Rapid Reserve

Definition and Detail Document

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Overview

Rapid Reserve provide users with an optional, single-screen reservation process, allowing them to more-quickly complete a tee time booking.

It is ideally suited for golf shop users, and not secondary parties, since a number of standard screens are omitted – including the Reservation Type, Closeout, and Protocol Screens.

How It Works

- Rapid Reserve is activated at the user level, allowing it to be turned on for some logins, while disabled for others.

- It utilizes a locally-cached golfer database to facilitate fast golfer lookups.

- It books tee times under the default Reservation Type for the tee times slot(s) selected. (This is the same Reservation Type that is highlighted in the list when a standard tee time is launched).

- The user is then able to define the players in the group by immediately typing into the fields provided. Either a Last Name or Membership Number can be entered.

- When a golfer does not exist in the current database, a new golfer can be added to it, or a "Guest" record can be used.

- Data-entry fields will be shown or hidden based on the standard configuration for the default Reservation Type; including the Initials field, Notes field, and Credit Card form.

- The user will have the option to send an email confirmation to the 'captain' of the group (which is the default setting), or all players in the group that have an email address defined in their profile.

Benefits

- A one-screen reservation process increases user efficiency

- Users have the ability to search for, add, and select players from the golfer database while reserving a tee time, which will in turn expedite the check-in process.

- Communication is improved through the option to send an email confirmation to all players in the group that have an email address in their profile.

Requirements

- ETN Version 6.0 or higher

- The feature must be activated for a user by the EZLinks Client Services department

- The PC must complete the golfer database download for Rapid Reserve to become active
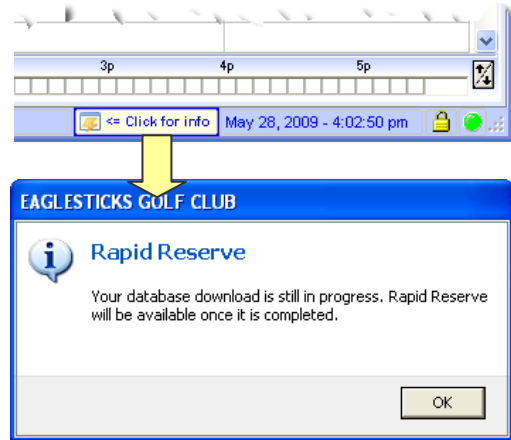
Workflow

Database Download/Synchronization

The first time a PC logs-into EZLinks, it will begin downloading a copy of the user's golfer database. This is done transparently, and does not affect other functionality. It will occur on each EZLinks PC.

Depending on the size of the database, the download may take 20 seconds to 5 hours to complete. A status message is active during this time (as shown).

Once the database has been downloaded, future logins will only need to synchronize golfer records that have changed since the previous login.

Once the download or synch is completed, the Rapid Reserve feature will be available to use.
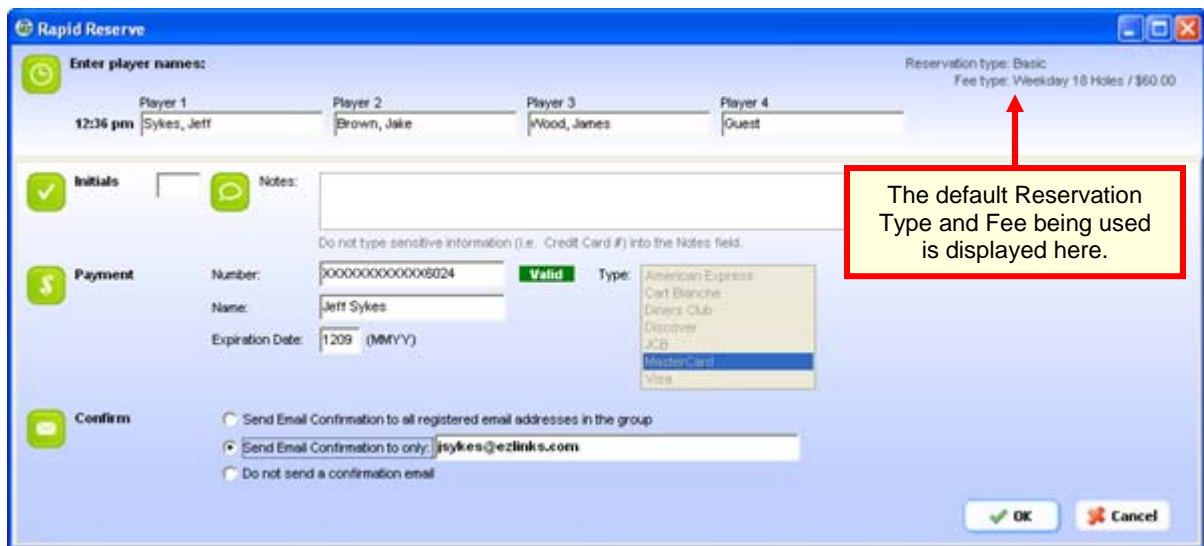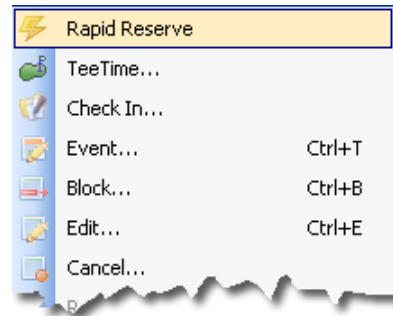

The Rapid Reserve window

Rapid Reserve is accessed by highlighting the desired cells in the tee time grid and right-clicking the mouse.

When launched the Rapid Reserve screen uses the default Reservation Type (and its respective Greens Fee), based on the same rights and restrictions used for standard reservations - taking into account the tee time slot(s) selected, the number of days in advance, the number of players, etc.

The Reservation Type and Fee being used for the reservation is shown at the upper-right corner of the Rapid Reserve screen.
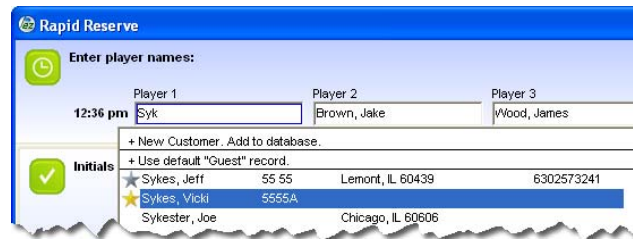

The default Reservation Type and Fee being used is displayed here.

To select a golfer from the database:

As the user types a Last Name or Member Number, matching records from the golfer database are displayed.

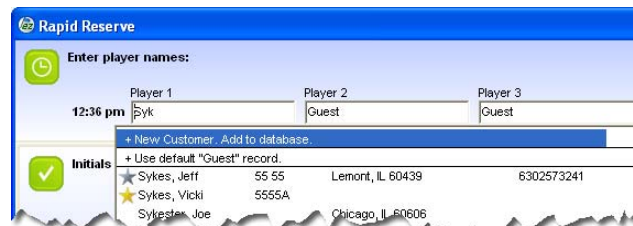A record is selected by either using the mouse, or clicking the keyboard DOWN-

ARROW key ⬇ twice to activate and move the highlighted cursor. The ENTER key or the mouse is used to select the highlighted golfer.

NOTE: If a Member Number consists of *only* text characters (i.e. SMGOLD), the user must preface the search with the character #, +, or /. (Example: /SMGOLD). This method can also be used to speed-up searches where a combination of text and numbers are used (i.e. SMGOLD1). Entering one of these prefix characters instructs the system to ignore the Last Name field during the lookup, significantly improving software performance for large golfer databases (i.e. 10,000+ golfers).

To add a new golfer to the database:

Select the option for "*New Customer. Add to database.*" This will open a blank golfer information form, where Name, Address, Phone, Email, etc. can be entered.

To use the "Guest" designation:

The "Guest" option references the same generic guest record used by the EZLinks Check-In Screen. If a generic guest record has not yet been configured for the facility by EZLinks, the option to apply a Guest in Rapid Reserve will not be displayed.

The first player in a group (the "captain") cannot be designated as a guest.

Navigation

The Rapid Reserve form is designed to be "keyboard friendly", allowing the user to complete it without the use of a mouse.

- The UP/DOWN ARROWS are used for moving the cursor through the golfer selection list.
- The ENTER key is used for selecting a golfer in the list, and advancing to the next field.
- The TAB key is used for keeping a field as-is, and advancing to the next field.

Other Information

- When a new golfer record is created within the tee sheet software, it is also added to the golfer database on that PC, and can be accessed immediately when that PC is used for a Rapid Reserve golfer lookup.

- The default Reservation Type used by Rapid Reserve is the same one that is highlighted in the list when a reservation is started using the standard method.

- If a reservation includes multiple time slots that have different Greens Fees (i.e. 12:50=Regular, 1:00=Twilight), then they will both be displayed in the Rapid Reserve screen.

- In a future version of the software, Rapid Reserve will be accessible through a button on the main screen and/or the Icon Toolbar.