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# RecTrac 3.1 Golf Tee Sheet

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The goal of this document is to show different Tee Time Functions for: **Booking, Moving and Cancelling** a Tee Time.

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# RecTrac 3.1 Clerk Processing



## Intro to the Tee Sheet

When you log into RecTrac 3.1 as a cashier at a golf pro shop, the Tee Sheet will be the first screen that is presented.

## Basic Guest Tee Time Reservation

1. Click Book on the right hand side.

2. Click the time the customer would like to reserve on the left or click the slot in the grid



## Booking a Time Continued

The Tee Time Update screen will display.

3. Enter the Customer's First and Last Name.

4. If you have their Military Status, select their status in the Pass Code Box. If not, leave it as Other Play for now.

5. If the customer is reserving more than one slot, use copy slot (to copy their info to the next slot) OR Copy to All Slots if they are reserving the entire tee time.

6. Click Save and Finish at the Bottom of the Screen.

7. At that point, the customer will have a tee time reserved and will be ready to check in when they arrive.

# RecTrac 3.1 Clerk Processing



## Basic Member Reservation

As far as RecTrac 3.1 goes, a member is considered a customer that has a Monthly, Yearly, Seasonal or Punch Pass for golf at your course. Typically a customer who has a Cart pass or Range pass is not considered a member. Talk with IT if this is not the case at your course.

1. Click Book on the right hand side.

2. Click the time the customer would like to reserve on the left or click the slot in the grid

TeeSheet - No Household

Tee Sheet Touch Cart/Range Pass Checkin

Trident Lakes Golf Course Mon Feb 15 2021

Time	18	18	18	18
07:30	18	18	18	18
07:40	18	18	18	18
07:50	18	18	18	18
08:00	18	18	18	18
08:10	18	18	18	18
08:20	18	18	18	18
08:30	18	18	18	18
08:40	18	18	18	18

Date: 02/15/21

06:00 09:00  
15:00 17:00

Book  
Choose Slot/Time

Check In  
Move  
Cancel  
Squeeze  
Available

The Tee Time Update screen will display.

3. Type their last name into the Member Look up box. It will display the members that have that last name below. If you have a xref number or keyfob linked to the customer, you can type it or scan it into this field to find them even faster.

Trident Lakes Golf Course - 08:00, 02/15/2021

Tee Time Update History

Lookup Option Member Lookup First Name Last Name Phone Pass Code

Member/XREF read [Search]  Check In? Other Play

Last Name	First Name	Pass Code	Birthday	Gender
Read	Geoffrey	SE0114-16-174-002		Male

Lookup Option Member/XREF Pass Code Other Play

Tee Time Notes

# RecTrac 3.1 Clerk Processing



## NOTE

This member list is typically a list of current members. If you are missing someone you're expecting, they typically don't have a membership, their membership expired, they have a membership that doesn't qualify them as a member, or their name was typed incorrectly.

Trident Lakes Golf Course - 08:00, 02/15/2021

Tee Time Update History

Lookup Option (i) Member/XREF	Member Lookup (i) read <input type="text"/> <input type="button" value="↕"/>	<input type="checkbox"/> Check In? (i)	First Name (i)	Last Name (i)	Phone (i)	Pass Code (i) Other Play
Tee Time Notes (i)	<b>Last Name</b> Read	<b>First Name</b> Geoffrey	<b>Pass Code</b> SE0114-16-174-002	<b>Birthdate</b>	<b>Gender</b> Male	Pass Code (i) Other Play

4. Another option is to click the arrow picklist button. This will present a larger member search screen to pick the member from.

5. When the member is selected, their name will fill in and a pass code will be selected automatically.

6. If the member is reserving 2 to 4 slots, use the Copy Slot or Copy To All Slots button to copy Slot 1's Name to the next slot or all 4 slots.

First Name (i) Geoffrey	Last Name (i) Read	Phone (i) (802)734-5556	Pass Code (i) AD E1-E5 Annu: ↕	Cart Code (i)	Clear Slot Info	Copy Slot	Copy To All Slots
First Name (i) Geoffrey	Last Name (i) Read	Phone (i) (802)734-5556	Pass Code (i) AD E1-E5 Annu: ↕	Cart Code (i)	Clear Slot Info	Copy Slot	Add
First Name (i) Geoffrey	Last Name (i) Read	Phone (i) (802)734-5556	Pass Code (i) AD E1-E5 Annu: ↕	Cart Code (i)	Clear Slot Info	Copy Slot	Add

# RecTrac 3.1 Clerk Processing



Trident Lakes Golf Course - 08:00, 02/15/2021

Tee Time Update History

Lookup Option (i) Member Lookup (i) First Name (i) Last Name (i) Phone (i) Pass Code (i)

Member/XREF (v)    Check In? (i) Geoffrey Read (802)734-5556 AD E1-E5 Annu (v)

Tee Time Notes (i)

Lookup Option (i) Member Lookup (i) First Name (i) Last Name (i) Phone (i) Pass Code (i)

Member/XREF (v)    Check In? (i) Geoffrey Read (802)734-5556 AD E1-E5 Annu (v)

Tee Time Notes (i)

Lookup Option (i) Member Lookup (i) First Name (i) Last Name (i) Phone (i) Pass Code (i)

Member/XREF (v)    Check In? (i) Geoffrey Read (802)734-5556 AD E1-E5 Annu (v)

Tee Time Notes (i)

Lookup Option (i) Member Lookup (i) First Name (i) Last Name (i) Phone (i) Pass Code (i)

Member/XREF (v)    Check In? (i) Geoffrey Read (802)734-5556 AD E1-E5 Annu (v)

Tee Time Notes (i)

Check In Purchase Save and Finish Check In Separately Close

6. Click Save and Finish at the Bottom of the Screen.

**NOTE**  
 When a reservation is made for more than one slot, you can leave the member's information in slots 2 – 4 until they check in. At time of check in, you can switch slot 2, 3, 4 to a different member or a guest. If you do have all 4 player's information at time of reservation, you can fill slots 2-4 with that info although that's not typically the case.

Tee Sheet Touch Cart/Range Pass Checkin

Trident Lakes Golf Course		Mon Feb 15 2021			
07:30	18	18	18	18	18
07:40	18	18	18	18	18
07:50	Simpson	Simpson	Simpson	Simpson	Simpson
08:00	Read (330)	Read (330)	Read (330)	Read (330)	Read (330)
08:10	18	18	18	18	18

Now we have two tee times filled. The peach color is a guest. Dark Red is a member.

# RecTrac 3.1 Clerk Processing



## Additional Tee Time Update Tools and Functions

History is a great tool to keep track of the history of this tee time. When it was reserved, what user reserved it, when it was checked in etc. If there was a cancellation in this slot, it will display here.

Add is a quick way to add a guest to the system as a household. Click add and fill in their phone and email and they will now have an account.

Pass Code is important and explained further on.

Tee Time Notes is a note about this tee time for the staff. Ie Requires a handicap flag, lost their PW on hole 5, interest in a membership etc.

Cart Code is user to keep track of who has what cart number. You can also keep it simple and type in riding or walking. This will show on the tee sheet.

Clear Slot will clear all info from that time. This button isn't available on a tee time that's reserved and saved. Reserved times will need to be canceled.

At the bottom of the screen, there is a field where you can book additional times. Tim Jones has a group of 12 he'd like to tee off back to back to back. You can reserve the time you're updating and enter 2 in this field and RecTrac will reserve the next 2 available tee times. If the following tee time is booked, it will book the next available.



## Tee Time Cancellation

1. Click the Cancel Button on the right hand side.

Trident Lakes Golf Course					Mon Feb 15 2021		Date
07:30	18	18	18	18			02/15/20
07:40	Jones	Jones	Jones	Jones			06:00 09:00
07:50	Simpson (Walking)	Simpson	Simpson	Simpson			15:00 17:00
08:00	Read (330)	Read (330)	Read (330)	Read (330)			Book
08:10	Jones	Jones	Jones	Jones			Check In
08:20	Jones	Jones	Jones	Jones			Move
08:30	18	18	18	18			<b>Cancel</b> Choose Slot/Time
08:40	18	18	18	18			Squeeze
							Available

2. Click the time on the left hand side. That will cancel all booked slots for that time. Alternatively, you can pick click a single slot. That will cancel just that one slot, not all slots.

Another way to cancel a slot is to toggle the cancel box in Tee time update next to the slot.

Lookup Option (i)	Member Lookup (i)	First Name (i)	Last Name (i)	Phone (i)	Pass Code (i)	Cart Code (i)	<input checked="" type="checkbox"/> Cancel Tee Time? (i)
Member/XREF	<input type="text"/>	Homer	Simpson	<input type="text"/>	Other Play	<input type="text"/>	
Tee Time Notes (i)							
<hr/>							
Lookup Option (i)	Member Lookup (i)	First Name (i)	Last Name (i)	Phone (i)	Pass Code (i)	Cart Code (i)	<input checked="" type="checkbox"/> Cancel Tee Time? (i)
Member/XREF	<input type="text"/>	Homer	Simpson	<input type="text"/>	Other Play	<input type="text"/>	
Tee Time Notes (i)							
<hr/>							
Lookup Option (i)	Member Lookup (i)	First Name (i)	Last Name (i)	Phone (i)	Pass Code (i)	Cart Code (i)	<input type="checkbox"/> Cancel Tee Time? (i)
Member/XREF	<input type="text"/>	Homer	Simpson	<input type="text"/>	Other Play	<input type="text"/>	
Tee Time Notes (i)							
<input type="button" value="Check In Purchase"/> <input type="button" value="Save and Finish"/> <input type="button" value="Check In Separately"/> <input type="button" value="Cancel Tee Times"/> <input type="button" value="Cancel Tee Times and Finish"/> <input type="button" value="Close"/>							

Click Cancel Tee Times and Finish or Cancel Tee Times. Cancel Tee Times doesn't finish the transaction. You could click this and then make a reservation for a different day or the customer could buy something else all in one transaction.

# RecTrac 3.1 Clerk Processing



## Tee Time Check In

When the customer arrives on the day of their reservation, you will need to check them in. If they are a guest, they will be charged the appropriate fee. If they are a member or have a punch pass, they will have a visit recorded in the system or a punch removed from their punch pass. There are multiple methods to do this.

Method 1 works the best for members and guests who have the correct Pass code selected already in Tee Time Update.

1. Click the Check In button on the right hand side.

Time	07:30	07:40	07:50	08:00
18	18	18	18	18
Jones	Jones	Jones	Jones	Jones
Simpson (Walking)	Simpson	Simpson	Simpson	Simpson
Read (330)	Read (330)	Read (330)	Read (330)	Read (330)
Jones	Jones	Jones	Jones	Jones
Jones	Jones	Jones	Jones	Jones

2. Click the slot(s) that are checking in. You can select more than one slot if two or three customers are checking in on the same receipt. You can also click the time on the left hand side. This will check in the whole group in one transaction which isn't typical.

3. Click the Check In button again.

	Tot...	Description	Qty
<input type="checkbox"/>	\$ 0.00	Tee Time at 08:00, 02/15/2021 ...	1.00
<input type="checkbox"/>	\$ 0.00	AD/Reservist E1-E5 Member 18 ...	1.00
<input type="checkbox"/>	\$ 0.00	Pass Visit for AD E1-E5 Annual ...	1.00

The Cart will show the Tee time they are checking into, the greens fee that they are paying for or recorded for a member and a member visit record. If you automatically have the cart charge added to the shopping cart at time of check in, that will display here too. You can remove it from the shopping cart at this point.

4. Click payment or finish at the bottom of the screen. You can also click the Touch tab at the top of the screen to add additional fees/inventory.

# RecTrac 3.1 Clerk Processing



## Tee Time Check In Continued

Method 2 can be used for all check-in situations. Guests and Members.

1. With Book selected on the right hand side, select the reserved time on the tee sheet.

Tee Sheet Touch Cart/Range Pass Checkin

Trident Lakes Golf Course Mon Feb 15 2021

07:30	18	18	18	18
07:40	Jones	Jones	Jones	Jones
07:50	Simpson (Walking)	Simpson	Simpson	Simpson
08:00	Read (330)	Read (330)	Read (330)	Read (330)

Date: 02/15/21

06:00 09:00  
15:00 17:00

Book Choose Slot/Time  
Check In

2. Turn on the "Check In?" toggle.

3. Update the Name if necessary. Having the correct name helps with the rain check process.

Trident Lakes Golf Course - 07:50, 02/15/2021

Tee Time Update History

Lookup Option Member Lookup

Member/XREF  Check In?

First Name Last Name Phone Pass Code

Homer Simpson Other Play

Tee Time Notes

4. Select the correct pass code for that customer. This code determines what fee they will be charged and what demographic will be recorded.

If they are playing 9 holes, turn on the 9 hole toggle (not pictured).

### NOTE

There are standard Pass Codes for every course. AD E1-E5, AD E6-O10, Retired Military, DoD Civ, Civilian Guest, Veteran, Junior and Other Play. More can be added (ie Senior, Ladies, First Responder). Check with IT if you think this might help your business.

### Other Play

Other play does not charge any fees by default. It can be used for less frequently charged fees that will have to be manually added to the cart from the touch screen. This can be specials, Golf Now reservations, league fees, comps, PGA pro, Military Appreciation day, or any less frequent fees you might charge.

# RecTrac 3.1 Clerk Processing



## Tee Time Check In Continued

Repeat steps 1 – 4 for all players at that time that are checking in together. This will put all check ins on one receipt. Two friends are playing together, friend A is paying for friend B. You can check a member and a guest in together but the sale will be tied to the member in transaction history.

Trident Lakes Golf Course - 07:50, 02/15/2021

Tee Time Update History

Lookup Option ⓘ	Member Lookup ⓘ	Check In? ⓘ	First Name ⓘ	Last Name ⓘ	Ph
Member/XREF ▾	<input type="text"/>	<input checked="" type="checkbox"/>	Homer	Simpson	
Tee Time Notes ⓘ					
Member/XREF ▾	<input type="text"/>	<input type="checkbox"/>	Marge	Simpson	
Tee Time Notes ⓘ					
Member/XREF ▾	<input type="text"/>	<input type="checkbox"/>	Homer	Simpson	
Tee Time Notes ⓘ					
Member/XREF ▾	<input type="text"/>	<input type="checkbox"/>	Homer	Simpson	
Tee Time Notes ⓘ					

Check In Purchase Save and Finish Check In Separately Cancel Tee Times Cancel Tee T

5. Click Check In Purchase.

Alternatively, you can click Check In Separately. This will check in each slot toggled in separate transactions. If one or more slots toggled aren't charged a fee (typically members), the transaction will finish immediately and you'll get a receipt. Any customer who owes a fee will be brought to the payment screen.



## Tee Time Check In Continued

Shopping Cart

HH Lookup   Add HH   HH Reset

	Total Due	Description	Qty
<input type="checkbox"/>	\$ 0.00	Tee Time at 07:50, 02/15/20...	1.00
<input type="checkbox"/>	\$ 0.00	Tee Time at 11:20, 02/23/20...	1.00
<input type="checkbox"/>	\$ 14.00	Civilian Guest Weekday 18 (...)	1.00
<input type="checkbox"/>	\$ 0.00	Pass Visit for Civilian/Guests...	1.00

Total Due  
\$ 14.00

Update From Cart ▾   Pop Cash Drawer

Remove   Empty Cart   Finish

\$14.00 Payment

6. The shopping cart will look something like this. Tee time (separated front and back), the fee they are paying, and a visit.

If your course has the cart fee added automatically to each check in, it can be removed at this point if the customer wants to walk.

If you need to add a cart fee, rental clubs, resale, food, etc., you can now click the Touch tab in the top left of the screen and add those additional items. If you chose Other Play, you can go to the touch screen to add the fee they are paying.

7. If they aren't paying for resale or any additional fees, you can click Payment here or Finish if there is No Charge (Members).

No Fee being charged? Wrong fee being charged? Meant to select 9 holes? You most likely selected Other Play, the wrong Pass Code, or didn't turn on the 9 hole toggle. Easiest thing to do would be to click the red Empty Cart button and repeat the check in process.



## Tee Time Checkin Continued

Method 3 is a way to quickly check a single person in.

**TeeSheet - No Household**

Tee Sheet Touch Cart/Range Pass Checkin

Trident Lakes Golf Course Wed Mar 03 2021

Time	9/18	9/18	9/18	9/18
11:50	9/18	9/18	9/18	9/18
12:00	Smith	Willie	walking	walking
12:10	9/18	9/18	9/18	9/18
12:20	9/18	9/18	9/18	9/18
12:30	9/18	9/18	9/18	9/18
12:40	9/18	9/18	9/18	9/18
12:50	9/18	9/18	9/18	9/18
13:00	9/18	9/18	9/18	9/18
13:10	9/18	9/18	9/18	9/18
13:20	9/18	9/18	9/18	9/18
13:30	9/18	9/18	9/18	9/18
13:40	9/18	9/18	9/18	9/18
13:50	9/18	9/18	9/18	9/18
14:00	9/18	9/18	9/18	9/18
14:10	9/18	9/18	9/18	9/18

Date: 03/03/2021

06:00 09:00 12:00  
15:00 17:00

Book Current Time  
Check In Today  
Move Thursday  
Cancel Friday  
Squeeze Saturday  
Available Sunday  
Notes Monday  
Print Sheet Tuesday  
Rain Check Wednesday  
Search  
**Slot Choose Slot**  
Thumbnail

1. Click the Slot button on the right hand side of the tee sheet.

2. Click on the single slot you're checking in

3. The slot you selected will appear on the screen

**Slot #2**

Lookup Option (i) Member Lookup (i) First Name (i) Last Name (i) Phone (i) Pass Code (i)

Member /XREF [dropdown] [input]  Check In? (i) Groundskeeper Willie [input] Retiree Play [dropdown]  Nine Hole Only (i)

Tee Time Notes (i)

[input area]

[input area]

[input area]

Check In Purchase Save and Finish Cancel Tee Times Cancel Tee Times and Finish Close





## Additional Tee Sheet Notes and Tools

**Date** 02/15/2021

06:00 09:00 12:00  
15:00 17:00

**Book**  
Choose Slot/Time

Check In

Move

Cancel

Squeeze

Available

Notes

Print Sheet

Rain Check

Search

Slot

Thumbnail

Refresh

Current Time

Today

Wednesday

Thursday

Friday

Saturday

Sunday

Monday

Tuesday

Change the date of the tee sheet. Keep an eye on this to avoid making a tee time on the wrong date.

Navigates you up and down the tee sheet to different times.

Days of the Week buttons allows you to quickly move to a day in the future.

Move allows you to move a reservation from one time to another. Click Move and then click the time on the far left then click the time where you want to move the customer to. You can also click on one time and move one person to another time.

Squeeze allows you to squeeze a time in between two existing times. If you have an 0830 slot and a 0840 slot, you can click Squeeze and click on 0830 and RecTrac will create a 0835 slot.

Notes for other users (Hole 4 fairway is torn up, Bill Smith is looking for his glasses, etc.)

Prints the Tee Sheet

Issue a Rain Check. There is a separate document about that.

Search allows you to search for a customer's tee time by name, receipt number, confirmation number, or household number. Useful to find a tee time that was made on the wrong day or a reservation made online.

# RecTrac 3.1 Clerk Processing



## Additional Tee Sheet Notes and Tools Continued

At the top of the Tee Sheet, there is a drop down. This is where you can navigate to the back 9 or another course's tee sheet if you have more than 18 holes.

**TeeSheet - No Household**

Tee Sheet | Touch | Cart/Range Pass Checkin

Trident Lakes Golf Course Mon Feb 15 2021

Trident Lakes Golf Course  
Trident Lakes Golf Course (Back)

Date: 02/15/2021

06:00 09:00 12:00  
15:00 17:00

07:50 Simpson (Walking) Simpson Simpson Simpson

Book Choose Slot/Time | Current Time

In the top left corner, the last name of the household you have selected is displayed. Keep an eye on this. It is easy to select a household without realizing it. Click the HH Reset button to go back to a guest.

**TeeSheet for Read (6)**

Tee Sheet | Touch | Cart/Range Pass Checkin

Trident

07:30	18	
07:40	Jones	
07:50	Simpson (Walking)	

# RecTrac 3.1 Clerk Processing



## Additional Tee Sheet Notes and Tools Continued

In the top right, there is a Scan Item field. If you have UPCs or barcodes linked to inventory, you can scan the barcode here to add it to the cart.

The screenshot shows a 'Scan Item' input field with an information icon. Below it is a 'Shopping Cart' section with a blue header. Underneath the cart header are three buttons: 'HH Lookup', 'Add HH', and 'HH Reset'. Below these buttons is a table with columns for 'Total Due', 'Description', and 'Qty'.

HH Lookup allows you to look up a household.

Add HH allows you to add a new customer to the database.

HH Reset allows you to reset RecTrac back to Guest mode as opposed to having a household selected. If you are stuck somewhere in a transaction and just want to get back to the beginning, click this and you'll start the transaction from scratch.

### Golf Players Picklist

Advanced Search

Full Name

Options Templates (0) Refresh

Last Name	First Name	Phone #1	Phone #1 E...	Pass Membership	Start Date	Expiration Date	Birthd...
	Fred			SE0114-16-174-501	02/12/2021	01/23/2022	
	Donald			SE0114-16-174-501	02/12/2021	03/03/2021	

In the Pass Member lookup Screen, you can see the pass code that the customer has and their start dates and expiration dates. At time of writing, the only thing you can see in here that describes what pass they have is the Pass Code. We are asking VSI to change that for us but this is our only option at the moment. For reference, 11-13 digits will almost always be 174 or 212.  
 174 = ANNUAL, SEASONAL, and MONTHLY MEMBERSHIPS  
 212 = PUNCH CARDS



### Cart and Range Pass Check In

Your course may offer Range or Cart passes that are separate from the golf memberships. You have a Cart/Range Pass Check In tab at the top of the screen. This is where you'd check those types of passes in.

A screenshot of the "TeeSheet - No Household" interface. The title "TeeSheet - No Household" is at the top. Below it are three tabs: "Tee Sheet", "Touch", and "Cart/Range Pass Checkin", with the third tab selected. An information icon (i) is followed by the text: "Use this swipe in field to check in range and cart punch members in. If a customer has a". Below this is a large, empty rectangular input field. At the bottom of the input field are two buttons: "Name Lookup" and "Pass Number Lookup".

Example: A customer has a Yearly pass and a cart pass, you'd check them in on the Tee sheet with their yearly pass and then come here to check in their cart pass. This will record the member green fee and the cart usage.