# RecChat GolfTrac Overview - Response

04/03/2020

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## General Questions

### Can you set it to charge fees at time of book and/or at check in? So, they can pay online when booking, but if they can't pay then, they can pay when they check in?

Yes. You can accomplish this with a Booking Fee that has a Fee Group attached and the player can choose to pay the Booking Fee or not. But that is much harder to track who has paid and who hasn't, so this setup isn't recommended. We would recommend charging everyone the same way.

### What prevents a non-pass holder from booking under a Benefit Card (reduced rate) Holder?

If charging Booking Fees, there's no way to restrict this. Normally you can control this through the Check In process, but not through Booking. So, we recommended using a simple rate structure where everyone is the same, if you're going to use Booking Fees. You can use Item Weekday and Item Time/Item Time Range Criteria on the Booking Fees, but that's as complicated as I would go.

### I don't like people being able to select their own rates. If it comes down to closing clubhouses, we can just go with limited options. Is that correct?

The criteria on the booking fees may be able to limit the need for prompts and picking fees manually, along with a simplified rate structure during this uncertain time. Day of the week, time of the day, Member vs. Non-Member are some examples of criteria that can be used to prevent the need for manual fees.

If you don't currently have the Service Item module as an online option, you won't be able to take payments online? Same for Pass module online?

> If you are taking the booking fee route, you would only need the Golf module on the web. Booking fees do not ring up green's fees, but simply use fee criteria to determine what fees apply depending on the day of the week, time of the day, or if they have a pass.

Would adding booking fees at the GR module level with golf course criteria work?

> Currently there are some issues with the Golf Course criteria that are in the que for developmental work. That said, it could still be easier to make a fee set to use as a template that you could then link to each golf course making minor adjustments. Doing it this way you wouldn't need to comb through so many fees in one area.

With option 2, you have to check them in to collect payment. If they don't show and want a refund, you can't cancel the 'checked-in' tee time. You'll have to have a POS button to issue the refund. Correct?

> You are correct. At this point (pending developmental changes), you cannot cancel checked in tee times, so you would be forced to use touch to process a negative sale of the greens fee they were charged. This would be no different from your current way of issuing these refunds.

With the phone reservation option, what are the best ways to get customers receipts? A means of showing payment when they come out to play.

> When the Pro/Clerk takes payment in-house, you can select email as the receipt "print" option instead of preview or print.

Just to confirm these are all existing options and not just available with the current update?

> Correct, there is no need for updates or a particular build for any of the mentioned operational options. However, we recommend that you remain current with our release cycle!