Teetime Systems User Manual

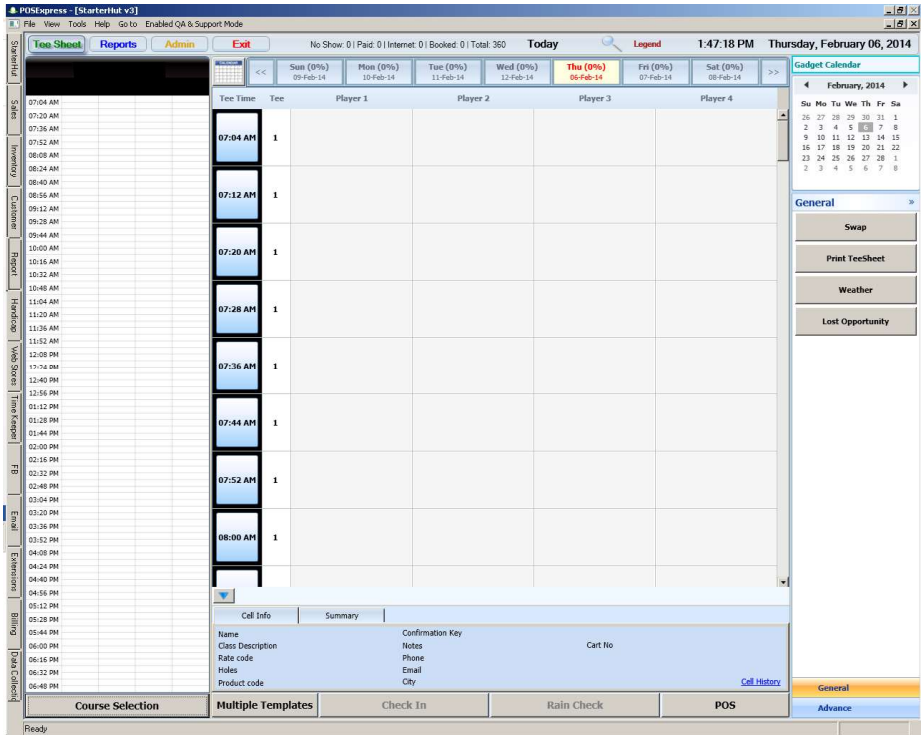
CHAPTER

The Teetime setup.

Within StarterHut, there are 4 option icons at the top of the screen which we will describe below

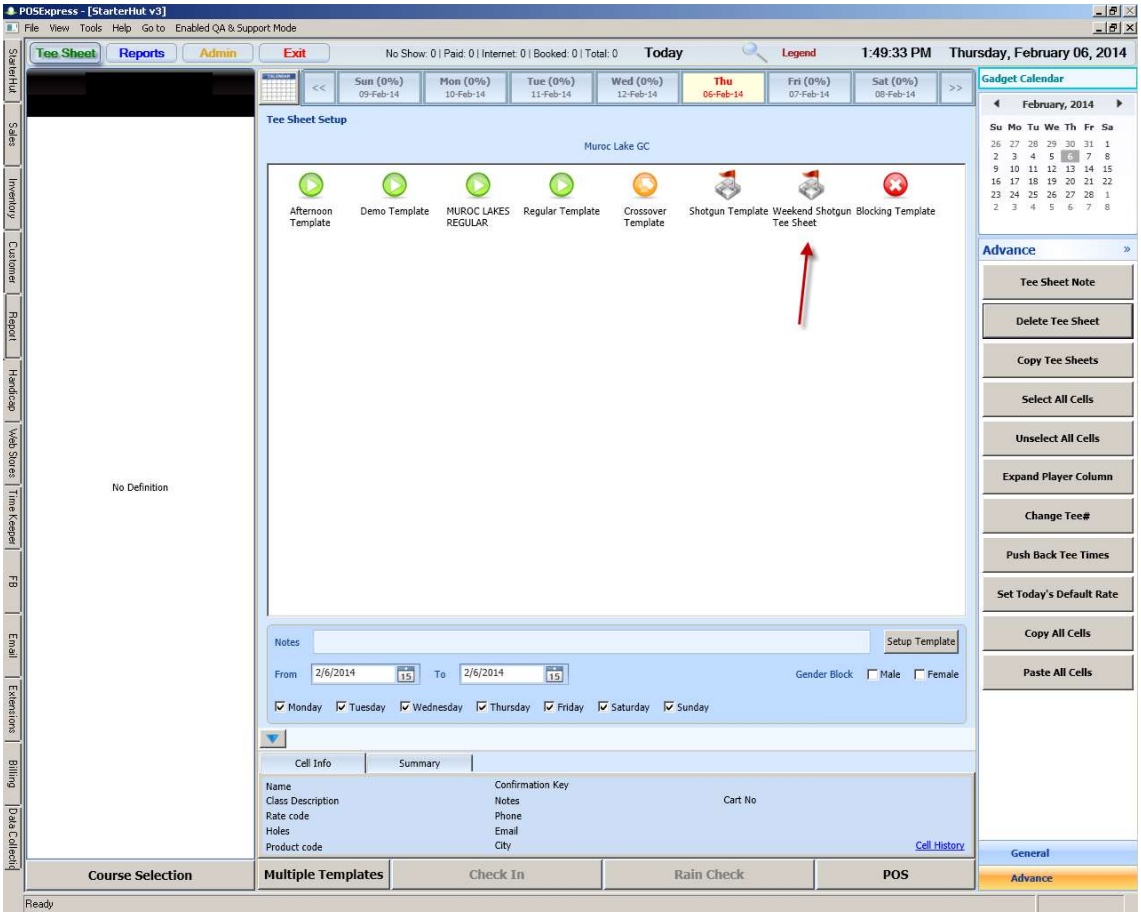
1. TeeSheet
2. Report
3. Admin
4. Exit

TeeSheet button is where the program is defaulted to when you log into the Starter Hut Tee Sheet. From this screen, you are able to create tee sheets for a specified date range and specified dates using tee sheet templates for selected courses.



Steps to create tee sheets.

1. Select a course by going to Course Selection.
2. Check the box corresponding with the course you wish to view.
3. If the course(s) are already selected, just click on the course's name at the top of the "Day-at-a-Glance" screen.
4. Single click the tee sheet template icon you would like to create tee sheets for.
5. Choose your timespan by populating the Start Date and End Date.
6. Choose which days of the week you would like to create the time sheets for.
7. Finally, double click the selected tee sheet template icon to create the tee sheets.

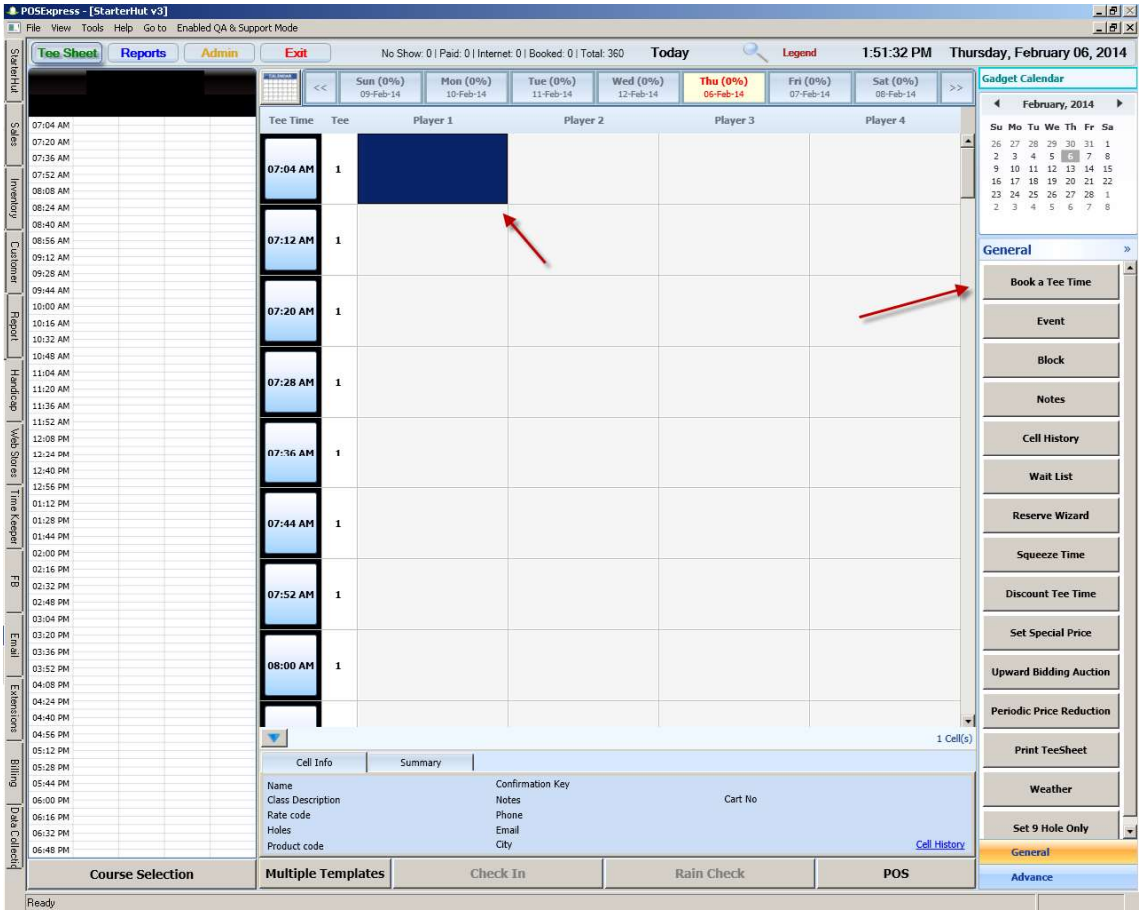

POSExpress - [StarterHut v3]
File View Tools Help Go to Enabled QA & Support Mode
Tee Sheet
Reports
Admin
Exit
No Show: 0 | Paid: 0 | Internet: 0 | Booked: 0 | Total: 0
Today
Legend
1:49:33 PM
Thursday, February 06, 2014
StarterHut
Sales
Inventory
Customer
Report
Handicap
Web Stores
Time Keeper
FB
Email
Extensions
Billing
Data Collecti
Sun (0%) 09-Feb-14
Mon (0%) 10-Feb-14
Tue (0%) 11-Feb-14
Wed (0%) 12-Feb-14
Thu 06-Feb-14
Fri (0%) 07-Feb-14
Sat (0%) 08-Feb-14
Gadget Calendar
February, 2014
Tee Sheet Setup
Muroc Lake GC
Afternoon Template
Demo Template
MUROC LAKES REGULAR
Regular Template
Crossover Template
Shotgun Template
Weekend Shotgun Tee Sheet
Blocking Template
Advance
Tee Sheet Note
Delete Tee Sheet
Copy Tee Sheets
Select All Cells
Unselect All Cells
Expand Player Column
Change Tee#
Push Back Tee Times
Set Today's Default Rate
Copy All Cells
Paste All Cells
No Definition
Notes
Setup Template
From 2/6/2014
To 2/6/2014
Gender Block
Male
Female
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Cell Info
Summary
Name
Class Description
Rate code
Holes
Product code
Confirmation Key
Notes
Phone
Email
City
Cart No
Cell History
General
Advance
Course Selection
Multiple Templates
Check In
Rain Check
POS
Ready

CHAPTER

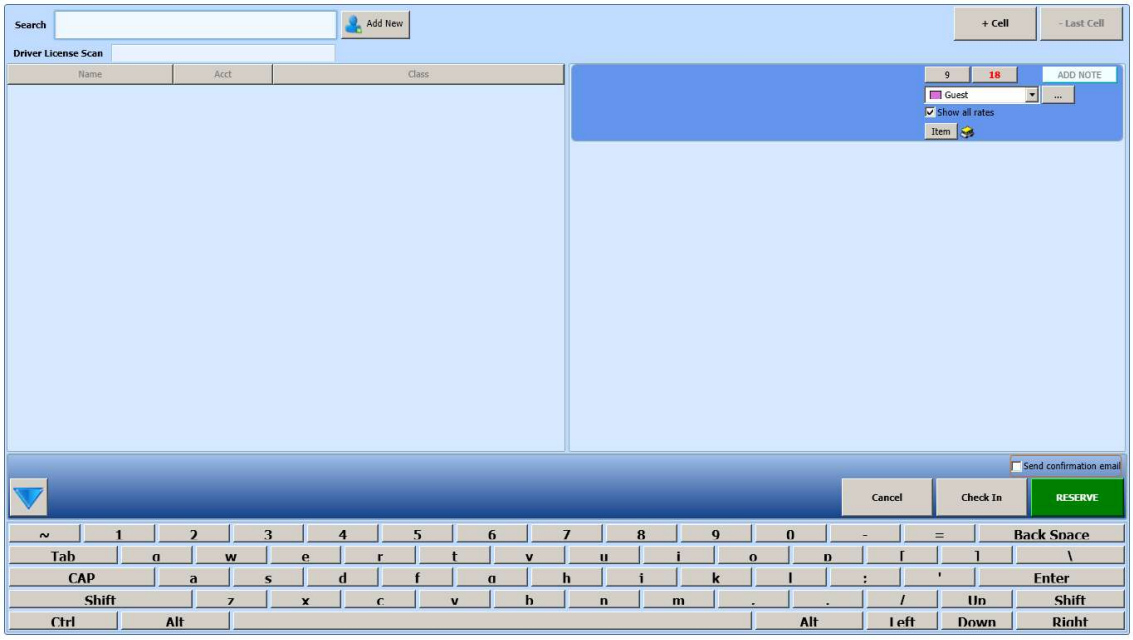
Using Book a Tee Time.

Within StarterHut, there are 6 option icons at the top of the screen which we will describe below. How to book a player using Book a Tee Time.

1. Choose the corresponding cell for the time and player number you wish to create a tee time for.
   1a. To select multiple cells, simply click each cell while holding the Shift key on the keyboard.
   1b. To select all the cells for one tee time, simply click the time.
2. Click the Book A Tee Time button.



3. Choose what type of player you are booking a tee time for (Walk-in, Player, or Member). A walk-in is someone whose information such as name, email address, phone number will not be stored in the software. A player is someone whose information such as name, email address, phone number will be stored in StarterHut only. A member is someone whose information such as name, email address, phone number will be stored in Customer Management within POSExpress. A Member will also be assigned an account number in the database.
4. Type in the first couple of letters of the person's first name or last name in the Search field. This will automatically show you a list of players who's first or last name begin with those letters entered. Simply double click the person from the drop down list to select.
5. Choose a rate and how many holes are being played. (members can have a pre-defined rate)
6. Choose what type of cart, caddie and/or rental clubs, if applicable.
7. Click OK.

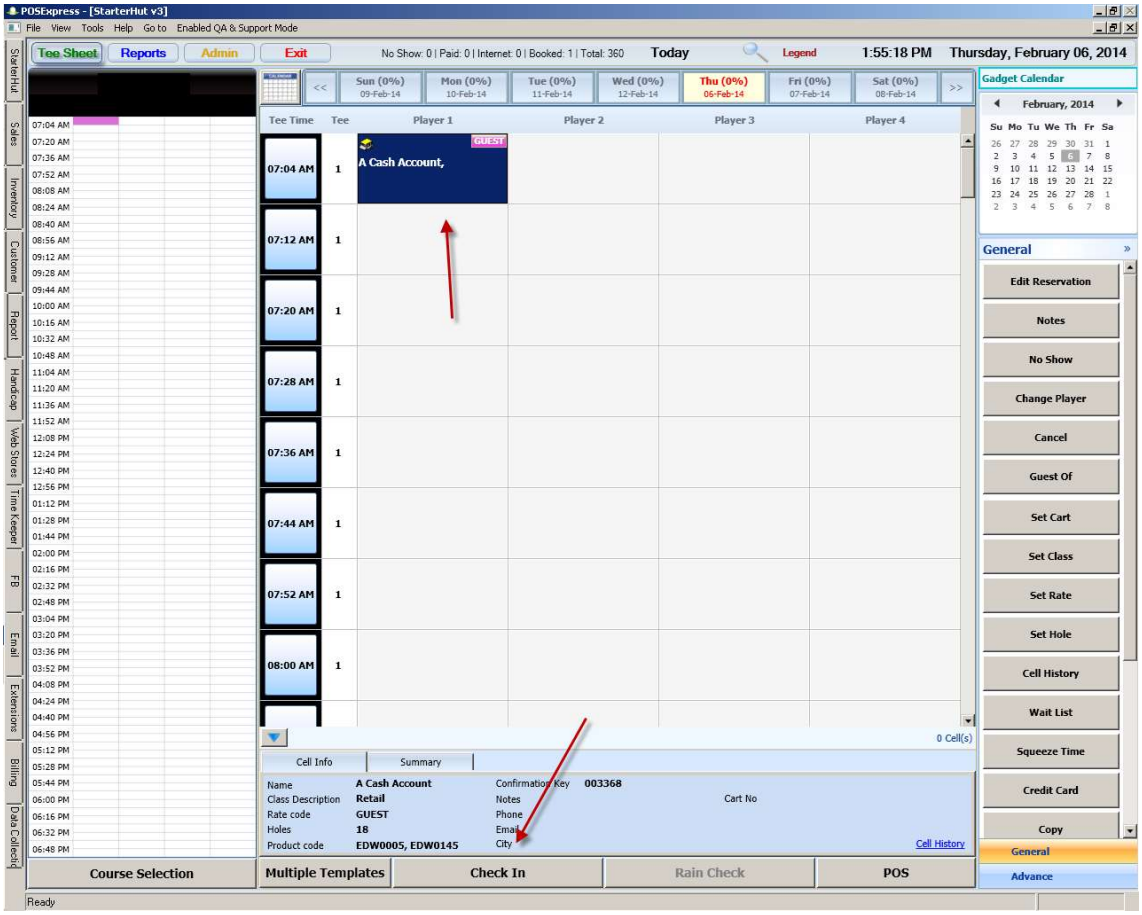


To cancel tee times, highlight the selected tee times you wish to cancel and click the Cancel button. This will remove the selected information from the tee sheet. You can set an option in the option screen to track cancellation reasons.

CHAPTER

How to “Check-In” a golfer.

1. Highlight the player you want to check-in.
2. Click the “Check-In” button.
   2a. This will open the Sales Screen to process the sale if you are using our POS system.

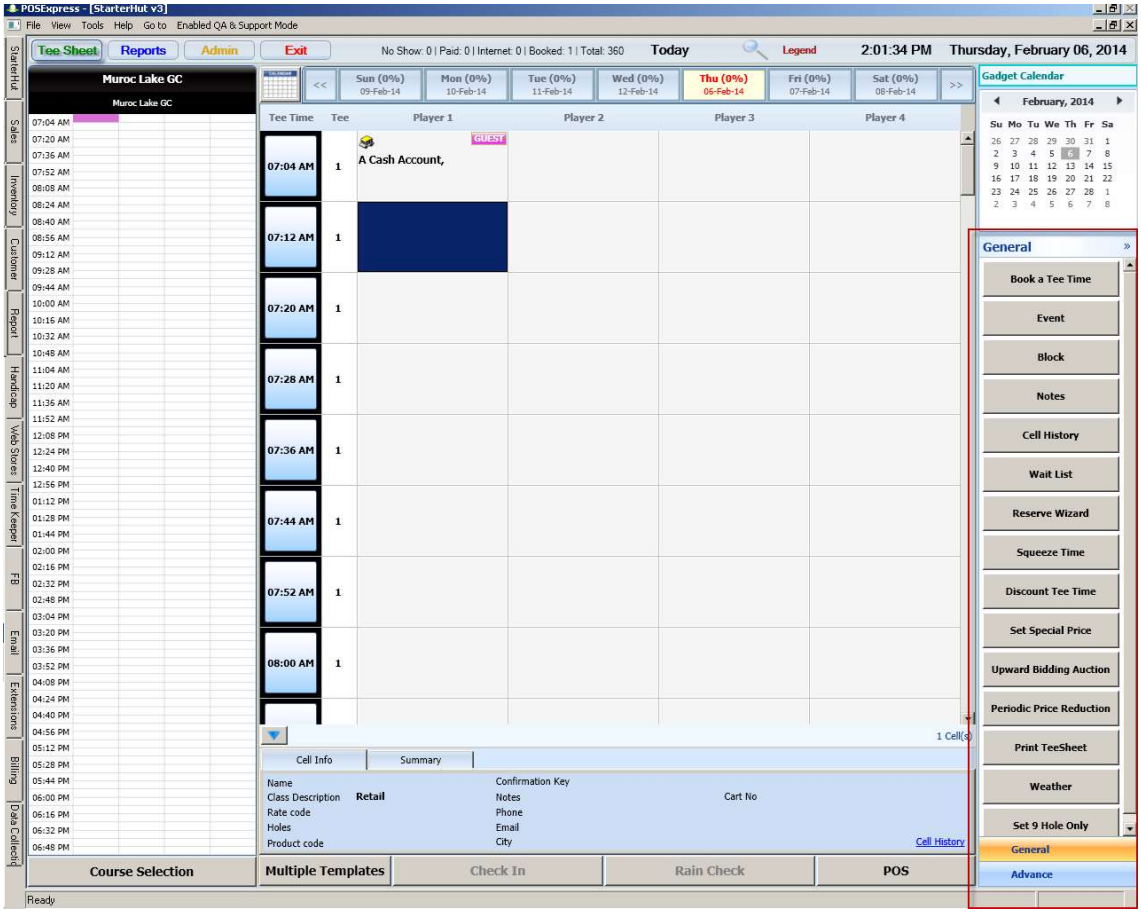


3. If you have rates set up in the tee sheet, then the rate will be auto assigned and once the sale is finalized, it will take you back to the tee sheet and the person you checked in will have a $ in the cell showing it was paid.
4. To issue a Rain Check or Return, click on the corresponding buttons. (only available when clicking on a paid reservation.
   4a. After clicking either button, it will take you to the Sales Screens.
   4b. Once the sale is finalized, it will then take you back to the tee sheet.

CHAPTER

Tap Menu.

When you click on a cell that is available for an open tee time, the following menu is available on the right side of your screen. (Note: The same menu is also available by right clicking on a cell (see image below).



Event – Go here to book an event for a specific time period. You also gather and enter the event's planner name, phone number, and other demographic information.

Clear Locked – This allows you to clear a locked cell after someone else has accessed it. A cell is locked when another user on the network has clicked on a reservation.

Move – Allows you to move a booked tee time to be later pasted or placed into another open tee time.

Place – Allows you to paste or place a booked tee time. (You will use the Place button after you select a booked tee time you wish to move in order to place the tee time into a different cell.)

Block – Allows you to block specific tee times or cells. (To unblock these cells, simply click on the blocked tee times or cells you wish to unblock and select the Block button again.)

Change Player – Allows you to change a player of a tee time already booked before check-in.

Squeeze Time – Allows you to insert a tee time between two other tee times on the selected tee sheet. You can set up password and define squeeze times color codes in the options screen.

Delete Time – Allows you to delete a selected tee time. (can be password protected in the options screen)

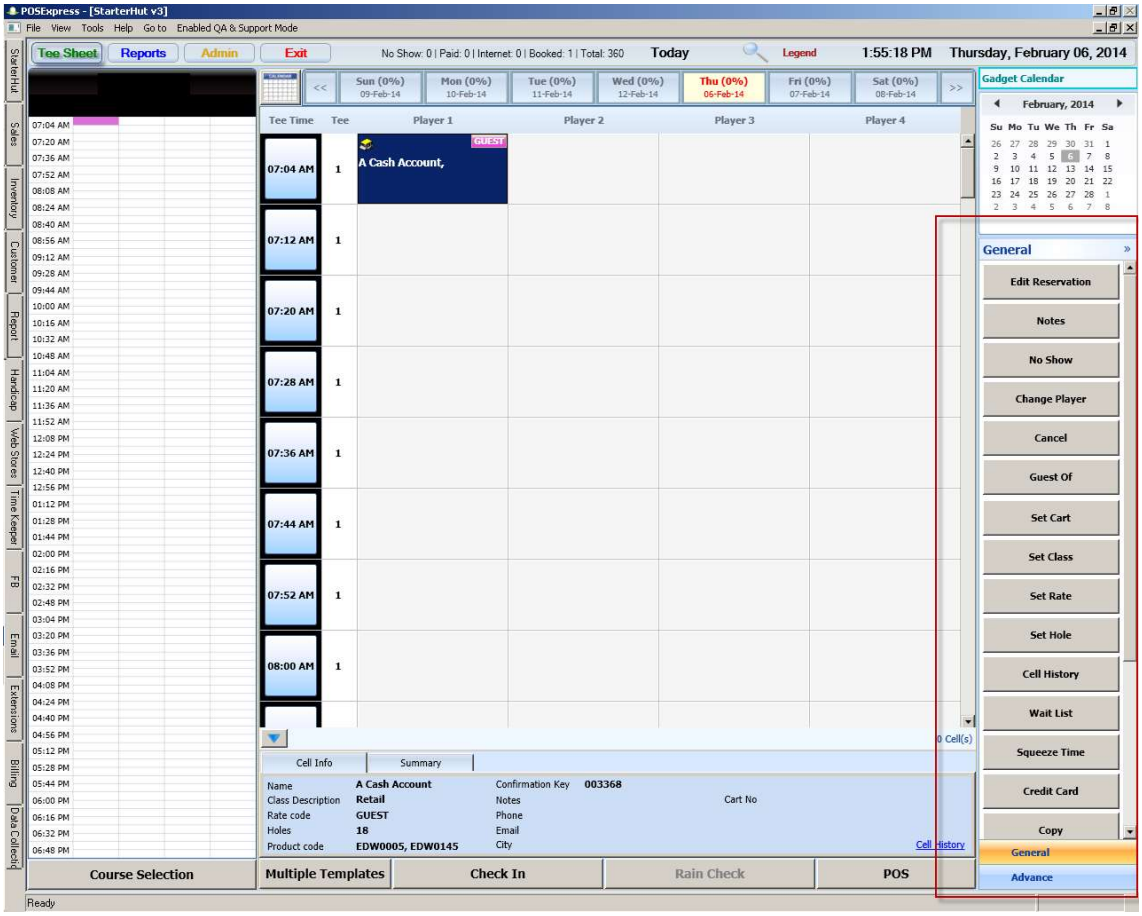
Add Wait List – Allows you to add players to a wait list for available tee times. If you have multiple courses, you can opt to make the wait list either facility or course specific.

Tee'd Off – Allows you to identify when a player has tee'd off.

Notes – Allows you to add notes to a specified cell.

Print Cart Signs – Allows you to print standard cart signs.

Options that are available for a booked tee time or cell are located on the right side of the window (see image below).



Edit Reservation - Allows you to edit reservation for currently selected player

Set Cart – Allows you to identify a cart number, a cart type, and driver information.

Set Hole – Allows you to change selected number of holes being played, 9 or 18.

Clear Locked – This allows you to clear a locked cell after someone else has accessed it.

Set Class – Allows you to change the class code of a player.

Set Rate – Allows you to change the rate of a player.

Copy – Allows you to copy a booked tee time to be later pasted or placed into another open tee time or cell.

Move – Allows you to move a booked tee time to be later pasted or placed into another open tee time.

Block – Allows you to block specific tee times or cells. (To unblock these cells, simply click on the blocked tee times or cells you wish to unblock and select the Block button again.)

Change Player – Allows you to change a player of a tee time already booked before check-in.

Cancel Booking – Allows you to cancel a booked tee time.

Cancel Group – Allows you to cancel a group booked using Reserve Time.

Squeeze Time – Allows you to insert a tee time between two other tee times on the selected tee sheet.

Credit Card – Allows you to store credit card information to be used for reserving tee times and/or payment through the point of sale.

Send Email – Allows you to manually send emails such as reminder and cancellation emails.

Tee'd Off – Allows you to identify when a player has tee'd off.

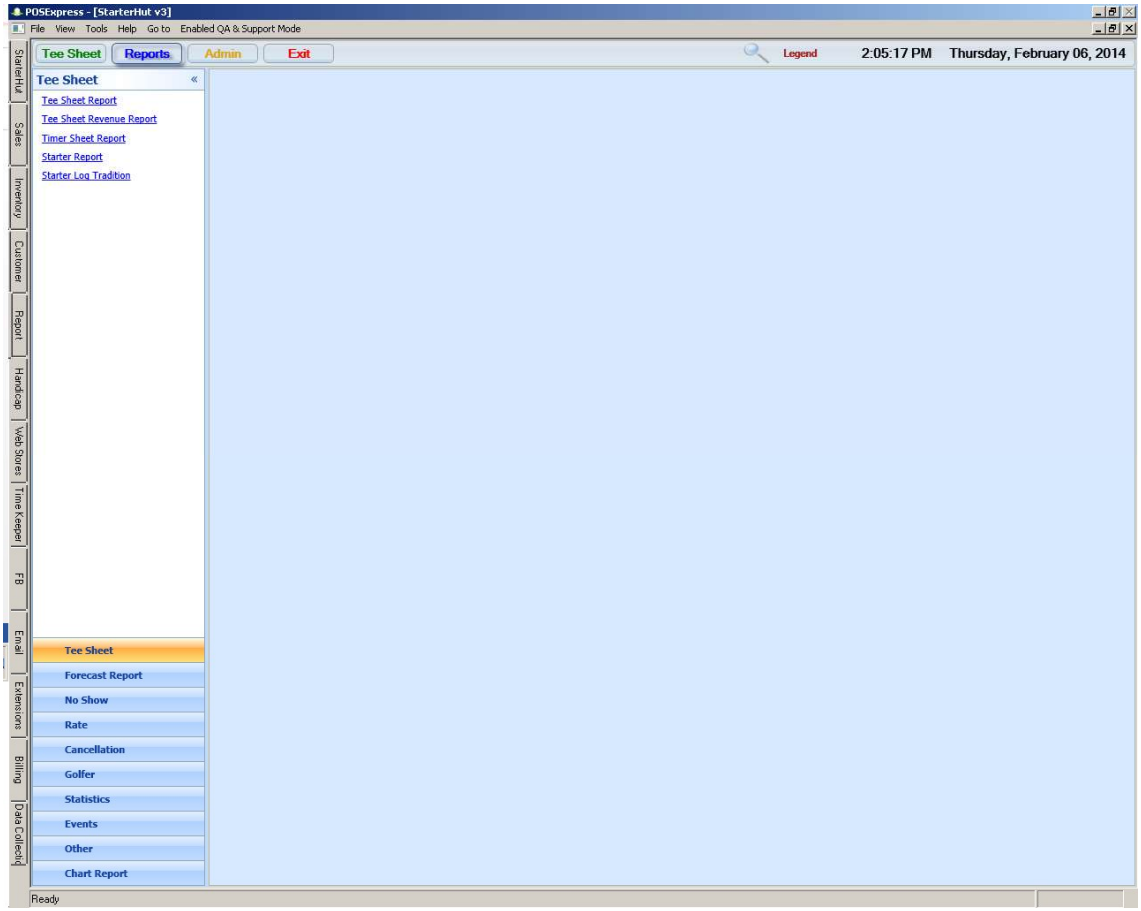
Notes – Allows you to add notes to a specified cell.

Print Cart Signs – Allows you to print standard cart signs.

CHAPTER

Reports and Chart.

Reports section displays available reports within StarterHut such as Tee Sheet, Forecast Report, No Show, Rate, Cancellation, Golfer, Statistics, Events, Others, and Chart Report.



The reports can be found under each category by clicking on the category's name.

CHAPTER

Option and template setup.

Admin

The admin screen is where you set up all your specific course and facility settings. We recommend you password protect this module as making changes in this screen can have serious effects on how the software will react. The Admin screen will give you the ability to customize the software to your facilities needs. Most options are self explanatory and we often add new options based on product development. We STRONGLY recommend that you get training on this module. We will spend time with you when we do your onsite training go thru every option and can arrange phone training for refresher course. Since many options are one time settings and many setting rely on other settings in this module, we do not go into detail in the manual describing each setting. If you have questions on any of the options or how to best set up an option, please call the support number and schedule a training session. At this time the Admin screen options are note described in this manual.

Setup section is where you go to Add, Edit and Delete tee sheet templates and to delete multiple tee sheets by the use of a calendar or by time period.

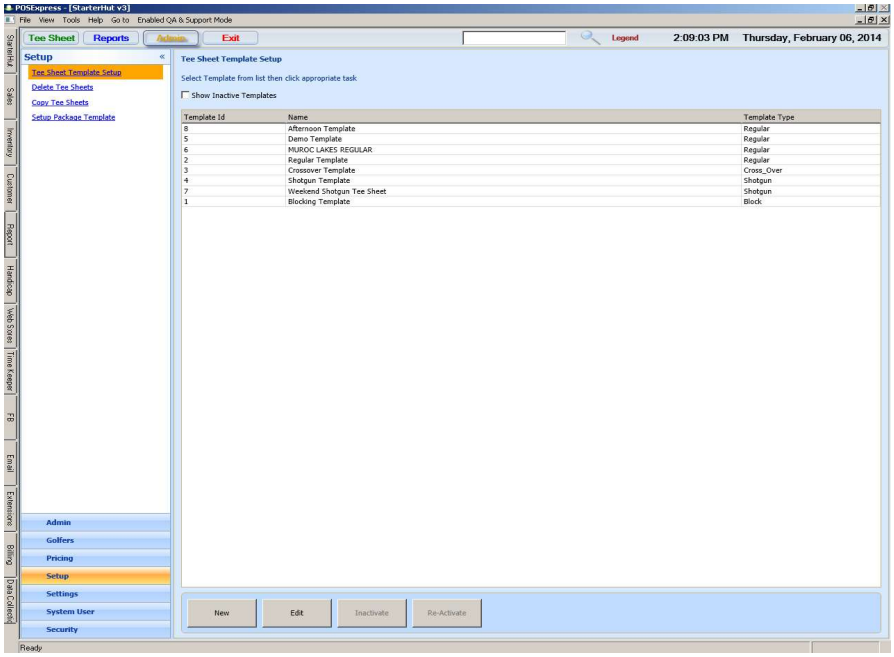
To navigate to the tee sheet templates:

1. Click Admin button
2. Click Setup button

3. Click Tee Sheet Template Setup

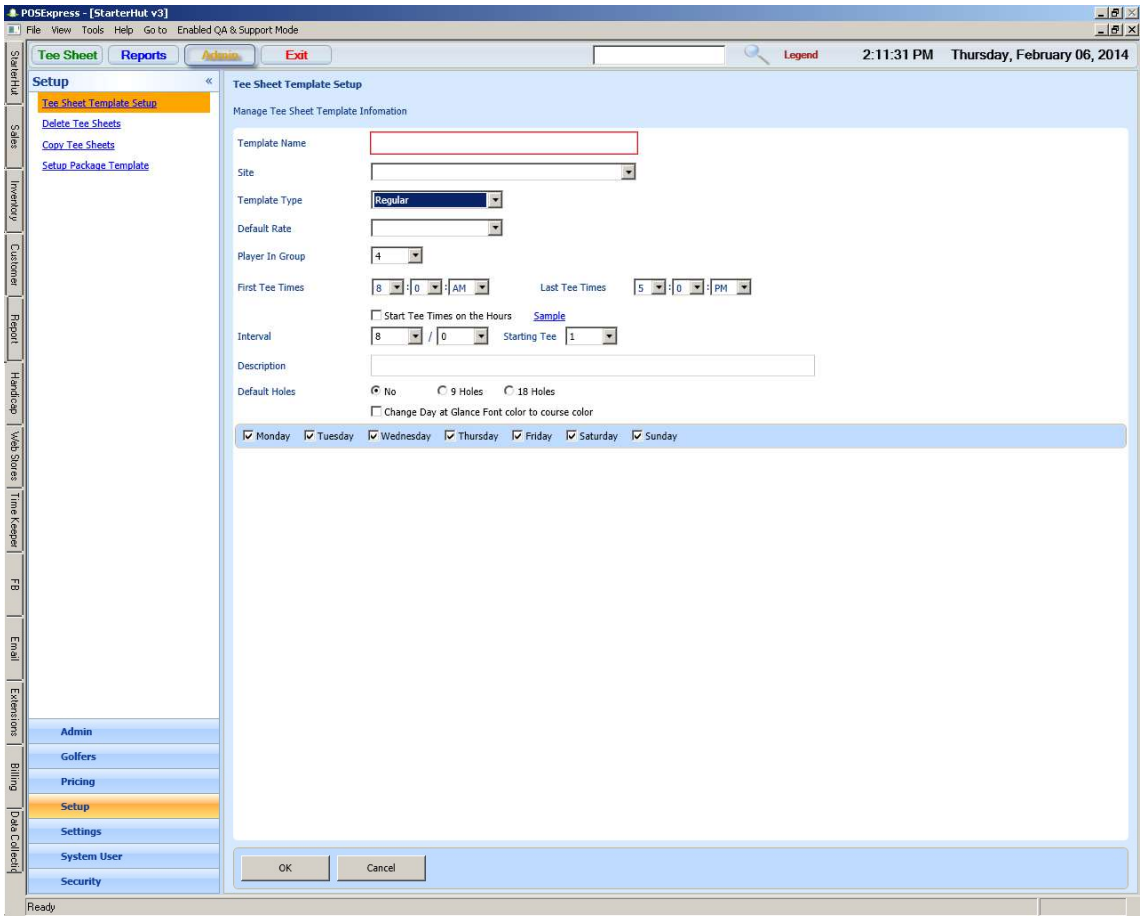
From this screen, you will be able to do the following:

4. To add a new template, click New
5. To edit an existing template, highlight the template you wish to edit and click Edit
6. To deactivate an existing template, highlight the template you wish to delete and click Inactivate
7. To Re-activate an inactive template, check the box to show inactive templates, highlight the template you wish to activate and click Re-Activate.



To Add a new tee sheet template:

1. First choose what kind of template you would like to create in the Template Type drop down.
    a. Regular
    b. Cross-Over
    c. Shotgun
    d. Package
    e. Snapshot



For a Regular template, you will have the following options (see image above):

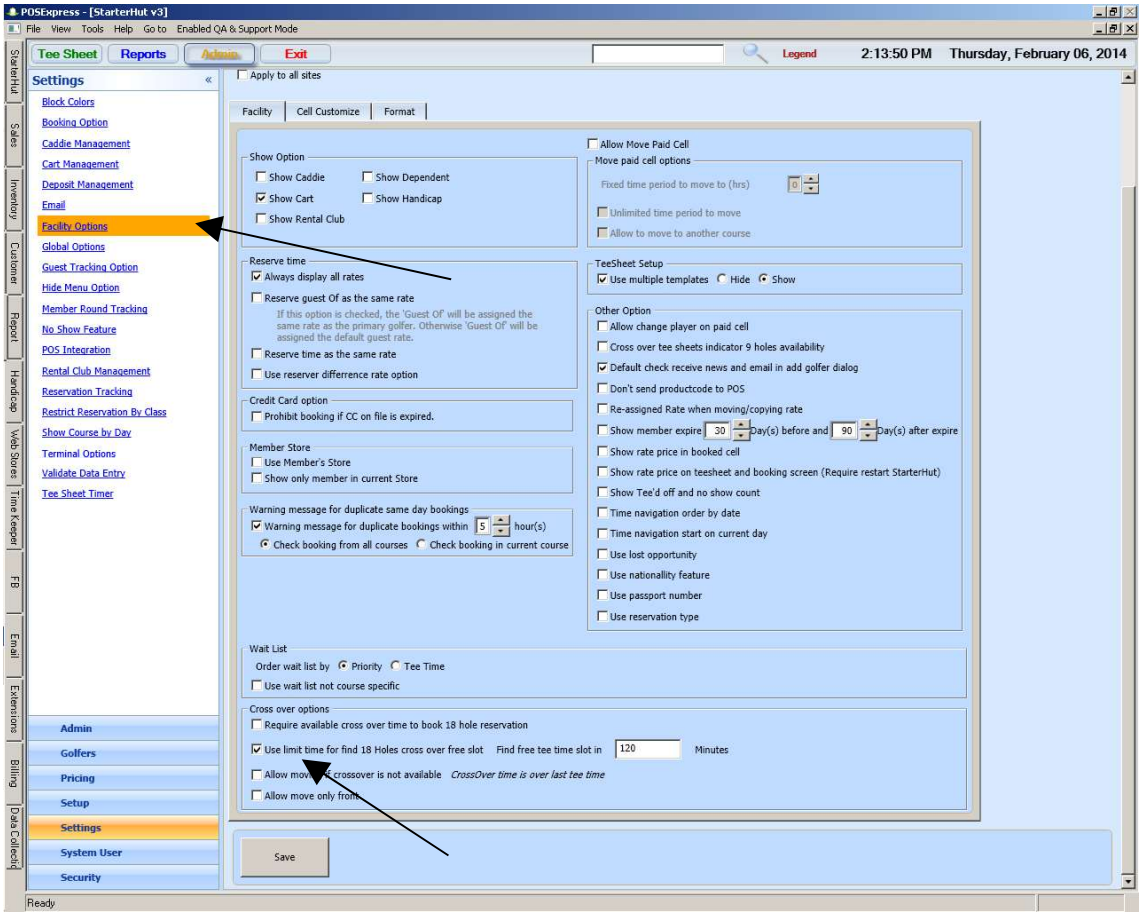
a. Template Name – Unique name that will identify the template you are creating.
b. Site – Drop down for course names
c. Players in Group – Maximum number of players allowed in a group.
d. Default Rate – Uses a default rate for the template

Cross Over Tee Sheet Option

This option is for cross over tee times. This feature will enhance the booking capabilites of the software when doing cross overs. The example is this:
I want to book a time on the front 9 at 8:00 am. The software tries to book the back 9 at 10:00 AM (2 hr turn time). If 10:00am is not available, then the software will show a message and ask the user if they want to book at the next available time

The problem is, the next available time might be at 4PM!!!

This option will put a limit on how far in advance it will look for a cross over time. If a cross over time is not available in the time period you set in the option screen the software will ask if you want to only book a 9 hole booking or cancel the reservation.



See Screenshots Below to set option:

Here is the screenshot of the message you will receive if you try to book a tee time where no available turn time exists on the cross over