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NEW FEATURES

5.4.34

SCHEDULING RACK AND CLASS RATES BY TIME OF YEAR

Navigation Steps: Settings → Rack Rate Management → RACKRATE SCHEDULE → ADD SCHEDULE



FEATURE EXPLANATION

Set seasonal and time-based pricing by building schedules for a rack or class rate in the POS application. Define price changes by date range, day(s) of week, and start/end time. When staff book tee times, Club Caddie automatically applies the correct price for the booking date and time.



EXAMPLE

Set a base Jan 1–Dec 31 price, then add winter and peak overrides so Tee Sheet pricing adjusts automatically by season.

TIPS & TRICKS



Start with a base schedule, then add seasonal overrides for clean setup.



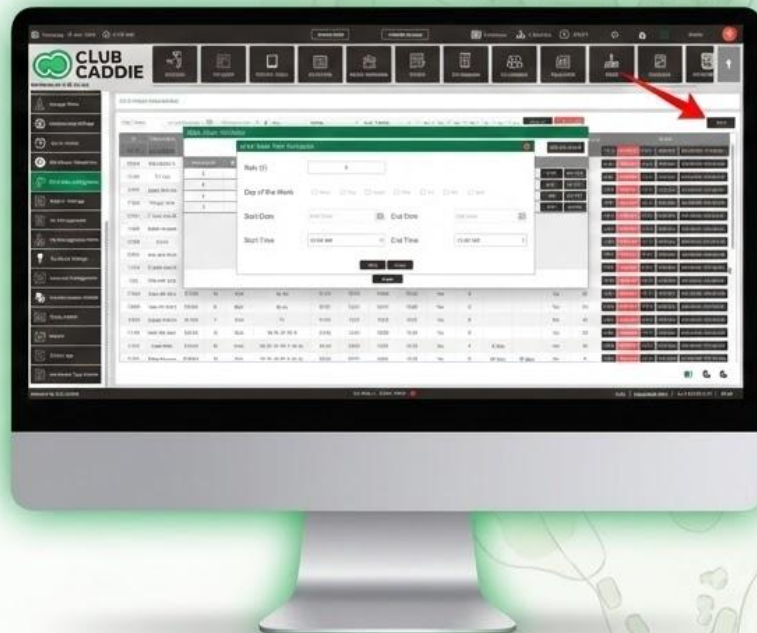
Use time ranges to morn/morning pricing without extra rates.



Select the correct day(s) of week to avoid inconsistent pricing.



Always validate in Tee Sheet using a define schedule window.








VIEW TEE TIME CHANGE HISTORY AND AUDIT LOGS

Navigation Steps: Tee Sheet → Right-click on any tee time → “View Change Log”

FEATURE EXPLANATION

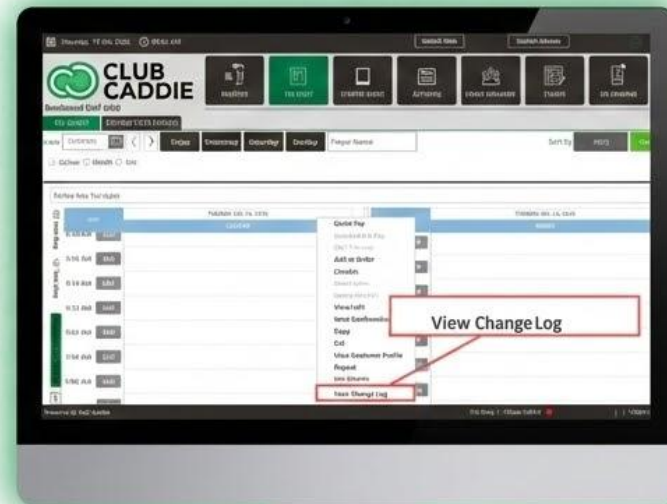
The Tee Time Changelog provides an audit trail showing any edits made to a specific tee time. This feature is valuable for auditing staff actions and resolving booking disputes.

See exactly who changed what, when, and why—no guesswork.

-  Full audit log of every edit to a tee time
-  See change type, old vs new value, timestamp, and who made the change
-  Instantly resolve booking disputes with a clear, time-stamped trail
-  Hold staff and online bookings accountable with full visibility
-  Protect revenue by catching incorrect player counts, rates, or payments

EXAMPLE USE CASE

Golfer says “I booked 2 players, not 4”—you open the ChangeLog and instantly see who changed it and when



EXAMPLE LOG: TEEBOOKING

		Details	Chang. Log			
Date	Description	Fields Changed	Changed By	Action	Status	
14 Dec 2022 10:06 AM	Dir Teabooking	Overbooked	Brian Carson	Call Golfing	Details	
14 Dec 2022 10:06 AM	Dir Teabooking	Overbooked	Brian Carson	Call Golfing	Details	

14 Dec 2022 10:06 AM

Ready to start? See the step-by-step [Knowledge Base Article](#)

TEE TIME BOOKING LIMITS

Navigation Steps: Settings → Tee Sheet Settings → Maximum Number of Tee Times Allowed per Customer Per Time Period

FEATURE EXPLANATION: Protect prime-time access and keep the tee sheet available for more golfers.



- Limits how many tee times a customer can book online within a defined time window (for example, 1 booking per 4 hours).
- Staff can still book approved exceptions through the POS when needed.

EXAMPLE: Set **1 tee time per 4-hour window** so a customer booking at 7:00 AM can't book another online slot until 11:00 AM.



NOTES: Applies to **online bookings only**.

CLUB CADDIE
Bushwood Golf Club

REGISTER TEE SHEET STARTER SHEET ACTIVITIES

Tee Sheet Settings Course TeeSheet Setting Tee Time Policies Rotation Schedule Channel Partner D

Block Turn Times: ☒

Default Block Turn Time on Minutes): 125 Add Mn...

Can Create Bookings in Pazz: ☒

Print Cart Agreement Receipt: ☐

Club Wide Reserved Tes Times Visible in Member portal: ☒

Send Confirmation Emails by Default for POS Tes Time Bookings: ☐

Send Confirmation Text by Default for POS Tes Time Bookings: ☐

Prepaid Tee Time Liability: ☒

Maximum Number of Tee Times Allowed per Customer per Time Period: 1 Add Tee Tr...

Tee Time Can Be Sooked Per Customer in Time Period (HH:mm): 04:30 Add Ti...

Not Allow Customers to Book at MCO Courses in Time Period: ☒

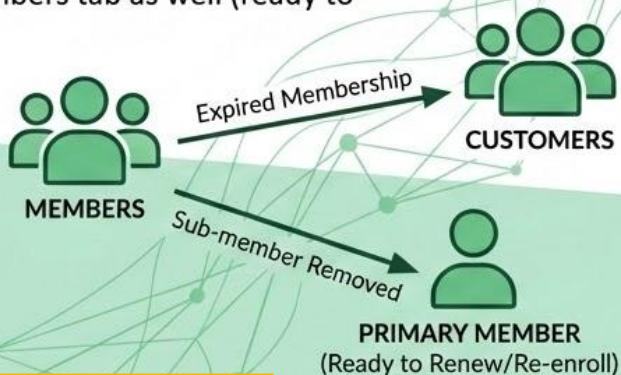
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MEMBER TO CUSTOMER/SUB-MEMBER TO PRIMARY MEMBER CONVERSION

Navigation Steps: Customer Module → Members Tab → Individual Member Profile

FEATURE EXPLANATION: Keep your Members list accurate—without extra manual cleanup.

- ✓ Automatically moves expired members from Members → Customers when the expired membership is the only membership on the profile.
- ✓ When a sub-member is removed from a primary account, they're removed from the Members tab as well (ready to renew or re-enroll correctly).



TIPS & TRICKS:



Auto-conversion happens only when the expired membership is the only membership class on the profile.



Sub-member removal is manual and is not triggered by a primary membership expiring.



Renewals are completed by Add Membership (a new membership add, not reactivating the old one).

SENDING ORDERS TO MULTIPLE PRINTERS

Navigation Steps: Settings icon → Register Settings → Department tab → Sub-Department gear icon

FEATURE EXPLANATION: Print the same items to more than one station at once.

- Configures a sub-department so items can print to multiple kitchen printers or KDS stations at the same time.
- Uses a single Printer field to map multiple printer destinations.

Tips & Tricks:



- Standardize printer names in Windows (Devices and Printers) before mapping in Club Caddie.
- Use clear, simple names like "Kitchen" and "Bar" to avoid mismatches.
- After mapping, use Send on an order to confirm tickets generate with modifiers and instructions.
- Add a second printer for high-traffic sub-departments to reduce missed tickets during outages.



Ready to start? See the step-by-step [Knowledge Base Article](#)

CENTRAL BUYER PURCHASE ORDERS

Navigation Steps: Settings → Inventory Center → Purchase Orders → New Purchase Order

FEATURE EXPLANATION: Track vendor orders and receiving in one place—end to end.

- ✓ Creates and manages Purchase Orders with key details (vendor, dates, receiver, status) plus item quantities and unit costs.
- ✓ Supports receiving to automatically update on-hand inventory and item unit cost based on what was received.
- ✓ Improves visibility into what's been ordered, what's been received, and what's still outstanding (Initial/Issued/Partial/Closed).
- ✓ Reduces receiving errors by capturing line-item details, costs, and item notes for variants.
- ✓ Keeps inventory counts and unit costs accurate as shipments are received (including partial shipments).



Tips & Tricks: Enable the Purchase Order permission in Manage Roles and start creating POs for your next vendor order.

The screenshot displays the Club Caddie web application interface for Bushwood Golf Club. The top navigation bar includes links for REGISTER, TEE SHEET, STARTER SHEET, and ACTIVITIES. The left sidebar contains various settings and management options. The main content area shows the 'Add Purchase Order' form with fields for Order Name, Date Date, Receiver Status, and Quantity. Below the form, a table titled 'MANAGE ROLES and ACCESS' lists various roles and their corresponding permissions. A red box highlights the 'Inventory' role, and a red arrow points to the 'Purchase Order' checkbox, which is currently checked.

Role	Inventory	Purchase Order
Activities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Contract	<input type="checkbox"/>	<input type="checkbox"/>
Comains	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Courts Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Portfolios Ores	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Event Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Inventory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Education	<input type="checkbox"/>	<input type="checkbox"/>
Economics	<input type="checkbox"/>	<input type="checkbox"/>
Tee Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Stats	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Votes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Travels Expenses	<input type="checkbox"/>	<input type="checkbox"/>
Sessions	<input type="checkbox"/>	<input type="checkbox"/>

Ready to start? See the step-by-step [Knowledge Base Article](#)

NEW LOYALTY OPTIONS (EARNING + ELIGIBILITY)

Navigation Steps: Settings → Register Settings → Loyalty → Earning Strategy/Inventory Specific/Customers with Specific Classes Methodology

Feature Explanation: Decide exactly who earns points—and how much they earn.

- Adds an Inventory Specific earning option so you can assign custom loyalty amounts at the item level, alongside the existing club-wide points-per-dollar setting.
- Adds class-based eligibility so only customers in designated Customer Classes can earn Loyalty Points.
- Gives you more control over loyalty incentives by allowing different items to earn different points.
- Supports more targeted loyalty rules by restricting point-earning to specific Customer Classes when needed.
- Makes eligibility rules easier to manage with an **“Eligible for Loyalty”** setting in Class Management.

The screenshot shows a form with several fields. A red rectangular box highlights three fields: 'Loyalty Points' (a text input field), 'Loyalty Value' (a text input field), and 'Loyalty Type' (a dropdown menu currently showing '--Select--'). To the right of these fields is a 'Floor' field with the value '5.00'. Below the highlighted fields are other form elements: 'On Demand' (a dropdown), 'Available For Online Order' (a checkbox), 'Awards Percentage' (a text input field), 'Preparation Time' (a dropdown showing '1'), and 'Automatic' (a text input field with the value '20.00'). The 'Inherit' button is also visible.

Tips & Tricks:

- Use Club Wide for a simple “every dollar earns X points” model.
- Use Inventory Specific to boost promos, seasonal items, or high-margin products.
- Use Specific Classes to create tiered loyalty (only eligible member classes earn).
- If points aren’t accruing, verify: register strategy + inclusion methodology + item Loyalty Type + class “Eligible for Loyalty.”

Ready to start? See the step-by-step [Knowledge Base Article](#)