

# Office - POS Rain Checks

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# Overview

A rain check is a mechanism that enables a Club to issue a "credit" for a Tee Time paid for, but not yet played. It allows the Member to redeem the "credit" in the future. System generated Rain Checks can be issued and redeemed using the Office System. In this document, we will discuss how to issue and redeem a Rain Check.

## Use Case

A Golf Outing gets rained out and the member would like a Rain Check to return to the club at a later date.

# Content

- Rain Check Setup
- Issuing a Rain Check
- Redeeming a Rain Check

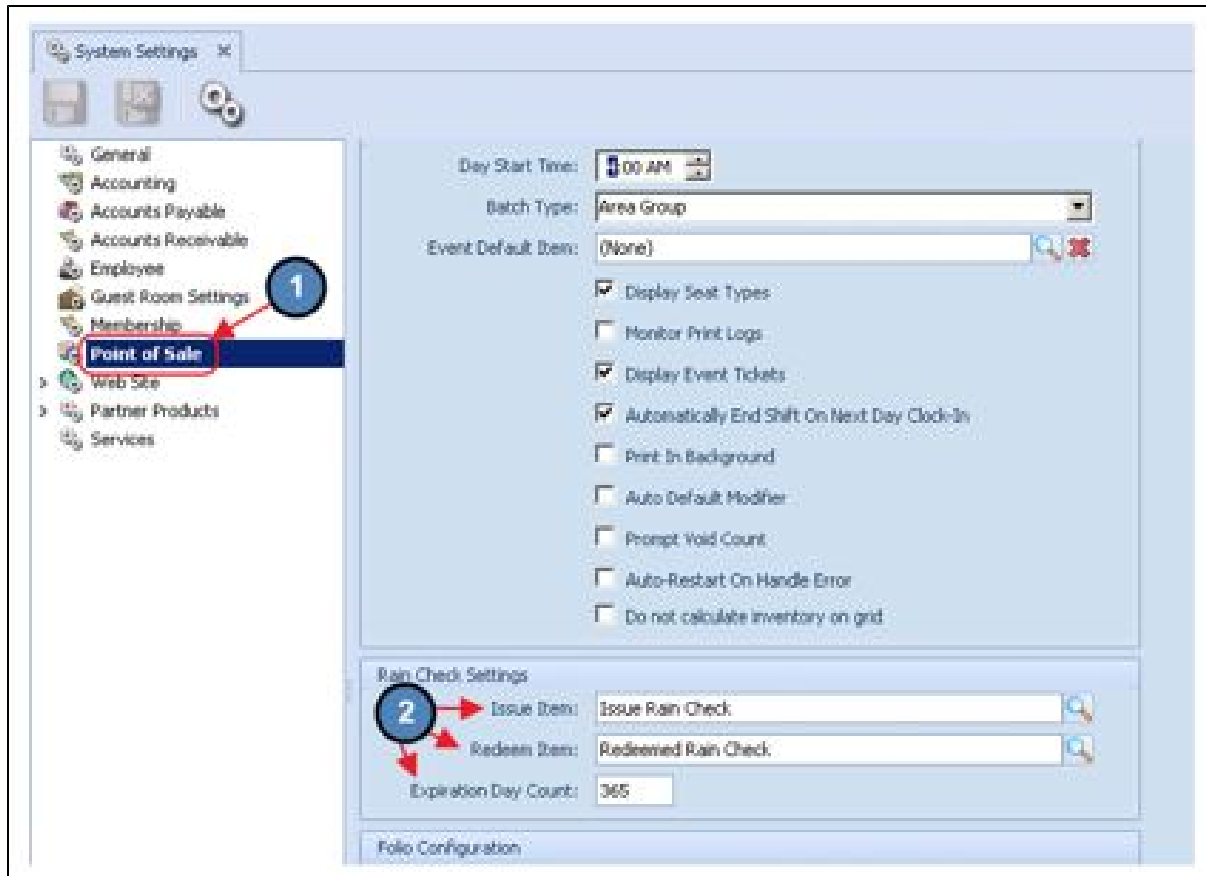
## Rain Check Setup

To utilize the rain check feature you must first create two Items; an item to **Issue** a rain check and an item to **Redeem** a rain check. These items are set up like any other Item in the **Manage Items** section of the Items Module. (See the **Clubessential Items Manual** for instructions on how to create an item.) Then, you must select these items in the Rain Check Settings of System Settings and enter a default expiration day count. Terminals are used to apply certain POS related rules to specified workstation(s).

- 1) To access the **Rain Check Settings**, navigate to **System** across the top toolbar and select **System Settings**.



- 2) Select **Point of Sale** on the left pane and apply the **Issue** and **Redeem Item** under **Rain Check Settings**. Also enter a default expiration value in days in the **Expiration Day Count** field.



3) Most clients place buttons on their POS home screen for the two rain check items. This is optional as you can use the Look up Item Feature to look them up when necessary.



## Issuing a Rain Check

To issue a Rain Check,

- 1) Open a ticket for the customer as you would normally, select the **Issue Rain Check button** (or look up the Issue Rain Check item using the Look up Item feature). The **Issue Rain Check Window** will display as shown in the image below.

### Issue Rain Check

**Details**

Golfer

Party

Expires

Round  9  18

Cart  Yes  No

**Selection**

1  2  3  4

5  6  7  8

9  10  11  12

More

**Apply as**

2) Fill out the details of the Rain Check Form.

- The **Golfer Count** will default to 4 but you will use the Up and Down arrows to select the number of Golfers.
- Enter the **Party Name**.
- Enter the **Expiration date** – The expiration date will default to the date as you determined in System Settings as the default number of days to expire. The expiration date may be overridden by simply using the Up and Down buttons to change the date.

## Issue Rain Check

Details

1 Golfer

2 Party

3 Expires

3) Select whether the Rain Check is for **9** or **18 Holes** and if a **Cart** was used or not.

Round  9  18

Cart  Yes  No

4) Select the number of Golfers the rain check is being issued for. (Notice that the system only allows a maximum selection of 4 because the Golfer Count in Step 2 is 4).

Selection

1  2  3  4

5  6  7  8

9  10  11  12

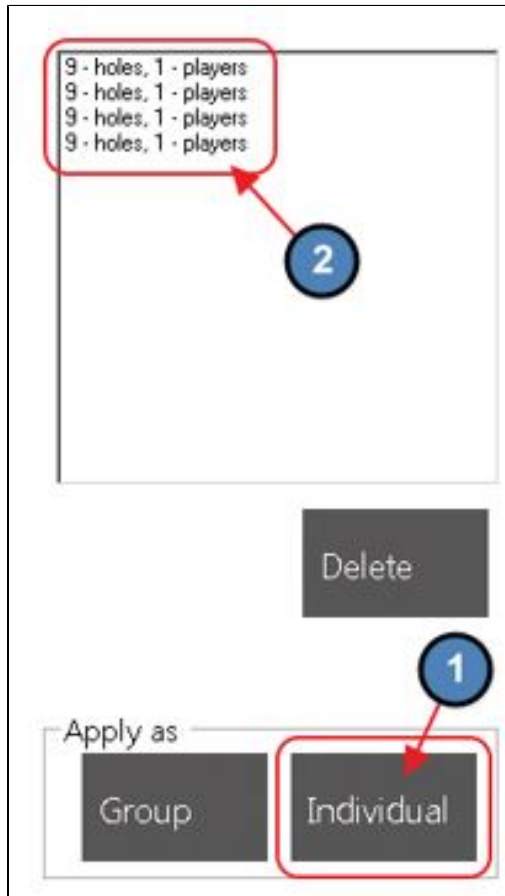
More

5) Select to apply the Rain Check as a **Group** or as **Individual** Rain Checks.

a) If **Group** is selected - The display window will appear as shown below. The user will have one, 9 Hole Rain Check for 4 players.



b) If **Individual** is selected – the display window will appear as shown below. The user will have four, 9 Hole Rain Checks for 1 player.





6) Once the rain check details form is filled out then click **OK**.

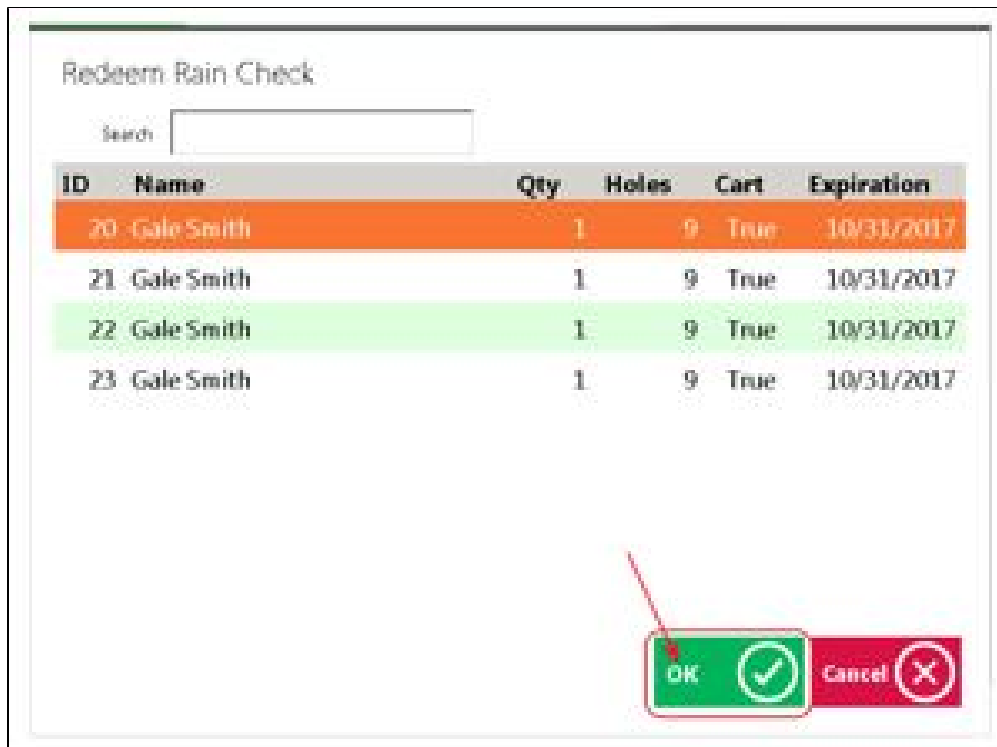
7) A \$0 rain check item will display on the ticket and the user will close the ticket as normal.

The screenshot displays a mobile application interface for a golf club. At the top, the name "Smith, Mrs. Gale J." is shown. Below this, there are sections for "Member Info", "Prof (s)", and "History". The "Member Info" section includes: ID: 2, Type: Corporate Golf Junior, Min Bal: \$0.00, 62 yrs of age, Birthday: 10/6, and Birthday: 10/6/1954. The "Prof (s)" section includes: (763) 783-5787, tvanhook@clubessential.com, and Credit Book: \$99.40. Below the member info is a "UPC:" field with an "Enter UPC" button. A navigation bar with tabs 1 through 5 is visible. The main content area shows a table with columns "Q", "Name", and "Price". The first row is highlighted in orange and contains "1", "Issue Rain Check", and "\$0.00". A red arrow points to this row. At the bottom, there are "Move Up" and "Move Down" buttons, and a summary section showing: Subtotal: \$0.00, Service Charge: \$0.00, Tax: \$0.00, and Total: \$0.00.

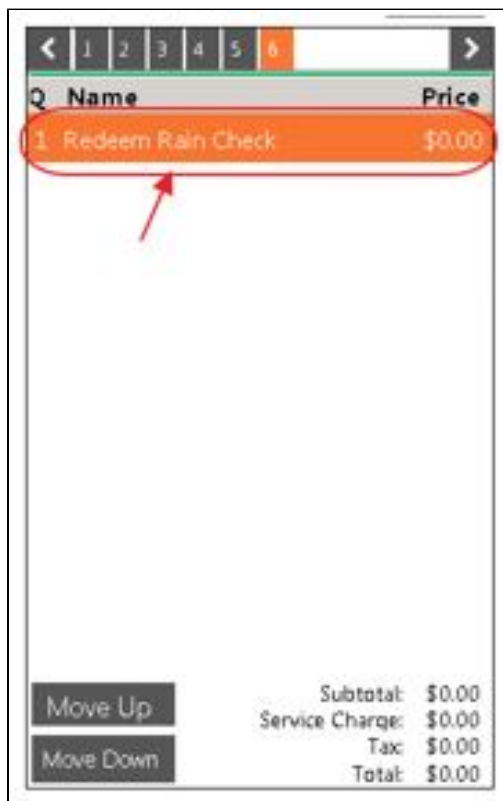
## Redeeming a Rain Check

To redeem a Rain Check,

1) The user will open a ticket for the customer as usual, click the **Redeem Rain Check** button (or look up the Redeem Rain Check Item using the Lookup Item feature). The Redeem Rain Check window will open and any rain checks that have been issued will display as shown below. **Select** the Rain Check being redeemed and then click **OK**.



2) A \$0 redeemed Rain Check Item will display on the ticket and the user will close the ticket as normal.



## Best Practices

Set up buttons for both Rain Check Items (Issue, and Redemption) on the POS main screen for easy access.

# FAQs

**Q: Can I give a rain check a fixed expiration date, like 12/31/2017, rather than having it expire in 365 days?**

**A:** Rain check settings established in the CMA will provide a default expiration date to populate upon issuance, however, the date may be overridden to a fixed date like 12/31/2017 upon issuance in the POS.

## Downloadable Guide

[Rain Checks - Guide](#)