



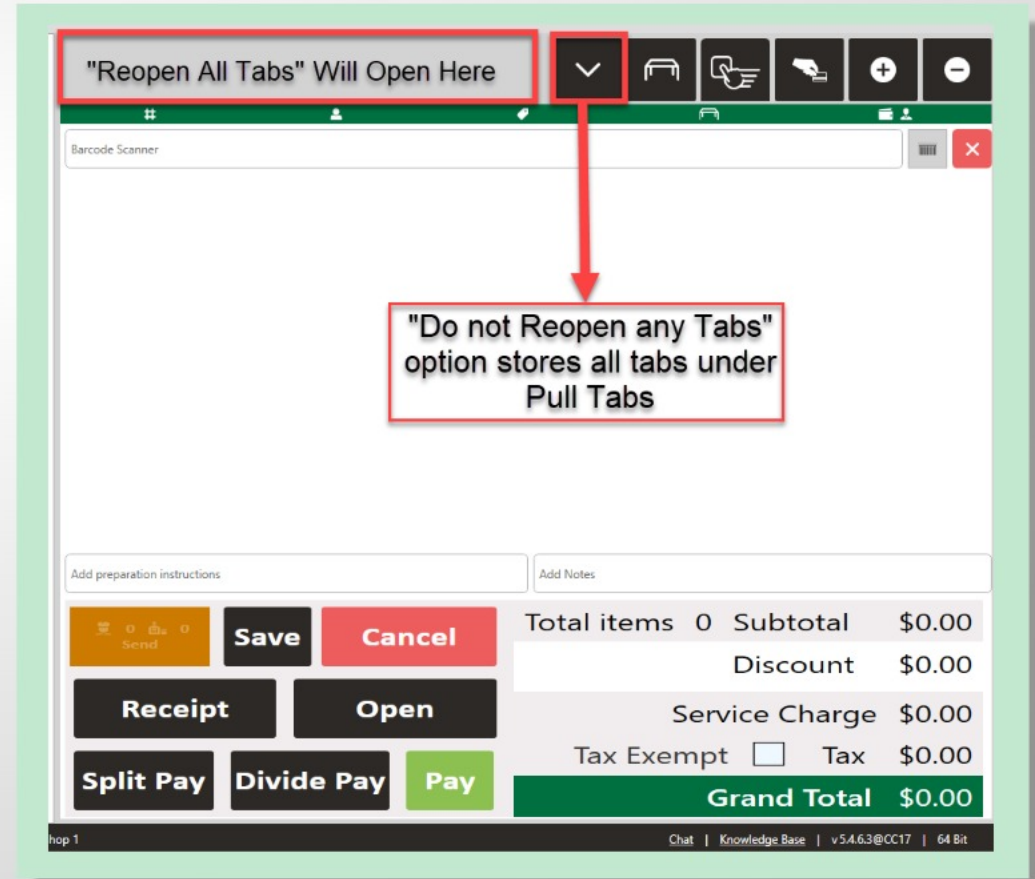
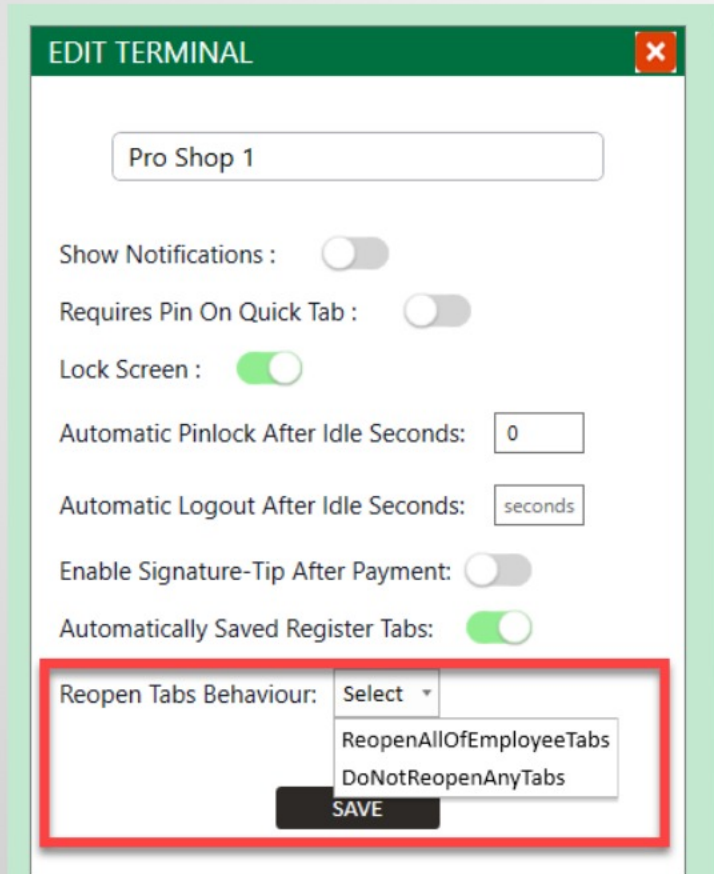
5.4.6.3

New Release/Enhancements

- F&B / Register
- Tee Sheet/Starter Sheet
- Reports

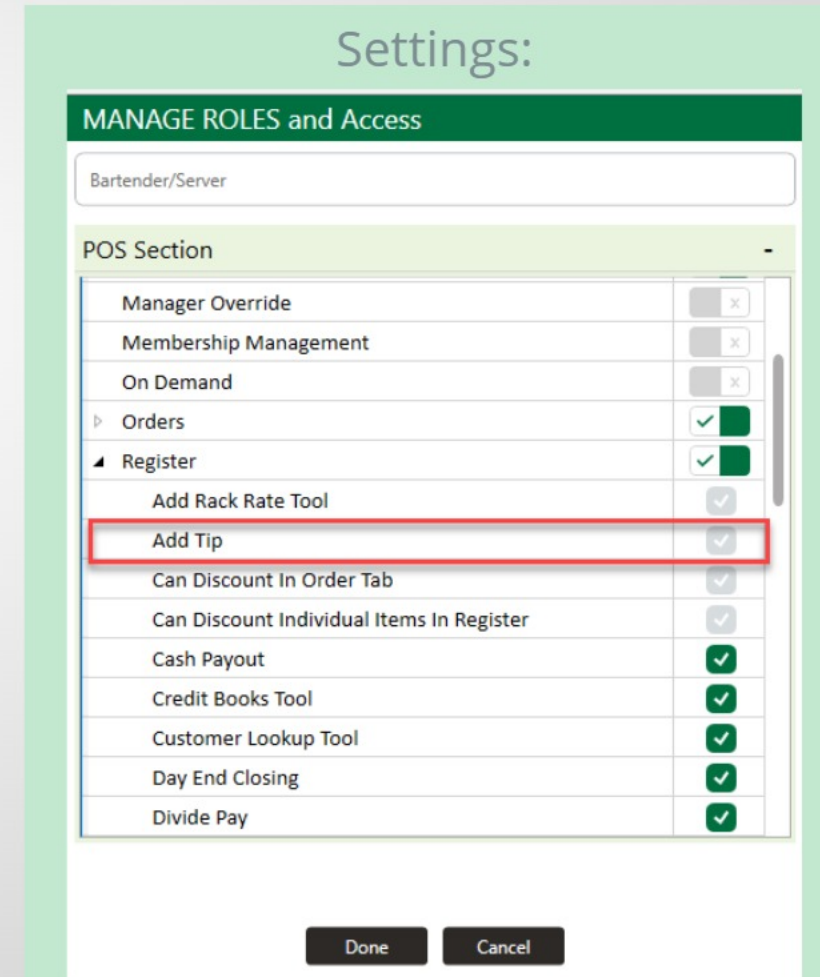
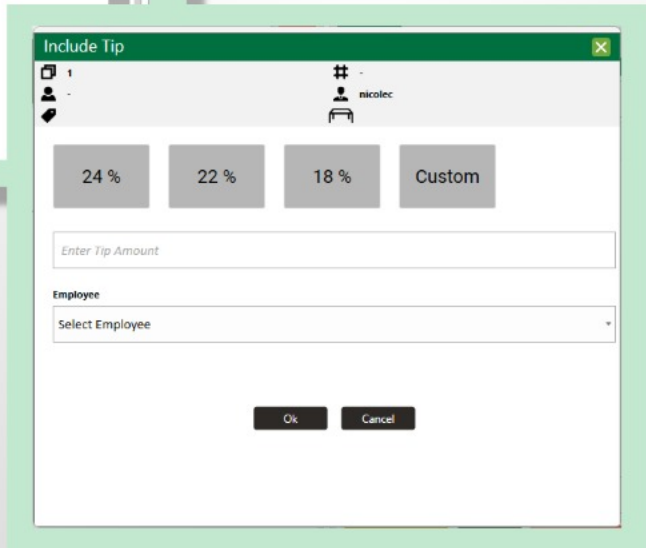
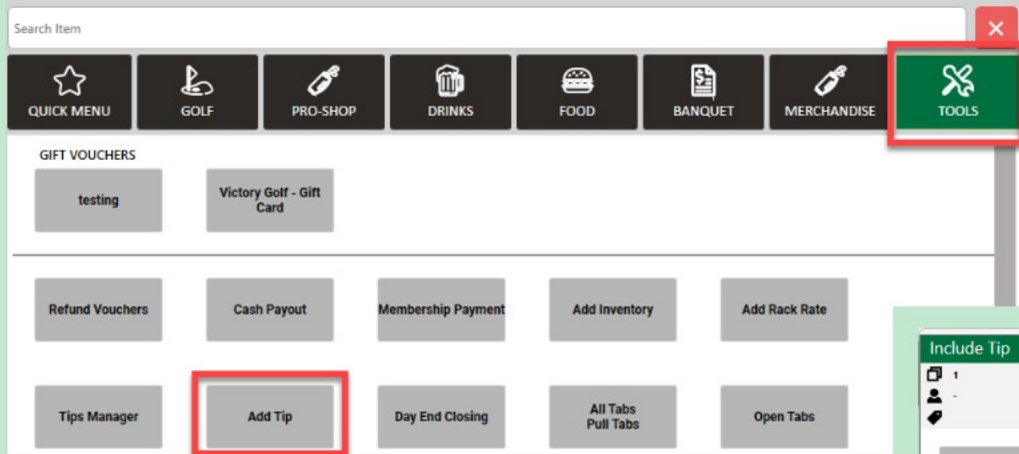
PIN LOCK/PULL TABS

- New Setting in Settings** - Terminal Management for "Reopen Tabs Behavior". There are 2 options here – "Reopen all Employee Tabs" and "Do Not Reopen any Tabs". If the option for "Do not Reopen any Tabs" is selected, whenever an Employee either logs into Club Caddie or uses PIN Lock to access the Register, none of their Open Tabs will appear. This is especially helpful if an Employee is working in the Register with many open Tabs. All of the Open Tabs will be available to be Re-Opened by using Pull Tabs, but they will not automatically appear in the Register



GRATUITY BUTTON IN TOOLS SECTION OF REGISTER

A new button in the Tools section of the Register. For this to appear, the Register Setting for “Add Tip as Line Item” needs to be enabled. This allows for Employees to add a Tip to a Tab before the Transaction is tendered out. It is also applicable for Tabs/Tables that have many Customers, where an automatic Gratuity of a given percentage will be added. If Suggested Tips amounts are set up for a Terminal, those percentages will appear. Users can also add a dollar amount Tip to the Tab



PARTIAL EVENT DEPOSIT REFUNDS

Users can now issue Partial Refunds for Event Deposits. So if the total amount of Deposits for an Event end up exceeding the Total Amount of the Event, Users can now Refund a portion of an Event Deposit so that the Total Amount of the Event equals the Total Amount of Deposits that have been made against the Event.

How: Go to Sales > Action > Refund> Check mark item > Enter amount of refund amount > Click Refund

The screenshot shows the Pro Shop 1 interface. At the top, there are navigation icons for Order Sheet, Activities, Venue Manager, Events, On Demand, Customers, Vouchers, Sales, and Reports. Below this is a search bar and a table of orders. The table has columns for Subtotal, Discount, Tax Amount, Service Charge, Grand Total, Tip, Payment Type, Paid At, Status, and Payment Status. A context menu is open over one of the rows, with the 'Refund' option highlighted in red.

The screenshot shows the 'Order Details' page for Order ID 991522. The customer name is Michael Rawlins and the payment type is membership_id. A table of 'Original Order Items' is shown with columns for Item, Cost, Tax, Service Charge, Loyalty, Item Status, Refund Amount, Refund Tax, and Refund Service Charge. The first item, 'Platinum Monthly', has a cost of \$450.00 and a refund amount of \$450.00. A red circle highlights the 'Refund' button in the context menu for this item.

The screenshot shows the 'Order Details' page for Order ID 624607. The customer name is Bryce Chapman and the payment type is cash. A table of 'Original Order Items' is shown with columns for Cost, Tax, Service Charge, Loyalty, Item Status, Refund Amount, Refund Tax, and Refund Service Charge. The first item, 'Wedding Event Deposit', has a cost of \$2,000.00 and a refund amount of \$2,000.00. A red box highlights the 'Refund Amount' field, and a red arrow points from this field to the 'Refund' button at the bottom of the page.

ENLARGED STARTER SHEET

Tee Time slots and text has been doubled in size for easier viewing on smaller screens and easier use with Tablets.

Friday, 28 Jul 2023 10:51 AM

Switch Course

0 Sessions 1 Rounds \$ 0.00

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

Bushwood Golf Club

View By : Date 7/27/2023 Today Tomorrow Saturday Sunday Player Name

Sort By All(19) CheckedIn(3) Reserved(0) Cancelled(3) No Show(16) Export Excel Export Pdf Send Email

East South

THURSDAY, JUL 27, 2023

TIME	EAST				TIME	SOUTH			
2:08 PM					9:04 AM				
2:16 PM					9:12 AM				
2:24 PM					9:20 AM				
2:32 PM	Woods Tiger, 1 \$ POS 18 Hole	Peak WD Ride POS 18 Hole	Peak WD Ride POS 18 Hole	Peak WD Ride POS 18 Hole	9:28 AM				
2:40 PM	Peak WD Ride POS 18 Hole	Peak WD Ride POS 18 Hole	Peak WD Ride POS 18 Hole	Peak WD Ride POS 18 Hole	9:36 AM				
2:48 PM	Peak WD Ride POS 18 Hole	Peak WD Ride POS 18 Hole	Peak WD Ride POS 18 Hole	Peak WD Ride POS 18 Hole	9:44 AM				
2:56 PM					9:52 AM				
3:04 PM									

Powered by Club Caddie Pro Shop 1 Chat | Knowledge Base | v5.4.6.0@CC17 | 64 Bit

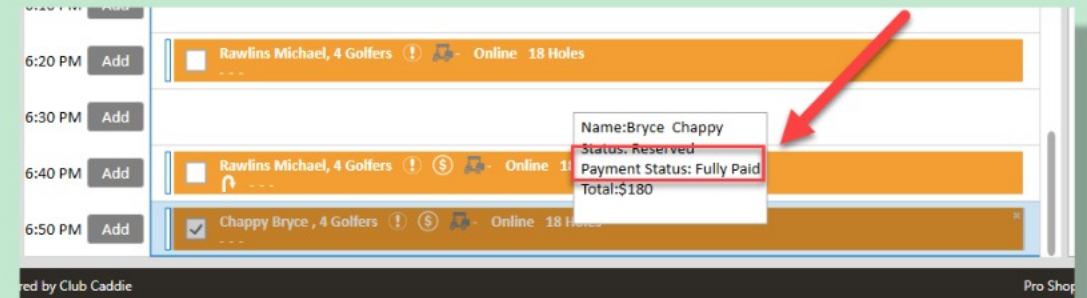
ONLINE TEE TIMES

When a Customer/Member goes into the Online Booking Engine, and selects a Tee Time before logging in, after they log in, they will be directed to that Tee Time, rather than having to select their desired Tee Time again.

The screenshot displays the 'Book A Tee Time' interface for Club Caddie GC. At the top left, the club name 'CLUB CADDIE GC' is visible, and at the top right, the user is logged in as 'Hi Bryce' with a 'Logout' button. A dark navigation bar contains the title 'Book A Tee Time'. On the left side, a vertical menu lists various club services, with 'Book A Tee Time' highlighted in green. The main content area is divided into three sections: 'SELECT HOLES' with buttons for '9 HOLES' and '18 HOLES' (the latter is selected); 'SELECT PLAYER' with buttons for '2', '3', and '4' (the latter is selected); and 'PEAK RATE TYPE'. Below these sections, there are input fields for 'Player 1' (labeled 'You') and 'Player 2' (with a search icon), each with a text area for notes and a dropdown for rate type. A 'CONTINUE TO BOOK' button is located at the bottom right of the main form area. At the bottom of the page, there is a 'Billing Policy' section and a note: 'Please arrive to the course at least 15 minutes prior to your Tee Time in order to ensure that you are able to get Checked In and on the 1st Tee on time'.

PREPAID TEE TIMES ADDITIONAL PLAYER/GUEST INFORMATION

When a Customer/Member books online and prepaays, staff can now add player contact information for guest players' information left blank. Use the "+" icon next to the player's name to register and allocate.



6:20 PM Add Rawlins Michael, 4 Golfers Online 18 Holes

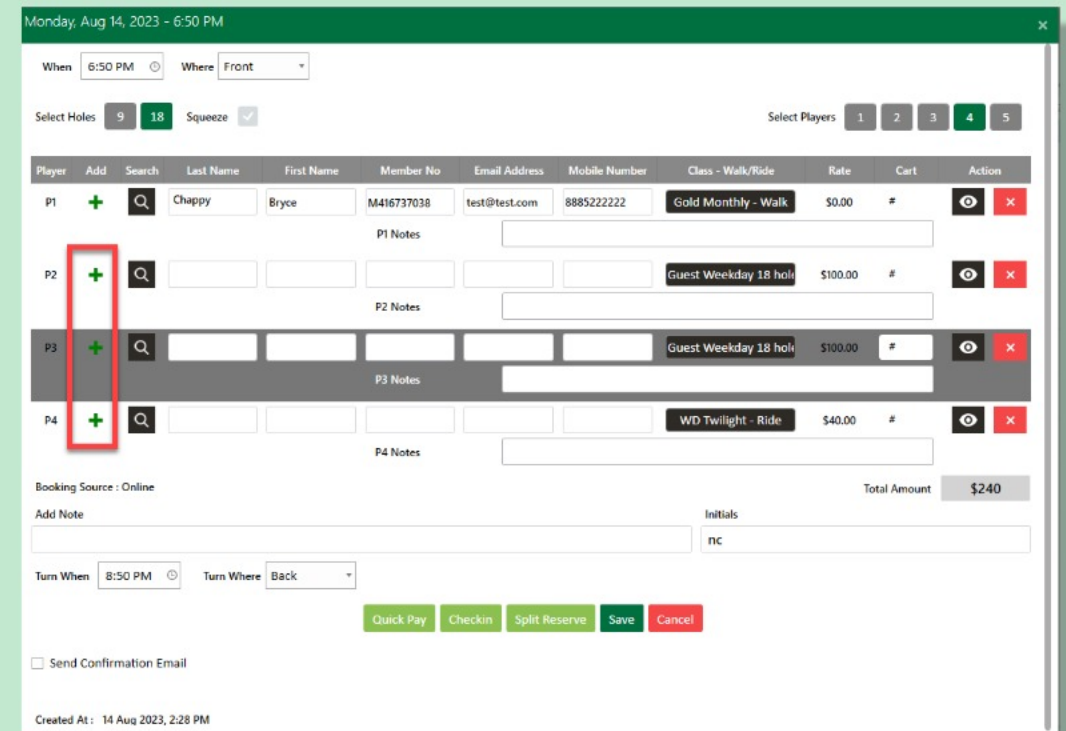
6:30 PM Add

6:40 PM Add Rawlins Michael, 4 Golfers Online 18 Holes

6:50 PM Add Chappy Bryce, 4 Golfers Online 18 Holes

Tooltip:
Name: Bryce Chappy
Status: Reserved
Payment Status: Fully Paid
Total: \$180

Created by Club Caddie Pro Shop



Monday, Aug 14, 2023 - 6:50 PM

When: 6:50 PM Where: Front

Select Holes: 9 18 Squeeze

Select Players: 1 2 3 4 5

Player	Add	Search	Last Name	First Name	Member No	Email Address	Mobile Number	Class - Walk/Ride	Rate	Cart	Action
P1	+	Q	Chappy	Bryce	M416737038	test@test.com	8885222222	Gold Monthly - Walk	\$0.00	#	👁️ ✖️
			P1 Notes								
P2	+	Q						Guest Weekday 18 holi	\$100.00	#	👁️ ✖️
			P2 Notes								
P3	+	Q						Guest Weekday 18 holi	\$100.00	#	👁️ ✖️
			P3 Notes								
P4	+	Q						WD Twilight - Ride	\$40.00	#	👁️ ✖️
			P4 Notes								

Booking Source: Online Total Amount: \$240

Add Note: Initials: nic

Turn When: 8:50 PM Turn Where: Back

Quick Pay Checkin Split Reserve Save Cancel

Send Confirmation Email

Created At: 14 Aug 2023, 2:28 PM

NAMING CLASS RATES / APPLYING ONE CLASS RATE TO MULTIPLE CLASSES

Can Within Settings → Class Rate Management, can now give a Class Rate a “Title” which will be what the Customer/Member sees during the booking experience. From Class Rate Management → Class Type, Users can now apply multiple Classes to a given Class Rate. This is extremely helpful in the Rate setup process, so Users do not have to create the same Rate for every individual Class

EDIT CLASS RATE VIEW

Title: Test Rate (\$): 0.00

Class Type: Owner (dropdown menu open)

Day of the Week: Add Spouse, Employee, GF - Monthly Full member, Merchandise Plan, Event Prospect, Audit Quarterly, Merch Phase

Start Date: End Date: 12/31/2023

Start Time: 6:00 AM End Time: 7:00 PM

Holes: 18 Display Sequence: -1

Booking Window: 14 Online Booking Window: 14

Occupancy (%): 100.00 Maximum Usage: 99999

On / Off: Available Online

Buttons: Back, Next

CLASS RATE MANAGEMENT

Thursday, 27 Jul 2023 09:54 AM

Switch Course

0 Sessions 0 Rounds \$ 0.00

Nathan

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

3P Integrations Class Management Activity Center **Class Rate Manager** Course User Info Day End Closing Floor Plan General Course Info. Floor Plan Templates I-Frames Inventory Center Manage Roles

CLASS RATE MANAGEMENT

Class Type * Effective Date Effective Time Occurrence % Holes Cart / Walk Search Clear Search ADD

ID	Title	Class Type	Membership Class	Select Class	Rate	Occupancy %	Holes	Cart / Walk	Booking W/On / O/Available O/Display Seq	Action
10459	Test	Owner								EDIT REMOVE COPY PARTNER CLASS TYPE
10486		Owner								EDIT REMOVE COPY PARTNER CLASS TYPE
10470		Senior	1	Test 44						EDIT REMOVE COPY PARTNER CLASS TYPE
10485		Single Mem	2	Cart Plan						EDIT REMOVE COPY PARTNER CLASS TYPE
10445		Senior		Loyalty						EDIT REMOVE COPY PARTNER CLASS TYPE
10446		Taxed Punch		Owner						EDIT REMOVE COPY PARTNER CLASS TYPE
10452		Senior		Corporate 5Y Annual Hunt						EDIT REMOVE COPY PARTNER CLASS TYPE
10453		Corporate 5Y An		Bucks Run						EDIT REMOVE COPY PARTNER CLASS TYPE
29		Membr		Not Taxed Punchcard						EDIT REMOVE COPY PARTNER CLASS TYPE
333		PGA Co		Taxed Punchcard						EDIT REMOVE COPY PARTNER CLASS TYPE
10408		Test Mem		BGA Show						EDIT REMOVE COPY PARTNER CLASS TYPE
10409		Platinum Affiliate			09/20/2022 06/30/2026	13.00	23.00	Sa, Su	\$25.00 100.00 % 999999 18 Cart 99 days	90 days On Yes 0 EDIT REMOVE COPY PARTNER CLASS TYPE
10410		2020 Wentzville with Cart			01/01/2019 12/31/2029	07.00	23.00	Tu, W, Th, F, Sa, S	\$1.00 100.00 % 9999999 18 Cart 75 days	14 days On Yes 0 EDIT REMOVE COPY PARTNER CLASS TYPE
10413		Seniors			10/20/2022 10/20/2099	07.00	22.00	M, Tu, W, Th, F	\$26.00 100.00 % 999999 18 Cart	On Yes 0 EDIT REMOVE COPY PARTNER CLASS TYPE
10430		Couples Member			11/23/2022 12/31/2024	07.00	19.00	Tu, W, Th, F, Sa, S	\$50.00 100.00 % 999999 18 Cart 30 days	14 days On Yes 0 EDIT REMOVE COPY PARTNER CLASS TYPE

SALES BY DEPARTMENT REPORT

New filter for Hours – Users can see Sales for a specific range of hours during a given timeframe.

Club Caddie GC

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

SALES BY DEPARTMENT

8/15/2023 8/15/2023 Custom Start Time End Time Search Search Clear

All All All All Include sub department Include Category

Item Description	SKU	Avg Cost	Cost Of Goods	Margin Percent	Avg Price	Qty	Retail Value	Discount	Pre-Tax Value	Tax TTL	Service Charge	Extension
Department : Drinks	Total	\$ 0.50	\$ 1.00	84.62	\$ 3.25	2	\$ 6.50	\$ 0.00	\$ 6.50	\$ 0.65	\$ 0.00	\$ 7.15
Sub-Departments : Beer	Total	\$ 0.75	\$ 0.75	81.25	\$ 4.00	1	\$ 4.00	\$ 0.00	\$ 4.00	\$ 0.40	\$ 0.00	\$ 4.40
Category : Draft	Total	\$ 0.75	\$ 0.75	81.25	\$ 4.00	1	\$ 4.00	\$ 0.00	\$ 4.00	\$ 0.40	\$ 0.00	\$ 4.40
Bud Light		\$ 0.75	\$ 0.75	81.25	\$ 4.00	1	\$ 4.00	\$ 0.00	\$ 4.00	\$ 0.40	\$ 0.00	\$ 4.40
Sub-Departments : Soft Drinks/N.A.	Total	\$ 0.25	\$ 0.25	90.00	\$ 2.50	1	\$ 2.50	\$ 0.00	\$ 2.50	\$ 0.25	\$ 0.00	\$ 2.75
Category : Soft Drinks	Total	\$ 0.25	\$ 0.25	90.00	\$ 2.50	1	\$ 2.50	\$ 0.00	\$ 2.50	\$ 0.25	\$ 0.00	\$ 2.75
Fountain Drink		\$ 0.25	\$ 0.25	90.00	\$ 2.50	1	\$ 2.50	\$ 0.00	\$ 2.50	\$ 0.25	\$ 0.00	\$ 2.75
Department : Food	Total	\$ 0.48	\$ 7.70	91.70	\$ 7.15	16	\$ 114.45	\$ 21.69	\$ 92.76	\$ 9.13	\$ 14.96	\$ 116.85
Sub-Departments : Appetizers	Total	\$ 0.48	\$ 7.70	91.70	\$ 7.15	16	\$ 114.45	\$ 21.69	\$ 92.76	\$ 9.13	\$ 14.96	\$ 116.85
Category : Shareables	Total	\$ 0.17	\$ 1.50	97.86	\$ 9.55	9	\$ 85.99	\$ 16.00	\$ 69.99	\$ 7.00	\$ 11.52	\$ 88.51
Fried Pickles		\$ 1.50	\$ 1.50	74.96	\$ 5.99	1	\$ 5.99	\$ 0.00	\$ 5.99	\$ 0.60	\$ 0.00	\$ 6.59
Steak Bites		\$ 0.00	\$ 0.00	100.00	\$ 10.00	8	\$ 80.00	\$ 16.00	\$ 64.00	\$ 6.40	\$ 11.52	\$ 81.92
Category : Snacks	Total	\$ 0.40	\$ 1.20	66.67	\$ 1.50	3	\$ 4.50	\$ 0.90	\$ 3.60	\$ 0.21	\$ 0.00	\$ 3.81
Candy Bar		\$ 0.40	\$ 1.20	66.67	\$ 1.50	3	\$ 4.50	\$ 0.90	\$ 3.60	\$ 0.21	\$ 0.00	\$ 3.81
Category : Tapas	Total	\$ 1.25	\$ 5.00	73.92	\$ 5.99	4	\$ 23.96	\$ 4.79	\$ 19.17	\$ 1.92	\$ 3.44	\$ 24.53
Chips and Queso		\$ 1.25	\$ 5.00	73.92	\$ 5.99	4	\$ 23.96	\$ 4.79	\$ 19.17	\$ 1.92	\$ 3.44	\$ 24.53
Department : Reservations	Total	\$ 0.00	\$ 0.00	100.00	\$ 50.00	1	\$ 50.00	\$ 0.00	\$ 50.00	\$ 3.00	\$ 0.00	\$ 53.00
Sub-Departments : Simulator	Total	\$ 0.00	\$ 0.00	100.00	\$ 50.00	1	\$ 50.00	\$ 0.00	\$ 50.00	\$ 3.00	\$ 0.00	\$ 53.00
Category : Rate	Total	\$ 0.00	\$ 0.00	100.00	\$ 50.00	1	\$ 50.00	\$ 0.00	\$ 50.00	\$ 3.00	\$ 0.00	\$ 53.00

RECEIVE INVENTORY

New columns in Receive/Transfer Inventory for PO Number, Invoice Number, and Invoice Date

10:57 AM Switch Course 0 Sessions 1 Rounds \$ 0.00

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

Add / Manage Items Inventory Modifier Groups **Receive / Transfer Inventory** Audit Inventory Archived Inventory

RECEIVE / TRANSFER INVENTORY

VENDOR RECEIPTS VENDOR LIST

Search Vendor Day Week Month Year 7/29/2022 7/28/2023 Search Clear

Date Received	Vendor	Invoice Number	Invoice Date	PO Number	Receipt Total
20 Jul 2023		0			77.71
30 Jun 2023		0			-7.78
26 Jun 2023		0			-46.20
26 Jun 2023		0			-6,600.00
26 Jun 2023		0			-5,000.00
22 Jun 2023		0			320.40
22 Jun 2023		0			5.40
55 JUN 5053		0			290
55 JUN 5053		0			35040

USERS CAN SELECT TEE SHEET RESOURCE FOR ONLINE BOOKINGS

When the "User can select Tee Sheet Resource for online bookings" setting is enabled for a course, the default selection for booking times will now be "ALL" available times, instead of defaulting to the Front 9. For those who don't have this setting enabled, back 9 tee times will not be displayed.

Please note that older users who typically have both 9's open on their tee sheet might need a reminder about the "Turn Time Only Block" option for online booking, which was recently introduced. If they decide to turn on the resources toggle, they must remember to select either "Turn Times Only" or "No Online Tee Times Blocks on the Back". This is to ensure the correct configuration for their tee sheet.

The screenshot displays the Club Caddie GC interface for a tee sheet on Tuesday, August 15, 2023. The top navigation bar includes a "Switch Course" button, session and round counts, a balance of 318.42, and the user's name, Nicole. Below this is a menu with icons for REGISTER, TEE SHEET (highlighted in green), STARTER SHEET, ACTIVITIES, VENUE MANAGER, EVENTS, ON DEMAND, CUSTOMERS, VOUCHERS, SALES, and REPORTS. The main area shows a calendar view for the current date, with tabs for Today, Tomorrow, Saturday, and Sunday. A search bar for "Player Name" is present. Below the calendar, there are checkboxes for "Front" and "Back". The main content area is split into two columns: "FRONT" and "BACK", both for "TUESDAY, AUG 15, 2023". Each column has a "TIME" column and a list of "Add" buttons for various times from 11:30 AM to 12:50 PM. A dropdown menu is open over the 11:50 AM slot in the "BACK" column, showing a list of resource options: "Add Booking", "Add Multiplayer Booking", "Block Slot", "Add Instructions", "Add Group Reservation", "Add Golf Outing Event", "Add Golf League Event", and "Paste". The "Block Slot" option is selected, and a sub-menu is visible with the following options: "9 Holes Only Block", "18 Holes Only Block", "No Online Bookings", "No Tee Times Block", and "Turn Times Only Block".

ONLINE REGISTRATION NOTES

Now, members and customers can add notes while registering for an event. These notes will seamlessly appear in the Registrants View and will also populate in the Excel spreadsheet under the "Notes" column.

The image displays a web interface for event registration. At the top, a user is logged in as 'Hi Nicole'. The event is 'LABOR DAY EVENT' on 'MON, AUG 07 2023 - MON, AUG 07 2023'. A form asks 'How many people would you like to register?' with a dropdown set to '1'. Below is the 'Enter Player Details and Register' section with fields for 'Players', 'Last Name', 'First Name', 'Email Address', 'Notes', and 'Fee Type'. A red box highlights the 'Notes' field. A 'REGISTER AND PAY' button is at the bottom.

A 'Subscribers List' table is shown, with a red box around the 'Notes' column. A green arrow points from the 'Notes' field in the registration form to the 'Notes' column in the table.

A detailed view of a subscriber is shown, with a red box around the 'Notes' field. The subscriber's information is as follows:

Person Name:	Stuart Proctor
Email:	proctor.stu@gmail.com
Signup Date:	Tuesday, 16 May 2023
Signup Time:	14:8
Payment Source:	
Quantity:	1
Paid Amount:	\$0.00
Notes:	

TEE SHEET ARROWS LEFT AND RIGHT

Users can now easily switch to the previous or next day using arrows, without the need to click into the calendar option.

The screenshot displays the Bushwood Golf Club interface. At the top, there are navigation buttons: REGISTER, TEE SHEET (highlighted in green), and STARTER SHEET. Below these is a date selector showing 'View 7/27/2023' and a set of navigation arrows (left and right) enclosed in a red box, with a red arrow pointing to them. Further down, there are buttons for 'Today', 'Tomorrow', 'Saturday', and 'Sunday', along with a 'Player Name' input field. Below the navigation is a section for 'THURSDAY, JUL 27, 2023' with a sub-section for 'EAST'. A sidebar on the left includes a 'Heat Map' and a 'DELTA 9' button. The main table lists tee times from 2:16 PM to 3:04 PM. The 2:32 PM slot is occupied by 'Woods Tiger, 1 Golfer' and 'Peak WD Ride Copy1'. The 2:40 PM and 2:48 PM slots are also occupied by 'Peak WD Ride Copy1'.

TIME	THURSDAY, JUL 27, 2023
2:16 PM	EAST
2:24 PM	
2:32 PM	Woods Tiger, 1 Golfer, Peak WD Ride Copy1, Peak WD Ride Copy1
2:40 PM	Peak WD Ride Copy1, Peak WD Ride Copy1, Peak WD Ride Copy1
2:48 PM	Peak WD Ride Copy1, Peak WD Ride Copy1, Peak WD Ride Copy1
2:56 PM	
3:04 PM	

ALL FLAGS REPORT

We've got a handy report for you! It lists all the flags on customer profiles, including first names, last names, member IDs, and flag reasons.

Here's how to access it:

1. Go to Settings.
2. Click on Manage Roles.
3. Select Reports.
4. Look for the **Customer Flag Report**.
5. Toggle it on, and it will appear on the left side of your Reports.

