

# Your Golf Booking

Onboarding and basic training

# Getting into your account

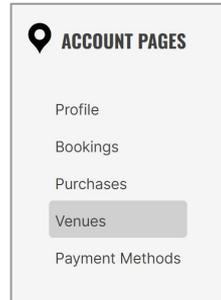
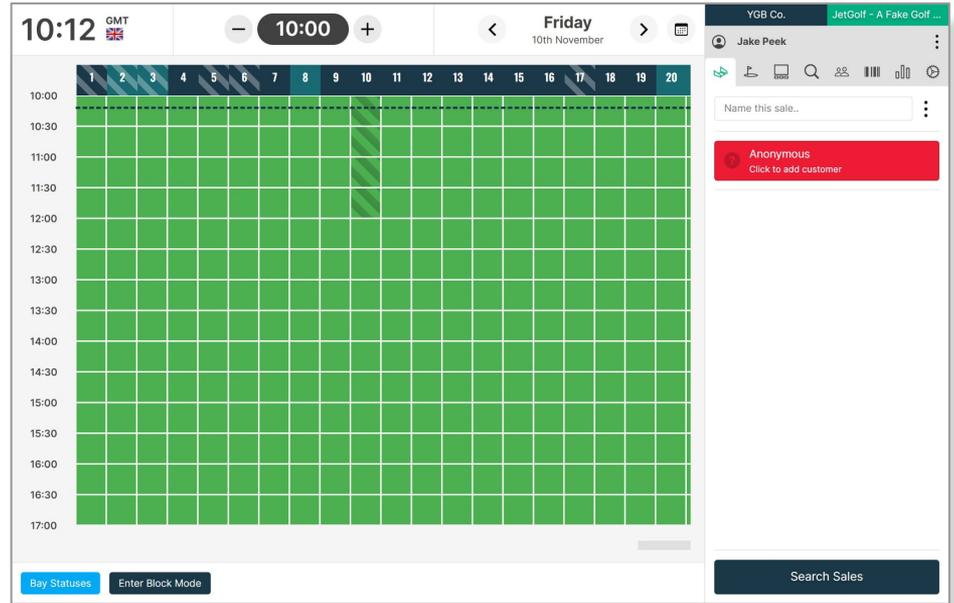
You can access your account by going to:

<https://yourgolfbooking.com/account/venues>

Then just tap the administrate button for your venue.

If your venue isn't listed, or you don't have an "administrate" button, please get in touch with the owner for your venue or contact YGB support:

[hello@yourgolfbooking.com](mailto:hello@yourgolfbooking.com)

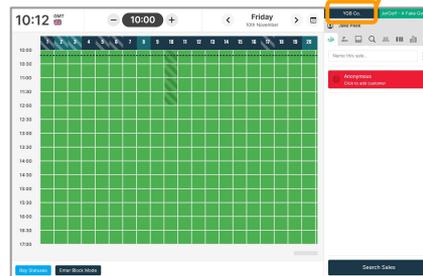
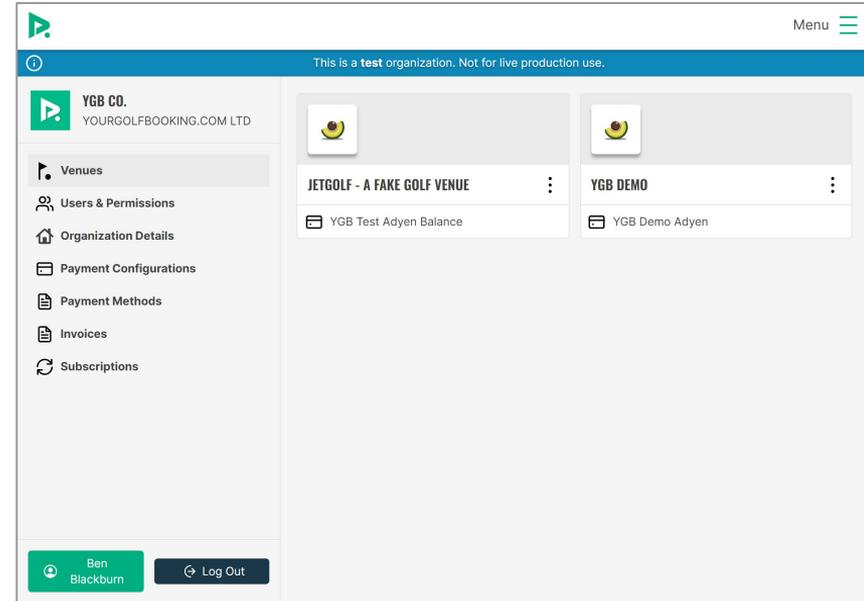


# Navigating to the Organisation View

You can access your Organisation view by going to your admin panel. In the top right of the screen you will see the name of your Organisation with a black background which is next to the name of the venue that you're viewing.

The Organisation view allows you to:

- Manage the venues that are under your Organisation
- Grant permissions to your Organisation and to venues under it.
- Modify information about your Organisation.
- View your payment configurations.
- View your stored payment methods. You will need to add a **Primary Payment Method** in order to go live with the system.
- View invoices for processing fees and subscription fees.
- View your active Subscriptions with YGB.



# System Structure

How objects interact

# Organization Hierarchy



The Organization is the highest level object in YGB. This would be the company that owns your facilities.

Venues are the physical trading locations where your customers attend and make bookings.

Unless you're a company with multiple venues, these objects will probably have the same details.

# Understanding Purchases

Purchase #00001

User

John Smith

Line items

**Booking:** #00001

**Product:** Coffee

Payments

\$50 cash

Purchases are the core transactional object in the system. A purchase is linked to a specific user (customer).

A purchase will have line items which represent the items being bought.

Line items have different types, for example “booking”, “product”, “gift card”.

A purchase also has “payments”. For a purchase to be “paid” its payments must be equal to the total of its line items.

# Line item types

There are a few different types of line items that can be added to purchases. These are the main 4 you will interact with:

Product

A fixed saleable item, like a chocolate bar, a pair of gloves or a coffee.

Bay Booking

A booking made for a specific bay, at a specific time with a specific bay option.

Course Booking

A booking made on a specific course, at a specific time with a specific course option.

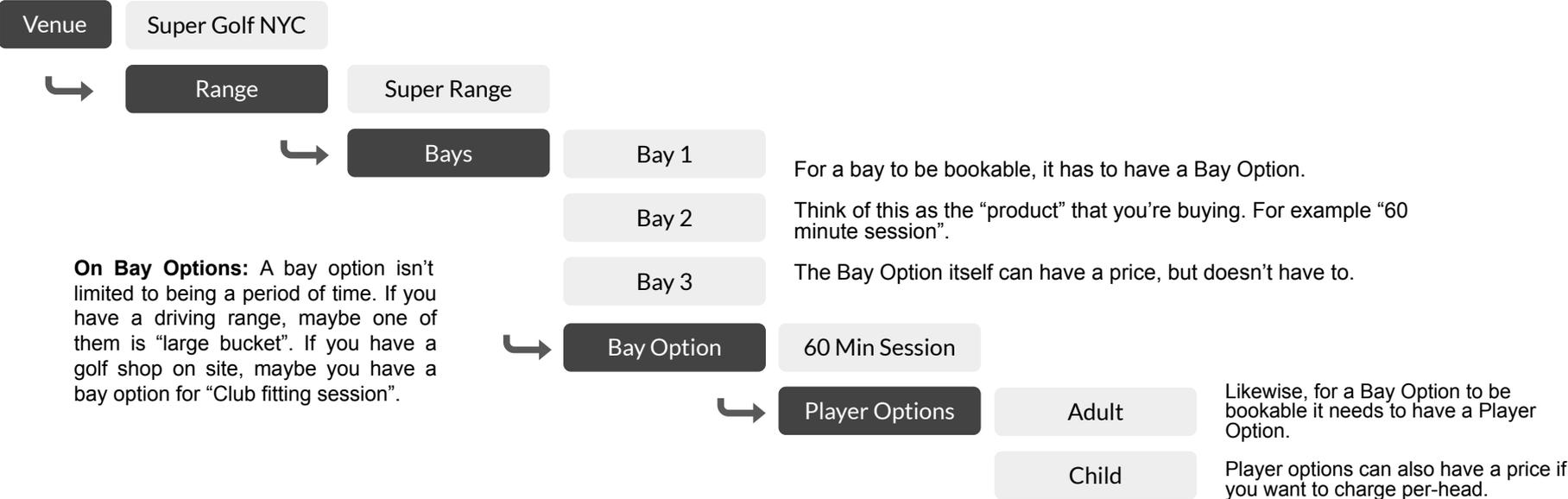
Top-up / Gift card

Prepaid credit that is either added straight to a user's account (topup) or for sending to a friend (gift card).

# Bay Booking Ecosystem

A bay booking is the kind of booking made for a driving range, or indoor simulator. It has a start/end time, and will have to take place on a specific bay. To be able to make a bay booking, we need to have a few things set up:

First is a Range. Venues have ranges, and ranges have bays. A Range is a collection of bays. A bay is a specific bookable part of your Range.



# Bay Booking Structure

Now that we know the objects necessary to create a bay booking, let's see how they're composed.

Booking #00001			
Status	Confirmed	Source	Customer
Bay	Bay 1	Notes	....
Bay Option	60 Mins	Value	\$10.00
User	John Smith	Player Options	Adult x 1
Start	6th Nov, 16:00		Child x 1
End	6th Nov, 17:00		

Booking statuses can be:

- **Tentative:** The booking is in a customer's basket, but they haven't committed to it yet.
- **Confirmed:** Default state after purchasing. It's a valid booking, ready to be attended.
- **Attended:** The customer has turned up and played.
- **Canceled:** The booking is no longer on the schedule.

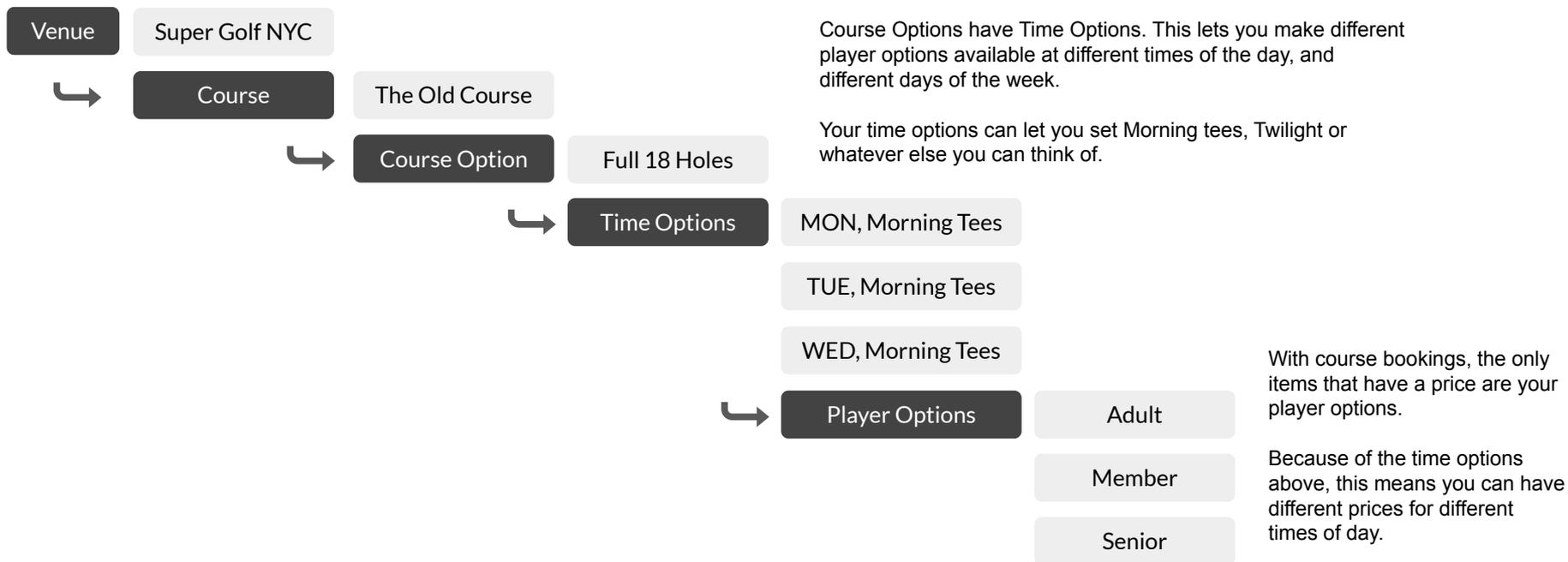
Bookings also have a "source" which is an indicator of how they were made:

- **Customer:** This booking was made directly by a customer. Generally by purchasing online.
- **Admin:** This was created by a staff member, adding items to the Admin Basket. This is most likely a walk-in or telephone booking.

# Course Booking Ecosystem

A course booking is the kind of booking made for a golf course, mini golf, foot golf course etc.

First is a Course. The course is the actual tee sheet, and controls availability. For a course to be bookable, it needs a course option. To understand the difference, a Course is a physical course, while a course option is like the “product” you’re playing. “The Old Course” is a physical 18 hole course with tees every 10 minutes. “Full 18 Holes” or “Front 9” could be the course options available to play on this course.



# Course Booking Structure

Now that we know the objects necessary to create a course booking, let's see how they're composed.

Booking #00002			
Status	Confirmed	Source	Customer
Course	The Old Course	Notes	....
Course Option	Full 18 Holes	Value	\$10.00
User	John Smith	Player Options	Adult x 1
Start	6th Nov, 16:00		Child x 1

Booking statuses can be:

- **Tentative:** The booking is in a customer's basket, but they haven't committed to it yet.
- **Confirmed:** Default state after purchasing. It's a valid booking, ready to be attended.
- **Attended:** The customer has turned up and played.
- **Canceled:** The booking is no longer on the schedule.

Bookings also have a "source" which is an indicator of how they were made:

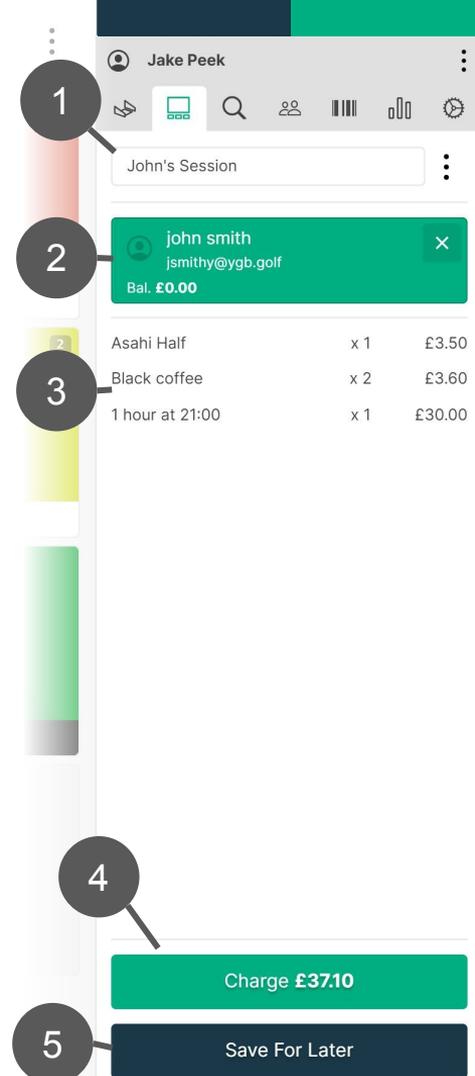
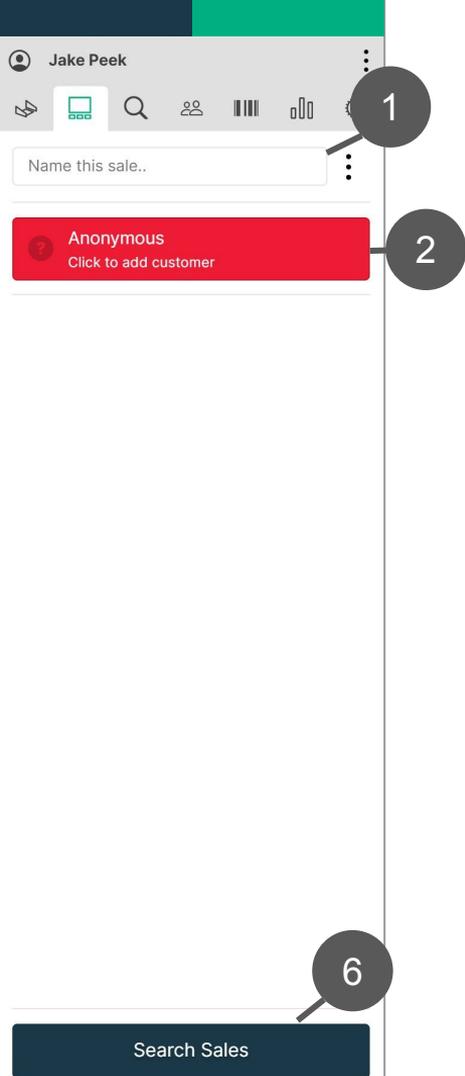
- **Customer:** This booking was made directly by a customer. Generally by purchasing online.
- **Admin:** This was created by a staff member, adding items to the Admin Basket.

# The Admin Panel

For staff usage

# The Admin Basket

- 1. Purchase Name:** You can create a name to easily identify this sale when you search for it later. "Table 1", "John's session".
- 2. Assigned Customer:** In this case, we've added a customer to the purchase - John Smith. We checked in advance that the customer's email was correct to avoid confusion. The customer that you add here will be sent a confirmation email of their purchase.
- 3. Line Items:** We've added some line items to the purchase. In this case two products and a booking. Selecting a line item here will allow you to remove it or change the quantity if applicable.
- 4. Charge Button:** The total of the purchase is shown here, along with the option to "charge". [Charging](#) is the act of creating a payment. We'll go over it in more detail later.
- 5. Save for later:** If you don't want to take payment right away, you can save this purchase for charging later. For example if you have a drinks tab running, or just want to have your customers pay at the end of their session.
- 6. Search Sales:** Here you can retrieve your saved purchases and quickly see any that need action. This is an important part of the day to day usage of the system and will be covered in more depth [later](#).



# Point of Sale

Point of Sale (POS) is where you can sell Products to customers. A product is a fixed, simple item. Products are arranged on a grid called a Layout. If you want to learn how to set up new products, we'll cover that later. If you want to skip ahead, go [here](#).

1. A POS product tile. Tap it to add the product to the current Admin Basket.
2. The currently added line items in the Admin Basket. In this case, two products.
3. Here you can edit the current layout, or even create new ones. For example, you may want two layouts "Café" and "Driving Range".

### SNACKS

<b>Ba</b>	Banana chips	£3.00
<b>Bo</b>	Bombay mix	£3.00
<b>Cr</b>	Crisps Cheese & Onion	£1.50
<b>Cr</b>	Crisps Ham & Mustard	£1.50
<b>Cr</b>	Crisps Jalapeno	£1.50
<b>Cr</b>	Crisps Salt & Vinegar	£1.50

4. A Category type tile. This tile is an alias for several products, and will launch a browser when selected.

Using New Layout

Jake Peek

Name this sale..

John Smith  
john@ygb.golf.com  
Bal. £0.00

Asahi Half x 1 £3.50

Black coffee x 2 £3.60

Charge **£7.10**

Save For Later

1

2

3

4

# Creating a Bay Booking

## 1. Selecting Slots

On this venue, every square is a 30 minute block of time - tap the slots you want to create a booking on. Because two slots have been selected, only the 60 minute bay options will be available to select in step 2.

## 2. Adding the Bay Option

Select the bay option you'd like to sell. There is also a gold option shown - this is an "admin only" option, meaning customers can't book it themselves. You may also see a button to "show restricted options". This is a more advanced topic, but if you have rules hiding certain options you will be able to override it here.

## 3. Adding the Player Options

Selecting the player options is done with the + and - buttons. There always has to be at least one person playing.

## 4. Add to purchase / Add and Charge

"Add to purchase" will add the booking you're making to the current Admin Basket.

"Add and charge" will immediately charge the booking you have just made, along with anything else already in the Admin Basket. It helps to save clicks if you're only selling one booking.

**Monday**  
6th November

Jake Peek

Bay Option

- Pro Lesson 60 Balls 50min - 60m £6.50
- 1 Hour - 60m Includes 120 Balls £9.50

Players

Adult | £1.00 - 3 +

Child | £1.00 Under 16 Years - 0 +

Notes

Add notes to booking..

Add to purchase £12.50

Add and charge £12.50

Clear

# Creating a Course Booking

Today	Wed 8th	Thu
08:50	→	
08:55	→	
09:00	→	
09:05	→	
09:10	→	
09:15	→	
09:20	→	
09:25	→	
09:30	→	
09:35	→	
09:40	→	
09:45	→	
09:50	→	
09:55	→	
10:00	→	
10:05	→	
10:10	→	
10:15	→	
10:20	→	
10:25	→	
10:30	→	
10:35	→	
10:40	→	
10:45	→	
10:50	→	

- Selecting Tee times:** On this venue, the course interval is 5, so a tee time is generated every 5 minutes. Select any available tee time to start the booking process.
- Course Option:** Select the course option you'd like to sell. Remember that the course option is **how** you'd like to play. In this case, it's a 9 hole course but you can choose to replay/loop and play a full 18.
- Other start times:** Because we selected a course option with replays/loops, we're being asked to select the second tee time. If we'd selected the 9 hole course option, we wouldn't have to select any other tee times.
- Player Options:** Here we select our player options. For course bookings, this is the main object that affects the price. You'll notice there's an option to show restricted player options. This will show player options that wouldn't be available normally for customers, but as a staff member you can still select them.
- Add to purchase / Add and Charge**  
 "Add to purchase" will add the booking you're making to the current Admin Basket.  
  
 "Add and charge" will immediately charge the booking you have just made, along with anything else already in the Admin Basket. It helps to save clicks if you're only selling one booking.

The screenshot shows a mobile application interface for creating a course booking. At the top, the user's name 'Jake Peek' is visible. Below the header, there are navigation icons and a search bar. The main content area is divided into several sections:

- Course Option:** A list of options with checkboxes. 'Golf Course 18 Holes' is selected (checked).
- Select 2<sup>nd</sup> tee:** A list of tee times with their respective intervals. '11:30 +0m' is selected (highlighted in dark blue).
- Players:** A section for selecting player counts. 'Child | £8.00' has a count of 0, and 'Adult | £12.00' has a count of 2. There are minus and plus buttons for each.
- Show Restricted Player Options:** A button to toggle restricted options.
- Notes:** A text input field for adding notes to the booking.
- Bottom Buttons:** Three large buttons at the bottom: 'Add to purchase £24.00' (dark blue), 'Add and charge £24.00' (green), and 'Clear' (red).

Numbered callouts (1-5) are overlaid on the interface to highlight key steps:

- Callout 1 points to the 10:30 tee time slot in the left-hand table.
- Callout 2 points to the 'Golf Course 18 Holes' option in the 'Course Option' list.
- Callout 3 points to the '11:30 +0m' tee time in the 'Select 2<sup>nd</sup> tee' list.
- Callout 4 points to the 'Adult | £12.00' player option in the 'Players' section.
- Callout 5 points to the 'Add and charge £24.00' button at the bottom.

# Searching & Managing Open Purchases

Tapping “Search Sales” from any Admin Basket will bring up the purchase finder. By default this will show any purchases that need action for today. For example anything unpaid, part paid or overpaid. Your main role day to day is to balance any purchases sitting in this list. It’s good practice to regularly tap “search sales” and review the purchases shown.

**1**

## FIND A PURCHASE

ID	Note	User	Total	Status	Time	Source
#03198312	--	Anonymous	£9.50	UNPAID	Tue, 7th Nov 2023   13:42	ADMIN
#03197220	--	john smith   jsmithy...	£11.70	UNPAID	Tue, 7th Nov 2023   11:05	ADMIN

Page **1** of 1 < >

**2**

## FILTER

**3**

Filter by customer +

Date: Tuesday, 7th Nov 2023  

Pick a range..

**4**

**Source**

- Admin
- Customer
- System

**Status**

- Paid
- Overpaid
- Part Paid
- Unpaid
- Draft
- Voided

1. The purchase list. Clicking on any purchase here will load that purchase into the current Admin Basket.
2. Here you can filter the purchases shown to you. Shown at the moment are the default filters. Any time you re-open the purchase finder the default filters will be re-applied.
3. Here you can choose a date or date range to look for purchases on. As mentioned by default this will be “today”.
4. With these checkboxes, purchases can be filtered by their status or source. This is a good way to also look through recently paid purchases.

# The Booking Editor

If you open up a booking from either a range or course view, you'll get presented with the Booking Editor. The editor is slightly different depending on whether it's a course booking or a bay booking, however the difference is fairly minimal.

It's a tool you'll use a lot operationally, so we'll go over a few things here:

**Customer:** The currently assigned customer. This cannot be changed after making a purchase. It will also show any current balance or memberships the customer has.

**Associated Purchase:** This allows you to access the purchase that this booking was made as a part of. Tapping the left hand part of this widget will open the [purchase](#), tapping the payment status will open the [charger](#).

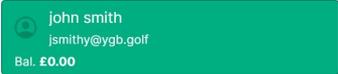
**Moving a booking:** Depending on the booking type (course or bay), you will have different settings for moving a booking. In the case of this bay booking, you can change the date, start time and bay. Change the values, and a button will appear to save your changes.

**Booking Actions:** Here we have some common use actions. "Check in" will set the booking to "attended". This is good for reporting and general visibility. Some integrations will do this for you automatically.

"Cancel booking" will set the booking to cancelled - this cannot be undone. It will remove the booking from the schedule, but the booking is still liable for payment. If you want to refund an item, you'll need to do something to the Purchase. We'll go over this in more detail later.

**Retry Booking Integrations:** If you have other systems integrated and you notice that they haven't been executed, you can press this button to re-attempt the integration.

### BAY BOOKING #5626689

<b>Customer</b>	<b>Telephone</b>	<b>Status</b>	<b>Payment</b>
 john smith jsmithy@ygb.golf Bal. £0.00	---	confirmed	paid
	<b>Booking Value</b>	<b>Source</b>	<b>Players</b>
	£10.00	Admin	2

**Associated Purchase**

#3197220 | £11.70 | 3 items PAID 

<b>Bay Option</b>	<b>Date</b>	<b>Start - End</b>	<b>Bay</b>
1 hour 60 balls	7th Nov 2023 	11:30 - 12:30 	9 

<b>Player Options</b>	<b>Notes</b>
Adult x 2	No notes on booking..

**Booking Actions**

Check in Cancel Booking 

Retry Booking Integrations

Load history

# The Purchase Editor

Fully opening a purchase will present you with the Purchase Editor. Here you can see all the items purchased by the customer, as well as access a few other useful functions.

- 1. Line items:** The list of line items added to the purchase. In this case, a single booking. For more complex line items like bookings, a few properties will be displayed for convenience. In this case “start”, “bay” etc.
- 2. Taxes:** Any taxes applied to items in this purchase will be shown here. There will also be a switch above the line items that lets you show or hide any inclusive taxes - in this case inclusive VAT of 20%. We will cover managing taxes later.
- 3. Charger:** This lets you access the charger and view the payments currently made against this purchase. We'll cover the charger in more detail later.
- 4. Purchase actions:**  
Resending a confirmation email is useful if your customer did not receive their initial confirmation, or if you have made a change to their purchase and you want to update them. For example if you moved a booking.  
  
Voiding a sale is the same as voiding all items as shown in [5], but is quicker than voiding each separately. Voiding a line item means it is no longer liable for payment, essentially reducing the total of the purchase.
- 5. Void item:** As mentioned above, this will void one specific item. In the case of a booking, voiding will also cancel the associated booking.

The screenshot displays the Purchase Editor for purchase #3197333, totaling £10.00 with 1 item. The interface includes a customer profile for John Smith, a 'paid' status, and a 'Show VAT 20%' toggle set to 'Yes'. The main item is a booking for £8.33, with details for start time (13:30), bay (9), and option (1 hour, 60 balls). A VAT 20% tax is shown as inclusive for £1.67, resulting in a total of £10.00. At the bottom, there are buttons for 'Open Charger' and 'LOAD HISTORY'. A menu is open at the top right, showing 'Resend confirmation email' and 'Void sale' options. Numbered callouts point to: 1. The booking details section; 2. The VAT 20% tax line; 3. The 'Open Charger' button; 4. The top right menu; 5. The 'Void item' option in the menu.

Customer	Status	Source	Customer Tel.
john smith jsmithy@ygb.golf Bal. £0.00	paid	Admin	---

Show VAT 20%?  Yes  No

Booking #	Quantity	Price
5626874	x 1	£8.33

Start: 13:30, 7th Nov 2023    Bay: 9  
Option: 1 hour, 60 balls    Players: 2 x Adult

Tax	Type	Amount
VAT 20%	INCLUSIVE	£1.67
Total		£10.00

Open Charger   

LOAD HISTORY

Resend confirmation email  
Void sale

Void item

# Charging

The Charger is how payments are made from the Admin Panel. Remember that a purchase will transition in status when its payments or line items change.

Depending on the charge type you select, you may see some additional settings. For example, if you select a physical “terminal” charge type, the system will ask you which terminal you’d like to use.

1. The available “charge types”. A charge type is a way of making a payment. The available methods will be different depending on the context.
2. The currently selected charge type. In this case, cash. An external method.
3. The total you are about to charge.
4. The list of already created payments. In this case a single cash payment for £10. Tapping on one of these payments will start the process of refunding it. See the [next slide](#).
5. “Clear” button. This is used if you’d like to charge a different amount than the recommended. This is normally done if you’d like to split a payment between two customers, but could be for all kinds of reasons.

The screenshot shows a green interface for charging an anonymous user. At the top, there are four payment method options: Adyen Terminal, Adyen Link, External POS, and Cash. The 'Cash' option is selected. Below the options, the amount to be charged is displayed as £0.00. To the right, there is a summary of the payment: 'Cash payment.' for £10.00. Below this is a list of payments, with one entry showing 'Total: £10.00', 'Paid: £10.00', and 'Due: £0.00'. At the bottom, there is a numeric keypad and a 'Clear' button (labeled 'C').

1. Available charge types: Adyen Terminal, Adyen Link, External POS, Cash.

2. Currently selected charge type: Cash.

3. Total amount to charge: £0.00.

4. List of already created payments: Total: £10.00, Paid: £10.00, Due: £0.00.

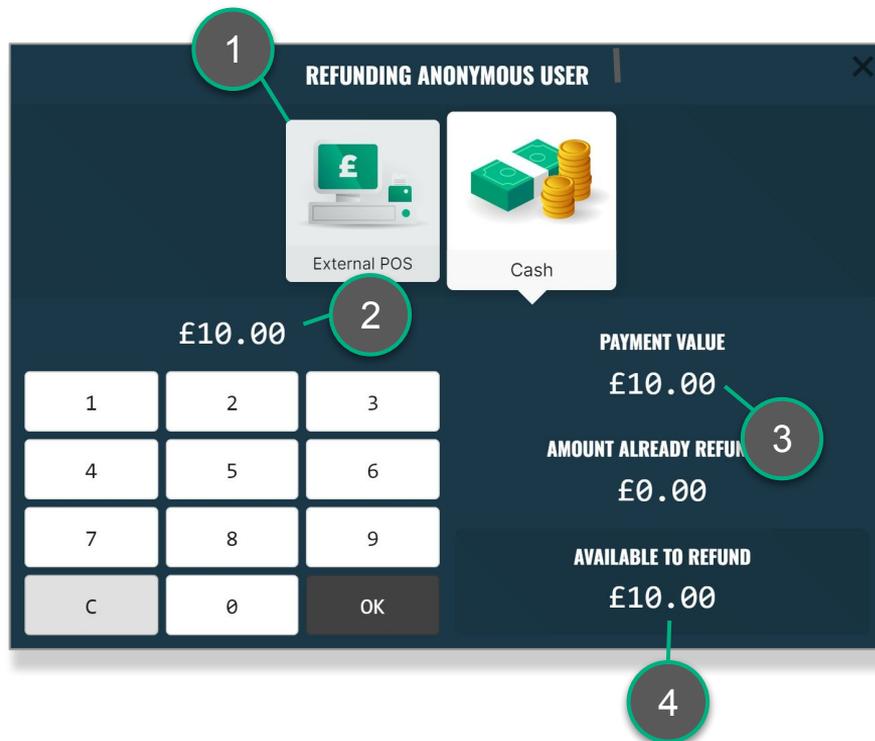
5. Clear button (C).

# Refunding

The natural counterpart to charging. Refunds must be done on a specific payment. The charge types available when refunding will depend on the source payment that you selected.

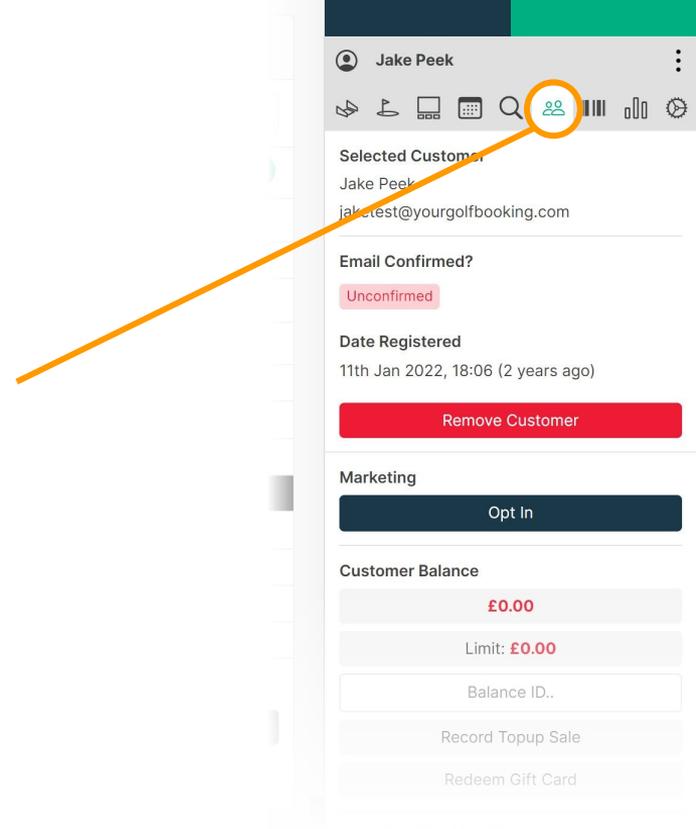
Refunding also creates a payment, but one with a negative value.

1. The available and selected “charge types”. In this case, cash. You may see different methods here than in the charger. For example if a customer makes a card payment at checkout, there will likely be an option to refund back to their original payment method.
2. The total you are about to refund. Like payments, you can change this value and perform a part-refund of a payment.
3. The value of the original payment that you’re refunding.
4. The total available to refund, which is generally the payment value, minus any already processed refunds.



# Customer Management

Your customer database



# Customer Search

Going over to the customers tab will show you the full list of customers that have booked at your venue. This is why we recommend always adding a customer when creating a booking. It will help you populate a powerful customer database.

CUSTOMER MANAGER			
<input type="text" value="john"/>			
Email	Name	Telephone	Balance
john.scott@awebsite.com	John Scott	-	£0.00
j.moore@internet.com	John Moore	+4412345678	£0.00
jj@gmail.com	John Jones	-	£0.00
johnsmith@ygb.golf	John Smith	-	£0.00
imnotjohn@email.net	John Probably	-	£0.00

2 Selected Customer  
john smith  
johnsmith@ygb.golf

Email Confirmed?  
Unconfirmed

Date Registered  
12th Aug 2021, 14:11 (2 years ago)

3 Remove Customer

Marketing  
Opt In

Customer Balance  
£0.00

Balance ID..  
Record Topup Sale  
Redeem Gift Card

User ID Token  
Create a scannable ID token this user can use to log in to YGB services.  
Generate ID Token

1. Here you'll see the list of customers. It will allow you to search by customer name/email/telephone. On this view you can see we have a customer selected.
2. The selected customer appears in the sidebar and will give you some basic information about them.
3. If necessary, you can remove a customer from your venue. This will unlink them, and they will no longer appear when you search for them. This will however not remove their account on the platform - they will still have access to see all of their previous bookings, and they can always re-attend your venue if they wish.
4. Here you can see the customer's balance. Think of this as like credit on your venue. If you tap this box, it will allow you to manually amend their balance. We'll cover customer balances in more detail later.
5. Here you can sell a topup or gift card to the selected customer. This is the proper way to amend someone's balance, because it will create a purchase which can be reported on.

# Customer Balances

A customer can have a balance with your venue. Balances are like credit - they essentially give the customer a monetary value that they can use at checkout, or that you as a staff member can use to create a payment for them.

As a venue, you decide what you'd like customers to be able to spend their credit on. A common setup is to allow customers to use credit for bookings, but not for products. The decision however is up to you.

If you ever need to manually amend someone's balance, you can do so as shown on the right.

You will always have to provide a reason, and this feature would normally be restricted to only certain types of user on your platform. For example, "Finance" users.

One of the main ways that customers can end up with a balance at your venue is through [refunds](#). If you choose to refund a customer to "YGB Balance" as the charge type, then they will receive that amount on their balance.

This is a great alternative to returning their funds. You make it much more likely that the customer will return, and you aren't charged twice for processing fees.

The screenshot shows a user interface for managing customer balances. At the top, it displays the user's name 'Jake Peek' and various navigation icons. Below this, the 'Selected Customer' section shows 'john smith' with the email 'johnsmith@ygb.golf'. The 'Email Confirmed?' status is 'Unconfirmed', and the 'Date Registered' is '10/11/2021 14:11 (2 years ago)'. A modal dialog titled 'CURRENT BALANCE: £0.00' is open, allowing for a manual amendment. The dialog has a close button (X) in the top right. It features a 'Manually amend balance' section with 'Add' and 'Subtract' buttons, and an input field containing '£5.00'. Below this, a note states: 'Enter value in lowest currency denomination. For example, £5.00 would be 500.' The 'Adjusted balance' is shown as '£5.00'. A 'Reason for the manual update' section contains several radio button options: 'Purchased By Customer', 'Compensation' (which is selected), 'Transferred From Other System', 'Correcting Erroneous Entry', and 'Other'. At the bottom of the dialog is a 'Confirm +£5.00' button.

to log in to YGB services.  
Generate ID Token

# Creating & Exporting Customers

Adding a customer can be done by using the button shown below from the customer search, or from the customer selector on the Admin Basket.

The customer creator requires only a first name, last name and email. However if you can collect a phone number as well, that's even better.

If you add a customer that already has an account on the platform, don't worry, you won't create a duplicate - the two accounts will be joined together. Users are unique by their email address. Make sure to correctly enter email addresses - customers will receive an email to ask them to confirm their account.

1. Here you can export your complete customer list. We will also include some convenience properties like their balance and the number of bookings they've made.

Make sure you follow local laws on the use of this data. We will include on the list whether they have opted in to additional marketing.

### CREATE A CUSTOMER

CREATE A CUSTOMER

First Name  
John

Last Name  
Smith

Email Address  
jsmithy@ygb.golf

Mobile Number (Optional)  
+44 1234567891

Please ask the customer, then tick if appropriate:  
"Do you want us to notify you about any additional offers and promotions?"  
 Customer Has Opted In To Additional Marketing

Link Customer

johnsmith@wowow.com

John Smith

£0.00

Add Customer

1

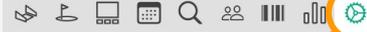
Page 1 of 667

Export all customers

# Venue Settings

Configuring your venue

Jake Peek



- > Discounts
- > Email templates
- > Files
- > Flags
- > Navigation
- > Payment
- > Player Options
- > Topups
- > Users
- > Venue restrictions

## Range Settings

- > Bay Groups
- > Bay Options
- > Opening Hours

## Course Settings

- > Courses
- > Course Options

## POS Settings

# Range Opening hours

One of the first things to set up is your **venue's opening hours**.

To do this, go to **Settings > Range > Opening Hours**.

By default, your venue is considered **always open**, unless you specify otherwise. This setup is especially useful if your opening hours extend **past midnight**, making management easier.

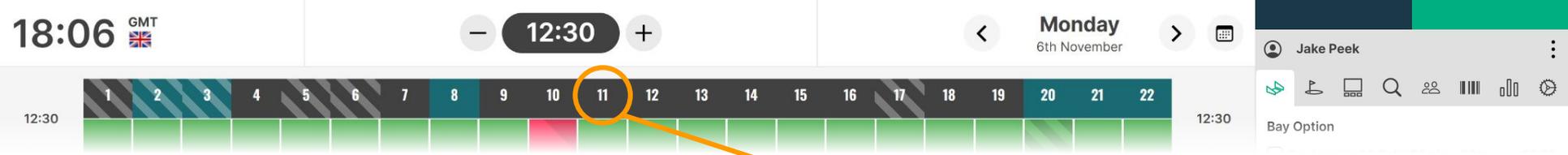
## How to Set Your Opening Hours:

1. You'll see a **dropdown menu** with two options:
  - **Open** – the venue is open all day.
  - **Restricted** – The Venue closed those days
2. Click the **plus (+) icon** to add your opening hours.
  - You can add **multiple time ranges** if, for example, your venue closes for a period during the day (e.g., midday break).

**⚠ Note:** These opening hours work alongside other restrictions.

For example, **time rules on bays** can also limit when customers are able to book, so make sure to check all settings if a bay isn't available as expected.

	WEEKDAYS	DATE OVERRIDES
MONDAY	09:00 <input type="text"/> - 00:00 <input type="text"/>	× <input type="button" value="+"/>
TUESDAY	09:00 <input type="text"/> - 00:00 <input type="text"/>	× <input type="button" value="+"/>
WEDNESDAY	09:00 <input type="text"/> - 00:00 <input type="text"/>	× <input type="button" value="+"/>
THURSDAY	Open <input type="text"/>	<input type="button" value="v"/> <input type="button" value="+"/>
FRIDAY	Open <input type="text"/>	<input type="button" value="v"/> <input type="button" value="+"/>
SATURDAY	Restricted <input type="text"/>	<input type="button" value="v"/> <input type="button" value="+"/>
SUNDAY	Restricted <input type="text"/>	<input type="button" value="v"/> <input type="button" value="+"/>



# Bay Time Rules

Here we can alter settings on when bays can be booked. Select a bay on the Range view as shown **above** to access the settings for that bay.

- 1. Bookable by customers?**  
Unticking this box will make the bay not bookable by customers online. It will however still be bookable by staff. This can be useful if some of your bays are permanently reserved for teaching or walk-ins.
- 2. Create a new rule:** Tap here to add a new rule to the bay.
- 3. Weekday rule:** If the facility needs a certain time slot in the bay that needs to be restricted for every day each week. (Monday Men's League).
- 4. Date rule:** If the bay needs to be closed or restricted to being book due to maintenance, or other reasons, for an extended period of time (ex: week, month, year long)

**BAY 11 | SETTINGS**

Bookable By Customers?

**TIME RULES**

[Add weekday rule](#) [Add date rule](#)

**Monday Men's League**

Name: Monday Men's League

Day: MON From: 10:00 To: 12:00 Type: Restricted

Highlight Color: Yellow Visibility:  Visible To The Public?

**Maintenance**

Name: Maintenance

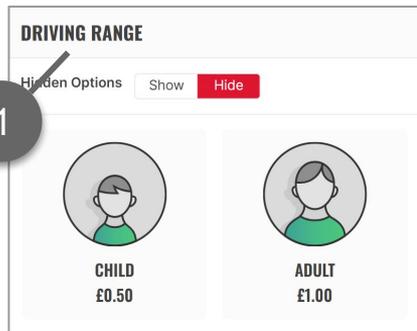
From Date: 8th Nov 2023 To Date: 10th Nov 2023 Type: Restricted

From Time: 12:00 To Time: 18:00

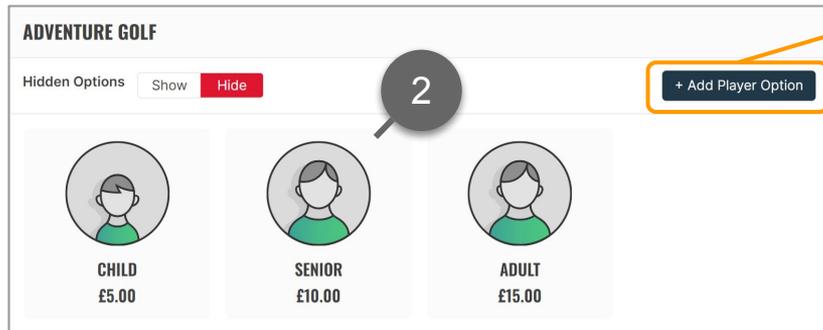
Highlight Color: Black Visibility:  Visible To The Public?

# Managing Player Options

Whether a player option is used for a range or a course, they are managed in the same place. You can even re-use them for multiple things. Head to Settings > Player options to start configuring them.



1. This is a group. We recommend putting player options into groups for ease of finding and managing them. Putting an option in a group is easy, just modify its “group” property as shown on the right.
2. This is a player option tile. The way it appears here is also how it will appear to customers on your booking pages.



**CREATE PLAYER OPTION**

Name  Subtitle

Price  Hide Price

Available For Customers   Hidden

Minimum  Maximum

Group  Order Priority

People

Image

Most of the options when editing a player option are self explanatory. There must at least be a name, an image and some “people”.

3. “People” on a player option dictate how many actual players this player option counts as. You may think this is obvious, but consider setting up a player option “Small Family”. In this case you might want one Player Option that counts as 2 adults and 2 children.

# Managing Bay Options

Like Player Options, we recommend keeping your Bay Options in groups for easy management. You can do so with the “group” field show below. There are quite a few options when creating or editing a bay option, so let’s take you through the key ones.

The mandatory fields to create a bay option are: “Name”, “Image”, “Duration” and “Player Options”. These can be set up by clicking through the tabs within the Bay Option setup panel. If any of these required fields are missing, they will be highlighted in red, and the “Create” button will not appear until all required fields are completed.

**EDIT 1 HOUR**

General Players Pricing Additional Settings

**BASIC SETTINGS**

Name: 1 Hour \* Type: range

Subtitle: Subtitle... Group: Group name...

Description: Description...

Balls: 100 \* Barcode split: 1

Current settings will create 1 token with 1 use, dispensing 100 balls.

Option Status:  Enabled  Disabled Availability:  Customers  Staff Only

Bay selection layout: large Order priority: 0

**BOOKING DURATION**

Fixed Duration  This option will always create bookings of the same duration, i.e. 1 hour, and will not be available to book on a slot-by-slot basis. Pricing is fixed. Only works on ranges/sims using the Classic View.

Slot Based  This booking will be made up of 30 minute slots, and it's up to the customer to book the duration they'd like. Pricing is multiplied by the booking duration and you can set different prices for each slot on a schedule. Only works on ranges/sims using the Calendar View.

**DURATION SETTINGS**

Duration: 60 mins \* Buffer Period: 0 mins

Hide duration:  Yes  No

**BAY OPTION TILE PREVIEW**

60 1 HOUR 60 minutes £30.00

Image Size:  Cover  Contain  Change image

1. This is the preview of your bay option tile. This is how the option will appear to your customers. Play around with the settings and see how it changes.
2. The duration is very important to set correctly. It governs how many slots this bay option will take up. A bay option can't be selected unless its duration matches the slots selected.
3. These settings are for balls, and are only relevant if your bay option “type” is “Range”. These are important settings if you have a ball dispenser integrated.

**EDIT 1 HOUR**

General Players Pricing Additional Settings

Price: £25.00 \* Display price: Optionally override the price shown to customers.

Allow buying with balance If enabled, customers can buy this option with their balance.

Use pricing schedule If enabled, you will be able to set different prices throughout the duration.

**EDIT 1 HOUR**

General Players Pricing Additional Settings

Reporting category: Add category...

Flags: + Add first flag

**EDIT 1 HOUR**

General Players Pricing Additional Settings

Min players: 1

Player Options: Add player option...

MEMBER £5.00 / player	SENIOR SENIOR X2 £6.50	ADULT ADULT X2 CHILD X2 £7.50
--------------------------	------------------------------	--

Image Size:  Cover  Contain  Change image

Delete

4. Here you can decide if you'd like customers to be able to pay with their [balance](#) for bookings made with this bay option.
5. Here you can assign taxes to this bay option using flags. Flags are a more advanced topic, but we will cover their use with taxes later.
6. Finally, here you must add the player options that can be selected with this bay option. Adding in an option with a price will affect the displayed price on the Bay Option Tile [1].

12:30

12:00



# Assigning Bay Options

Just because you've created some bay options, it doesn't mean they're immediately available to start using. Remember the [object hierarchy](#) earlier - we first need to have them assigned to bays.

There are two ways you can do this. Firstly by going to the Range view, and selecting a bay as shown **above**. This is fine if you only have a couple of bays, but that can get tedious.

1. The other way is to use **Bay Groups**. You can access Bay Groups at **Settings > Range > Bay Groups**. The concept of bay groups is straightforward - Put your bays into groups, and then make changes to their bay options and time rules all at once. At the top here we can name the group. "All bays", "Teaching bays", it's up to you.
2. Here you can tick the bays you'd like to be in this group. In this case, we've selected all of our bays, because we want them all to have the same bay options.
3. With this dropdown you can add bay options. Just above it you can see the ones that have already been added. For convenience we also show what "group" property the bay options have. This is another reason we recommend putting your bay options themselves into groups.
4. As mentioned, you can also create time rules using groups! Great for restricting lots of bays at once.
5. If you haven't already got a group you can create one here.

**ALL BAYS** 1

**BAYS - SUPER RANGE:**

23  2  3  4  5  6  7  8  9  
 11  12  13  14  15  16  17  18  19  
 20  21  22 2

30 Mins  
50 Balls Included RANGE £6.50

1 Hour  
100 Balls Included RANGE £10.00

90 Mins  
150 Balls Included RANGE £14.50

Add a bay option.. 3

**TIME RULES**

Add weekday rule 4 Add date rule

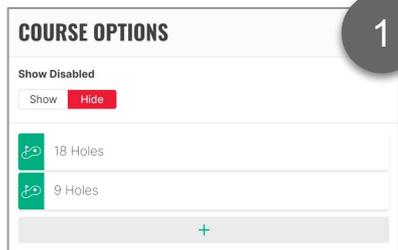
4

Add Group +

5

# Managing Course Options

1. Heading to **Settings > Course Options** will bring you to your current list of available options. From here you can tap an existing option to edit it, or press the “+” to add a new one - either way you will launch the editor shown to the right. Remember from our [hierarchy](#) that a course option is **not** a course - It's the style of play. These course options can be set up with a specific course in mind, or you can reuse them across multiple courses.



2. These settings are primarily for courses with replays / loops. For example a 9 hole course that you might play 2 rounds of. The number of loops dictates this, and the loop flexibility dictates how many tee times before or after the expected duration they can pick.

3. Here you can set whether this option is bookable by customers, or reserved just for staff to use. You might need an option to reserve a tee for coaching, for example.
4. Setting this to true will allow a customer to use their balance to purchase a booking with this course option.
5. Here you can assign taxes to this course option using flags. Flags are a more advanced topic, but we will cover their use with taxes later.
6. Finally, this is where we add our [time options](#) to set what times of day this course option is bookable, and which player options can be booked. This is the main way we control the price of your course at different times of the day or days of the week.

## EDIT 18 HOLES

Name: 18 Holes Admin Name: Admin name...

Description: Description...

Course Duration (Minutes): 120 Number Of Loops: 2

Please set how much flexibility customers have when picking their second start time. If "flexibility before" is set to "4" a customer will be able to pick a time 4 tee times earlier than expected for the course duration.

Flexibility Before: 4 Flexibility After: 4

Max Players: 4 Order:

Max Book Ahead Unit: week Max Book Ahead Value: 4

Available For Customers: Yes No Option Disabled: Enabled Disabled Usable With Balance: Yes No

Report Category: course 18 holes Add category..

Flags: + VAT 20 x

Edit time options (3) Edit restrictions (0)

Extra Properties: Add a property

# Course Options - Time Options

Now that we have some course options, we need to give them **Time Options**. If you're working on a new Course Option, save it, reopen it and you should now have a new button "Edit time options" - tap it to get started and you should see an interface like below. Refer back [here](#) if you're unsure of the structures we're talking about.

1. These are all time options we've created. You may not have any set up yet - if that's the case, we need to create our first one.
2. Press this button to create a new Time Option. You'll get presented an interface like the one on the right. For a time option to be valid it needs "Name", "Day", "From time", "To time" and of course at least one "Player Option".

**EDIT TIME OPTIONS**

🕒	Weekday	MON	09:00	19:00	🗑️
🕒	Weekday	TUE	09:00	19:00	🗑️
🕒	Weekday	WED	09:00	19:00	🗑️
🕒	Weekday	THU	09:00	19:00	🗑️
🕒	Weekday	FRI	09:00	19:00	🗑️
🕒	Weekend	SAT	09:00	20:00	🗑️
🕒	Weekend	SUN	09:00	20:00	🗑️

+ 2

**EDIT WEEKDAY**

Name: Weekday Display Price: Display price...

Day: MON From Time: 09:00 To Time: 19:00

Player Options: Add player option...  
Adult - Weekday Price - £20.00

3. The day, from time and to time are pretty self explanatory. Here we've set a time that will cover pretty much all of Monday. However, you can have as many Time Options as you want per day. Maybe you want to split your day into Morning, Midday and Afternoon times. It's up to you.
4. Finally you of course need some Player Options. Here we've kept things simple and have one "Adult" player option set up for weekday tee times. You can add as many as you like here. Remember, on courses the Player Option is the main thing controlling the price. If you want to offer more prices, you need to make more [Player Options](#).

# Managing Courses

With fully fleshed out course options, the only thing remaining is to add them to the courses that we want to use them on. You may want to create completely separate course options for each of your courses, but if you had two courses with the same prices and the same opening hours, you can just re-use the course options.

Going to **Settings > Courses** will show you a panel like the one to the right for each of your courses.

1. Here you can specify whether the course is bookable online. Turning this off will prevent any customers from booking themselves in.
2. This setting will allow or prevent customers from self-canceling their sessions. Modify this to suit your business needs.
3. This image will replace the default banner image on the customer booking page when this course is selected. If you need new images added to this list please reach out to support. We can give you some guidance on the image size and aspect ratio.
4. Most importantly, here is where you actually assign the Course Options. There will have to be at least one set up for your course to be bookable by staff or customers.
5. Here we can manage simple time restrictions on the course. This will create periods of time that customer cannot book, but when staff still can. More details on configuring these settings is [here](#).

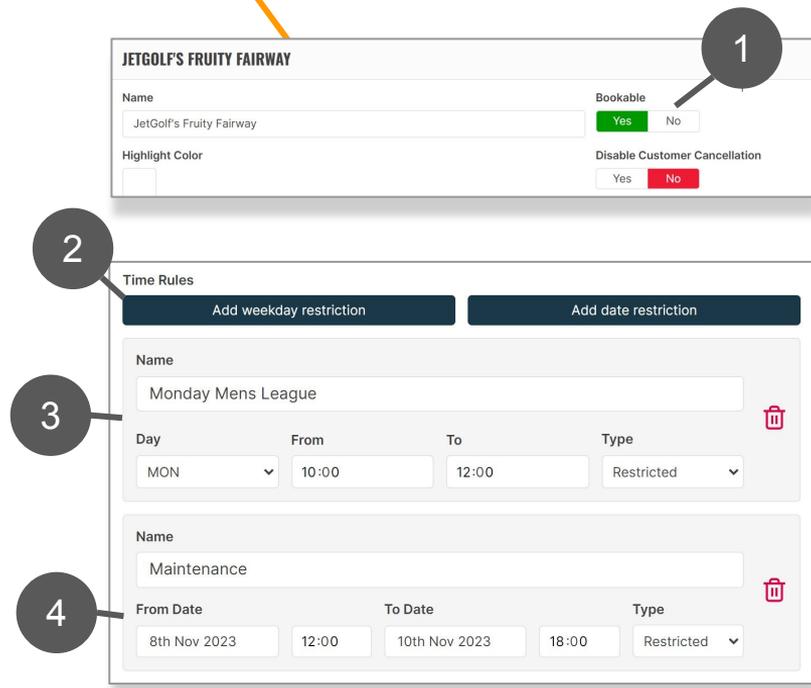
The screenshot shows a course management interface for 'MEGA GOLF'. It features several sections: 'Bookable' (Yes/No), 'Disable Customer Cancellation' (Yes/No), 'Description' (text input), 'Banner' (image input with 'Change image' button), 'Order Priority' (text input), 'Course Options' (dropdown menu and list of options like '18 Hole' and '9 Holes'), and 'Time Rules' (buttons for 'Add weekday restriction' and 'Add date restriction'). Numbered callouts 1 through 5 point to the 'Bookable' toggle, 'Disable Customer Cancellation' toggle, 'Banner' image, 'Course Options' dropdown, and 'Add date restriction' button respectively.



# Course Time Rules

Here we can alter settings on when courses can be booked. Click on the settings cog as shown **above** to access the course settings.

- 1. Bookable by customers?**  
Unticking this box will make the course not bookable by customers online. It will however still be bookable by staff.
- 2. Create a new rule:** Tap here to add a new rule to the course.
- 3. Weekday rule:** If the facility needs a certain time slot restricted for every day each week. (Monday Men's League).
- 4. Date rule:** This allows restricting of a course for a long period between two fixed dates. Useful for long term restrictions like course maintenance.



# Managing Products

1. Head over to **Settings > Products** and you'll be presented with the product list. Here you can search through your products, edit existing products or create a new one.
2. This tile previews how the product will look on the POS grid view. Modify some of the settings and see how it changes. You can also tap directly on the "shortcode" (in this case Pe for Pepsi) and set it to something else.
3. When setting the price, use only whole numbers of the lowest currency denomination. For example 100 would be \$1.00.
4. Setting this to true will allow a customer to use their balance to purchase this product. If you need a refresher on customer balances you can go [here](#).
5. Here you can assign flags to this product. The most common use-case for flags on products is to assign taxes. Flags are a more advanced topic, but we will cover their use with taxes later.
6. Setting an image will replace the shortcode on the product tile [1]. If you need new images added to this list please reach out to support. We can give you some guidance on the image size and aspect ratio.

Once you've created your product, you'll still need to add it to a POS layout to start using it. If you need a refresher you can go [here](#).

**EDIT PEPSI MAX**

Name: Pepsi Max | SKU: DRI-PEPSI

Price: £0.80 | Category: FNB

Color: [Blue] | Usable With Balance: No

Product Disabled: Enabled

Description: [Empty]

Image: [Change image] [Remove image]

Report Category: drinks > soft drinks > Add category... > pepsi max

Flags: + Add first flag

Modifiers: +

Extra Properties: Add a property

**PRODUCTS**

Search By Name: Search products... | Search By Category: All | Show Disabled: Show [Red] [Hid]

Image	Name	Category	Price	Shortcode
[Pepperoni]	Pepperoni Pizza	P-PIZ	£12.00	[Pencil]
Pe	Pepsi Max	DRI-PEPSI	£0.80	[Pencil]
Sn	Snickers	CHOC-SNICK	£1.20	[Pencil]

# Taxes and Flags

If you go over to **Settings > Payment**, the first option you'll see is Taxes. Taxes are easy enough to set up, and come in two main types.

**Additive:** The standard American sales tax is an additive tax. Items with additive tax will have their price inflated at checkout. The price you set on these items is the price **without** tax.

**Inclusive:** European VAT would be an inclusive tax. When dealing with items with this tax type, the price you set on them is **with** tax.

When it comes to applying these taxes, you will be using Flags.

### PAYMENT SETTINGS

Current payment configuration: **YGB Test Adyen Balance**

VAT 20%	INCLUSIVE	20%	VAT 20	
Sales tax	ADDITIVE	10%	Sales tax	

### CREATE

Name  Percentage

Type

Flags  
+ VAT 20 ×

Submit

Think of Flags as kind of like labels. You might create a flag called "Has Tax". The flag itself doesn't do anything, but the system will use it to pair up different objects with different rules.

In the case of taxes, you create a tax, and give it a flag. Now when you want the system to apply that tax to a product or similar, you just need to give that product the same flag that you gave the tax.

Flags are an advanced topic, and can be used for many more interesting things than just taxes. However, that's outside the scope of this basic training.

# Recap Test Time

## Bays

- Create an admin only Bay option for 10/£/\$/€ add to bay 3 only (if only 1 or 2 bays please add to one of them)
- Add us as a customer with 10/£/\$/€ balance
- Use the customer to book a bay for us and first save it for later
- Then charge it with 2 separate payment
- Add a time and a Date restriction to your Bays

*(Please use the slides for you to help)*

# Recap Test Time

## Course

- Create an 18 hole with loop time edit when the course can be paid
- Once the Course is set
- Add us as a customer with 10/£/\$/€ balance
- Use the customer to book a Course for us and first save it for later
- Then charge it with 2 separate payment
- Add a time and a Date restriction to your Bays

*(Please use the slides for you to help)*

# Recap Test Time

## POS

- Create a product
- Add us as a customer with 10/£/\$/€ balance
- Use the customer to buy the product for us and first save it for later
- Then charge it with 2 separate payment

*(Please use the slides for you to help)*