



New Release/Enhancements

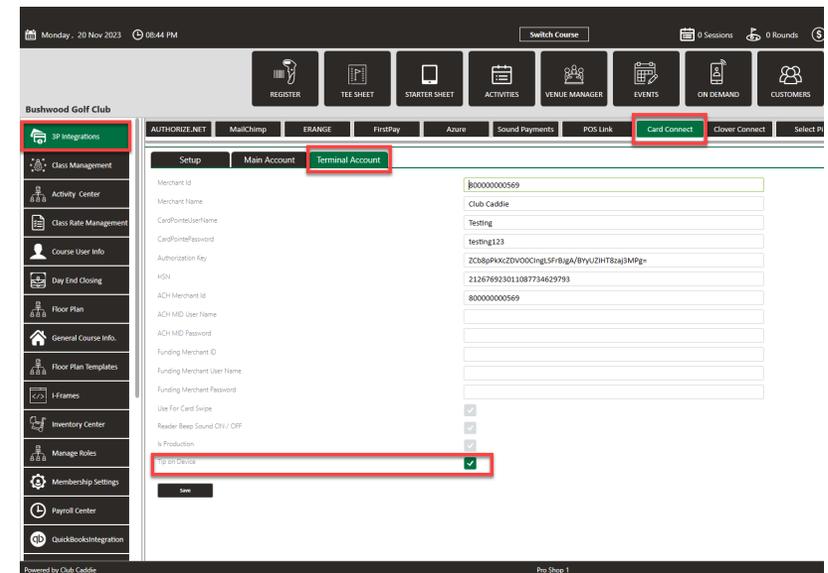
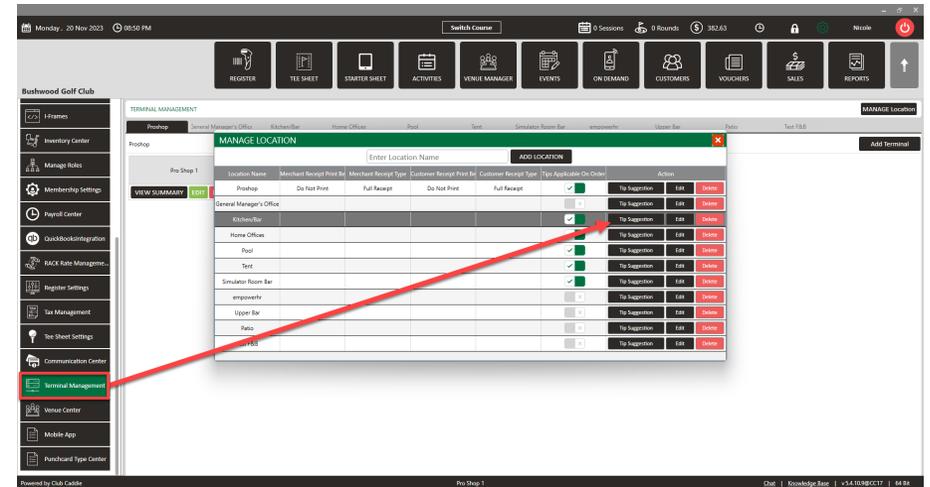
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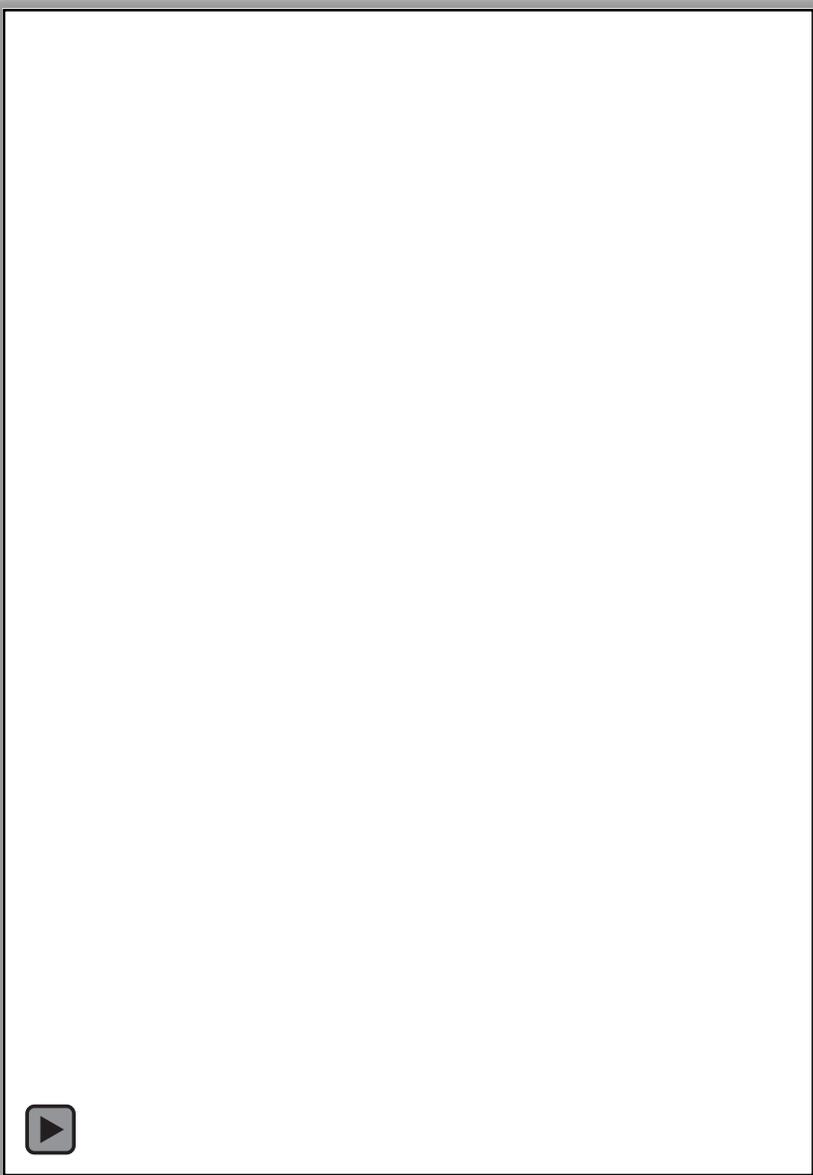
Credit Card Processing

ADDING TIPS FROM LANE DEVICES

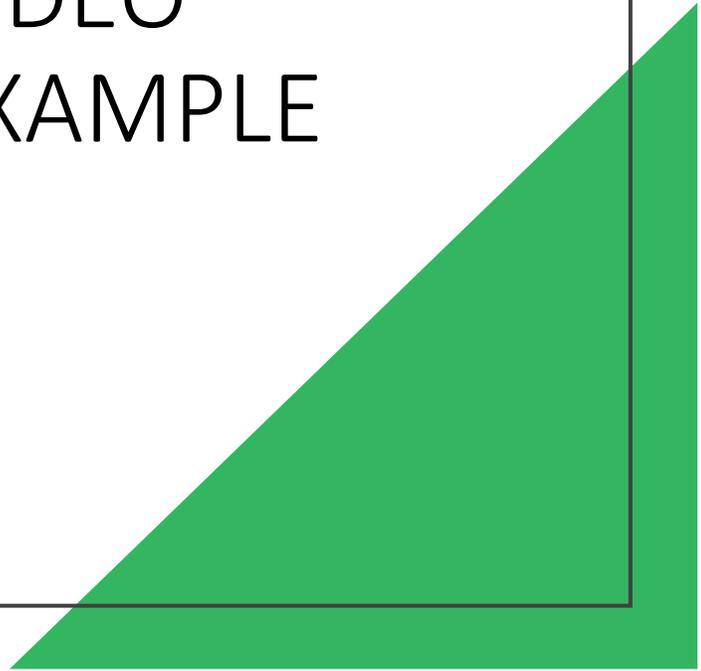
Navigate to: Settings → 3P Settings → CardConnect tab → Terminal Account tab → “Tip On Device”

Function: If there are “Suggested Tip Amounts” that are associated to a Terminal in Club Caddie that uses a **Lane Credit Card reader**, there will now be the option to add a Tip directly on the device, rather than printing a physical Receipt, having the Customer write in the Tip, and then re-entering the Tip in Club Caddie.





ADDING TIPS
FROM LANE
DEVICES
VIDEO
EXAMPLE



Credit Card Processing

START A TAB BY TOKENIZING ON LANE DEVICES

Function: In the Register, you can now start a Tab by Inserting/Tapping/Swiping a Credit/Debit Card on the **Ingenico Lane** devices. This will enable the Tab to be paid for by the “Wallet” (saved card) that is tied to that Tab



Tee Sheet

BANNER NOTES

Navigate to: Settings → Tee Sheet Settings → Tee Sheet Notes

Function: you can now create and schedule out Banner Notes that appear at the top of the Tee Sheet (Aerification Schedule, Starting on the 10th Tee, Cart Path Only, etc)

Note: This will only be viewable to staff. For any customer-facing notes, utilize tee sheet banner options.

The image displays two screenshots from the Club Caddie system. The left screenshot shows the 'Tee Sheet Notes' configuration interface. The 'EDIT NOTE' form includes fields for 'Note Start Date' (11/14/2023), 'Note End Date' (9/30/2024), and 'Note Content' (Cart Path Only Today. Remind Golfers to Stay on the Right Side of #10 and #14). A table lists existing notes with columns for ID, Note Start Date, Note End Date, and Note. A red box highlights the 'ADD NOTE' button, and a red arrow points from it to the 'Note Content' field. The left sidebar shows 'Tee Sheet Settings' highlighted in red. The right screenshot shows the 'TEE SHEET' view for Friday, 01 Dec 2023. A red box highlights the banner note 'Cart Path Only Today. Remind Golfers to Stay on the Right Side of #10 and #14' at the top of the tee sheet. The interface includes a top navigation bar with icons for REGISTER, TEE SHEET, STARTER SHEET, ACTIVITIES, VENUE MANAGER, EVENTS, ON DEMAND, CUSTOMERS, VOUCHERS, SALES, and REPORTS. The left sidebar lists various system settings, and the bottom status bar shows 'Powered by Club Caddie' and 'Pro Shop 1'.

Tee Sheet

CANCELLATION WINDOW

Navigate to: Settings → Tee Sheet Settings, there is a new field for “Online Tee Times Cancellation Window”.

Function: This is a field to set by hours. If it is set for 24 Hours, Customers will not be able to cancel their Booking from the Member Portal, My Tee Times I-Frame, or Mobile App within 24 hours of the Tee Time.

The screenshot displays the 'Tee Sheet Settings' interface. The left sidebar contains a navigation menu with 'Tee Sheet Settings' highlighted. The main content area is divided into several sections:

- Tee Sheet Settings Table:** A table with columns for Start Date, End Date, Start Time, End Time, Interval, and Action. The first row shows dates 10/25 to 12/31, times 06:00 to 23:00, and an interval of 30. Buttons for 'EDIT' and 'REMOVE' are present.
- Online Tee Time Settings:** A section with various input fields and dropdown menus, including 'Percentage of Online Tee Times to be Pre-Paid for' (100%), 'Max Golfers Per Slot for Online Tee Times' (5), 'Minimum Group Size For Online Bookings' (1), 'Online Booking Window' (100), 'Online Booking Window Opening Time' (12:00 AM), and 'Max bookings per slot for online tee times' (4). There are 'Save' buttons for several of these settings.
- Online Tee Times Cancellation Window:** A field with a dropdown menu and a 'Save' button, highlighted with a red box.
- Add Billing Policy:** A text area containing the policy: 'refund will be made for cancellations received 20 days before date of arrival. No refund thereafter. In an event of No show, Total cost of the stay will be billed to your credit card.' with a 'Save' button.
- Cart Agreement Receipt Input:** A text area containing the text 'Hi..play well!' with a 'Save' button.

The bottom of the interface shows a footer with 'Powered by Club Caddie', 'Pool', 'Chat | Knowledge Base | v5.4.10.13@CC17 | 64 Bit'.

Activities

PRICE BREAKS/BLENDED RATES

Navigate to: Settings → Activity Center → Activity Resource Type → Reservation Strategy, there is a new option for “Date/Time/Duration/Rate”

Function: This Strategy essentially eliminates the need to set up individual Rates for different Durations other than 60 minutes - because everything is derived from the base price per hour.

The screenshot shows the 'Activity Resource Type' configuration page for 'Bushwood Golf Club'. The page includes a navigation menu on the left with options like '3P Integrations', 'Class Management', 'Activity Center', 'Class Rate Management', 'Course User Info', 'Day End Closing', 'Floor Plan', 'General Course Info.', 'Floor Plan Templates', and 'I-Frames'. The main content area is titled 'ACTIVITY RESOURCE TYPE' and contains a table of activity configurations. The table has columns for 'Icon', 'Activity Resource Type', 'Chart Of Account', 'Tax Group', 'Available Online', 'BookingWindow', 'OnlineBookingWindow', 'Per Day Per Cust Limit', 'Max. Participants', 'Reservation strategy', and 'Action'. The 'Reservation strategy' dropdown menu is open, showing options: 'Date/Time/Duration/Rate', 'Date/Time/ParticipantsRate', 'Date/Rate/Participants/Time', and 'Date/Time/ParticipantsRate'. The 'Date/Time/Duration/Rate' option is highlighted with a red box and a red arrow points to it.

Icon	Activity Resource Type	Chart Of Account	Tax Group	Available Online	BookingWindow	OnlineBookingWindow	Per Day Per Cust Limit	Max. Participants	Reservation strategy	Action
Select	Simulator	1 - Operating Acct		Yes	14	7	5	4	Date/Time/Duration/Rate	MORE SAVE CANCEL
	Lessons	9 - Driving Range Revenue		Yes	30 days	7 days	2		Date/Time/ParticipantsRate	EDIT DELETE RESOURCE POLICY
	Pickleball		Sales	Yes	14 days	14 days	1		Date/Rate/Participants/Time	EDIT DELETE RESOURCE POLICY
	Executive Course			Yes	14 days	14 days		4	Date/Time/Duration/Rate	EDIT DELETE RESOURCE POLICY
	Swim Lane	35 - Pool Guest Fees	No Sales Tax	Yes	30 days	7 days	1	1	Date/Time/ParticipantsRate	EDIT DELETE RESOURCE POLICY
	Lessons with Ryan	22 - Golf Lessons	No Sales Tax	Yes	30 days	7 days	1		Date/Time/ParticipantsRate	EDIT DELETE RESOURCE POLICY
	Jodi Lauzier	22 - Golf Lessons	No Sales Tax	Yes	30 days	14 days	8	1	Date/Time/ParticipantsRate	EDIT DELETE RESOURCE POLICY
	Driving Range	9 - Driving Range Revenue	Sales	Yes	14 days	14 days			Date/Rate/Participants/Time	EDIT DELETE RESOURCE POLICY

EXAMPLE: The Rate to book a Simulator is \$40/hour from 10:00am - 4:00pm, and the Rate goes up to \$60/hour after 4:00pm.

If someone makes a Booking from 3:00pm to 5:00pm, it will use the \$40 Rate for one hour and the \$60 Rate for the second hour. So the total Rate would be \$100 total.

This Strategy simplifies the rate structure by relying on the base hourly rate and eliminates the need to configure separate rates for various durations other than 60 minutes.

If you have a unique rate that does not divide or multiply by that hour rate, users will need to adjust pricing in the register during the time of sale.

Activities

RESOURCE-SPECIFIC POLICIES

Navigate to: Settings → Activity Center → Activity Resource Type

Note: If there are different Policies for Simulators, Pickleball Courts, and Tennis Courts (different Resource Types), only the relevant Policies will appear during the Online Booking process

Function: A new option for “Resource Policy”. This will enable each Resource Type to have its own Policies.

Monday, 20 Nov 2023 09:45 PM

Switch Course

0 Sessions 0 Rounds \$ 391.64

Nicole

REGISTER TEE SHEET STARTER SHEET ACTIVITIES VENUE MANAGER EVENTS ON DEMAND CUSTOMERS VOUCHERS SALES REPORTS

Bushwood Golf Club

Activity Resource Type Activity Resource Activity Rack Rate Activity Class Rates Activity Policies Activity Settings

3P Integrations Class Management **Activity Center** Class Rate Management Course User Info Day End Closing Floor Plan General Course Info. Floor Plan Templates +Frames Inventory Center Manage Roles Membership Settings Payroll Center QuickBooksIntegration

ADD

Icon	Activity Resource Type	Chart Of Account	Tax Group	Available Online	BookingWindow	OnlineBookingWindow	Per Day Per Cust Limit	Max Participants	Reservation strategy	Action
	Simulator	1 - Operating Account		Yes	14 days	7 days	5	4	DateRateParticipantsTime	EDIT DELETE RESOURCE POLICY
	Lessons	9 - Driving Range Revenue		Yes	30 days	7 days	2			EDIT DELETE RESOURCE POLICY
	Pickleball		Sales	Yes	14 days	14 days	1			EDIT DELETE RESOURCE POLICY
	Executive Course			Yes	14 days	14 days		4	DateTimeParticipantsRate	EDIT DELETE RESOURCE POLICY
	Swim Lane	35 - Pool Guest Fees	No Sales Tax	Yes	30 days	7 days	1	1	DateTimeParticipantsRate	EDIT DELETE RESOURCE POLICY
	Lessons with Ryan	22 - Golf Lessons	No Sales Tax	Yes	30 days	7 days	1	1	DateTimeParticipantsRate	EDIT DELETE RESOURCE POLICY
	Jodi Lausier	22 - Golf Lessons	No Sales Tax	Yes	30 days	14 days	8	1	DateTimeParticipantsRate	EDIT DELETE RESOURCE POLICY

RESOURCE POLICY

• Resource Policies During Online Booking |

Powered by Club Caddie

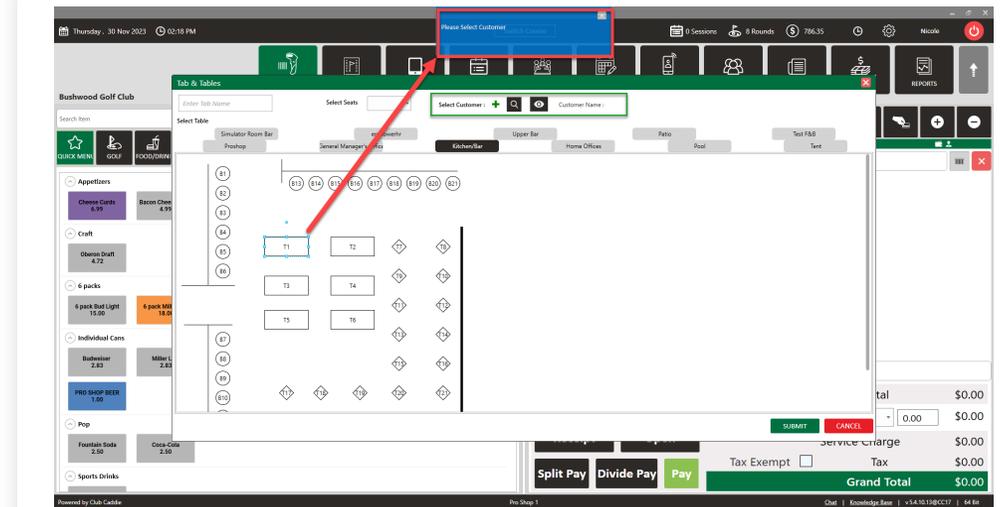
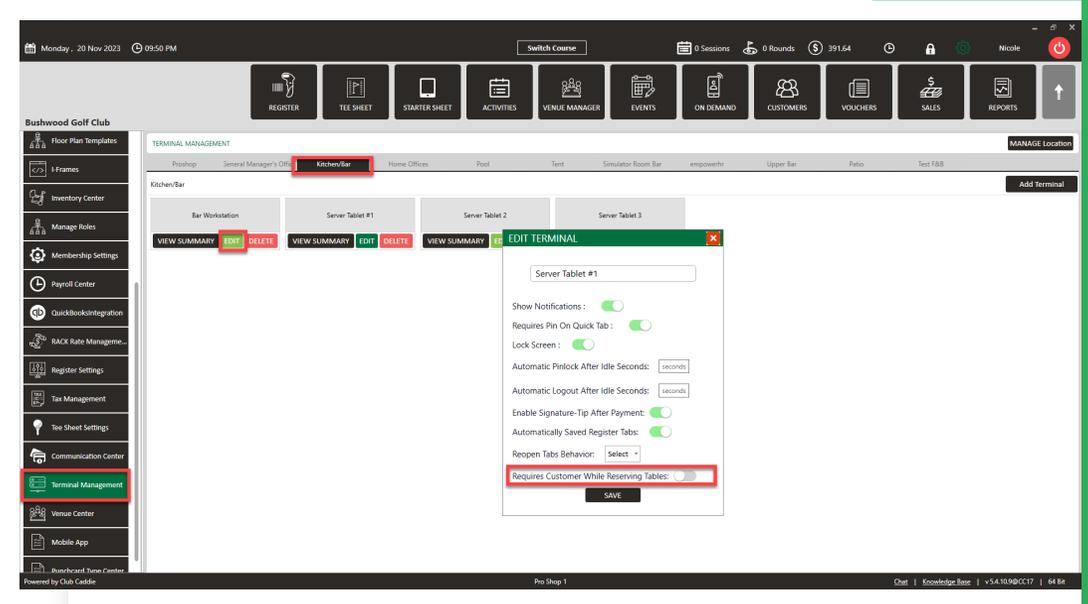
Knowledge Base | v5.4.10.9@CC17 | 64 Bit

FORCE CUSTOMER WHEN ADDING A TABLE

Navigate to: Settings → Terminal Management → “Edit”

Function: New Terminal-specific option for “Requires Customer when Reserving Tables”. When this Setting is turned ON, any time that a Tab is created in the Register by assigning a Table, it will require the User to assign a Customer to that Table/Tab

Note: This is best applied to facilities with memberships. To ensure the setting works, log out and back in to begin using.



SHIFT CLOSE OUT

Function: New workflow in the Tools section of the Register. This combines the “Tips Manager”, “Tips Sharing Tool”, and then produces a consolidated Report for each time this process is done

Shift Close Out

TIPS SHARING | Employee Name : **Nicole Test**

CashTip : \$ 0.0 NonCashTip :\$ 0.0 TotalTip \$ 0.0 TipShared \$ 0.0 TipBalance \$ 0.0

Cash Tips Charge Tips **Tips Sharing** Tips Ledger

Share Tip to :

Percent :

Amount :

TIP SHARED TO	AMOUNT	CREATED AT
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Total Page:0 | Current Page:0

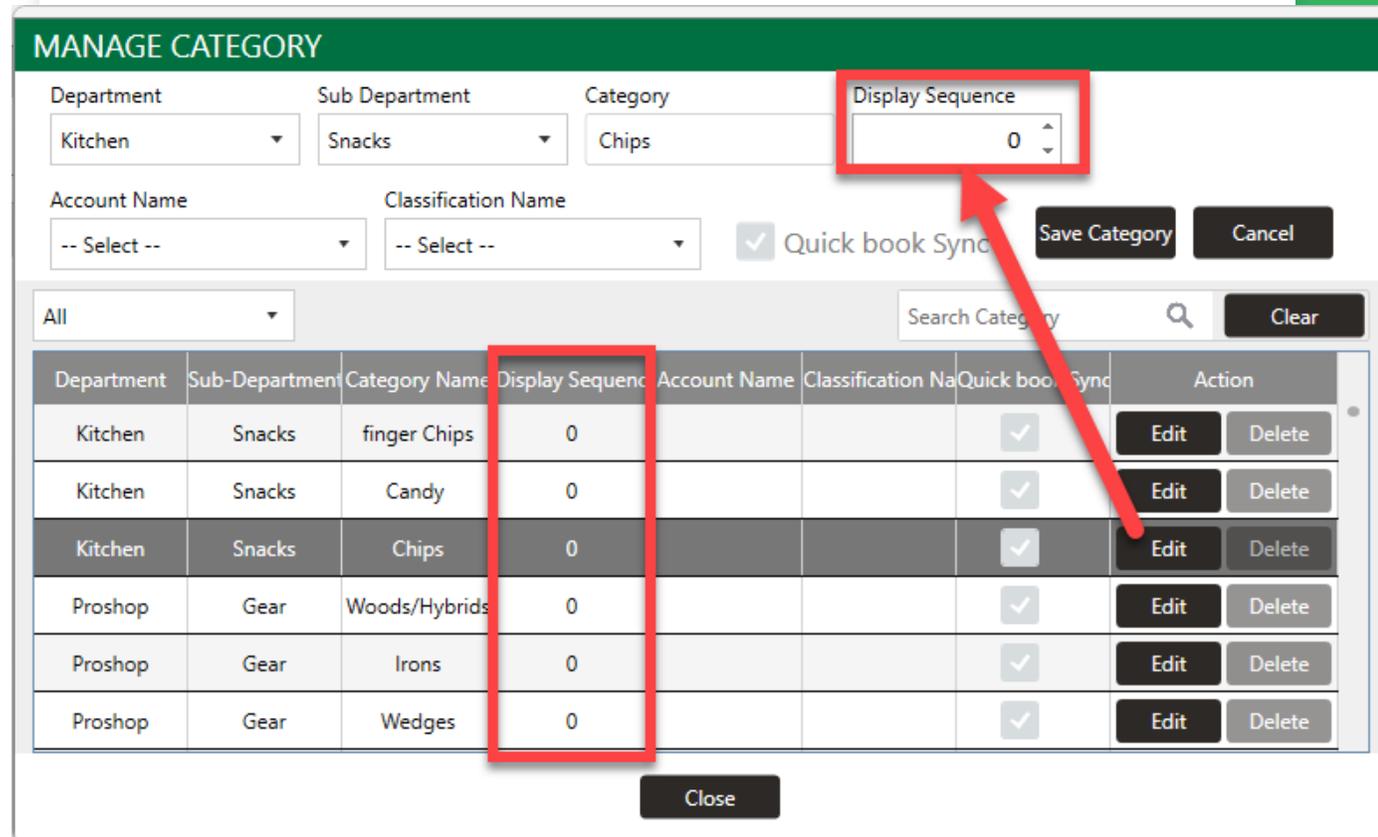
F&B POS

DISPLAY SEQUENCE FOR CATEGORIES

Navigate To: Settings → Register Settings → Department tab → Manage Category

Function: There is a new column for Display Sequence for Inventory Categories.

Note: To change the display sequence, select **Edit** next to the item and enter the display sequence at the top of the window.



The screenshot shows the 'MANAGE CATEGORY' interface. At the top, there are several input fields: 'Department' (Kitchen), 'Sub Department' (Snacks), 'Category' (Chips), and 'Display Sequence' (0). Below these are 'Account Name' and 'Classification Name' dropdowns, both set to '-- Select --'. There is a 'Quick book Sync' checkbox (checked) and 'Save Category' and 'Cancel' buttons. A search bar with 'Search Category' and a 'Clear' button is also present. The main part of the interface is a table with the following data:

Department	Sub-Department	Category Name	Display Sequence	Account Name	Classification Na	Quick book Sync	Action
Kitchen	Snacks	finger Chips	0			<input checked="" type="checkbox"/>	Edit Delete
Kitchen	Snacks	Candy	0			<input checked="" type="checkbox"/>	Edit Delete
Kitchen	Snacks	Chips	0			<input checked="" type="checkbox"/>	Edit Delete
Proshop	Gear	Woods/Hybrids	0			<input checked="" type="checkbox"/>	Edit Delete
Proshop	Gear	Irons	0			<input checked="" type="checkbox"/>	Edit Delete
Proshop	Gear	Wedges	0			<input checked="" type="checkbox"/>	Edit Delete

A red box highlights the 'Display Sequence' field at the top and the 'Display Sequence' column in the table. A red arrow points from the 'Edit' button of the 'Chips' row to the 'Display Sequence' field at the top.

