# NEW TEE SHEET FEATURES
## Version 7.7.2 +

Aug 7, 2015

Overview

EZLinks is dedicated to constant innovation, helping course partners streamline operations while driving rounds and revenue. This is an overview of new features and functions available with EZLinks Tee Sheet software v7.7.2 or higher. For assistance, contact EZLinks at 888.99.LINKS (888-995-4657).


Greens Fee Maintenance

A completely revised Fee Maintenance interface is now available, allowing you to build, price, review, and update your greens fee types with greater simplicity.
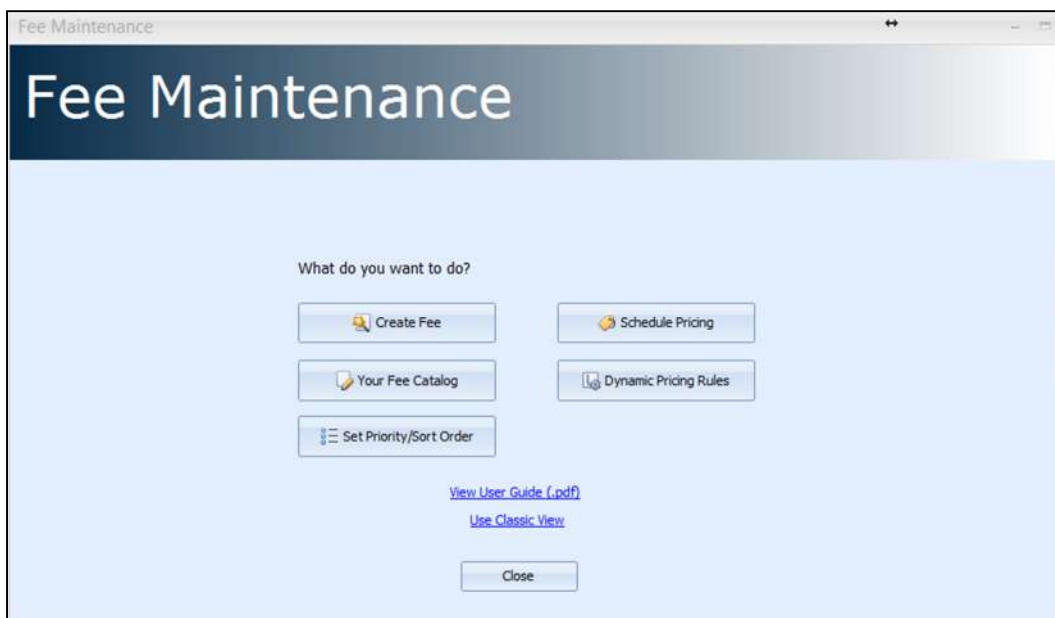
- A walk-through wizard helps you build new fee types with ease.

- Interactive grids allow for on-the-fly editing.

- Custom filters and sortable columns help you quickly find the exact fee data you want.

- Active, Expired, and "Soon-to-Expire" greens fee prices are visually identified.

- Pricing from previous seasons can be re-used and updated by simply adjusting dates in the grid.

- For large scale operations, a greens fee can be applied to multiple courses or facilities at once.

- A drag-n-drop prioritization tool allows you to define which fee type should be the default option if multiple are available for booking.
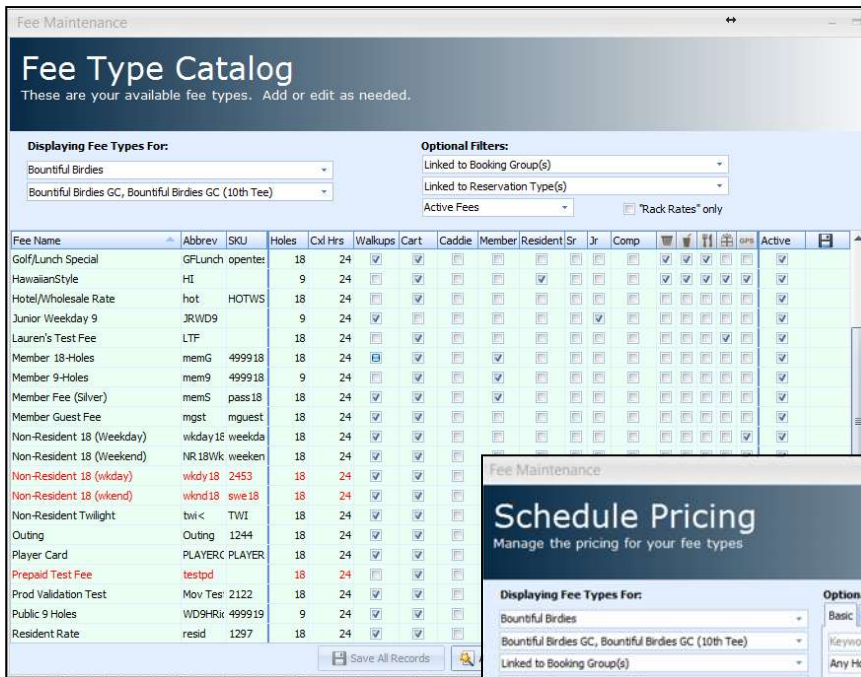
Interactive Grids!
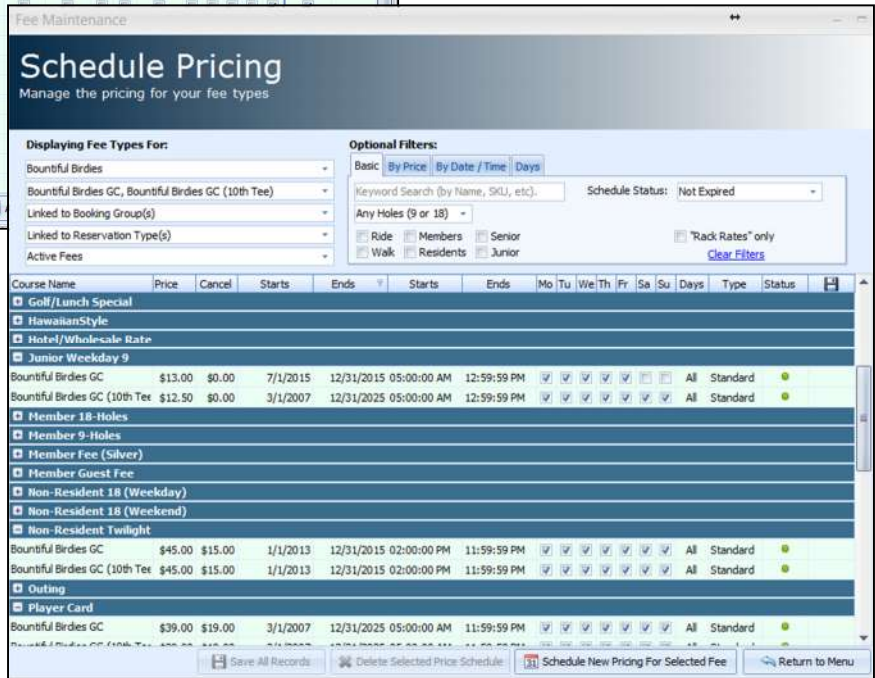
Filtering Options!

Getting Started:

- This new interface is being gradually deployed, and is activated for your user group by EZLinks staff.

- The original interface can remain accessible, for users who want to get comfortable with the new screens before having the old version deactivated. Both are compatible with each other.

Aerification & Overseeding – Course Status Alerts

For golfers booking online, you can now notify them if the course is undergoing standard maintenance.

Getting Started:

1. Using the Course Notes feature of your EZLinks Tee Sheet, identify if a scheduled note involves *Aerification* or *Overseeding* by setting an optional Course Status.

2. An icon ⊞ is then displayed for that date's tee times on your web booking engine.
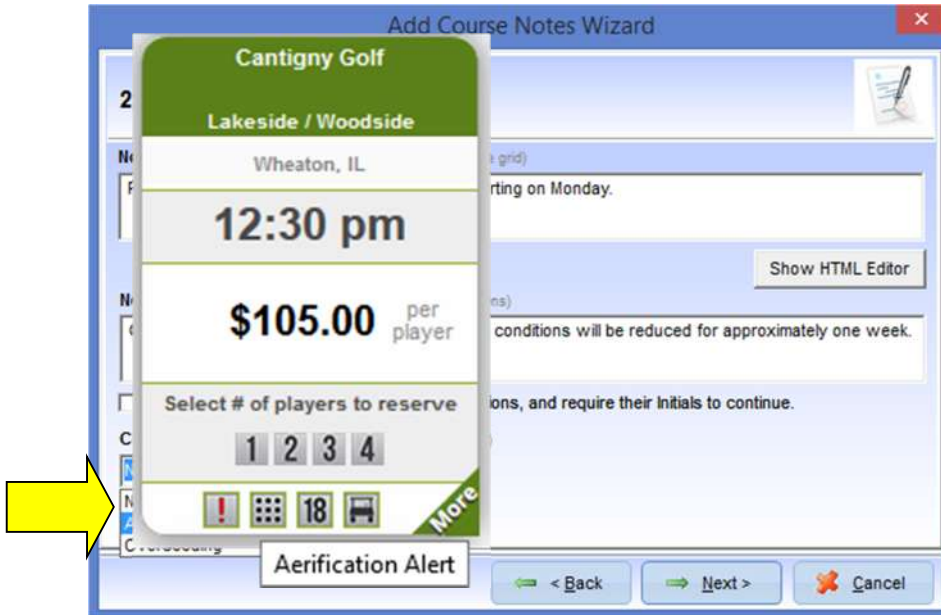
Editing a Course Status:

Within *Maintenance > Course Notes*, load the note you want to adjust, and edit within the sub-tab:

Third Party Tee Time Portals:

- This data is also transmitted to Third Party tee time channels that are integrated to your EZLinks Tee Sheet (i.e. GolfNow).

Course/Tee Rotations
[Designed for 27-hole courses]

Let your golfers know which two "nines" they will be playing as they reserve a tee time online. The Start and Finish tee will be displayed on your web booking engine for each tee time.

Getting Started:

1. From the top menu of your EZLinks Tee Sheet application, go to *Maintenance > Configuration > Facility Details > Turn Times*
2. Set a name for the "Tee/Nine". (Limited to 15 characters)
3. Save your changes.
4. When an 18-hole round is offered online, the combination will now be displayed to golfers.
5. On your tee sheet, if you change a tee time slot so it rotates to a different back nine tee, the new information will be immediately displayed online.
6. Contact EZLinks to insert "Course Rotation Names" into your email confirmations.
7. Remember to insert the "Course Rotation Names" macro into your Tee Time Reminder Emails!

Requirements:
- Turn-Time Automation must be activated for the courses.
- As of August 2015 the rotation names can only be shown in EZLinks "Pod-style" booking engines.

**Third Party Tee Time Portals:**
- This data is also transmitted to Third Party tee time channels that are integrated to your EZLinks Tee Sheet (i.e. GolfNow).
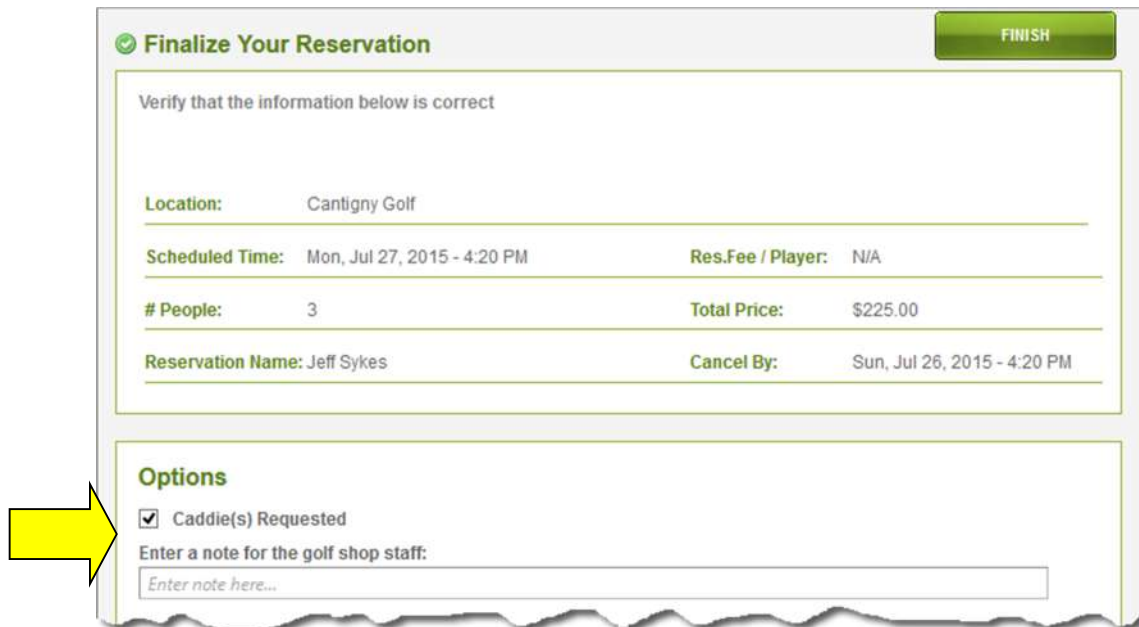
Caddie Requests

Caddie Requests can now be submitted through two additional interface locations:

- The "Rapid Reserve" screen ... used by golf shop staff.
- The Course's WebMarket Booking Engine(s) ... used by golfers who book online.

Rapid Reserve screen:
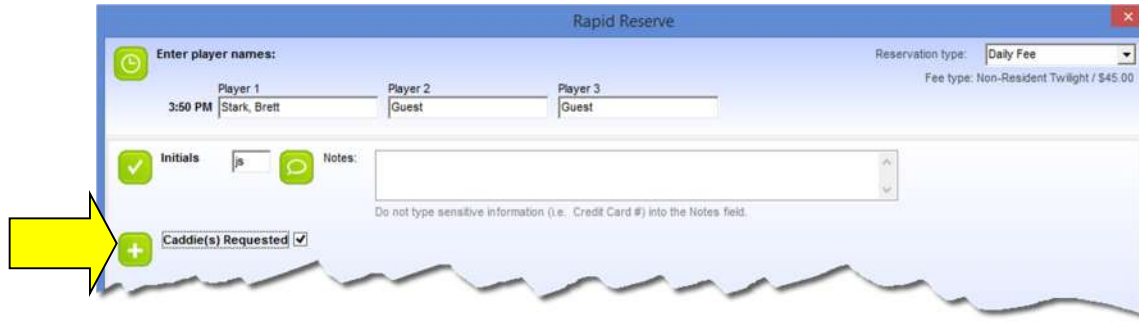
WebMarket Online Booking Engine:

Getting Started:

1. The "Caddie Requested" checkbox needs to be activated for your course(s).
2. Within the Rapid Reserve screen it will then automatically be shown.
3. Contact EZLinks to have it activated for any of your web booking engines. (For example, you may want to display it on a Member engine, but not the Public engine).
4. Use the printable report named "Caddie Requests" to view a summary of requests for a date.

Notification Emails: Configuration Screen

The tools for triggering an email notification when certain types of reservation activity occurs have been improved.

You can now manage the alerts yourself, and define the type of reservations and cancellations you want to be notified about.

Getting Started:

1. Go to *Maintenance > Configuration > Facility Details > "Notification Email"*.
2. Select a course, enter the email address(es), and choose the types of reservations and/or cancellations you want to monitor.
3. Narrow it down by specific booking channels, if desired.

WebMarket "View Tee Sheet" Controls

For managers who allow their golfers to view the tee sheet online, a new configuration screen provides access to the various options.

This is controlled at: *Maintenance > WebMarket > Web Settings > "View Tee Sheet".*
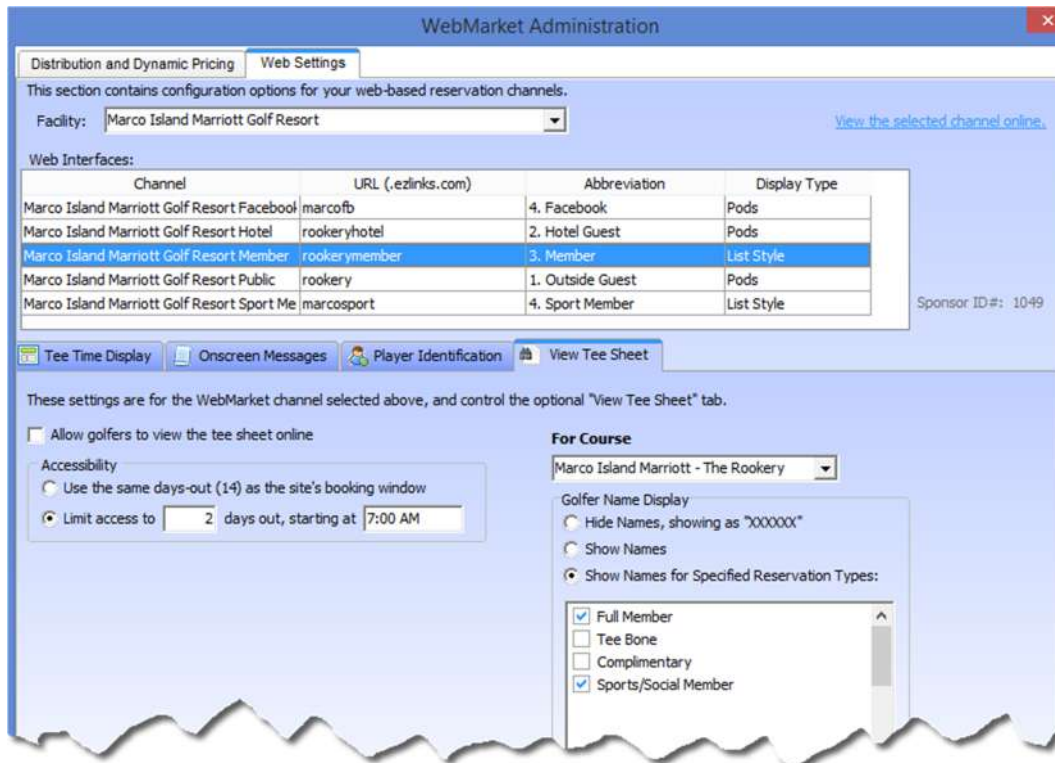
Optional controls include:

- Turn the "View Tee Times" tab on/off for a booking engine.
- Set the days and time in advance when golfers can see the tee sheet for a date.
- Determine what users see on the tee sheet for booked players – (names or no names).
- Restrict the types of reservations that a user can see names for when viewing the tee sheet. (i.e. Only let them see Member names – not Daily Fee players, Events, etc.)

Membership-based Discounting at Check-in

During check-in, if a golfer has a certain type of membership attached to their database profile, their tee time price can be automatically reduced by a defined percentage.

Restrictions / Requirements:

There are a number of caveats with this functionality, but it may be useful for course that offer a discount card adjustment (i.e. "10% off the posted rate"), and don't want to publicly advertise it.

- The discount is calculated at check-in. Not at the time of booking.

- The discount percentage is static. It cannot be scheduled to change seasonally.

- The discount is applied based on each specific golfer being checked-in. A "captain's" discount cannot be auto-applied to all other players in the group.

- There are specific Check-In Screen behavior formats that offer the best efficiency for clerks. (Those being the ones the feed a Member# into the Check-In Screen grid). For others, the clerk will need to re-lookup the golfer from the database to trigger the discount to be applied.

- Dynamic Pricing: If the regular green fee rate was reduced due to Dynamic Pricing, the membership discount will be applied in addition to that already-reduced rate.

- Promo Code conflicts.
    - $: Dollar-based Promo Codes -- will not work with this functionality.
    - %: Percentage-based Promo Code -- work with some restrictions:
        - If a code is applied *during Web booking*, and then a member is looked-up during check-in, the check-in grid will ignore the member discount in favor of the promo discount. (As a reminder, a promo is applied to the *entire group*, not per player).
        - If code is applied by a clerk *during check-in,* both the Promo *and* Member Discounts will be applied. (This double savings may not be desirable).

Getting Started:

This feature needs to be enabled by EZLinks. Contact your account manager for assistance.

- Provide them the Membership Type(s) and Discount % you want applied at check-in.

- NOTE: The Membership Type that has the discounting applied needs to be configured to have priority over any other membership types the golfer may have at the course. Or, be highlighted in the golfer's profile when choosing a player from the database during a reservation. (This is not an issue if it is the only membership they have).

Other Enhancements

TEE SHEET SOFTWARE

- **Information Center** – redesigned to include collapsible sections, since some widescreen monitor resolutions were unable to display all available content.

- **Weather "Golf Index"** – an average value is now displayed for historical dates, instead of "0".

- **Calendar** – the date's background color now changes based on whether a Current, Future, or Past Date tee sheet grid is being displayed.

- **Email Macros** – In addition to the macro for Course Rotations, three more options are available for dynamically inserting data into automated tee time emails:
  - *Reservation Slotnames*: Feeds-in exactly as shown on the tee sheet grid.
  - *Tee Time Note*: Feeds-in a note that was added to a reservation. [As a security measure, to prevent golfers from accidentally receiving a tee time note you do not want them to see, the note will only be sent if the first character is the " ~ " symbol.]
  - *Alternative Date Format*: To show dates in the format "27 May 2015"

- **Email Server upgrade** – adjustments were made to increase the delivery success rate of your automated tee time system emails, and lessen the chance that they are treated as spam.

- **Single-Cell Color Coding** – when a color is applied to a cell in the tee sheet grid, the change will be more-quickly broadcast to the other PCs on your local network.

- **Promo Code configuration** – "Usage Limits" now accepts a quantity up to 9999 (instead of 100).

- **Check-In Screen** – Is compatible with the new EZLinks Revolution® cloud-based POS system.

WEB RESERVATION ENGINE

- **Golfer Passwords** –
  - When a golfer clicks the "Forgot Password" link, the recovery/reset process now undergoes an improved analysis when duplicate email addresses exist in your golfer database, and the system needs to determine which profile record to update.
  - Onscreen labeling now defines what a "valid" password consists of.
  - A more user-friendly message is shown to golfers who login with passwords that no longer meet recommended security standards.

- **"Select Playing Partners"** – This web feature is used by golfers to identify the other players in the group. One of the options is a 'member lookup' list. That list can now be configured (by EZLinks) to only include golfers with course-specific memberships, and exclude golfers who belong to large-scale corporate, regional or national memberships.

- **Google Tag Manager** – Is now used for injecting tracking scripts into web booking engines when a golf course's marketing/analytics personnel requests it, providing for the improved analysis of online ROI and customer demographics.

Bug Fixes

TEE SHEET SOFTWARE

- **Check-In Screen** …bugs in interim Tee Sheet Version 7.6 are fixed.

- **Cancellations** … clerks were unable to cancel a checked-in reservation.

- **"Error Code 8: Not enough storage / out of memory"** … contact EZLinks if this message still appears on any of your PCs.

- **Pricing Bar** … "Special" prices were not being selected by default when available.

- **Channel View tab** … an Access Violation occurs if trying to book through this screen and using the "Multi-Course" grid-display format on the main screen.

- **Reservations** … an apostrophe in a golfer's name could cause an error when adding a new credit card to the system.

- **Promo Codes** … discounts could increase incrementally if all golfers within a booking were not checked-in at the same time.

- **Itinerary-based Reservations** … bookings for groups of 5+ golfers sometimes sent an incorrect Start Time in the email confirmation.

- **Tee Template Maintenance** … the configuration form allowed values above "9" to be entered.

- **Notification Emails** … were sometimes being wrongly sent to golf shop staff after a booking.

- **Memberships** … users could only edit a golfer's membership if they also had rights to add that membership.

- **EZPrepaids** … golf shop staff could change the onscreen slotname for unsold EZPrepaid blocks.

WEB RESERVATION ENGINES

- **Passwords** … golfers not alerted if their new password was missing a required uppercase letter.

- **Invalid Credit Cards** … golfers were able to use credit card types (i.e. Discover Card) that were not supported by the course. [This did not occur when prepayments were involved]

- **Turn Times** … time slots held as "Turn-Time Blocks" sometimes appeared online as bookable.

- **Reservations** … simultaneously saving a credit card to a web account *and* using a promo code for a reservation sometimes caused an incorrect greens fee to be applied to the reservation.

- **ETS Credit Card Processing** … golfers (and golf shop staff) sometimes saw an error message when cancelling a tee time that included a prepaid reservation fee that was processed by ETS.

- **WebOne Booking Engine** … the menu link for "Your Account" would sometimes time-out for golfers who had a large amount of reservation data in their playing history.