

Tee Sheet Basic Manual

sZen Corp

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1 Using the Tee Sheet

This chapter details the basic Tee Sheet operations. Many of these tasks will be done by the whole staff on a daily basis. A few of these tasks may only be done by someone with the appropriate security rights.

All the following operations take place in the Tee Sheet Screen. It is a simple procedure to open the Tee Sheet Screen. To do it:

-**SELECT** the 'Golf Ball' button from the main Eighteen window or **SELECT** Tee Sheet from the File menu



-This opens the Tee Sheet

The screenshot displays the Tee Sheet application for Bigwood Golf Course. The interface includes a menu bar (Golf, Lessons, Sales, Books, Tasks, Help), a date and day selector (6/17/2009 Wednesday), and a day-of-the-week selector (WED, THU, FRI, SAT, SUN, MON, TUE, WED). A time slot grid is shown with columns for 'Time' and 'Guests'. The 6:00 AM slot is currently selected, showing '0 0 0'. The interface also features a sidebar with icons for 'Top', 'Called', 'Move', 'Copy', 'Squeeze', and 'Cancel', and a bottom navigation bar with buttons labeled 1, 2, 3, and 4.

Time	Guests	X	S	C
6:00 AM		0	0	0
6:10 AM		0	0	0
6:20 AM		0	0	0
6:30 AM		0	0	0
6:40 AM		0	0	0
6:50 AM		0	0	0
7:00 AM		0	0	0
7:10 AM		0	0	0
7:20 AM		0	0	0
7:30 AM		0	0	0
7:40 AM		0	0	0
7:50 AM		0	0	0
8:00 AM		0	0	0
8:10 AM		0	0	0
8:20 AM		0	0	0
8:30 AM		0	0	0
8:40 AM		0	0	0
8:50 AM		0	0	0
9:00 AM		0	0	0
9:10 AM		0	0	0
9:20 AM		0	0	0
9:30 AM		0	0	0
9:40 AM		0	0	0
9:50 AM		0	0	0
10:00 AM		0	0	0
10:10 AM		0	0	0
10:20 AM		0	0	0
10:30 AM		0	0	0
10:40 AM		0	0	0
10:50 AM		0	0	0

1.1 Booking Reservations

sZen Eighteen provides the easiest tee sheet to use in the golf industry. You can quickly and efficiently book tee times for walk-in's, call-in's, or for members in the database.

[Booking a Tee Time Reservation](#)

[Booking a Second Reservation for a Tee Time](#)

[Booking Reservations on the Back 9](#)

Booking a Tee Time Reservation [Top](#)

To book a Tee Time:

- HIGHLIGHT** the desired time on the Tee Sheet
- SELECT** the 'New' button
- This opens the Create Reservation Screen

The screenshot shows a software window titled "Create Reservation for Tuesday May 26, 2009 @ 9:00 AM". The window contains a grid for booking with the following structure:

<p>WALK</p> <p>RIDE</p> <p>9</p> <p>18</p>	Group Name		M	RT	1
	Guest 2		M	RT	2
	Guest 3		M	RT	3
	Guest 4		M	RT	4
	Guest 5		M	RT	5

Below the grid, there is a checkbox for "Auto Add Golfer" which is checked. At the bottom of the window, there are several buttons and fields:

- # Players:
- Provider:
- Notes:
- Add Golfer:
- Confirmation #:
- CANCEL** (red text)
- ROUNDTYPE** (blue text)

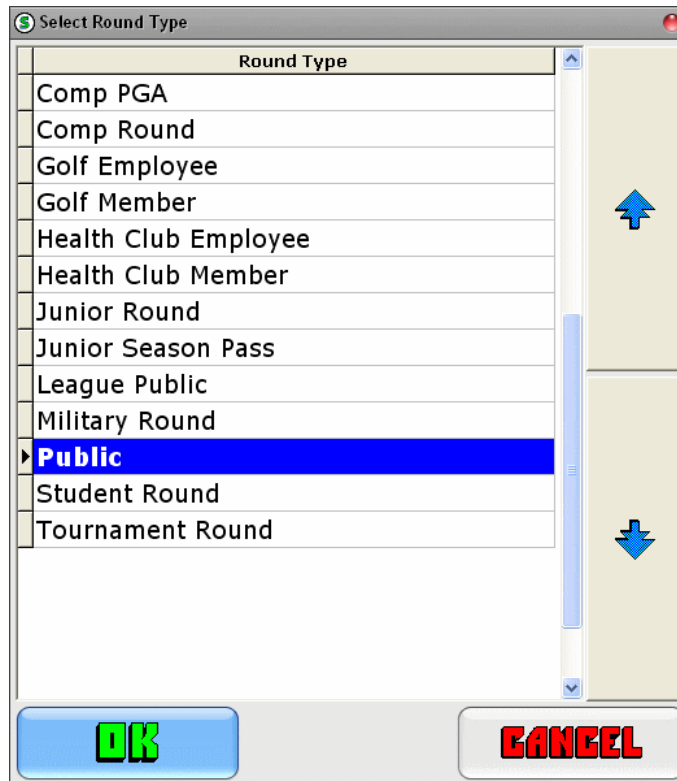
- ENTER** the appropriate information
- To complete the booking, **SELECT** a 'Number' button (for number of golfers)

The only information required to book a Tee Time is a name in the Group Name field, and the number of golfers desired. The names of all the golfers may also be added, however this is optional. The number of holes and whether the golfers will be walking or riding will automatically be set the whatever the defaults have been set to by the administrator. Change these if necessary. Round types may be changed as well, for an individual golfer or for the whole group. To change the round type for one golfer:

- SELECT** the RT button next to the golfers name



-This opens the Select Round Type Screen



-**HIGHLIGHT** the desired Round Type

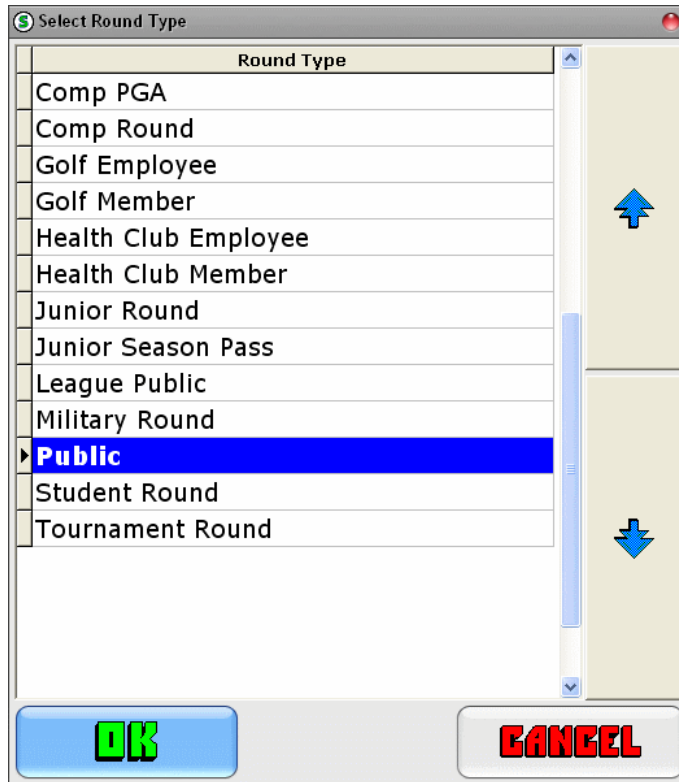
-**SELECT** the 'Ok' button

To change the Round Type for the whole group:

-**SELECT** the Round Type button from the bottom right of the Screen



-This opens the Select Round Type Screen



- HIGHLIGHT** the desired Round Type
- SELECT** the 'Ok' button

If no round type is selected, the golfers will be set to whatever the default round type is. The default round type is generally set to the Public round type..

Remember that these changes must be made before choosing a 'Number' button to create the reservation.

Booking a Second Group for a Tee Time [Top](#)

To fill the Tee Sheet more completely, sZen allows smaller groups to be booked onto existing reservations. Keeping these groups separate on the tee sheet makes it easy for split moves or cancels later. To book a second group onto an existing reservation:

- HIGHLIGHT** the Existing Group and **SELECT** the 'New' button

NEW

- This opens the Create Reservation Screen

The Screen will indicate that only a certain of golfers is allowed. For example, if 5 golfers total are allowed per group, and a new group wants to book a Tee Time on an existing reservation with a group of 3, then the system will only allow a group of 2 to be booked on that time.

To book the Tee Time, continue with the reservation as normal by entering the Group Name and selecting a 'Number' button.

Booking Reservations on the Back 9 [Top](#)

To book a Reservation on the back 9, either:

- SELECT** the 'Course' button
- This opens the Course Selector Screen

Course	Front Nine	Back Nine	Remote
Sunrise Hill Golf Course	Front Nine	Back Nine	
Sunrise Hill Reverse View	Back Nine	Front Nine	

- HIGHLIGHT** the Course Reverse View
- SELECT** the 'OK' button

The back 9 will be displayed in the main Tee Sheet Grid.

-OR-

-**SELECT** the 'Backs' button on the right side of the screen



The back 9 will be displayed in the secondary Tee Sheet Grid (on the right side of the screen).

BACKS		WAIT	NOTES
NEW		VIEW	⊘
Time	Guests		
6:00 AM			
6:10 AM			
6:20 AM			
6:30 AM			
6:40 AM			
6:50 AM			
7:00 AM			
7:10 AM			
7:20 AM			
7:30 AM			
7:40 AM			
7:50 AM			
8:00 AM			
8:10 AM			
8:20 AM			
8:30 AM			
8:40 AM			
8:50 AM			
9:00 AM			
9:10 AM			

With either method that is chosen the process of booking a Reservation is essentially the same as booking a Reservation on the front 9. **SELECT** the 'New' button and follow the steps for booking a Reservation as detailed [above](#). If the Secondary Tee Sheet Grid is the method being used, make sure to **SELECT** the smaller 'New' button on the right side of the screen.

1.2 Booking Reservations for Members

Booking a Tee Time Reservation for a Member

To book a Tee Time:

- HIGHLIGHT** the desired time on the Tee Sheet
- SELECT** the 'New' button
- This opens the Create Reservation Screen

Create Reservation for Tuesday May 26, 2009 @ 9:00 AM

WALK	Group Name		M	RT	1
RIDE	Guest 2		M	RT	2
	Guest 3		M	RT	3
9	Guest 4		M	RT	4
18	Guest 5		M	RT	5

Auto Add Golfer

Players Provider Notes Add Golfer

Group Reservation

Confirmation #

CANCEL ROUND TYPE

SELECT the 'M' (Member) button next the the Group Name field



-This brings up the Select Authorized Account User Screen



- Locate and **SELECT** the Member
- SELECT** the 'OK' button

There are a few ways to locate the Member. One way is to **SELECT** the first few letters of the last name with the green 'Letter' buttons on the right hand side of the screen. Another way is to type the last name into the text field in the middle of the left hand side of the screen. Both of these methods only narrow down the search, they will not locate the exact person desired. Once the search is narrowed, use either the scroll bar, or the blue 'Up/Down Arrow' buttons to locate the exact person desired. If the Member has a designated Personal Code, it may be entered into the Personal Code Lookup field at the top left of the screen. This is perhaps the quickest of the ways to locate a Member.

Selecting the 'OK' button enters the Member into the Create Reservation Window. To continue:

- EITHER-**
- SELECT** a 'Number' button to choose the number of golfers and complete the booking
- OR-**
- SELECT** the 'M' (Member) Button next to the Guest 2 field
- Continue this for as many players as desired
- Then **SELECT** a 'Number' button to choose the number of players and complete the booking

1.3 Adding a Member While Booking a Tee Time

[Adding a New Member from the Create Reservation Screen'](#)
[Guarding Against Duplicate Entries](#)

Add a New Member from the Create Reservation Screen [Top](#)

To add a new Member in the above manner:

- HIGHLIGHT** the desired time
- SELECT** the 'New' button
- This opens the Create Reservation Screen

- SELECT** the 'Add Golfer' button
- This opens the Add to Database Screen

- ENTER** the appropriate information (First and Last named required)

- SELECT** the 'New Member' button
- This adds the New Member to the database and also to the Create Reservation Screen

Continue Booking the Reservation normally.

Guarding Against Duplicate Entries [Top](#)

The Add to Database Screen is designed to help guard against creating duplicate accounts when golfers are already in the database. Notice when a last name is entered into the Last Name field, Members with that last name who are already in the database appear after the **<ENTER>** or **<TAB>** keys are pressed. Check to make sure the Member being entered has not already been created.

1.4 Add a Golfer to an Existing Reservation

Often players want to add another person to their reservation. With sZen Eighteen this is an easy process. Just click on a few buttons, and an additional player can easily be added to an existing group.

[Adding Another Golfer](#)

[Removing a Golfer](#)

Adding Another Golfer [Top](#)

To add a golfer:

- HIGHLIGHT** the desired Reservation on the Tee Sheet
- SELECT** the 'View' button above the tee sheet grid

VIEW

-This opens the Golfer Detail Screen with the Group Name already highlighted in the top field

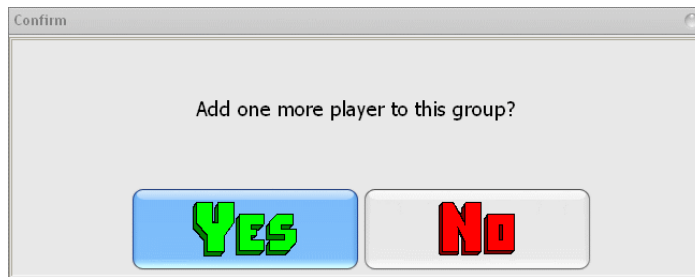
Guest	Round Type	Green Fee	Cart Fee	1/2 Cart	Chkd	Paid	H	Confirm #	Prov
▶ Jimmy Jamison	Public	69.16	17.76	-1	18	8265			
Judy Jamison	Public	69.16	17.76	-1	18	8265			
Jared Jamison	Public	69.16	17.76	-1	18	8265			

Edit Note	CHECK IN	ROUND TYPE	SET CART
Edit Note 2	CHECK ALL	ALL	CLEAR
Lookup Promo	PAY NOW	RING UP	WHOLE
NO SHOW	ALL PAY NOW		HALF
+1	-1	M	9 18
		EXIT	

-**SELECT** the '+1' button to add an additional player



-This opens a Confirmation Screen



-**SELECT** the 'Yes' button to confirm

Another golfer will be added to the reservation.

Removing a Golfer [Top](#)

To remove a golfer:

- HIGHLIGHT** the desired Reservation on the Tee Sheet
- SELECT** the 'View' button above the tee sheet grid

VIEW

-This opens the Golfer Detail Screen with the Group Name already highlighted in the top field

Golfer Detail -- Monday, June 8, 2009 @ 11:10 AM

Guest	Round Type	Green Fee	Cart Fee	1/2 Cart	Chkd	Paid	H	Confirm #	Prov
▶ Jimmy Jamison	Public	69.16	17.76	-1			18	8265	
Judy Jamison	Public	69.16	17.76	-1			18	8265	
Jared Jamison	Public	69.16	17.76	-1			18	8265	

Premium Rentals

Edit Note

Edit Note 2

Lookup Promo

NO SHOW

+1

CHECK IN

CHECK ALL

PAY NOW

ALL PAY NOW

ROUNDTYPE

ALL

RING UP

SET CART

CLEAR

WHOLE

HALF

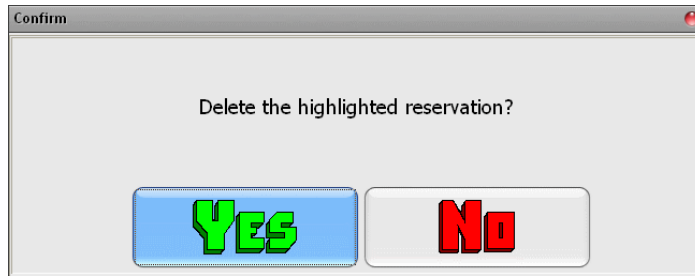
9 18

EXIT

- HIGHLIGHT** the golfer to be removed from the reservation
- SELECT** the '-1' button to add an additional golfer



-This opens a Confirmation Screen



-**SELECT** the 'Yes' button to confirm

The highlighted golfer will be removed from the reservation.

1.5 Lagre Group Reservations

Booking a Reservation for a Large Group

There will be times when groups larger than 5 or 6 golfers will want to book a Tee Time. Obviously it is not possible to have them all tee off at the same time, so Eighteen has an easy way of booking a large group reservation without repetitive data entry. Just a few simple steps and the process is done leaving time to book more reservations per day!

To book a reservation for a large group:

- HIGHLIGHT** the desired time
- SELECT** the 'New' button
- This opens the Create Reservation Screen

The screenshot shows a software interface for creating a reservation. At the top, it says "Create Reservation for Tuesday May 26, 2009 @ 9:00 AM". Below this is a table with four columns: "WALK", "RIDE", "9", and "18". The "WALK" column is highlighted in green. To the right of the table are five rows for "Group Name", "Guest 2", "Guest 3", "Guest 4", and "Guest 5". Each row has a hand icon, a red "M" button, a blue "RT" button, and a blue number button (1, 2, 3, 4, 5). Below the table, there are several buttons and fields: "# Players" (with a hand icon), "Provider", "Notes", "Add Golfer", "Group Reservation" (highlighted in blue), "Confirmation #", "CANCEL", and "ROUND TYPE". There is also a checkbox for "Auto Add Golfers" which is checked.

- ENTER** a name into the Group Name field
- OR-**
- SELECT** the 'M' (Member) button next the the Group Name field to choose a Member name from the system
- ENTER** the desired number of golfers into the Group Reservation Box
- SELECT** the 'Group Reservation' button

This closes the Create Reservation Screen and adds the Reservations to the Tee Sheet as shown in the following image:

Time	Guests	X	S	C
6:00 AM		0	0	0
6:10 AM		0	0	0
6:20 AM		0	0	0
6:30 AM		0	0	0
6:40 AM		0	0	0
6:50 AM		0	0	0
7:00 AM	Astronomy Club Golfers (4)	0	0	2
7:10 AM	Astronomy Club Golfers (4)	0	0	2
7:20 AM	Astronomy Club Golfers (4)	0	0	2
7:30 AM	Astronomy Club Golfers (4)	0	0	2
7:40 AM	Astronomy Club Golfers (4)	0	0	2
7:50 AM	Astronomy Club Golfers (4)	0	0	2
8:00 AM	Astronomy Club Golfers (4)	0	0	2
8:10 AM	Astronomy Club Golfers (4)	0	0	2
8:20 AM	Astronomy Club Golfers (4)	0	0	2
8:30 AM	Astronomy Club Golfers (4)	0	0	2
8:40 AM	Astronomy Club Golfers (4)	0	0	2
8:50 AM	Astronomy Club Golfers (3)	0	0	2
9:00 AM		0	0	0
9:10 AM		0	0	0
9:20 AM		0	0	0
9:30 AM		0	0	0
9:40 AM		0	0	0
9:50 AM		0	0	0
10:00 AM		0	0	0
10:10 AM		0	0	0
10:20 AM		0	0	0
10:30 AM		0	0	0
10:40 AM		0	0	0
10:50 AM		0	0	0
11:00 AM		0	0	0
11:10 AM		0	0	0
11:20 AM		0	0	0
11:30 AM		0	0	0
11:40 AM		0	0	0
11:50 AM		0	0	0
12:00 PM		0	0	0
12:10 PM		0	0	0
12:20 PM		0	0	0

Notice: The system books the Reservations in groups of 4. Also notice that if the number of golfers does not divide evenly by 4, the system will create a Reservation with less than 4 golfers. In the above example, a Reservation for 3 golfers was created.

1.6 Recurring Reservations

[Creating a Recurring Reservation](#)

[Booking a Recurring Reservation for a Member](#)

Creating a Recurring Reservation

The sZen Tee Sheet allows reservations to be made for multiple days at the same time for 1-4 golfers. A recurring reservation may not be created for more than 4 golfers. To create a recurring reservation:

- SELECT** the desired time using the **Right Button** on the mouse (right click)
- This brings up a menu

Multi-Pay
Multi-Cancel
Refresh Rates
Refresh Rates for Entire Day
Early Bird Squeeze
Toggle "No Internet/Remote" Flag
Edit Tee Time Label
Place Admin Block on this Tee Time
Remove Admin Block
Clear All Admin Blocks
Apply to Date Range (Use Current Day as Template)
Place "No Start" Block on this Tee Time
Remove "No Start" Block
Clear All "No Start" Blocks
Apply to Date Range (Use Current Day as Template)
Create Recurring Reservation
Create Recurring Reservation for Someone in the Database
Show "Tee Slot Key"
Re-Size Tee Sheet

- SELECT** Create Recurring Reservation
- This brings up the Select Date Range and Days to Include Screen

Select Date Range and Days to Include

Start Date: 6/5/2009

End Date: 6/5/2009

One Day

Mondays Fridays

Tuesdays Saturdays

Wednesdays Sundays

Thursdays

Check All

Uncheck All

GO

CANCEL

- ENTER the desired date range, and the days of the week for the desired reservation
- SELECT the 'Go' button
- This brings up a screen to enter in the group name

Recurring Reservation

Enter Group Name

OK

CANCEL

- ENTER the group name
- SELECT the 'OK' button
- This brings up a screen to enter the number of golfers

Recurring Reservation

Enter Player Count(1-4)

OK

CANCEL

- ENTER the desired number of golfers, up to 4
- SELECT the 'OK' button
- This brings a screen to enter the number of holes to play



- ENTER** the desired number of holes to play
- SELECT** the 'OK' button

This creates the Reservation and moves the Tee Sheet to the last reservation for the selected date range.

Booking a Recurring Reservation for a Member

Booking a Recurring Reservation for a Member is very much the same as booking one for a Public user with a few differences. To do it:

- SELECT** the desired Tee Time using the **Right Button** on the mouse (right click)
- This brings up a menu



- SELECT** Create Recurring Reservation for Someone in the Database
- This brings up the Select Date Range and Days to Include Screen

Select Date Range and Days to Include

Start Date: 6/5/2009

End Date: 6/5/2009

One Day

Mondays Fridays
 Tuesdays Saturdays
 Wednesdays Sundays
 Thursdays

Check All

Uncheck All

GO **CANCEL**

- ENTER the desired date range, and the days of the week for the desired Reservation
- SELECT the 'Go' button
- This brings up the Select Authorized Account User Screen

Select Authorized Account User

Personal Code Lookup	Last Name	First Name	Pers. Code
	Agnew	Zeke	
	Ahern	Jack	
	Ahern	Kelly	
	Ahern	Kelly	
	Ahern	Laurie	
	Ahern	Mary	
	Ahern	Paul	
	Ahern	Paul	
	Ahern	Paul	
	Ahern	Ryan	
	Ahern	Ryan	
	Ahern	Terry	
	Aicher	Shawn	
	Aimee	Christenson	
	Akers	Debbie	
	Alban	Susie	
	Albert	Gina	
	Albert	Gina	
	Albert	Mark	
	Alberti	Carla	
	Alberti	Chris	
	Alberti	Michael	
	Alberti	Nicole	

Hide Public
 On-Site
 Employees
 Focus Pers. Code

OK **CANCEL**

- SELECT the desired Member
- SELECT the 'OK' button

From this point on, all the steps are the same as above. Continue to create the Reservation as previously specified.

1.7 Squeezing a Tee Time

Tee Times are set up in regular increments. The most common increments are 7 minutes and 8 minutes intervals. For example, if the first tee time of the day was 7 minutes, then the second tee time of the day would be 8 minutes. Then the remaining tee times for the day would alternate between 7 and 8 minutes until the end of the day.

Sometimes it may be desired to let a group tee off between two tee times. It is possible, and very easy to do this with Eighteen.

[Squeeze a Tee Time](#)

[Deleting an Unneeded Squeezed Tee Time](#)

[Setting the Squeeze Increment](#)

Squeeze a Tee Time

To squeeze a Tee Time:

- HIGHLIGHT** the tee time just before the time desired to squeeze in
- SELECT** the 'Squeeze' button



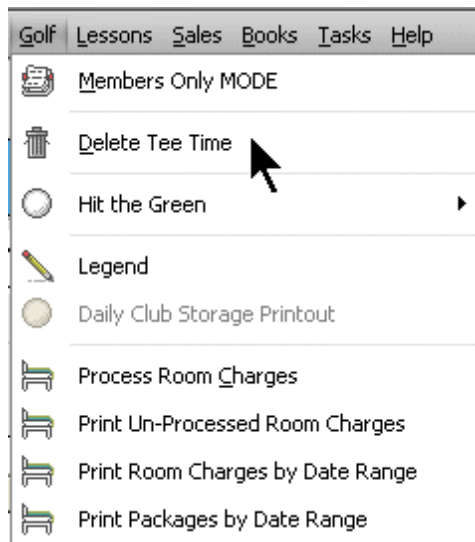
This will squeeze in a new tee time after the highlighted tee time

The Squeeze Increment is determined in the Golf Preferences Screen. How to set the Squeeze Increment is detailed below.

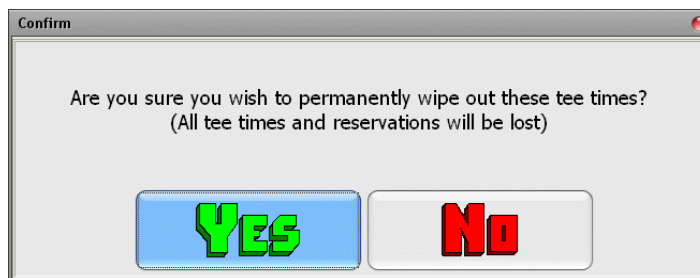
Deleting an Unneeded Squeezed Tee Time

If a Tee Time has been squeezed in accidentally, or is unneeded for some reason, it can be deleted. To delete an unneeded Tee Time:

- SELECT** 'Golf' from the menu bar and then 'Delete Tee Time'



-A warning screen will appear



-SELECT the 'Yes' button

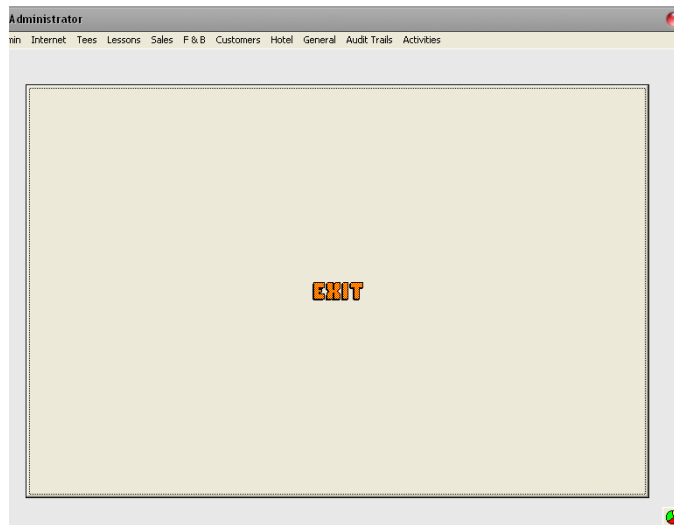
The selected Tee Time will be removed from the Tee Sheet.

Setting the Squeeze Increment

To set the Squeeze Increment:

-SELECT File from the main menu and choose Administrator from the drop down

-This opens the Administrator Screen



- SELECT Tees and choose Golf Preferences from the drop down
- This opens the Golf Preferences Screen

 A screenshot of the "Golf Preferences" window. The window is divided into two main sections: a green box for workstation-specific preferences and a blue box for global workstation preferences.

Green Box (Workstation-specific):

- Header: "The Preferences in the Green Box apply ONLY to this Workstation"
- Options:
 - Perform Check for Tee Sheet Duplicates
 - Auto-Insert Memberships from Wait List
 - Open Tee Sheet at Startup
 - Show Rounds Projections
 - Show Last Year's Rounds
 - Show Actual Tee Off Time
 - Show Shotgun Start Hole
 - No Tee Times on this Workstation
 - Hide 9/18 on Reservation Screen
 - Hide Walk/Ride on Reservation Screen
 - Detect No Shows
 - Show Notes in Reservation Screen
 - Require Notes for First Reservation
 - Show Dashboard
 - Auto-Refresh Tee Sheet: 10 (seconds)
- Time Tee Time Booking becomes available: 1:00 AM
- Squeeze Increment: 5
- Tee Sheet Font: 9
- Tee Sheet Font Size: 9

Blue Box (Global):

- Header: "The Preferences in the Blue Box apply GLOBALLY to all Workstations"
- Maximum Guests per Tee Time: 4, 5, 6 (selected)
- Minimum Age for Power Cart Rentals: 16
- Fee for Lost or Broken Club (Rental Set): \$50.00
- Event Credit Title: Public
- Default Round Type: Twilight
- Twilight Time Category: Twilight
- Green Fee Department: BW Green Fees
- Cart Fee Department: BW Cart Fees
- Default Golfer Name: (for facilities which do not track names)
- Reservation Defaults: 9, 18, Walk, Ride

Buttons: SAVE (green), CANCEL (red)

- ENTER the desired number of minutes into the text field next to the words Squeeze Increment. The most common is 4 minutes
- SELECT the 'Save' button to save the changes

The new Squeeze Increment will be applied to all future Squeezed Tee Times.

1.8 Ringing Up Golfers

There are a few ways to ring up golfers. They can be rung up individually, as a group, or multiple groups can be rung up at the same time. The nice thing is that all of these ways can be performed directly from the Tee Sheet. The Tee Sheet Sales Screen is very similar to the Retail Screen, with a few differences. For greater detail on using the Retail Screen see the Retail Manual. Contact sZen Corp if this manual has not yet been provided.

Ringring Up Golfers Individually

Golfers can be rung up directly from the Tee Sheet individually. To do this:

- SELECT the Reservation to be rung up
- SELECT the 'View' button

VIEW

-This opens the Golfer Detail Screen with the Group Name already highlighted in the top field

Golfer Detail -- Monday, June 8, 2009 @ 11:10 AM

Guest	Round Type	Green Fee	Cart Fee	1/2 Cart	Chkd	Paid	H	Confirm #	Prov
▶ Jimmy Jamison	Public	69.16	17.76	-1		18		8265	
Judy Jamison	Public	69.16	17.76	-1		18		8265	
Jared Jamison	Public	69.16	17.76	-1		18		8265	

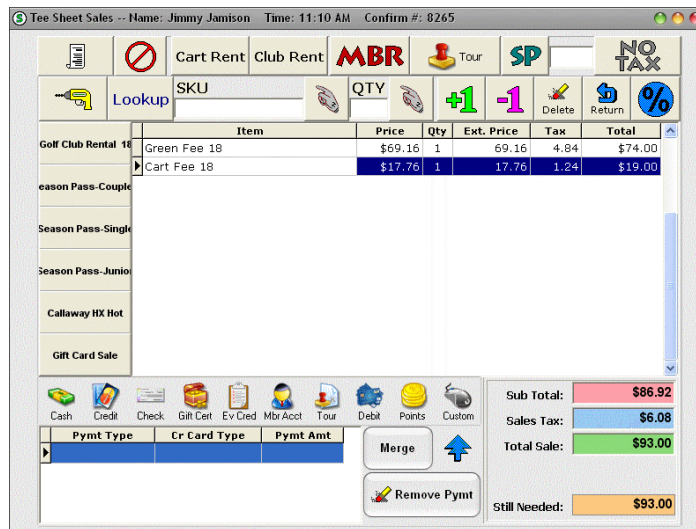
Premium Rentals

Edit Note	CHECK IN	ROUND TYPE	SET CART
Edit Note 2	CHECK ALL	ALL	CLEAR
Lookup Promo	PAY NOW	RING UP	WHOLE
	ALL PAY NOW		HALF
NO SHOW			9 18
+1	-1	M	EXIT

- HIGHLIGHT the golfer to be rung up
- SELECT the 'Ring Up' button

RING UP

-This opens the Tee Sheet Sales Screen and enters the appropriate fees into the grid



- At this point, additional items may be rung up, such as golf balls or club rentals
- SELECT** a payment type from the lower left of the screen and take payment
- This will bring up a Payment Screen
- ENTER** the appropriate information
- SELECT** the 'Receipt' button to finish the transaction



This will close out the Retail Screen. The Golfer Detail Screen will again be visible, and the paid golfer will appear in green.

Ringing Up More Than One Golfer, but Not the Whole Group

In a group of golfers, there may be one person who wishes to pay for one or two other members of the group, but not the whole group. To do this:

- SELECT** the Reservation to be rung up
- SELECT** the 'View' button to open the 'Golfer Detail Screen'

VIEW

- HIGHLIGHT** one of the golfers
- SELECT** the 'Pay Now' button



- The selected golfer will be highlighted in a green yellow color
- REPEAT** this until all desired golfers are selected
- SELECT** the 'Ring Up' button once all desired golfers are highlighted



- This will open the Tee Sheet Sales Screen with the appropriate fees for the selected golfers entered into the sales grid

Continue to process the transaction normally.

Ring Up a Group of Golfers

Often there will be one member of a group that wishes to pay for the whole group. This is possibly the easiest way to ring up golfers in Eighteen. To do this:

- SELECT** the Reservation to be rung up
- SELECT** the 'View' button to open the 'Golfer Detail Screen'



- SELECT** the 'All Pay Now' button



- This will open the Tee Sheet Sales Screen with the appropriate fees for all of the golfers entered into the sales grid

Continue to process the transaction normally.

Ring Up Multiple Reservations

There may be times, such as tournaments, where it may be desired to ring up multiple groups at a time. To do this:

- RIGHT CLICK** on one of the Reservations on the Tee Sheet to be rung up
- This brings up a menu

Multi-Pay Multi-Cancel
Refresh Rates Refresh Rates for Entire Day Early Bird Squeeze Toggle "No Internet/Remote" Flag
Edit Tee Time Label
Place Admin Block on this Tee Time Remove Admin Block Clear All Admin Blocks Apply to Date Range (Use Current Day as Template)
Place "No Start" Block on this Tee Time Remove "No Start" Block Clear All "No Start" Blocks Apply to Date Range (Use Current Day as Template)
Create Recurring Reservation Create Recurring Reservation for Someone in the Database
Show "Tee Slot Key" Re-Size Tee Sheet

-SELECT the 'Multi-Pay' option

-This brings up a Multiple Tee Time Check-In and Pay Screen

Multiple Tee Time Check-In and Pay

<input type="checkbox"/> 6:00 AM John Addams (3)	<input checked="" type="checkbox"/> 11:20 AM Kays Family Reunion Tourne	<input type="checkbox"/> 4:40 PM
<input type="checkbox"/> 6:10 AM	<input checked="" type="checkbox"/> 11:30 AM Kays Family Reunion Tourne	<input type="checkbox"/> 4:50 PM
<input type="checkbox"/> 6:20 AM	<input checked="" type="checkbox"/> 11:40 AM Kays Family Reunion Tourne	<input type="checkbox"/> 5:00 PM
<input type="checkbox"/> 6:30 AM	<input checked="" type="checkbox"/> 11:50 AM Kays Family Reunion Tourne	<input type="checkbox"/> 5:10 PM
<input type="checkbox"/> 6:40 AM	<input type="checkbox"/> 12:00 PM	<input type="checkbox"/> 5:20 PM
<input type="checkbox"/> 6:50 AM	<input type="checkbox"/> 12:10 PM	<input type="checkbox"/> 5:30 PM
<input type="checkbox"/> 7:00 AM	<input type="checkbox"/> 12:20 PM	<input type="checkbox"/> 5:40 PM
<input type="checkbox"/> 7:10 AM	<input type="checkbox"/> 12:30 PM	<input type="checkbox"/> 5:50 PM
<input type="checkbox"/> 7:20 AM	<input type="checkbox"/> 12:40 PM	<input type="checkbox"/> 6:00 PM
<input type="checkbox"/> 7:30 AM	<input type="checkbox"/> 12:50 PM	<input type="checkbox"/> 6:10 PM
<input type="checkbox"/> 7:40 AM	<input type="checkbox"/> 1:00 PM	<input type="checkbox"/> 6:20 PM
<input type="checkbox"/> 7:50 AM	<input type="checkbox"/> 1:10 PM	<input type="checkbox"/> 6:30 PM
<input type="checkbox"/> 8:00 AM	<input type="checkbox"/> 1:20 PM	<input type="checkbox"/> 6:40 PM
<input type="checkbox"/> 8:10 AM Timothy Fleegeer (4)	<input type="checkbox"/> 1:30 PM	<input type="checkbox"/> 6:50 PM
<input type="checkbox"/> 8:20 AM Alexander Martin (2)	<input type="checkbox"/> 1:40 PM	<input type="checkbox"/> 7:00 PM
<input type="checkbox"/> 8:30 AM	<input type="checkbox"/> 1:50 PM	<input type="checkbox"/> 7:10 PM
<input type="checkbox"/> 8:40 AM	<input type="checkbox"/> 2:00 PM	<input type="checkbox"/> 7:20 PM
<input type="checkbox"/> 8:50 AM	<input type="checkbox"/> 2:10 PM	<input type="checkbox"/> 7:30 PM
<input type="checkbox"/> 9:00 AM	<input type="checkbox"/> 2:20 PM	<input type="checkbox"/> 7:40 PM
<input type="checkbox"/> 9:10 AM	<input type="checkbox"/> 2:30 PM	<input type="checkbox"/> 7:50 PM
<input type="checkbox"/> 9:20 AM	<input type="checkbox"/> 2:40 PM	<input type="checkbox"/> 8:00 PM
<input type="checkbox"/> 9:30 AM	<input type="checkbox"/> 2:50 PM	<input type="checkbox"/> 8:10 PM
<input type="checkbox"/> 9:40 AM	<input type="checkbox"/> 3:00 PM	<input type="checkbox"/> 8:20 PM
<input type="checkbox"/> 9:50 AM	<input type="checkbox"/> 3:10 PM	<input type="checkbox"/> 8:30 PM
<input checked="" type="checkbox"/> 10:00 AM Kays Family Reunion Tourne	<input type="checkbox"/> 3:20 PM	<input type="checkbox"/> 8:40 PM
<input checked="" type="checkbox"/> 10:10 AM Kays Family Reunion Tourne	<input type="checkbox"/> 3:30 PM	<input type="checkbox"/> 8:50 PM
<input checked="" type="checkbox"/> 10:20 AM Kays Family Reunion Tourne	<input type="checkbox"/> 3:40 PM	<input type="checkbox"/> 9:00 PM
<input checked="" type="checkbox"/> 10:30 AM Kays Family Reunion Tourne	<input type="checkbox"/> 3:50 PM	
<input checked="" type="checkbox"/> 10:40 AM Kays Family Reunion Tourne	<input type="checkbox"/> 4:00 PM	
<input checked="" type="checkbox"/> 10:50 AM Kays Family Reunion Tourne	<input type="checkbox"/> 4:10 PM	
<input checked="" type="checkbox"/> 11:00 AM Kays Family Reunion Tourne	<input type="checkbox"/> 4:20 PM	
<input checked="" type="checkbox"/> 11:10 AM Kays Family Reunion Tourne	<input type="checkbox"/> 4:30 PM	

OK CANCEL

-SELECT all the desired groups to ring up (place a check mark in the box next to them)

-SELECT the 'Ok' button

-This will open the Tee Sheet Sales Screen with the appropriate fees entered in for all the groups selected

Continue to process the transaction normally.

1.9 Moving a Reservation

Sometimes golfers may call and want to reschedule their existing Tee Time to another time. Rather than deleting the existing Tee Time, and then re-creating it for the new time, a simple maneuver can be performed to move the existing Tee Time to the new time. This can be done within the current day, or to any day where Tee Times have been built.

[Moving a Reservation With One Group](#)

[Moving a Reservation With More Than One Group](#)

Moving a Reservation With One Group

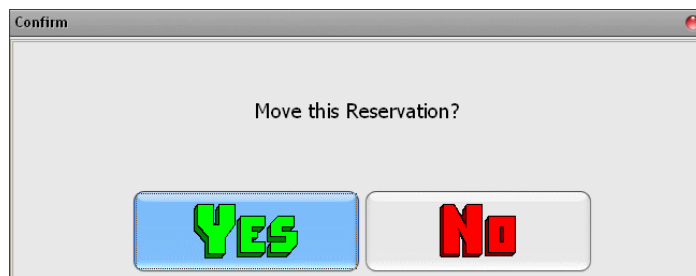
There will be times when a scheduled reservations will need to be moved to a different time. Rather than delete the existing Reservation and create a new one, the 'Move' button can be used.

To do this:

- HIGHLIGHT** the Reservation to be moved
- SELECT** the 'Move' button again



- The 'Move' button will remain depressed and a Confirm Screen will open



- SELECT** the 'Yes' button
- HIGHLIGHT** the time to move the Reservation to
- SELECT** the 'Move' button again

The Reservations will be moved to the highlighted time and the 'Move' button will return to normal

Moving a Reservation With More Than One Group

There are two ways to move a Reservation with more than one group on it. The groups can be split apart and one can be moved and the other can stay, or they can both be moved at the same time.

Moving As One

To move all groups on one Reservation:

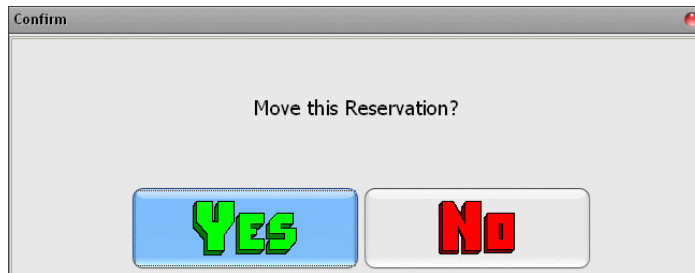
- HIGHLIGHT** the Reservation with the groups to be moved
- SELECT** the 'Move' button



- A Confirmation Screen will appear



- SELECT** the 'No' button
- This will open up another Confirmation Screen



- SELECT** the 'Yes' button
- HIGHLIGHT** the time to move the Reservation to
- SELECT** the 'Move' button again
- Both groups will be moved to the new time

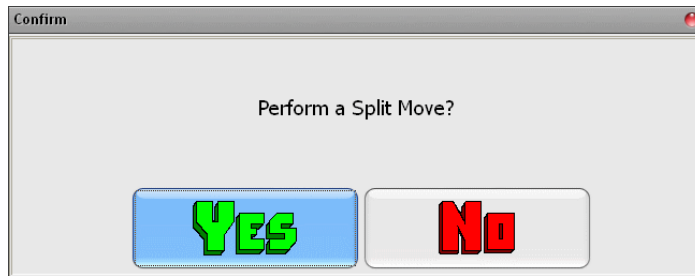
Performing a Split Move

To split two groups apart and just move one:

- HIGHLIGHT** the Reservation with the groups to be moved
- SELECT** the 'Move' button



-A Confirmation Screen will appear



-**SELECT** the 'Yes' button

-This will open the Split Move Screen



-**SELECT** the group to be moved

-This closes out the Split Move Screen

-**HIGHLIGHT** the time to move the group to

-**SELECT** the 'Move' button again

The selected Reservation will be moved to the highlighted Tee Time.

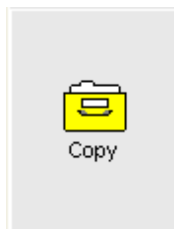
1.10 Copying a Reservation

A Reservation may be copied from one time to another on the Tee Sheet. This is useful if someone calls in and wants to book a Tee Time with all the same information on several different times. For example, a golfer calls in and wants to book Tee Times for Monday at 3:30 pm, Tuesday at 1:20 pm, and Friday at 9:00 am. Rather than having to enter in the same information 3 times, the original Reservation may be copied and then pasted on the other desired times.

Copy the Reservation

To perform the copy:

- HIGHLIGHT** the Reservation to be copied
- SELECT** the 'Copy' button



- This opens a Message Screen



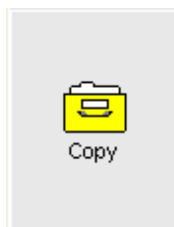
- SELECT** the 'OK' button

As the message indicated, the Reservation has been copied

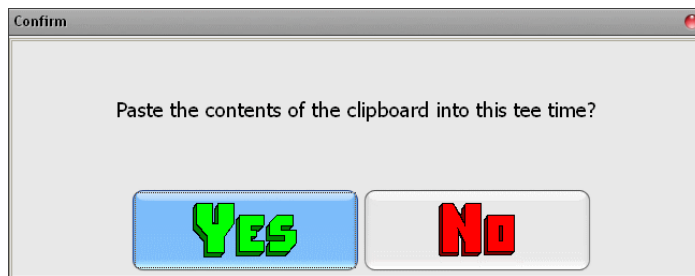
Paste the Reservation

To paste the Reservation on the desired time:

- HIGHLIGHT** the time to paste the Reservation to
- SELECT** the 'Copy' button

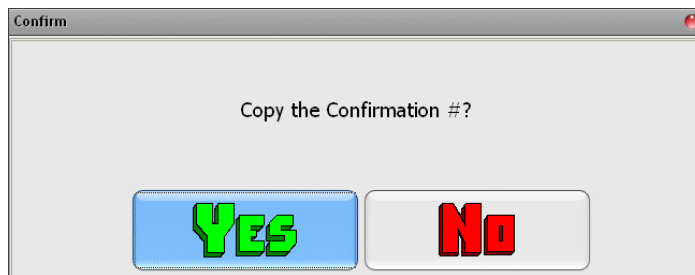


-A Confirmation Screen will appear



-**SELECT** the 'Yes' button

-Another Confirmation Screen will appear



-**SELECT** the 'Yes' or 'No' button depending on preference

The Reservation will then be pasted on the highlighted time.

1.11 Canceling a Reservation

Things come up and life get's in the way. Sometimes Tee Time Reservations need to be canceled. There are several ways to cancel Reservations. A single Reservation can be canceled, a Reservation with more than one group on it may be canceled all together or a split cancellation can be performed, or multiple Reservations can be canceled all at once.

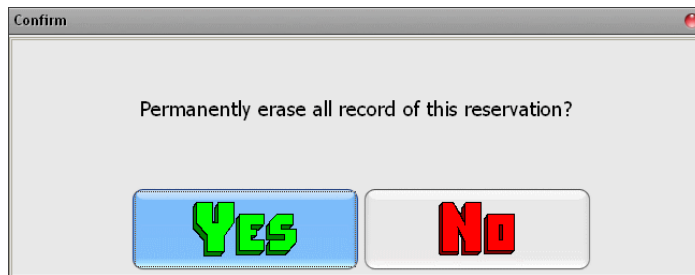
Canceling a Single Reservation

To cancel a single Reservation:

- HIGHLIGHT** the Reservation to be canceled
- SELECT** the 'Cancel' button



- This will open a Confirm Screen



- SELECT** the 'Yes' button

The Reservation will be erased from the Tee Sheet

Canceling Reservations With More Than One Group

There are two ways to cancel a Reservation with more than one group on it. The groups can be split apart and one can be canceled and the others can be kept, or they can all be canceled at the same time.

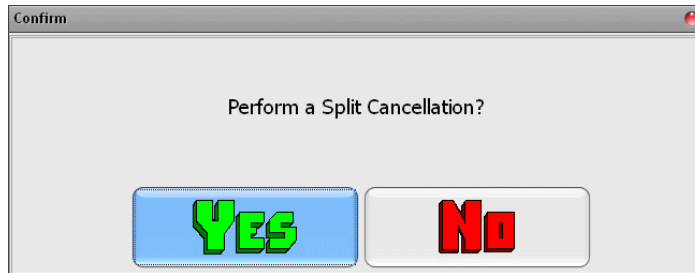
Canceling All Groups

To cancel all groups on a Reservation:

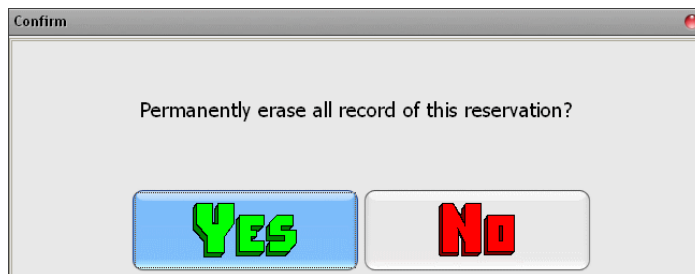
- HIGHLIGHT** the Reservation with the groups to be canceled
- SELECT** the 'Cancel' button



-A Confirm Screen will appear



-**SELECT** the 'No' button
-This will open up another Confirmation Screen



-**SELECT** the 'Yes' button

All Reservations from the selected Tee Time will be erased from the Tee Sheet.

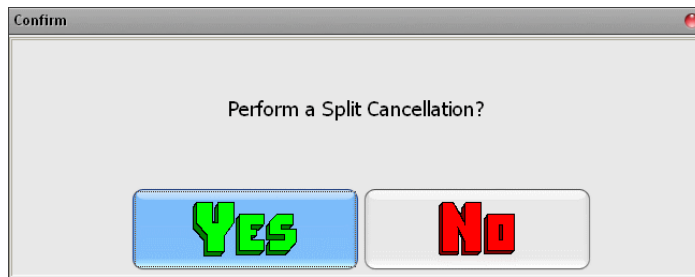
Performing a Split Cancellation

To split off one group and cancel it:

-**HIGHLIGHT** the Reservation with the group to be canceled
-**SELECT** the 'Cancel' button



-A Confirm Screen will appear



- SELECT** the 'Yes' button
- This opens the Split Cancel Screen



- SELECT** the group to be canceled

The selected group will be erased from the Tee Sheet.

Canceling Multiple Reservations

Sometimes multiple Reservations will need to be canceled. Rather than canceling them one at a time, there is an easy way to cancel them all at once. This is called a Multi-Cancel. To do this:

- RIGHT CLICK** on one of the Reservations on the Tee Sheet to be canceled
- This brings up a menu

Multi-Pay
Multi-Cancel
Refresh Rates
Refresh Rates for Entire Day
Early Bird Squeeze
Toggle "No Internet/Remote" Flag
Edit Tee Time Label
Place Admin Block on this Tee Time
Remove Admin Block
Clear All Admin Blocks
Apply to Date Range (Use Current Day as Template)
Place "No Start" Block on this Tee Time
Remove "No Start" Block
Clear All "No Start" Blocks
Apply to Date Range (Use Current Day as Template)
Create Recurring Reservation
Create Recurring Reservation for Someone in the Database
Show "Tee Slot Key"
Re-Size Tee Sheet

- SELECT the 'Multi-Cancel' option
- This opens the Multiple Tee Time Cancel Screen

- SELECT all the desired groups to canceled (place a check mark in the box next to them)
- SELECT the 'Ok' button

All Reservations will be erased from the Tee Sheet.

1.12 Administrative Blocks

Placing an Administrative Block on a Tee Time completely blocks off that tee time from any sort of scheduling. It cannot be used as either a start time or a turn time. This feature is useful for blocking off Tee Times for a many reasons, such as preparing for a tournament or course maintenance. Admin blocks can only be placed on or taken off of tee times by the Tee Sheet administrator.

Placing Admin Blocks on Tee Time

Admin Blocks may be placed on a single Tee Time on on multiple Tee Times. Either way the process is the same. To do it:

- RIGHT CLICK** on the desired Tee Time
- This brings up a menu

Multi-Pay Multi-Cancel
Refresh Rates Refresh Rates for Entire Day Early Bird Squeeze Toggle "No Internet/Remote" Flag
Edit Tee Time Label
Place Admin Block on this Tee Time Remove Admin Block Clear All Admin Blocks Apply to Date Range (Use Current Day as Template)
Place "No Start" Block on this Tee Time Remove "No Start" Block Clear All "No Start" Blocks Apply to Date Range (Use Current Day as Template)
Create Recurring Reservation Create Recurring Reservation for Someone in the Database
Show "Tee Slot Key" Re-Size Tee Sheet

- SELECT** 'Place Admin Block in this Tee Time'
- This opens up the Create Tee Sheet Blocks Screen

Set Admin Block Text

of tee times to block

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16

OK CANCEL

- ENTER** a title for the block if desired
- ENTER** the number of Tee Times to block by either entering a number into the text field, or selecting a 'Number' button (1-16)
- SELECT** the 'OK' button

The Administrative Blocks will be placed on the Tee Sheet.

Removing a Single Admin Block

Administrative Blocks can be removed one at a time, or all at once. To remove a single Admin Block:

- RIGHT CLICK** the Tee Time with the Admin Block to be removed
- This brings up a menu

Multi-Pay
Multi-Cancel
Refresh Rates
Refresh Rates for Entire Day
Early Bird Squeeze
Toggle "No Internet/Remote" Flag
Edit Tee Time Label
Place Admin Block on this Tee Time
Remove Admin Block
Clear All Admin Blocks
Apply to Date Range (Use Current Day as Template)
Place "No Start" Block on this Tee Time
Remove "No Start" Block
Clear All "No Start" Blocks
Apply to Date Range (Use Current Day as Template)
Create Recurring Reservation
Create Recurring Reservation for Someone in the Database
Show "Tee Slot Key"
Re-Size Tee Sheet

- SELECT** 'Remove Admin Blocks'

The Admin Block for that Tee Time will be removed from the Tee Sheet.

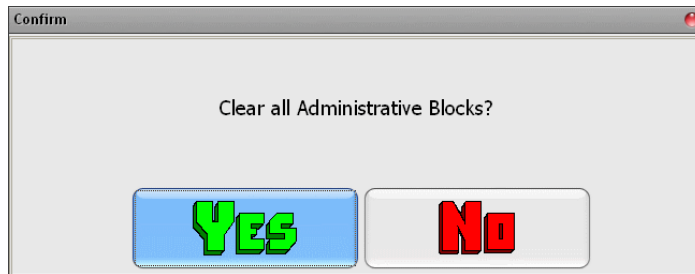
Removing All Admin Blocks at Once

To do this:

- RIGHT CLICK** on the Tee Sheet
- This brings up a menu

Multi-Pay Multi-Cancel
Refresh Rates Refresh Rates for Entire Day Early Bird Squeeze Toggle "No Internet/Remote" Flag
Edit Tee Time Label
Place Admin Block on this Tee Time Remove Admin Block Clear All Admin Blocks Apply to Date Range (Use Current Day as Template)
Place "No Start" Block on this Tee Time Remove "No Start" Block Clear All "No Start" Blocks Apply to Date Range (Use Current Day as Template)
Create Recurring Reservation Create Recurring Reservation for Someone in the Database
Show "Tee Slot Key" Re-Size Tee Sheet

- SELECT** 'Clear All Admin Blocks'
- This opens a Confirmation Screen



- SELECT** the 'Yes' button

All Administrative Blocks will be removed from the Tee Sheet.

1.13 No-Start Blocks

No Start Blocks are essentially the same thing as Administrative blocks, the difference being that they can be used as a turn time.

Placing No-Start Blocks on Tee Time

Admin Blocks may be placed on a single Tee Time on on multiple Tee Times. Either way the process is the same. To do it:

- RIGHT CLICK** on the desired Tee Time
- This brings up a menu

Multi-Pay Multi-Cancel
Refresh Rates Refresh Rates for Entire Day Early Bird Squeeze Toggle "No Internet/Remote" Flag
Edit Tee Time Label
Place Admin Block on this Tee Time Remove Admin Block Clear All Admin Blocks Apply to Date Range (Use Current Day as Template)
Place "No Start" Block on this Tee Time Remove "No Start" Block Clear All "No Start" Blocks Apply to Date Range (Use Current Day as Template)
Create Recurring Reservation Create Recurring Reservation for Someone in the Database
Show "Tee Slot Key" Re-Size Tee Sheet

- SELECT** 'Place "No Start" block on this Tee Time'
- This opens up the Create Tee Sheet Blocks Screen

Create Tee Sheet Blocks

Set "No Start" Block Text

of tee times to block

1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16

- ENTER** a title for the block if desired
- ENTER** the number of Tee Times to block by either entering a number into

the text field, or selecting a 'Number' button (1-16)
SELECT the 'Ok' button

The No Start Blocks will be placed on the Tee Sheet.

Removing a Single No Start Block

No Start Blocks can be removed one at a time, or all at once. To remove a single Admin Block:

- RIGHT CLICK** the Tee Time with the No Start Block to be removed
- This brings up a menu

Multi-Pay
Multi-Cancel
Refresh Rates
Refresh Rates for Entire Day
Early Bird Squeeze
Toggle "No Internet/Remote" Flag
Edit Tee Time Label
Place Admin Block on this Tee Time
Remove Admin Block
Clear All Admin Blocks
Apply to Date Range (Use Current Day as Template)
Place "No Start" Block on this Tee Time
Remove "No Start" Block
Clear All "No Start" Blocks
Apply to Date Range (Use Current Day as Template)
Create Recurring Reservation
Create Recurring Reservation for Someone in the Database
Show "Tee Slot Key"
Re-Size Tee Sheet

- SELECT** 'Remove No Start Blocks'

The No Start Block for that Tee Time will be removed from the Tee Sheet.

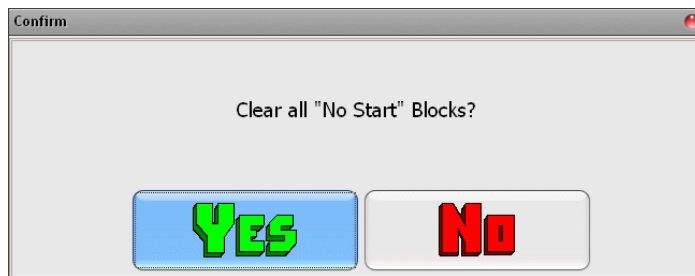
Removing All No Start Blocks at Once

To do this:

- RIGHT CLICK** on the Tee Sheet
- This brings up a menu

Multi-Pay Multi-Cancel
Refresh Rates Refresh Rates for Entire Day Early Bird Squeeze Toggle "No Internet/Remote" Flag
Edit Tee Time Label
Place Admin Block on this Tee Time Remove Admin Block Clear All Admin Blocks Apply to Date Range (Use Current Day as Template)
Place "No Start" Block on this Tee Time Remove "No Start" Block Clear All "No Start" Blocks Apply to Date Range (Use Current Day as Template)
Create Recurring Reservation Create Recurring Reservation for Someone in the Database
Show "Tee Slot Key" Re-Size Tee Sheet

- SELECT** 'Clear All No Start Blocks'
- This opens a Confirmation Screen

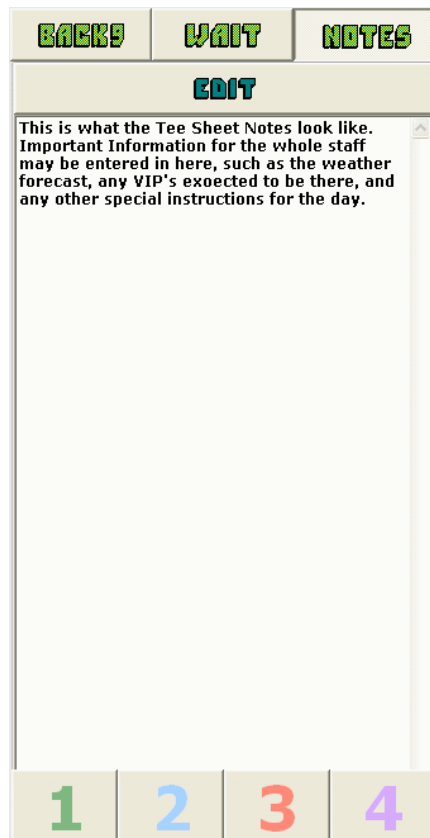


- SELECT** the 'Yes' button

All No Start Blocks will be removed from the Tee Sheet.

1.14 Tee Sheet Notes

The Tee Sheet Notes are located on the right side of the Tee Sheet Screen. These are notes that can be used to communicate important information to all staff. They are also 'global', so they will be seen on any workstation on the network.



Editing the Tee Sheet Notes

To Edit the Tee Sheet Notes:

-**SELECT** the 'Edit' button



-This opens the Tee Sheet Notes Screen

The screenshot shows a window titled "Tee Sheet Notes". At the top, there is a date field containing "6/16/2009" with a left arrow button to its left and a right arrow button to its right. A calendar icon is positioned between the date field and the right arrow button. To the right of the date field is a large "EXIT" button. Below the date field is a large text area labeled "Enter Notes Here". On the right side of the window, there are several input fields: "Morning Temperature" with a value of "72", "High Temperature" with a value of "83", and a "Precipitation" section with radio buttons for "Sunny" (selected), "Overcast", "Drizzly", "Rain", "Hail", "Frost", and "Snow". Below the precipitation section are two checkboxes: "Windy" and "Lightning".

- ENTER** the desired information
- SELECT** the 'Exit' button when finished

The notes will appear in the Tee Sheet Notes Screen.

Here there is a place to enter notes for staff, and also there are places to enter in the weather for the day along the right side of the screen. Notes for previous or upcoming days may be entered as well by using the arrow buttons to navigate to another day, or by using the calendar button next to the date.

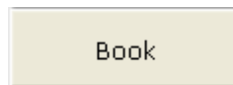
- ENTER in the appropriate information
- SELECT the 'Ok' button

The golfer will be added to the Wait List.

Booking a Reservation from the Wait List

To move a Reservation from the Wait List to the Tee Sheet:

- HIGHLIGHT the desired Tee Time
- HIGHLIGHT the desired golfer in the Wait List
- SELECT the 'Book' button



- This opens a Confirm Screen

- SELECT the 'Yes' button

The selected golfer will be moved from the Wait List to the selected time on the Tee Sheet.

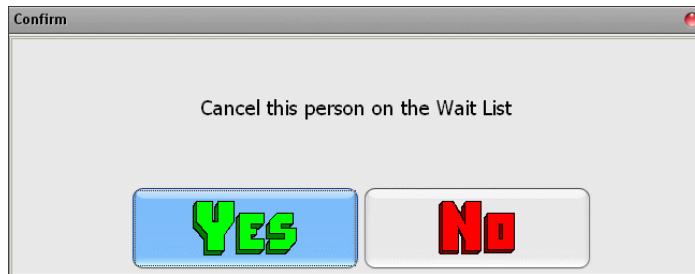
Removing a Golfer from the Wait List

To remove a golfer from the Wait List:

- HIGHLIGHT the desired golfer in the Wait List
- SELECT the 'Cancel' button

A rectangular button with a light beige background and a thin black border. The word "Cancel" is centered in a simple black font.

-This opens a Confirmation Screen



-SELECT the 'Yes' button

The golfer will be removed from the Wait List.