Coles
Golf Systems

1.   Log-On

To Logon On to your tee sheet, start by opening your browser. (NOTE: Internet Explorer V. 6.0 or greater is required.)

 (NOTE: Logon ID's must be 7 characters or more and passwords are case sensitive.)

2.   Schedules

The 'Schedules' portion of the program allows the golf shop to make, modify, and view the tee sheet.

Monthly Calendar – The 'Schedules' screen contains a monthly calendar, to allow users to select the day they wish to display in the body of the tee sheet.
- Dates with a square around them are available for reservations, also known as 'open'.
- Today's date has a red circle around it.
- The date which is displayed in the body of the 'Schedules' screen is shaded in gray.

Today Button – Clicking on the 'Today' button automatically returns the tee sheet to today's date.

Comments – The 🔵 icon will appear in a tee time, indicating that a comment is associated with this reservation. The 'Comments' window displays the text entered at the time the tee time was made or modified.

Schedules – The body of the 'Schedules' screen displays the tee sheet for the day. The following variables on the tee sheet screen are all configurable: the name at the top of the tee sheet, the time intervals, the size of the tee time slots, the size and location of the time column, and the information displayed when a tee time is made. Configuring the above variables is done in the Administration Area.

Marquee Message – The 'Marquee Message' is a scrolling banner designed to communicate a message to the golf shop staff. The 'Marquee Message' can be set to display the same default message everyday, and can be altered to display a different message on specific days.

To edit the 'Marquee Message', simply click on the scrolling text on the tee sheet. You will be presented with a pop up window. Type your free form text message just as you would like it to appear in the field labeled: 'Marquee Message'. Place a check mark in the box if you would like this to be the Default Marquee and appear on all tee sheets. If you do not place a check mark in the box the message you enter will appear on just that day's tee sheet. When you are done entering your 'Marquee Message', select the 'Update Marquee' button.

Schedule Function Buttons – Below are the Coles Golf Systems Function Buttons. Each icon enables the golf shop user to perform specific and powerful functions on the tee sheet.

Icon	Function	Description
✓	**Check-In**	The blue check mark is used to indicate that a golfer has arrived for their tee time. Click on the tee time on the tee sheet screen and click on the 'Check-in' icon. A blue check mark is automatically added to the reservation time slot(s) to indicate the golfer has arrived.
●	**Start Service**	The green circle is used to indicate that a golfer has begun receiving their service. Click on a tee time on the tee sheet screen and click on the 'Start Service' icon. A green circle is automatically added to the reservation time slot(s) to indicate the golfer has begun their round.
●	**Complete Service**	The red circle is used to indicate that a golfer has completed their round (or paid). Click on the reservation on the tee sheet screen and click on the 'Complete Service' icon. A red circle is automatically added to the reservation time slot(s) to indicate the golfer has finished their round and/or paid.

NOTE: Check-In, Start Service and Complete Service status codes MUST be used in consecutive order.

Icon	Function	Description
✗	**No Show**	The red 'X' is used to indicate that a golfer did not show up for their tee time. Click on a reservation on the tee sheet screen and click on the 'No Show' icon. A red 'X' is automatically added to the reservation time slot. (Information about No Shows can be seen in the Reports area of Coles Golf Systems, and No Shows are also tracked in the Golfer Area under History.)
📄	**Restore**	In the event a tee time was marked as Checked in, Start Service, Complete Service or No Show, and the golfer shop user would like to return the reservation to its original 'pending' status, click on the reservation on the tee sheet screen, and click on the 'Restore' icon. The tee time will automatically return to its original state, without any icon in the tee time slot(s).
↺	**Relocate**	To move a tee time, click on the reservation to be moved. Click on the 'Relocate' icon. You will see the word 'Relocating' in a box, attached to the cursor. Click on the time, or date and time you

would like to move the tee time to. You will receive a confirmation message box indicating the 'Relocate' was successful.

Cancel

To cancel a tee time, click on the tee time on the tee sheet screen and click on the 'Cancel' icon. The golf shop user will be prompted with a dialog box to ensure their intent is to cancel the reservation.

When a tee time is cancelled, the time slot(s) return to the status prior to the tee time being scheduled (available or blocked time slots.)

(Information about cancelled tee times can be seen in the Reports area of Coles Golf Systems.)

Find

To search for a reservation by the golfer's last name or Confirmation number, click on the 'Find' icon. Select the radio button for 'Consumer' or 'Confirmation'.

- By Consumer: Enter the golfer's last name or the first several letters of the last name. Press 'Enter' or select the '?' icon. Coles Golf Systems will display all the golfers which match the letters entered. Highlight a golfer from the list by clicking on the Golfer Name and clicking on the 'Select Consumer' button. The   complete golfer name will automatically appear in the field. Click on the 'Search' button. All the *future* reservations for that golfer will be displayed. To view the actual reservation on the tee sheet screen, click on the line item describing the reservation desired, and click on the 'Select' button. (Or double click on the line item description for the reservation.)

- By Confirmation: Enter the complete confirmation number. Coles Golf Systems will display the exact match for the confirmation number entered. To view the actual reservation on the tee sheet screen, click on the line item describing the reservation found and click on the 'Select' button. (Or double click on the line item description for the reservation.)

Add Slots

Add Slots is a feature designed to allow busy golf courses to 'squeeze in' additional reservations on an existing tee sheet. Being able to add time slots on the fly provides the golf shop with realistic history and data about what truly happened on a particular day.

To add one or more time slots, click on the time slot where you would like to squeeze in a reservation. Click on the 'Add Slots' icon. Enter the number of time slots you would like to insert. Select 'Add Slots'. New time slots will be added to the tee sheet, and those time slots are immediately available for reservations.

NOTE: Once a time slot has been added, it cannot be deleted.

Block

'Blocking' is used to prevent tee times from being booked in specific time slot(s). To block a time slot or multiple time slots on a tee sheet, click in the square to be blocked; while holding the click down, drag the mouse so that it creates a highlighted box in all the time slots you wish to block. Release the click, and click on the 'Block' icon. You will be presented with a dialog box to enter a free form comment. Enter the comment you would like to appear in the

	Unblock	blocked time slots. (NOTE: Entering a comment is optional.) Select the 'Save Comment' button. The comment will be displayed on the tee sheet screen in the blocked time slots. To 'Unblock' time slots that are currently blocked, click in the square to be unblocked; while holding the click down, drag the mouse so that it creates a highlighted box in all the time slots you wish to unblock. Release the click, and click on the 'Unblock' icon. The time slots will be immediately transformed from blocked to available time slots.
	Print	To print a hard copy of the tee sheet, click on the 'Print' icon.
	Toggle Overview	The Overview column for the day, appears between the monthly calendar and Schedules screen. The Overview provides a day-at-a-glance perspective of available time slots, blocked time slots and reservations. To display or hide the Overview column, click on the 'Toggle Overview' icon.
	Hot Sync	Hot Sync allows the Schedules screen for a specific day to be exported to Microsoft Outlook or the desktop of a Palm Pilot.

NOTE: Check-In, Start Service, Complete Service, No Show, Restore, Cancel, Relocate, Add Slots, and Override Times can also be accomplished by right clicking on any reservation.

NOTE: Blocking, unblocking and adding slots may be accomplished by right clicking in any blocked or available time slot.

3.   Creating Reservations

To create a reservation, double click in any available time slot. The user will be presented with the Make a Reservation Screen for the date and time selected.

Select a Golfer from the Database:
The cursor will automatically be resting in the name field on the upper left hand side of the Make a Reservation Screen. Enter the golfer's last name, or the first few letters of the last name. Press 'Enter' or click on the '?' button. If there is more than one golfer that matches the letters entered, you will be presented with a list of golfers to choose from. Select the desired name from the list by clicking on the golfer name and clicking on the 'Select Consumer' button, or double clicking on the golfer name. Coles Golf Systems will automatically fill in the complete name field, Consumer ID number, and e-mail address, as well as the status and class for that particular golfer.

Add a New Golfer:
If the golfer is not already in the Coles Golf Systems database, select the 'Add Consumer' button on the Make a Reservation Screen. Enter the golfer's First Name and Last Name as a minimum, and press 'Save'. Enter email address and phone numbers whenever possible.

Select a Service:
Using the drop down arrows on the Make a Reservation Screen, select the number of players in the reservation (Slots) and the number of holes/units (18 or 9). If Fees are associated with each of the services, you will see the dollar value (next to the golfer's name) increment with service chosen. Golf shop users can override the fee amounts as needed.

Add a Comment:
To add a comment to the reservation, click on the 'Add Comment' button. Enter the comment in the free form text box and click on 'Save Comment'.

Send an E-Mail Confirmation:
The check box at the top right of the Make a Reservation Screen, indicates whether an e-mail confirmation, reminder, or cancellation notice will automatically be sent to the golfer. If the box is checked, a confirmation will be sent at the time the reservation is scheduled, a reminder will be sent 24 hours prior to the reservation, and a cancellation notice will be sent if the reservation is cancelled for any reason. The system default is set to 'Send Email'. (NOTE: Emails are sent only when there is a valid email address on file for the golfer.)

Status:
There are four status codes defined in the Coles Golf Systems program: 'Active', 'Expired', 'Hold' and 'Inactive'. Only golfers with an 'Active' status can make reservations. The other status codes can be used to identify golfers that require attention prior to confirming their next reservation. Each golf shop should decide internally what the other codes may mean to them. (For example, 'Inactive' could indicate a golf membership is due for renewal. 'Hold' could mean a golfer's reservation privileges are suspended due to an outstanding balance for previous services, or if the golfer has a history of not showing up for confirmed reservations.) If a golf shop attempts to schedule a reservation for a golfer with an 'Expired', 'Hold', or 'Inactive' status, the program will prompt the Coles Golf Systems user with a dialog box to let them know the golfer's status is not set to 'Active'. This dialog box provides the user an opportunity to remedy the status situation. (i.e. collect payment, update demographic information, remind the golfer of the cancellation policy, etc…) The golf shop user will need to change the status to 'Active' before Coles Golf Systems will confirm the reservation, or allow the golfer to make reservations over the Internet.

Class:
Each golfer is defined to a group, called a 'Class'. The 'Class' determines the golfer's reservation and cancellation privileges. For example, golfers in one 'Class' may be allowed to make reservations 14 days in advance, while golfers in another class may make reservations 7 days in advance. 'Class' can also determine which days of the week a golfer is permitted to schedule reservations for, which times of the day, and the cancellation rules that apply to their reservations. Classes are configured in the Coles Golf Systems Administration area, under Consumer Rules.

Edit Golfer:
After a golfer has been entered in the name field, the Coles Golf Systems shop user can edit the e-mail address, first name, last name, and phone number(s) of the golfer, by clicking on the 'Edit Consumer' button.

Modify a Reservation

Double click on any reservation on the tee sheet screen, in order to modify the particulars of the reservation. The golfer's name, reservation comment, services provided, golfer status, golfer class, or golfer e-mail address, can all be modified by double clicking on the reservation and editing the desired field(s).