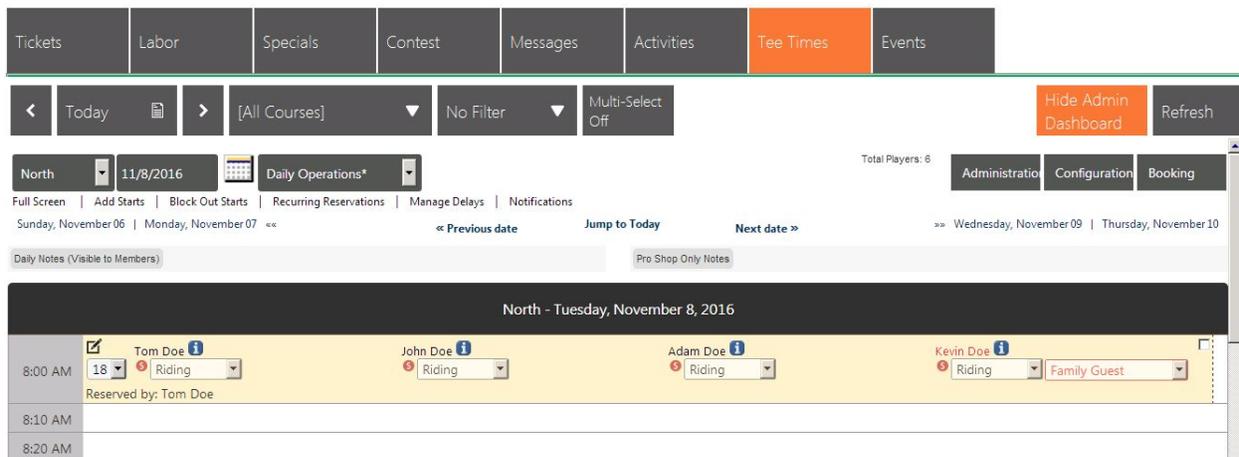
Full Screen - Full screen mode

Auto Refresh - This is how often the tee sheet is checked to pull over new tee times. Clicking on this option allows for you to choose the update frequency.

Grid Options - Allows for you to adjust the information you see for each tee time in POS.

Show Admin Dashboard

Ability to view the admin dashboard within your POS terminal allows for you to create, edit and charge tee times all from one location. Clicking on 'Show Admin Dashboard' loads the tee sheet as you would see it if you logged into the website as a golf admin and selected to view the tee times dashboard. From here, you can create new tee times or edit/cancel existing tee times. Once you are finished, you can click 'Hide Admin Dashboard' to return to POS. Changes made on the tee sheet should reflect in POS once you return.



Importance of Tee Time accuracy

Before charging for a round in the POS, it's important that the tee time is correctly entered into the tee sheet. Typically, rules are created on the back end of the system to auto select the proper fee based on how the tee time is created on the tee sheet. Because of this, things like round length, course transportation and guest type become very important to keep accurate. The red \$ icons under each player's name indicate that the player has not been charged yet in POS. Once the player is charged, the icon will turn green.



Jumping back to POS by selecting hide admin dashboard shows the above tee time as a potential ticket (see below).

Time	Course	Description	Paid	Golfers
7:00 AM	[All Courses]	[1472] Tom Doe, [1473] John Doe, [1474] Adam Doe, Kevin Doe	0	4

Charging in Point of Sale

In the POS, there should be what is referred to as a potential ticket for any tee time created through the tee sheet as mentioned above. If you don't see a potential ticket for the tee time you have created, click the 'Refresh' button and it should load. To create a ticket for that tee time, double click on on the potential ticket opening the 'Create Ticket' window:

Create Ticket

Who is paying?

- [1472] Tom Doe
- [1473] John Doe
- [1474] Adam Doe
- Kevin Doe
- Other Member

Who is '[1472] Tom Doe' paying for?

Select All

- [1472] Tom Doe
- [1473] John Doe
- [1474] Adam Doe
- Kevin Doe

OK
Cancel

The left hand side of this window determines which account you are charging the round. The right hand side determines who selected on the left is paying for who is selected on the right. In the image, Tom Doe is auto selected to pay for himself and Kevin Doe, who is a guest and not a member. The system will automatically select to be charged to the first member in the group but if this is not the case, simply uncheck the guest's name. Once this screen is correct, select the 'OK' button. You should then be brought to a screen that looks similar to the following:

Member Info	ID: 1472 Type: Regular Credit Book: \$0.00	ONLINE ORDERING									
Prints		Golf Green Fees	Golf Cart Fees	Golf Clubs	Men's Clothing	Women's Clothing	Golf Accessories				
History		Guest Fees	18 Hole Cart Fee	Woods	Men's Shirt	Women's Shirts	Golf Bags				
UPC: <input type="text"/>	Enter UPC	Store Credit Sold	9 Hole Cart Fee	Irons	Men's Slacks	Women's Shorts	Headcovers				
Q Name Price		Golf Shoes	Golf Pull Cart Fees	Wedges	Men's Sweater	Women's Sweaters	Sunglasses				
1 18 Hole Cart Fee \$22.00		Pro V1	Callaway Rain Gloves	Putters	Men's Outerwear	Women's Outerwear	Golf Gifts				
1 -Discount (\$22.00)		Golf Gloves	Cash Advance	Demo Clubs	Golf Headwear	Golf Shoes	Gift Card				
1 18 Hole Cart Fee \$22.00		Golf Balls		Tournaments		Golf Lessons - Rich					
1 -Discount (\$22.00)											
1 Weekday Family Guest Fee - 18 Holes (Tba, Guest) \$37.50											
Move Up	Subtotal: \$37.50										
Move Down	Service Charge: \$0.00										
	Tax: \$0.00										
	Total: \$37.50										
Lookup Item	Remove Item	Delete Ticket	Change Qty	Discount Item	Comp Item	Add Ticket	Change Member	Upcharge Item	Quick Cash	Quick Charge	Close Ticket
Exit		Change Price	Duplicate Ticket	Multi Off		Split Ticket		Coupon Lookup	Print Ticket		

On the left hand side, fees load automatically because of how the tee time was entered on the tee sheet. In this case, the 2 18 hole cart fees load and are discounted because the member has a cart plan setup. There is also an 18 hole Weekday Family Guest Fee because the guest was a family guest playing 18 holes on a weekday. This all loaded automatically because of rules created in the setup process of the system. *(If you feel that the proper fees are not loading in your system, please contact Clubessential to discuss your fee structure.)*

As long as the fees are correct, you can now do a 'Quick Charge' (green button towards the bottom right of your screen) or 'Close Ticket' (which gives you a few more options on how to charge the round). If you would like to add additional items such as merchandise, you can do so from here as well before charging for the round. (The grid of fees you will have to select from will be customized for you operation).

Tee Times in Point of Sale after Charging

Time	Course	Description	Paid	Golfers
7:00 AM	[All Courses]	[1472] Tom Doe, [1473] John Doe, [1474] Adam Doe, Kevin Doe	2	4
7:30 AM	[All Courses]	[1198] Jessica Abatemarco, Guest TBA	2	2
7:40 AM	[All Courses]	[00100] Rusty Abbott	1	1
9:40 AM	[All Courses]	[00100] Rusty Abbott, Gary Beckman	2	2
3:10 PM	[All Courses]	[00100] Rusty Abbott, Gary Beckman	2	2

Once you return to the POS, you will notice the group I charged displays in yellow. This is indicating a partially paid group. There are two other members that have not been charged yet and they can be charged using the same steps.

Additional Options for Charging

Please Note: The rules for when to charge what fee based on tee sheet criteria should have been tested prior to using the following options.

Multi-Select charging: This tool allows for you to charge several groups at the same time without verifying the charges assigned to each member in each group. To turn this on, select 'Multi-Select Off'. The button should then turn orange and you should be able to click on each group you would like to charge.

Time	Course	Description	Paid	Golfers
9:20 AM	[All Courses]	[1472] Tom Doe, Guest TBA, Guest TBA, Guest TBA	0	4
9:30 AM	[All Courses]	[1475] Jake Doe, [1474] Adam Doe, Jane Doe	0	3
9:40 AM	[All Courses]	[1473] John Doe	0	1

After you finish selecting the groups, there is a button towards the bottom titled 'Member Charge Selected'. Once selected, the system will both ask you if you are sure and allow for you to print a receipt for each ticket. When this is completed, the groups will be shown as paid. To go back to charging individual groups, click the 'Multi-Select On' button to turn this functionality off.

Member Charge All: This tool allows for you to charge all uncharged groups for the day you are viewing at the same time without verifying the charges assigned to each member in each group. With the 'Multi-Select' option turned off, select the 'Member Charge All' option highlighted below:

Time	Course	Description	Paid	Golfers
9:20 AM	[All Courses]	[1472] Tom Doe, Guest TBA, Guest TBA, Guest TBA	0	4
9:30 AM	[All Courses]	[1475] Jake Doe, [1474] Adam Doe, Jane Doe	0	3
9:40 AM	[All Courses]	[1473] John Doe	0	1

←

Once selected, the system will both ask you if you are sure and allow for you to print a receipt for each ticket. When this is completed, everyone will be shown as paid.

Please note: Members will charge to their own accounts using the multi-select or member charge all tools. Guests will automatically charge to the first member listed in the group. If you want to charge the members or guests differently than that, we recommend you charge those specific groups first and then do a multi charge or member charge all.

Re-open & Delete Tickets

If you find yourself needing to make an update after charging a member or guest for their round, you will need to re-open or delete their ticket. First, from the Tee Times tab in POS double click on the group you would like to reopen or delete the ticket for:

Time	Course	Description	Paid	Golfers
7:00 AM	[All Courses]	[1472] Tom Doe, [1473] John Doe, [1474] Adam Doe, Kevin Doe	4	4
7:30 AM	[All Courses]	[1198] Jessica Abatamarco, Guest TBA	2	2
7:40 AM	[All Courses]	[00100] Rusty Abbott	1	1

The following window will open:

Closed Tickets			
Ticket	Payer	Payees	View Ticket
243579	[1472] Tom Doe	[1472] Tom Doe, Kevin Doe	<input type="button" value="View Ticket"/>
243614	[1473] John Doe	[1473] John Doe	<input type="button" value="View Ticket"/>
243615	[1474] Adam Doe	[1474] Adam Doe	<input type="button" value="View Ticket"/>

From here, you can click on the ticket you would like to re-open or delete (highlighting it in orange) and select 'Delete Ticket' or 'Re-Open Ticket'. The 'View Ticket' option on the right allows for you to view and print the receipt.

Please Note: *If you are unable to re-open or delete a ticket, it likely means that the batch has been posted. To undo this, someone would need to go into the Clubessential Club Management Application and unpost the batch. Once this is complete, you should be able to re-open or delete the ticket in POS.*

FAQs

Q: I'm having trouble viewing the Admin Dashboard through POS. It's displaying the member tee sheet when I click to view.

A: What is likely happening is the employee account you are logging in with does not have admin rights to the tee times system. This is generally managed through the website by a website administrator at the club.

Q: When I click to charge, the incorrect fees are loading. How can I fix this?

A: Please contact Clubessential to discuss your fee structure. This is something that needs to be added into your tee times system configuration.

Q: don't see the 'Tee Times' tab when I log into POS. How can I access this?

A: There could be a few reasons for this. If the sales area you are using is an F&B sales area, the 'Tee Times' tab will not display. If this is not the case, your tee times system might need to be configured for unification by Clubessential.

Best Practices

1. **Before charging**, it's best to make sure everything is correct on the tee sheet. This helps with charging the proper fees and keeps stats accurate.
2. **We recommend updating your grid options.** For example, clubs that only have one course can remove this redundant information from the tee time grid. You can find the Grid Options on the tee times tab in the POS at the bottom right hand corner
3. **Test the auto selection on fees** before using the multi-charge or member charge all tools. If any of the scenarios are not working as expected, please reach out to Clubessential to discuss your fee structure.