EZLinks Reservation System

Cancellations and No-Show Fees

Overview

The EZLinks reservation software allows you to classify a tee time cancellation as a "No-Show", and automatically charge a fee to the credit card the tee time was secured with.

A variety of optional settings will help you maximize efficiency, security, and flexibility.

* This credit card processing function does not integrate with Point-Of-Sale. It resides only within the reservation system. Printable reports are available to assist with reconciliation.

Requirements

- A credit card merchant account established with BluePay® or ETS®.

- EZLinks software version 7.0 (or higher).

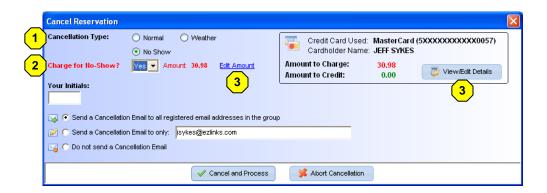- Proper configuration of your EZLinks software.

Getting Started

1. Establish a merchant account with an EZLinks-approved credit card processor.

2. Provide those details to your EZLinks representative, and discuss how you would like your software to be configured for No-Show handling.

3. Verify the "Cancellation Amount" for each of your greens fees, and update them if necessary.

    - *This is in the software under **Maintenance > Configuration > Fees/Pricing**.*

    - *This is the default, per-player amount shown in the Cancellation Screen during No-Show processing.*
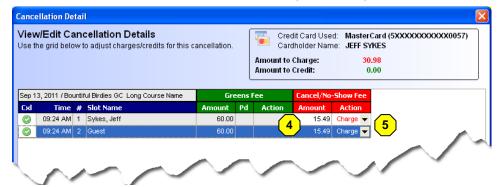

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How to Charge a No-Show

1. At the Cancellation Screen, choose the "No Show" Cancellation Type.

   - Upon request, your system can be setup to automatically default to "No Show" when a cancellation is made within [X] minutes of the scheduled tee time. (The number of minutes is customizable).

2. When "No Show" is selected, an option to Charge the golfer's credit card is displayed.

   - Select **Yes** to charge the credit card (assuming one was used to secure the reservation).
   - Select **No** if you only want to identify the cancellation as a No-Show for tracking purposes, but do not want to charge the golfer. Complete the cancellation.

3. The amount to be charged is shown. To adjust this, click "Edit Amount" or "View/Edit Details", and the Cancellation Detail screen will be displayed.
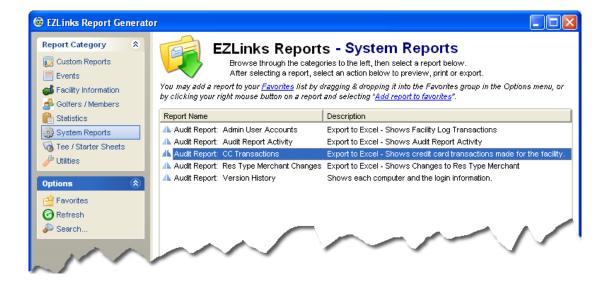

The Cancellation Detail screen

4. Adjust the Cancellation Fee Amount
   - The default Cancellation Fee amount for each golfer's assigned greens fee is shown.
   - If system configuration permits it, you can manually change this amount to a lesser value.

5. The default action for the cancellation is shown. If permitted, you can override this action.

Reporting

The EZLinks reservation system provides a variety of reports that highlight cancellation data. These include:

Report Category	Report Name	
System Reports	*"Audit Report: CC Transactions"*	Useful for reconciling charges against a Point-Of-Sale (POS) System (see below).
Statistics	*"Cancellations…"*	Various reports that provide cancellation details.
Statistics	*"Daily Activity Cancellations"*	A summary of cancellations made on a select date.
Statistics	*"No Shows"*	A summary of cancellations that were made using the "No Show" designation.

NOTE: In order to maintain compliance with PCI/PA-DSS consumer security standards, credit card data cannot be included on printable reports or exportable data files.

Optional Settings & Configurations

Flexible Cancellation Rules

Optional Feature: Each Reservation Type ("Public", "Gold Member", "Non-Resident", etc.) can be configured with its own set of rules for the handling of cancellation fees, and the refunding of prepaid greens fees and/or reservation fees.   This allows for flexibility across different golfer-type policies.

Example: The system can *refund* an advanced reservation fee (if applicable), but then *charge* a cancellation fee, if a "Non-Resident" tee time is canceled by your staff as a No Show. These collected-funds can then be routed to a merchant account you have established with your credit card processor.

Configuration: Changes must be handled by EZLinks Client Services.
- Partially controlled at: *Maintenance > Config. > Reservation Type > Modify Group Rules > Credit Cards tab*
- Database location: *dbo.CourseGroupReservationType – various data fields.*

Defaulting the Cancel Type to "No-Show"

Optional Feature: Within the Cancellation Screen, the system can automatically set the Cancellation Type to "No Show" if the cancellation is being made within X minutes of the scheduled tee time.

Example: If the system is set to a value of "10", and a tee time is at 8:00am, then cancelling that tee time anytime after 7:50am can automatically default the Cancellation Type to "No Show".

Configuration: Changes must be handled by EZLinks Client Services.
- Database location: *dbo.Course.NoShowByMinutes*
- Assign the desired value in Minutes.
- To ignore this setting, use a value of "-1".

Restrict Changes to the Cancellation Type

Optional Feature: A user-group can be prohibited from changing the Cancellation Type setting.

Example: A manager may not want their clerks to have the ability to set a cancellation as a No-Show.

Configuration: Changes must be handled by EZLinks Client Services.
- This is set under *Maintenance > Security Group > "Choose Cancellation Type"*
- Options: (1) Do not allow changes, (2) Allow changes, (3) Allow changes using a Supervisor Password.

Restrict Changes to the Cancellation Amount

Optional Feature: The ability to override the default Cancellation Amount shown in the Cancellation Details screen can be restricted.

Example: A manager does not want his staff to be able to adjust the amount charged for No-Show cancellations, requiring them to charge the default value.

Configuration: Changes must be handled by EZLinks Client Services.

- This is set under *Maintenance > Security Groups > "Alter Cancel Amount"*
- Options: (1) Do not allow changes, (2) Allow changes, (3) Allow changes using a Supervisor Password.

Restrict a User from Overriding Automatic Charges and Credits

Optional Feature: When a cancellation occurs, various fees may be automatically charged or refunded, based on basic settings that EZLinks applies when installing the software. The ability for a user group to override that default action can be restricted, permitted, or password protected.

Example: A golfer was charged a Reservation Fee when he booked his tee time.   By default, when that tee time is cancelled, the Reservation Fee is not refunded.   However, within the Cancellation Details screen, the user can be permitted to refund that fee by entering the Supervisor Password.

Configuration: Changes must be handled by EZLinks Client Services.

- This is set under *Maintenance > Security Groups > "Alter Cancellation Charges"*
- Database location: *dbo.CourseGroup_TTAlterCancelPolicy*
    - 0=No changes to the default behavior are allowed.
    - 1=Changes are allowed if the Supervisor Password is entered
    - 2=Changes are always allowed.

Restrict Cancellations When an Automatic Charge/Credit is Involved

Optional Feature: A cancellation that will involve a credit card transaction can be restricted.

Example: The manager wants to password-protect cancellations that involve Reservation Fee refunds, No-Show charges, etc.

Configuration: Changes must be handled by EZLinks Client Services.

- This is set under *Maintenance > Security Groups > "Allow Cancel CC Trans."*
- Options: (1) Do not allow cancellations, (2) Allow cancellations, (3) Allow cancellations using a Supervisor Password