CLUB CADDIE

a Jonas Software Company

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 s seasonal seasonal overrides for clean setup.
- Use time ranges to morn/morning pricing without extra rates.
- Select the correct day(s) of wreet to avoid inconistent pricing.
- Always validate in Tee Sheet using a define schedule window.

Ready to start? See the step-by-step Knowledge Base Article

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

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 siot until 11:00 AM.

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

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

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).

Ready to start? See the step-by-step Knowledge Base Article

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.

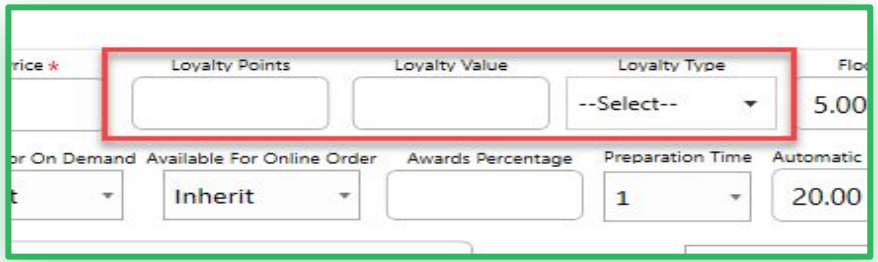
Ready to start? See the step-by-step Knowledge Base Article

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.



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