



a *JOTAS* Software Company



# NEW FEATURES

5.4.23

# PARTIAL REFUNDS FOR MEMBERSHIP CHARGE JOBS

Navigation Steps: Sales → Action → Enter Refund Amount

The screenshot displays the Club Caddie software 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 main content area shows a list of recent orders and a detailed view of an order (Order ID: 10848) with a partial refund applied.

**Order Details:**

Customer Name: Anu abc | Order ID: 10848 | Payment Type: cash

Original Order Items:

Item	Cost	Tax	Service Charge	Loyalty	Item Status	Refund Amount	Refund Tax
\$130 Member Account Deposit	\$-9.00	\$0.00	\$0.00			\$-3.00	\$0.00
\$130 Member Account Deposit						\$-3.00	\$-3.00

Total Items: 1  
Items Total Cost: \$-3.00

**Refund Details:**

#Items Refund	Refund Amount	Refund Tax	Refund Service Charge	Loyalty Refund	Total Refund Amount
0	\$ 0.00	\$ 0.00	\$ 0.00	0.00	\$ 0.00

Reason:   
Notes: Original Order 10847 | Oct 22 2024 | #3 refund to member OrderID 10847

Buttons: Refund, Cancel

**Recent Orders Table:**

ORDER ID	CREATED AT	NAME	MEMBERSHIP_ID	PAID AT	STATUS	PAYMENT S	ACTION
639745	13 Jan 2025, 2:12 PM	C: Bryce Chapman			Active	Pending	
639744	13 Jan 2025, 2:06 PM	C: Nicole Chapman			Active	Pending	
639743	13 Jan 2025, 2:01 PM				Active	Pending	
639742	13 Jan 2025, 12:44 PM	C: Stuart Proctor	membership_id	13 Jan 2025, 12:44 PM	Active	Success	
639741	13 Jan 2025, 12:37 PM	C: Stuart Proctor	membership_id	13 Jan 2025, 12:37 PM	Active	Success	
639740	13 Jan 2025, 12:35 PM	C: Stuart Proctor			Active	Pending	
639739	13 Jan 2025, 12:34 PM	C: Stuart Proctor		13 Jan 2025, 12:34 PM	Active	Success	
639738	13 Jan 2025, 12:25 PM				Active	Pending	
639737	13 Jan 2025, 12:25 PM				Active	Pending	
639736	13 Jan 2025, 12:25 PM				Active	Pending	
639735	13 Jan 2025, 12:25 PM				Active	Pending	
639734	13 Jan 2025, 12:24 PM				Active	Pending	
639733	13 Jan 2025, 12:23 PM				Active	Pending	
639732	13 Jan 2025, 10:16 AM	C: Stuart Proctor	membership_id	13 Jan 2025, 10:16 AM	Active	Success	
639731	13 Jan 2025, 9:53 AM				Active	Pending	
639730	13 Jan 2025, 9:45 AM	C: Adam Bailey	membership_id	13 Jan 2025, 9:46 AM	Active	Success	
639729	13 Jan 2025, 9:44 AM	C: Adam Bailey	membership_id	13 Jan 2025, 9:45 AM	Active	Success	
639728	13 Jan 2025, 7:19 AM				Active	Pending	

Total Pages: 1011 | Page: 1

Footer: Powered by Club Caddie | Pro Shop 1 | Chat | Knowledge Base | v54.24.2@CC17 | 64 Bit

**Feature Explanation:** Users can now apply a partial refund to class billing. If a Class pays a total payment, users can now refund a portion of that amount.

# TAX-EXEMPT ITEMS IN EVENT BUILDER

**Navigation Steps:** Events → Event Builder → Menu/Add Ons → Tax Exempt Drop Down

**Feature Explanation:** This new feature enhances flexibility in managing taxes for events by allowing specific items, such as alcohol, to be marked as tax-exempt while keeping the rest of the event charges taxable. A new dropdown box in the Menu and Add-Ons tabs of the Event Builder enables staff to designate items as tax-exempt.

EDIT BANQUETS MANAGER

EVENT BUILDER | FUNCTION SHEET | COMMUNICATION | ATTACHMENTS

Event Details | Venue | Event Timeline | Floor Plan | Menu | Add Ons | Instructions | Payment | Event Notes | Ledgers | Event Tracking

Category	Item	Timeline Item	Rate	Quantity	SubTotal	Tax	Service Fee Amount	Total	Service Fee	Remark	Action
<b>Beverage Charges</b>											
Liquor: Banquet	At The Well...	Beverages	21.00	175	3675.00	302.75	735.00	4712.75	Yes	Served 6:00pm to 9:00pm Well Liquors, House Wine, Premium & Domestic Beer, House Champagne, Sodas & Coffee, Shots Not Included at \$14.00+ per person for the first hour, \$7.00+ per person for each additional hour	<input checked="" type="checkbox"/> <input type="checkbox"/>
Non-Alcoholic	Minors Package	Beverages	7.00	0	0.00	0.00	0.00	0.00	Yes	Served 6:00pm to 9:00pm, Available to Ages 4 to 20 Years Old Only Sodas, Lemonade, Sparkling Cider at \$3.00+ per person for first hour, \$2.00+ per person for each additional hour	<input checked="" type="checkbox"/> <input type="checkbox"/>
<b>Total : \$ 4712.75</b>											
<b>Food Charges</b>											
	Buffet		3825.00	1	3825.00	315.56	0.00	4140.56	No	Difference to Meet Event Minimum, Total Based on Selections Chosen	<input checked="" type="checkbox"/> <input type="checkbox"/>
<b>Total : \$ 4140.56</b>											
<b>Room Charge</b>											
Banquets	Pavilion	Pavilion	3500.00	1	3500.00	288.75	0.00	3788.75	No	\$11,000 Required Event Minimum, Event Total Based on Selections and Guest Count Finalized 10 Days Before Event Date	<input checked="" type="checkbox"/> <input type="checkbox"/>
							<b>Total Service Fee Amount: \$ 735.00</b>	<b>Service Fee Tax: \$ 61.25</b>	<b>Total : \$ 12,703.31</b>		

Select Sub-Department  
 Select Categories  
 Select Item  
 Service Type  
 Timeline Item  
 Rate (unit)  
 Quantity  
 Total Cost  
 Service Fee Applicable  
 Tax Exempt  
 Remarks  
 Add to Sheet

YES OR NO

For a detailed guide, visit our [Knowledge Base Article](#).

# EXPORT CALENDAR IN CALENDAR VIEW

Navigation Steps: Events → Export Calendar View

**Feature Explanation:** You now have the option to export your calendar view! This feature includes all the details and makes it easy to print and share as needed.

The screenshot shows the Club Caddie dashboard. At the top, there's a navigation bar with 'Switch Course', '0 Sessions', '0 Rounds', '\$ 0.00', and a user profile for 'Nicole'. Below this is a row of icons for REGISTER, TEE SHEET, STARTER SHEET, ACTIVITIES, VENUE MANAGER, EVENTS, CUSTOMERS, VOUCHERS, and SALES. The 'EVENTS' icon is highlighted in green. On the left sidebar, there are links for Event Calendar, Online Events, Banquet Manager, Golf Outing Manager, Activity Outing Manager, Golf League Manager, and Activity League Manager. The main area is titled 'EVENT CALENDAR' and features a navigation bar with 'Export Calendar View' (highlighted in a red box), 'Export PDF', and various event filters. Below this is a calendar grid for January 2025, showing a '03:00 PM Tuesday Semi' event on the 31st.

The screenshot shows the 'Event Calendar' view for September 2024. It features a legend for event types: Banquets (22), Golf Outings (30), and Golf Leagues (4). The events are listed in a table format, grouped by date. Each event entry includes a time slot, the event name, customer name, and contact information. Some events also indicate the venue. The events are as follows:

Date	Time	Event Name	Customer	Contact	Category
Tuesday, Sep 03	07:30 AM	Canyon Springs Women			Golf Leagues
	08:00 AM	CSSMGA			Golf Leagues
	08:00 AM	Texas Center for the Judiciary	Alfonso Charles	alfonso.charles@cco.gregg.tx.us, 9037386949	Golf Outings
Saturday, Sep 07	10:30 AM	Hursh Outing	Trevor Hursh	trevor.hursh@gmail.com	Golf Outings
	08:30 AM	Wallace Outing	Will Wallace	wwallace4428@gmail.com, 3619444428	Golf Outings
Monday, Sep 09	08:00 AM	SAFD vs SAPD	Will Havens	firetroil40@gmail.com, 2103254499	Golf Outings
	08:50 AM				Golf Outings
Tuesday, Sep 10	07:30 AM	Canyon Springs Women			Golf Leagues
	08:00 AM	CSSMGA			Golf Leagues
	08:00 AM				Golf Leagues
Wednesday, Sep 11	08:00 AM	BAMC Auxiliary			Venue

For a detailed guide, visit our [Knowledge Base Article](#).

# FIRE ICON

Navigation Steps: Register  Add items  Click "Send"  Fire Icon will appear

**Feature Explanation:** Quickly see which items have been sent to the Kitchen with a new visual indicator for streamlined order management. A fire icon automatically appears next to items once sent to the Kitchen/Bar.

The screenshot displays the Club Caddie POS interface for Bushwood Golf Club. The top navigation bar includes buttons for REGISTER, TEE SHEET, STARTER SHEET, ACTIVITIES, VENUE MANAGER, EVENTS, ON DEMAND, CUSTOMERS, and VOICE. The main menu is categorized into sections like Mains, Daily Specials, and Starters. On the right, the order list shows two items: 'Americano Pizza' and 'Jumbo Chicken Wings'. A red fire icon is visible next to the 'Americano Pizza' item, indicating it has been sent to the kitchen. The bottom right corner shows a summary of the order with a total of \$43.97.

Item	Price	Quantity	Total	Tax
Americano Pizza	\$13.00	2	\$26.00	0%
Jumbo Chicken Wings	\$9.00	1	\$9.00	0%
<b>Subtotal</b>			<b>\$35.00</b>	
<b>Service Charge</b>			<b>\$6.48</b>	
<b>Tax</b>			<b>\$2.49</b>	
<b>Grand Total</b>			<b>\$43.97</b>	

For a detailed guide, visit our [Knowledge Base Article](#).

# EVENT SERVICE TYPE REPORT

Navigation Steps: Reports > Events Service Report

**Feature explanation:** Access and analyze revenue by category with the new Event Service Type Report, providing detailed insights into event performance. This feature allows you to easily track revenue by service type, filter results by specific date ranges for precise reporting, and make better decisions with clear, categorized revenue data.



If report is not available for selection, you will need to turn on the permissions for this report in your Manage Roles settings.



Customize this report by adding “Service Types” options in the Event Settings > Service Types. You will then see these options in the banquets manager via a drop-down menu (e.g., food, liquor, rental, cocktail hour), and those choices will feed into the report to create tailored columns, making it easy to see where your revenue is coming from across various event categories.

The screenshot shows the 'EVENT SERVICE TYPE REPORT' interface. On the left is a sidebar menu with various report options. The 'Events Service Report' option is highlighted in green. The main area displays a table with the following data:

StartDate	Title	Alcohol	Breakfast	Food	Rentals
10-25-2024	Club Castile Annual Banquet	\$800.00		\$4189.50	\$5240.00
12-24-2024	December Christmas Event		\$1200		

At the bottom of the interface, it shows 'Total Pages: 1 | Page: 1'.

For a detailed guide, visit our [Knowledge Base Article](#).

# EVENT CHARGE SUMMARY REPORT

Navigation Steps: Reports > Event Charge Summary Report

**Feature Explanation:** The Event Charge Summary Report helps you forecast and Analyze specific Event Types to understand demand trends, plan financial performance for upcoming periods, and forecast revenue by selecting a specific date range and reviewing charges for categories such as food, golf, banquets, and more.

Friday, 13 Dec 2024 09:04 AM

Switch Course | 0 Sessions | 0 Rounds | \$ 0.00 | Dan

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

Dan QA Testing

Dashboard

Active Rates

Activity Breakdown Report

Backpacks Assigned Report

Cart Agreement Report

Activity Played Report

Activity Booking & Cancellation Report

Aging Report

Cash Payout Summary

Charity Summary

Clock In Out Report

Comparative Sales Report

**Event Charge Summary Report**

Credit Voucher Reports

Customer Flags Report

EVENT CHARGE SUMMARY

Event Type: All | 10/1/2024 | 10/31/2024 | Custom | Search | Clear

EVENT START DATE	EVENT NAME	EVENT TYPE	ADD ON CHARGES	MENU CHARGES	GOLFER CHARGES	SUB TOTAL	SERVICE CHARGE	TAX	EVENT CHARGES	TOTAL CHARGES	PAYMENTS RECEIVED	BALANCE DUE
25 Oct 2024	Club Caddie Annual Banquet	Banquet	\$ 6,239.50	\$ 4,250.00	\$ 0.00	\$ 10,489.50	\$ 850.00	\$ 315.00	\$ 121.88	\$ 11,776.38	\$ 5,000.00	\$ 6,776.38
Totals :			\$6,239.50	\$4,250.00	\$0.00	\$10,489.50	\$850.00	\$315.00	\$121.88	\$11,776.38	\$5,000.00	\$6,776.38

Total Pages : 1 | Page : 1

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For a detailed guide, visit our [Knowledge Base Article](#).

# MANAGING PREPAID TEE TIME LIABILITIES

## Settings Steps:

1. To turn on this setting: Settings  Tee Sheet Settings  Prepaid Tee Sheet Liability  Toggle On
2. Once toggled on, additional settings will populate: Settings  Tee Sheet Settings  Online Tee Time Settings  Will now display **Flat Fee Deposit Per Player For online Bookings (\$)**  Enter \$ Amount  Save
3. Make Tee time Deposit Non – Refundable  Toggle **On** if desired  
*\*Manager Override requires a refund deposit through the sales module.*

## Journal Entry Steps Recognizing Liability and Revenue:

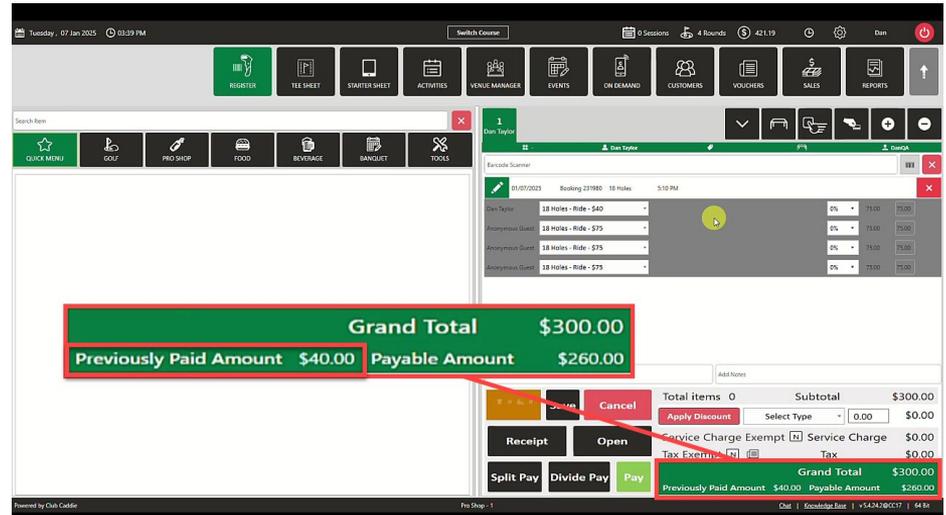
### Recognizing Deposit Liability

1. Settings  QuickBooks Integration  Journal Entry Setup  Add Journal Entry 
    - **Transaction Type** = Tee Booking Liability Received
    - **Credit Account** = Tee Time Deposit
    - **Memo** = Tee Time Deposit (optional verbiage)
- \*It is recommended to create new COAs for Journal Entry Mapping, but any existing ones can be applied.*

### Recognize Revenue from Liability to Revenue for No-Shows or Cancellations

1. Settings  QuickBooks Integration  Journal Entry Setup  Add Journal Entry 
  - **Transaction Type** = No Show Revenue
  - **Credit Account** = No Show/Cancellation Revenue
  - **Memo** = No Show/Cancellation Revenue (optional verbiage)

**Feature Explanation:** The new Prepaid Tee Time Liability feature allows facilities to require a flat fee deposit per player for online bookings, ensuring partial payment is collected upfront. This deposit can be configured as nonrefundable, streamlining revenue handling for no-shows or cancellations. Users will need to set up proper journal entries to allow the system to manage accounting entries and move deposits from liability to revenue when applicable. All entries will be reflected in the GL Code Report. Additionally, refund attempts on nonrefundable deposits are restricted and will be prompted with a manager override PIN, providing enhanced control over refunds.



For a detailed guide, visit our [Knowledge Base Article](#).

# MANAGING PREPAID TEE TIME LIABILITIES CONTINUED



Manager Override must be toggled on in Managed Role to allow for non-refundable refunds (IE rained out).



If it is not appropriately mapped in the Journal Entry, “Missing” will appear on the GL Code Report.



To apply the No-Show revenue, click a past tee time that did not show, select “No Show Revenue” for a single or “No Show Revenue All” to apply to all players in that time, and prompt to generate the revenue.

**Tee Time Information**

Date: Tue, Jan 07 2025  
 Start Time: 04:00 PM  
 End Time: 04:10 PM

Search for Tee Times

**Summary**

Taxes & Online Fees	\$0.00
Green Fee	\$300.00
Reserve Fee	\$200.00
Due Online	\$40.00
Due at Course	\$260.00

**SELECT HOLES**

9 HOLES 18 HOLES

**SELECT PLAYER**

1 2 3 4

**PEAK RATE TYPE**

Player 1	Player 1 Notes (Additional Player Names, special requests, etc)	18 Holes Rate \$75
Player 2		18 Holes Rate \$75
Player 3		18 Holes Rate \$75
Player 4		18 Holes Rate \$75

**Due Online \$40.00**

**Due at Course \$260.00**

**Tee Sheet**

Notes Not Available

1:30 PM Add

1:30 PM Add

1:40 PM Add

1:50 PM Add

2:00 PM Add

2:00 PM Add

2:10 PM Add

2:20 PM Add

2:30 PM Add

2:40 PM Add

2:50 PM Add

**Quick Pay**

- Generate Tee Sheet
- Split Revenue
- Add to Order
- Checklist
- Checkin/Checkouts
- Group Checkin
- View Fields
- Send Confirmation
- Copy
- Call
- View Customer Profile
- Repeat
- Cancel
- No Show Revenue
- No Show Revenue All
- Issue Receipt / Refund
- View Order

**GL CODE REPORT**

Account	Debit	Credit
Food - Drink	4000 - Food	\$18.99
Cart - Cart Fee	2100 - Cart Fee	\$100.00
Cart - Bag & GP	2000 - Green Fee	\$200.00
Payments Made by Cash	1000 - Operating Account	\$881.16
Membership	1100 - Membership Account AP	\$6.00
Membership	1100 - Membership Change	\$120.00
Membership	1100 - Membership Rate	\$400.00
Membership	9000 - Sales Tax Payable	\$1.20
Tee Time Deposits Applied	2400 - Tee Time Deposits	\$40.00
Tee Time Deposits Received	2400 - Tee Time Deposits	\$260.00
		\$881.16

**Summary**

Tee Booking Deposits Applied	2400 - Tee Time Deposits	\$40.00
Tee Time Deposits Received	2400 - Tee Time Deposits	\$260.00

For a detailed guide, visit our [Knowledge Base Article](#).

# PAYMENT TYPE OPTIONS CONFIGURATION

Navigation Steps: Settings → Register Settings → Payments Type Builder → Add

**Feature Explanation: Example:** The Payment Types Builder is a new feature that lets you customize payment options across all terminal locations. You can rename and organize options like Credit Card, Cash, Check, and Membership ID, and even integrate Custom Payments for added flexibility. Payment settings can be managed centrally at the course level, with the option to override them by location or individual terminal, giving you full control over how payments are handled.

Monday, 13 Jan 2025 02:44 PM

Switch Role | Switch Course | jnds | \$ 379.11 | Nicole

CLUB CADDIE

REGISTER | TEE SHEET | STARTER SHEET | ACTIVITIES | VENUE MANAGER | EVENTS | ON DEMAN

Bushwood Golf Club

Membership Settings | Payroll Center | QuickBooksIntegration | RACK Rate Manage... | Register Settings | Tax Management | Tee Sheet Settings | Terminal Management | Communication Center | Venue Center | Mobile App | Punchcard Type Center

OnDemand | OnlineOrdering | KDS | Charity Contribution | Meal Course | Printer | Register Notes | **Payment Types Builder**

Course Configuration | Location | Terminal

Payment Type Options

IDENTIFIERS	TITLE	DISPLAY ORDER	ACTION
membership_id	Membership Account Charge	0	:
cardconnect	Credit Card Payment	1	:
cash	Cash	2	:
check	Check	3	:
eventtid	Event Charge	4	:
creditvoucher	Gift Card/Credit Book	5	:
custom	Google Pay	6	:
custom	Venmo	7	:

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Monday, 13 Jan 2025 02:42 PM

Switch Role | Switch Course | jnds | \$ 379.11 | Nicole

CLUB CADDIE

REGISTER

Bushwood Golf Club

SEARCH ITEM

QUICK M | FOOD/I | GOLF | PRO-SH | DRINKS | FOOD | BANQU | MERCH | GOLF FI | TE

6 packs

- 6 pack Bud Light 15.00
- 6 pack Miller Lite 15.00

Individual Cans

- Budweiser 2.83
- Miller Lite 2.83
- Coke Light 3.00
- Labatt Blue Light 2.84
- Bud Light 2.83
- PRO SHOP BEER 1.90

Pop

- Fountain Soda 2.50
- Coca-Cola 2.50
- Bottled Water 1.50

Sports Drinks

Payment Modal:

639743 | nicolec

Total Amount: \$5.42  
Previously Paid Amount: \$0.00  
Pending Amount: \$5.42

- CardConnect Credit/Debit
- CardConnect/Manual Card Entry
- Cash
- Member Charge
- Gift Card/Credit Voucher
- Events Charge
- Split Payment
- Venmo
- Google Pay
- Charity Contribution
- Print Merchant Receipt
- Print Customer Receipt

Ok | Close

Total items 1 | Subtotal \$4.99  
Apply Discount | Select Type 0.00 \$0.00  
Service Charge Exempt | Service Charge \$0.00  
Tax Exempt | Tax \$0.43  
Loyalty Total 50 | Grand Total \$5.42

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For a detailed guide, visit our [Knowledge Base Article](#).