

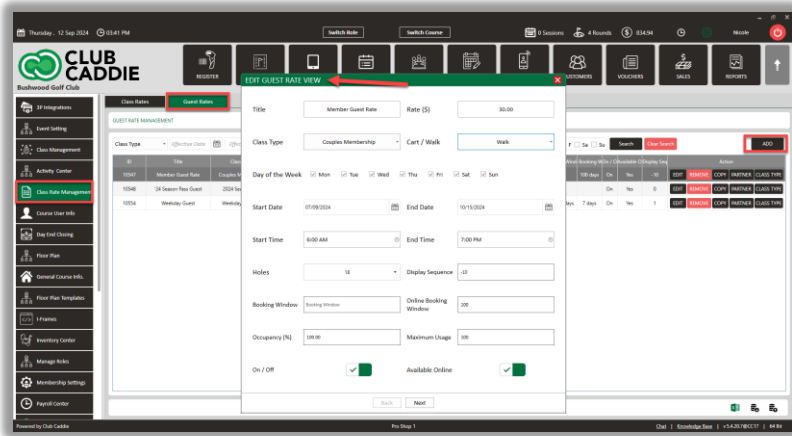


New Release/Enhancements

**5.4.20**

# GUEST RATES

**Navigation Steps:** Settings → Class Rate Management → Guest Rates Tab



**Feature explanation:** This new feature is designed to handle "Guest Rates," which allows golf facilities to offer guest rates to non-members playing with a member, while still controlling how and when these rates are available. Before this feature, facilities often had to use rack rates for guest rates, which could cause confusion and errors, especially with online or POS (Point of Sale) bookings. Now, the system ensures that only eligible users (those tied to a specific membership class) can access and book the assigned guest rate. Additionally, guest rates won't appear online or in the POS unless the user is part of the relevant membership class, reducing the chance of incorrect bookings.

If your facility uses **dynamic pricing**, you can configure the guest rates to adjust automatically based on demand. For example, on a busy Saturday, your rack rate might increase by 20%, while you can control a guest rate increase by 10%.

**Tip:** You can assign one guest rate across multiple membership class types. If you have 15 membership types, no need to create 15 separate guest rates—just apply one rate to multiple classes.

# GUEST RATES CONTINUED

Navigation Steps: Settings → Class Rate Management → Guest Rates Tab

The screenshot displays the Club Caddie software interface for Bushwood Golf Club. The top navigation bar includes the date (Thursday, 12 Sep 2024), time (03:38 PM), and user information (Nicole). The main menu features various icons for REGISTER, TEE SHEET, STARTER SHEET, ACTIVITIES, VENUE MANAGER, EVENTS, ON DEMAND, CUSTOMERS, VOUCHERS, SALES, and REPORTS. The 'Guest Rates' tab is highlighted in the top navigation bar. The main content area shows the 'GUEST RATE MANAGEMENT' screen with a table of existing rates and a 'Select Class Types' dialog box. The dialog box lists membership classes: 2024 Season Pass, Family Member, Senior Member, and Full. The 'ADD' button in the dialog is highlighted. The main table has columns for ID, Title, Class, Membership Class, and Action.

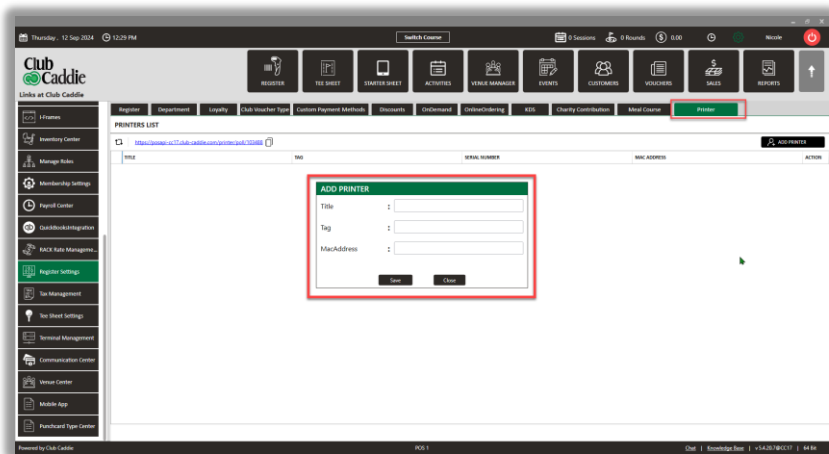
ID	Title	Class	Membership Class	Action
10547	Member Guest Rate	Couples M	2024 Season Pass	Delete
10548	24 Season Pass Guest	2024 Season Pass	Family Member	Delete
10554	Weekday Guest	Weekday	Senior Member	Delete
			Full	Delete

**Tip:** You can assign one guest rate across multiple membership class types. If you have 15 membership types, no need to create 15 separate guest rates—just apply one rate to multiple classes.

# CLOUD PRINTING

**Navigation Steps:** Settings → Register Settings → Printer, you can now add a Cloud Printer

**Feature explanation:** Cloud printers are especially useful for remote locations like a halfway house on a golf course, or for On-Demand orders to accept an order from the pool or 8th hole. Previously, sending an order from such a remote spot to a kitchen printer wasn't possible due to network limitations. Now, with cloud printing, you can send orders to the kitchen from anywhere, even from a beverage cart or poolside.



## Complete Guide:

- [Hardware - Setup Guide to Cloud Printing](#)
- [CloudPRNT Hardware Recommendations](#)

**Tip:** You can configure cloud printers for different departments, such as the kitchen, directly under **Register Settings**.

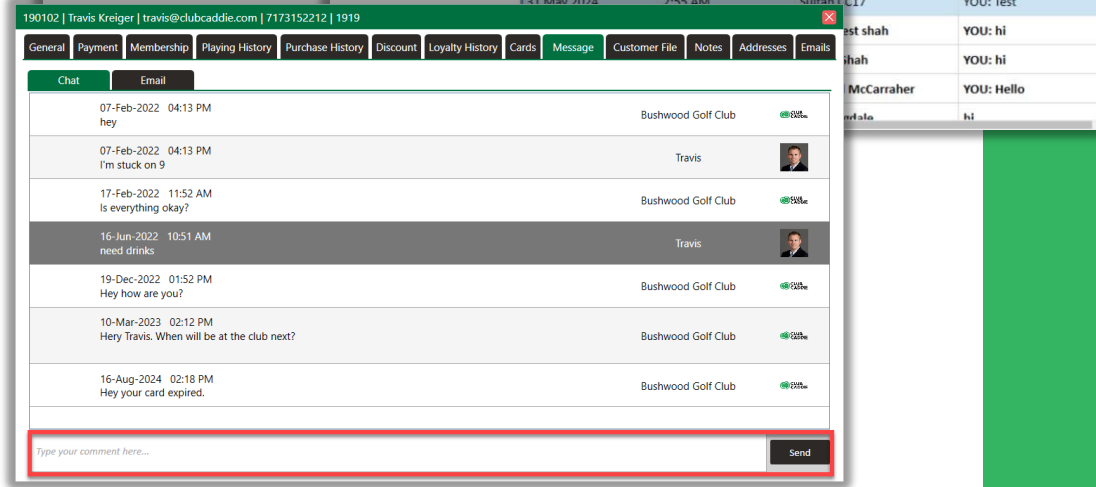
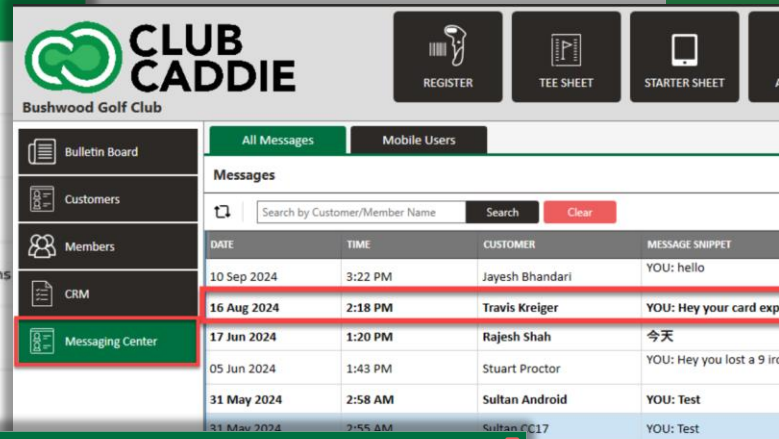
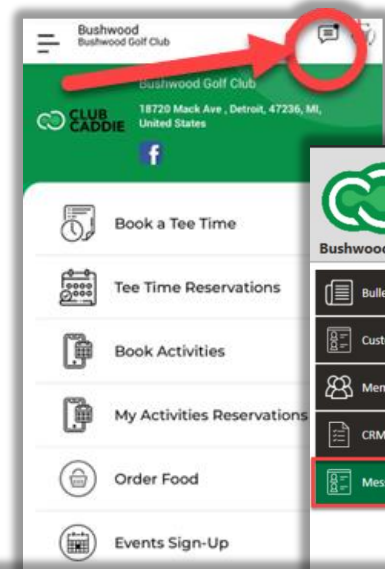
# MESSAGING CENTER 2-WAY COMMUNICATION

Navigation Steps: Customers Module → Messaging Center

**Feature Explanation:** Messaging Center in the Customers module allows POS Users to manage all customer communications in one centralized location. It facilitates and enables two-way communication with Mobile App Users and provides seamless access to customer communication all in one place!

**Note:** Unread messages will appear in **bold**

Interested in creating a mobile app for your facility  
[Click here](#)



# GOLF OUTING MANAGER

Navigation Steps: Events → Golf Outing Manager

**Feature Explanation:** The Golf Outing Manager, has been updated with all the enhancements introduced in a previous release for Banquet Manager. For example, you can now set up venues, timelines, and post revenue, just as you would for banquets.

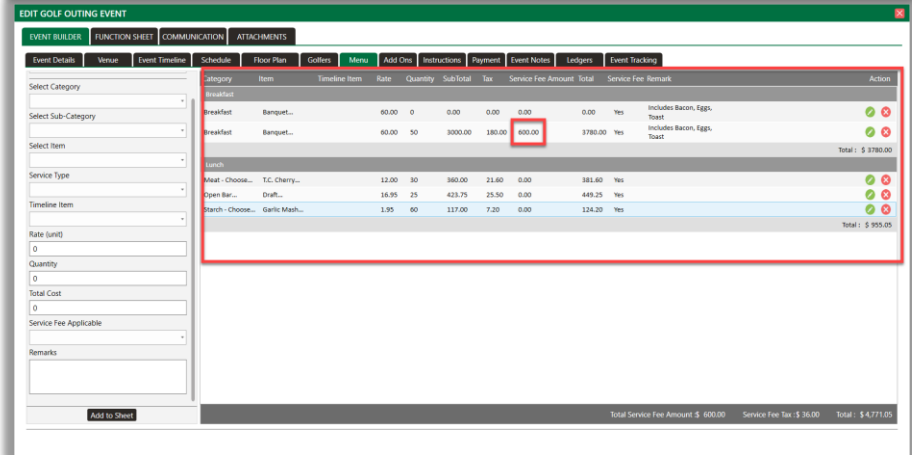
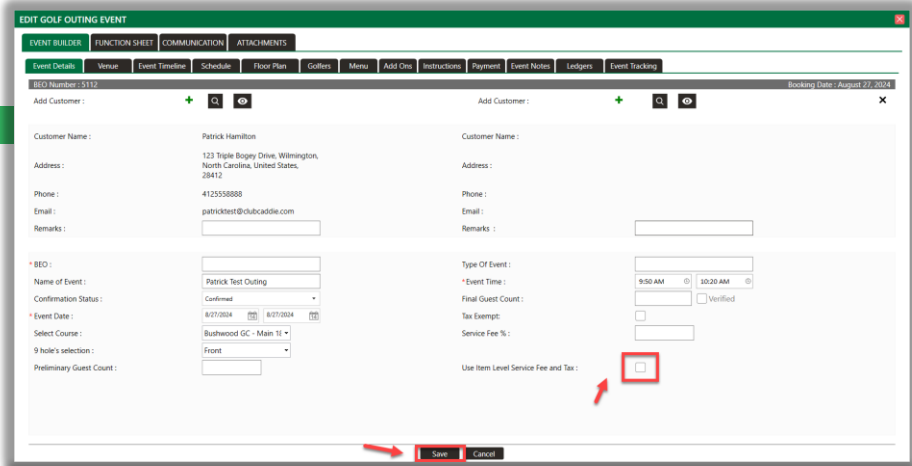
**Example:** If your facility is hosting a charity golf outing, you can create a detailed Banquet Event Order (BEO) that includes all the costs for food, drinks, room rentals, and golf fees. The BEO can be downloaded, signed, and sent to clients, ensuring both parties are clear on the expenses. It's also useful for member-guest tournaments, allowing you to break down all costs so members know exactly what they're paying for.

# ITEM-LEVEL SERVICE CHARGE AND SERVICE CHARGE TAX FOR EVENTS

## Navigation Steps: Event Builder

**Feature Explanation:** Previously, all service charges (like gratuity) were applied at the event level, but now you can apply different service charges to different items.

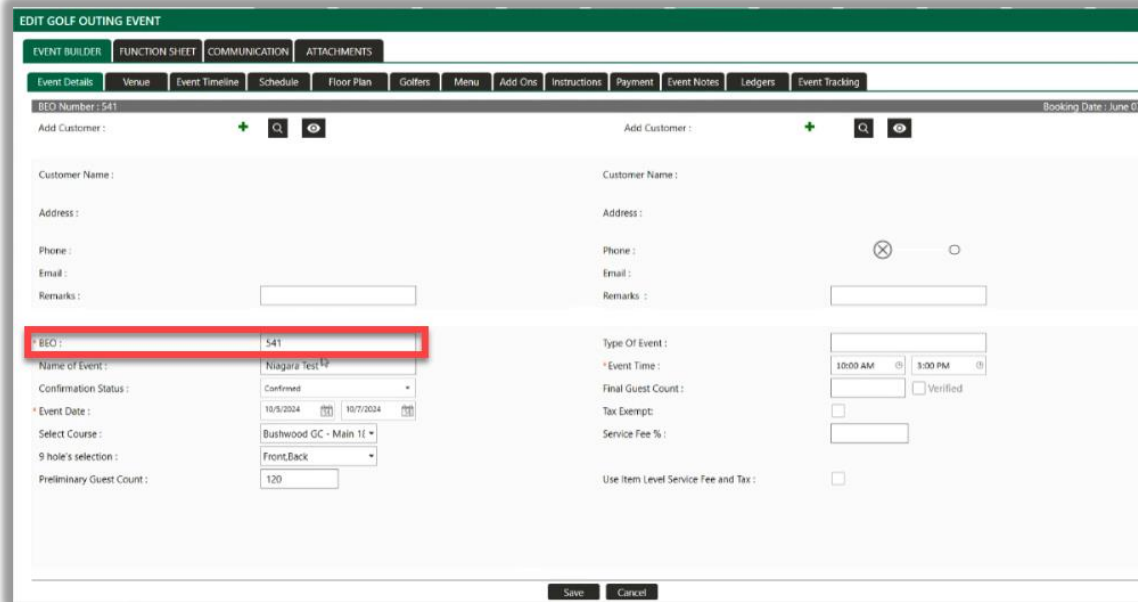
**Examples:** Alcohol has a 15% service charge, but food has a 20% charge. Now, you can assign different service charges to each item. If you added a 20% service charge for food and a 15% service charge for alcohol, each item will reflect its specific charge automatically.



# CUSTOM EVENT IDENTIFIER

**Navigation Steps:** Event Builder → Event Details → BEO:

**Feature Explanation:** This is a new field in the Event Details page of the Event Builder. It can be used as your unique identifier to sync with other CRM or Event Management systems.





## CONVENIENCE FEE ON MEMBERSHIP PAYMENTS

**Navigation Steps:** Settings → Membership Settings → Charge Convenience Fee For Membership Payments → Set Percentage Fee → Apply to Credit/Debit Cards > Submit

**Feature Explanation:** This feature will allow you to configure and apply convenience fees for membership payments made via credit or debit card.

**Example:** Automatically apply a 3% convenience fee for credit card payments during membership renewals.

The screenshot displays the Club Caddie software interface for the 'Membership Setting' page. The 'MEMBERSHIP SETTINGS' section is active, and the 'Late Fee' sub-section is selected. A red box highlights the 'Charge Convenience Fee For Membership Payments' configuration area, which includes the following settings:

- Charge Convenience Fee For Membership Payments:** True
- Charge Convenience Fee For Membership Payments On Credit Cards:**
- Convenience Fee Percentage For Membership Payments:** 3.0
- Charge Convenience Fee For Membership Payments On Debit Cards:**

A 'SUBMIT' button is visible next to the percentage input field. Below this, a 'Require Chart of Account for Membership Ledger Adjustments' section is also visible, with a red box highlighting its settings:

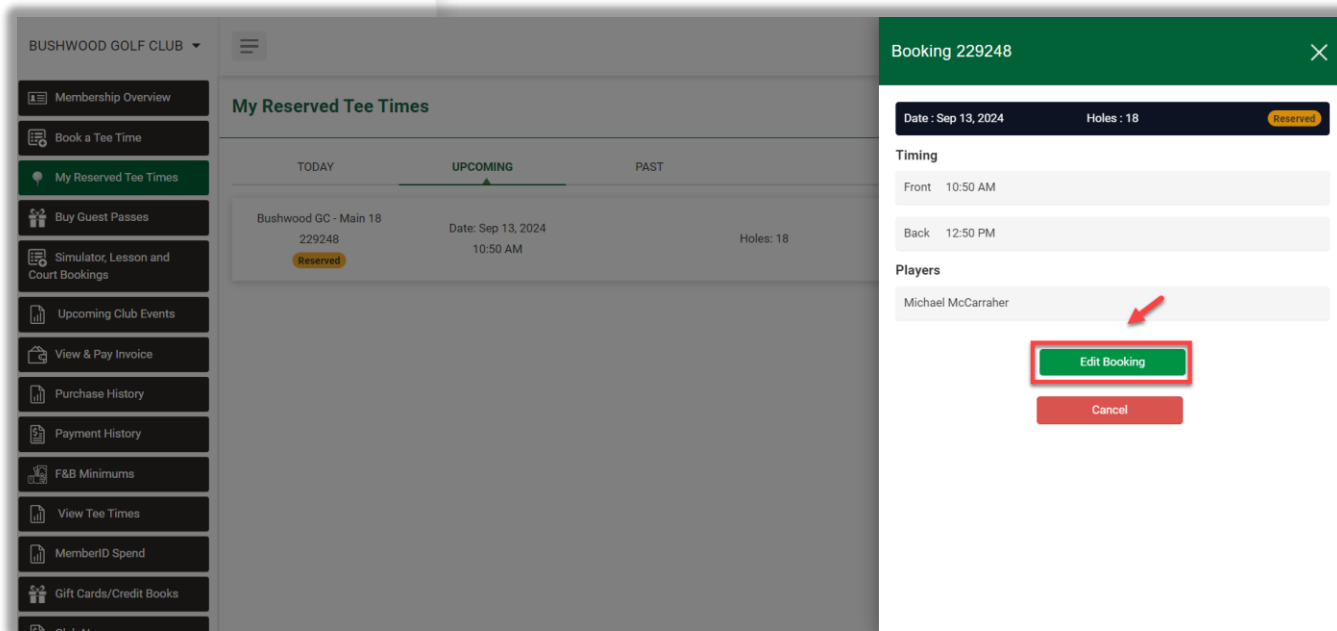
- Charge Convenience Fee For Membership Payments:** True
- Charge Convenience Fee For Membership Payments On Credit Cards:**
- Convenience Fee Percentage For Membership Payments:** 3.0
- Charge Convenience Fee For Membership Payments On Debit Cards:**

The interface also shows a sidebar with navigation options like 'SP Integrations', 'Event Setting', 'Class Management', and 'Membership Settings'. The top navigation bar includes options like 'REGISTER', 'TEE SHEET', 'STARTER SHEET', 'ACTIVITIES', 'VENUE MANAGER', 'EVENTS', 'ON DEMAND', 'CUSTOMERS', 'VOUCHERS', 'SALES', and 'REPORTS'. The footer indicates the user is logged in as 'Nicole' and the system version is 'v5.4.2078C17 | 64 bit'.

# EDIT PLAYERS/RATES AFTER BOOKING FROM MY TEE TIMES, CUSTOMER/MEMBER PORTAL

**Navigation Steps:** Member Portal → My Reserved Tee Times → Edit Booking

**Feature Explanation:** Customers/Members can now update Any previously made bookings and can adjust player names and rates through the customer/member portal.



## ITEM-LEVEL TAX EXEMPT IN THE REGISTER

**Feature Explanation:** The Item-Level Tax Exempt feature allows users to apply tax exemptions to specific items in a transaction, rather than applying the exemption to the entire order. This provides greater flexibility when processing sales that include both taxable and non-taxable items.

**Example:** If a customer orders a beer and a meal, and only the beer qualifies for tax exemption (e.g., due to a special promotion or local regulations), you can select the tax-exempt checkbox for the beer, leaving the meal taxable as usual.

The screenshot displays the Club Caddie Register interface for Bushwood Golf Club. The top navigation bar includes icons for Register, Tee Sheet, Starter Sheet, Activities, Venue Manager, Events, On Demand, Customers, Vouchers, Sales, and Reports. The Register icon is highlighted with a red box. Below the navigation bar is a search bar and a menu of categories: Quick Menu, Food/Drink, Golf, Pro Shop, Drinks, Food, Banquet, Merchand, Golf Fees, Test, Green Fees, and Tools. The main menu is divided into sections: Appetizers, Snacks, Fall Menu, Soups, Salads, Sandwiches, Pizzas, Dinners, Specials, and Kids Menu. The Mains section is expanded, showing items like Americano Pizza, Cheese Pizza, Chicken Tenders, Chili Dog, and Pepperni Pizza. The Daily Specials section shows Mon-Americano. The Starters section shows Chiko, Freedom Fries, Jumbo Chicken Wings, and Mini Chicken Wings. The right side of the interface shows a transaction summary for Anonym. The items list includes Garlic Breadsticks, Daily Creation Soup, and Cheese Pizza. Each item has a checkbox for 'Tax Exempt', which is highlighted with a red box and a red arrow. The bottom right of the interface shows a summary of the transaction: Total items 3, Subtotal \$18.00, Tax Exempt \$0.00, and Grand Total \$18.90.

Item	Price	Quantity	Tax Exempt	Subtotal	Tax	Total
Garlic Breadsticks	\$6.00	1	<input type="checkbox"/>	\$6.00	\$0.00	\$6.00
Daily Creation Soup	\$3.00	1	<input type="checkbox"/>	\$3.00	\$0.00	\$3.00
Cheese Pizza	\$9.00	1	<input type="checkbox"/>	\$9.00	\$0.00	\$9.00
<b>Subtotal</b>				<b>\$18.00</b>		
<b>Tax Exempt</b>				<b>\$0.00</b>		
<b>Tax</b>					<b>\$0.90</b>	
<b>Grand Total</b>						<b>\$18.90</b>

# Event Adjustment Report

Navigation Steps: Reports → Events Adjustment Report

**Feature Explanation:** We've introduced a new Event Adjustments Report. Similar to the Membership Adjustments Report, this tracks any changes made to events. It includes event IDs, names, chart of accounts, and whether the adjustments were credits or debits.

The screenshot shows the Club Caddie software interface. At the top, there's a navigation bar with the Club Caddie logo and a sidebar menu on the left. The main area displays the 'EVENT ADJUSTMENT REPORT' for 'Bushwood Golf Club'. The report includes a table with the following data:

DATE	EVENT ID	EVENT NAME	CHART OF ACCOUNT	NOTES	AMOUNT
29 Aug 2024, 7:24 AM	5115	Wingate Wedding		Event Aging Import	\$ -500.00