



GolfPRO
computerSystems

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Solution Requirements Document



2009

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This Document

This document lists the functionality and options available within the GolfPRO solution and is divided into the following 10 sections.

- A. Membership / CRM
- B. Food & Beverage
- C. Proshop
- D. Tee Reservation
- E. Hotel Reservation
- F. GolfAutoScore™
- G. Hardware
- H. Miscellaneous
- I. Setup, Installation & Training
- J. Support

Please place a cross next to any items that would not be required. The choice of functionality will enable us to determine the cost of the solution configuration that you require which will be a factor of the number of features and the complexity of those features.

Functionality options are colour coded as follows:

- Most frequently requested functionality – low complexity
- Regularly requested functionality – medium complexity
- Advanced functionality – higher complexity

A. Membership / CRM

This module integrates with GolfPRO;s Food & Beverage, Pro Shop, Hotel Reservation and Tee Reservation modules.

- Customer database.
 - Intelligent searching.
 - Editable account types.
 - Customer profiling.
 - Customer notes system.
 - Audit trail history of customer record amendments.
 - Customer photograph (links to file location or web camera).
 - Data export feature with query builder.
 - Analysis and reporting.
- Credit account ledger.
 - Integrates with GolfPRO EPOS
 - Full history of account transactions
 - Automatic statement printing.
 - Manual adjustments.
 - Credit account limits.
 - Multiple and private ledger support (i.e. bar, pro shop, etc...).
- Swipe cards.
 - Magnetic stripe card compatibility.
 - Assign multiple cards to single account (i.e. for families or corporate accounts)
- Membership subscription management.
 - Automatic renewals process.
 - Direct debits, fully payments and pro-rata.
 - Rolling year support.
 - Unlimited membership categories.
 - Automatic invoicing.
 - Analysis reporting.
- Choice of customer loyalty schemes
 - Discount scheme (i.e. customer receives a % discount each time they spend).
 - Variable discount scheme (i.e. as above but % varies depending on cumulative spend).
 - Loyalty points (i.e. customer collect reward points).
 - Top up scheme (i.e. customer rewarded each time they top up their account).
 - Dual pricing (i.e. members price and visitors price).
 - Analysis reporting.
- Postcode address finder linked to customer database entry screen in EPOS.
- Mailshot template builder and letter printing.
 - Setup letter templates that can be printed on the fly or in bulk.
 - Support for images and logos (e.g. include photos of the venue).
 - Automatically fills in the blanks from the information you take from the customer.
- HTML email template builder and email generator.
 - Setup HTML email layouts.
 - Send bulk emails to profiled customer groups.
- BACS IP file creation

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Module ID : A B C D E F EPOS Terminals : _____

Office PCs : _____

B. Food & Beverage

Delivering faster service, analysis and control for golf club bar and restaurant businesses of all sizes. In addition to class leading EPOS this solution can also integrate with our customer loyalty swipe cards, tee sheet, hotel and function room options.

- Touch screen EPOS sales process.
 - On screen colour coded product menus and buttons.
 - Change measure button.
 - Multiple payment buttons.
 - Split payment button.
 - Print receipt button with optional auto-print mode.
 - No sale button.
 - Search sales from within EPOS.
 - Suspend/layaway sale feature for multiple operators.
 - Staff card login.
 - Option to automatically lock system after each sale.
 - "Same again please" button.
 - Cashing up reporting (X and Z readings).
 - Record wastage button.
 - Correct last button.
 - Void sale button.
 - Refund sale button.
 - Spell it button.
 - PLU button.
 - Duplicate receipt button.
 - Discount item button
 - Analysis and reporting.
- Stock management.
 - User definable categories.
 - Multiple units of sale.
 - Stock level recording.
 - Quick booking in.
 - Assign (multiple) nominal codes to items.
 - Analysis and reporting.
- EPOS administration.
 - EPOS menu, button and prompts setup.
 - Colour coded.
 - Assign multiple products to single button.
 - Manage staff access to features.
 - Staff commission option.
- Kitchen printing.
 - Automatic indexing of courses.
 - Prints names.
 - Large print.
- Restaurant tables.
 - Manages restaurant table orders (multiple areas)
 - Assign customer names to tables.
 - Link member accounts (see Page 3) to tables.
 - Delay payment "run tab" button.
- Choice of customer loyalty schemes (see Page 3).
- Dynamic customer advertising.
 - Print messages on receipts.
 - Display adverts on secondary customer facing screen.
 - Link messages and adverts to date ranges and times.

C. Pro Shop

The independent choice of leading golf retailers everywhere, this solution can also integrate with our customer loyalty swipe cards, tee sheet and online ecommerce shop options.

- Touch screen EPOS sales process.
 - Full barcode support.
 - On screen colour coded product menus and buttons.
 - Change measure button.
 - Multiple payment buttons.
 - Split payment button.
 - Print receipt button with optional auto-print mode.
 - No sale button.
 - Search sales from within EPOS.
 - Suspend/layaway sale feature for multiple operators.
 - Staff card login.
 - Option to automatically lock system after each sale.
 - Cashing up reporting (X and Z readings).
 - Correct last button.
 - Void sale button.
 - Refund sale button.
 - PLU button.
 - Duplicate receipt button.
 - Discount item button
 - Analysis and reporting.
- Pro shop and golf centre specific features.
 - Second hand trade-ins.
 - Loan item tracking.
 - Bulk application of competition voucher credits.
 - Club voucher handling.
 - Petty cash management.
- Stock management.
 - User definable categories.
 - Automatic permutation builder.
 - Automatic barcode labelling.
 - Stock level recording.
 - Quick booking in.
 - Assign (multiple) nominal codes to items.
 - Analysis and reporting.
- EPOS administration.
 - EPOS menu, button and prompts setup.
 - Colour coded.
 - Assign multiple products to single button.
 - Manage staff access to features.
 - Staff commission option.
- Customer database (see Page 3).
 - Full integration with customer (member) database).
- Choice of customer loyalty schemes (see Page 3).
- Dynamic customer advertising.
 - Print messages on receipts.
 - Display adverts on secondary customer facing screen.
 - Link messages and adverts to date ranges and times.

D. Tee Reservation

Designed for maximum ease of use and offering total booking flexibility and tee optimisation for golf businesses of all sizes this solution can also integrate with pro shop, food and beverage and hotel management options.

- 9 hole configuration
- 18 hole configuration
- 27 hole configuration
- 36 hole configuration
- Tee sheet diary
 - Fully colour coded.
 - Manages member, non member, society and golf competition booking types.
 - Unique reference codes generated for each booking.
 - Single day view with player summaries.
 - Roll –over to display summary information detail.
 - Click to bring up full booking details.
 - 7 day view uses, colour coding and mini icons depict 1 ball, 2 ball, 3 ball and 4 ball.
 - Single day view encapsulating multiple starting points and function room availability.
 - Read only single day view depicts.
 - Month by month calendar selector.
 - Intelligent search / booking retrieval.
 - Day to day selector.
 - Automatic “find next available time to accommodate” feature.
 - Choice of interval spacing (e.g. 7 min, 8 min, 7.8min).
 - Dynamic “use it or lose it” screen depiction of availability.
 - Automatic crossover.
 - Clash detection.
 - Possible slow play warning detection.
 - Cut, copy, copy name only, move and paste functions.
 - No show detection.
 - Live weather link report.
 - Automated daylight settings (automates first and last booking time)
 - Deposit handling.
 - Options to restrict guest sign ins.
 - Private and public notes.
 - Full audit trail history of changes to booking.
 - Daily and weekly start sheets.
 - Analysis and reporting.
- Buggy booking
 - Real-time vision of buggy availability.
 - Simple tick box buggy booking.
 - Calculates time to recharge / fuel / clean buggies.
 - Variable buggy pricing.
- Golf society day builder
 - Order and itinerary builder.
 - Predefined packages.
 - Custom “on the fly” packages.
 - Guest lists.
 - Deposit handling.
 - Event start sheets.
- Catering manager.
 - Manage coffees, breakfast, snacks, lunch and dinner requirements.
 - Links to specific lunch and dinner menus.
 - Printable by catering manager.

- Function room booking.
 - Function room diary.
 - Link to golf bookings.
 - User definable booking categories (e.g. Golf Society, Wedding, Business Event, etc...).
- Tee sheet administration.
 - Manage staff access to features.
 - Block off tee for reoccurring events (e.g. competitions, veterans, greens maintenance).
- EPOS integration option (see Page 4 and 5).
 - Tee sheet diary features becomes visible from within main EPOS screen.
 - Arrivals button in EPOS with Swipe Card support.
 - Full payment and deposit integration.
 - Analysis and reporting.
- Customer database (see Page 3).
 - Full integration with customer (member) database.
 - Store and recall customer details from within tee booking screens.
 - Maintains a full record of player rounds.
- Rules automation.
 - Fix rules around green fees (e.g. This item can be sold on weekdays to members only).
 - Automatically vary green fee prices throughout the day.
 - Ensure 5 day members pay on the weekend.
 - Prevents staff from having to trawl through large price lists.
- Online tee booking option.
 - Manages visitor and member bookings via the internet.
 - 100% real-time integration with the tee sheet diary conveying accurate availabilities.
 - No separate settings all controlled from the tee sheet software.
 - Control how many days ahead visitors can place bookings and what times.
 - Control how many days ahead members can place bookings and what times.
 - Easy to follow 5 stage booking process.
 - Members log in to make bookings.
 - Full integration with customer (member) database.
 - Members can book-in guests or other members.
 - Members can view other member bookings.
 - Members can add themselves to other member rounds.
 - Seamless integration with Sagepay online credit card clearance.
 - Feature up-sell buggies, lunch vouchers and club hire options.
 - Reporting and analysis.

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Office PCs : _____

E. Hotel Reservation

Designed for maximum ease of use and offering total booking flexibility and tee optimisation for golf businesses of all sizes this solution can also integrate with pro shop, food and beverage and hotel management options.

- 25 bed configuration
- 25+ bed configuration
- Hotel room diary
 - Fully colour coded.
 - 7 day room availability view.
 - Simple colour coded key depicting availability, payment status, check-in and out status.
 - Tick and click function to book individual or multiple rooms.
 - Predefine room only, and bed and breakfast package.
 - Custom “on the fly” packages.
 - Order builder.
 - Deposit handling.
 - Extend booking feature.
 - Check in and registration cards.
 - Check out and bill printing.
 - Feature to split bill.
 - Unique reference codes generated for each booking.
 - Single day view with player summaries.
 - Roll –over to display summary booking information detail.
 - Click to bring up full booking details.
 - Month by month calendar selector.
 - Intelligent search / booking retrieval.
 - Day to day selector.
 - Cut, copy, copy name only, move and paste functions.
 - Private and public notes with notes history.
 - Full audit trail history of changes to booking.
 - Daily newspaper lists.
 - Housekeeping.
 - Analysis and reporting including room availability, expected arrivals and departures.
- Function room booking.
 - Function room diary.
 - Link to hotel bookings.
- Hotel administration.
 - Manage staff access to features.
 - Block off hotel for key events.
- Rules automation.
 - Fix rules around hotel charges (e.g. This item can be sold on weekdays to guest staying in superior rooms).
 - Prevents staff from having to trawl through large price lists.
- Customer database (see Page 3).
 - Full integration with customer database.
 - Store and recall customer details from within tee booking screens.
 - Maintains a full record of player rounds.
- EPOS integration (see Page 4 and 5).
 - Hotel room diary features becomes visible from within main EPOS screen.
 - Full payment and deposit integration.
 - Hotel guests can make purchases in bar and pro shop on account.
 - Analysis and reporting.
- Tee Booking integration (see Page 7 and 8).

F. GolfAutoScore™

GolfAutoScore™ speeds up scorecard recording by automatically reading scores via a “lotto” type scorecard reader. It is available as a stand-alone module or can integrate with Handicap Master golf handicap software.

All Packages Include :

- GolfAutoScore™ scorecard reader



- Xerox Phaser 8560DN colour wax laser scorecard printer



- 5,000 pack GolfAutoScore™ scorecards with tear off sponsors / voucher



Please Select :

- Package 1
GolfAutoScore™ Stand-Alone Tournament Manager software.

or

- Package 2
GolfAutoScore™ HandicapMaster software plug-in*.

**Requires HandicapMaster software (sold separately)*

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G. Hardware

The following represent our most popular range of EPOS hardware :

- Touch screen epos terminal with integrated card reader and customer receipt printer



Qty Required _____

- Automatic cash drawer



Qty Required _____

- Adjustable counter top pole system

Qty Required _____

- Touch screen display with integrated card reader

Qty Required _____

- Customer facing advertising screen

Qty Required _____



- Customer receipt printer



Qty Required _____

- Point of sale barcode scanner with stand



Qty Required _____

- Barcode label printer



Qty Required _____

- Wireless laser stock taking device



Qty Required _____

H. Miscellaneous

- Loyalty swipe cards



Qty Required _____

- Zebra photo card integration feature.



**. Please note the Zebra printer is not included and must be purchased separately (model number advice required) This upgrade requires GolfPRO membership/crm module to operate (see Page 3).*

- Driving range dispenser integration (*European Range Machinery* or Range Servant**)



**Model number advice required.*

- Chip & pin device



Qty Required _____

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I. Setup, Installation & Training

Pre-configuration

- Setting up staff login information.
- Setting up touch screen buttons.
- Setting up food and beverage items.
- Setting up restaurant tables.
- Setting up green fee items.
- Setting up buggy items.
- Setting up golf booking sheet details.
- Setting up golf society items.
- Setting up hotel room details.
- Setting up hotel package items.
- Setting up receipt printer information.
- Setting up loyalty scheme details.
- Setting up advertising screen information.
- Configuring software on file server.
- Configuring software on PCs.
- Configuring software on EPOS terminals.
- Setting up training versions of systems.
- Importing customer/member information.
- Configuring data backup preferences.
- Configuring software to operate on File Server.
- Configuring kitchen printer.
- Configuring email links.
- Configuring postcode address lookup service integration.
- Configuring chip & pin device integration.
- Configuring web service integration (e.g. online tee booking, ecommerce, room booking).
- Configuring driving range dispenser integration (e.g. EGM, Range Servant, etc...).
- Configuring hotel system integration (e.g. Welcome, Hotel Perfect, etc...).
- Configuring handicap system integration (e.g. Handicapmaster).

Training Courses

- Food & beverage EPOS (basic bar duties).
- Proshop (basic shop duties).
- Tee reservation (basic bookings).
- Hotel management (basic bookings).
- Food & beverage EPOS (comprehensive).
- Proshop (comprehensive).
- Tee reservation (comprehensive).
- Membership subscriptions (comprehensive).
- Hotel management (comprehensive).
- Online tee booking (administrating).
- Online hotel room booking (administrating).
- Online ecommerce (administrating).
- GolfAutoScore™ (administrating).

How would you prefer for your training to be administered?

- Remote training using telephone and Internet (recommended)*
**A very popular and lowest cost option, ideal for golf club managers who are confident at being able to receive training from our engineers with the aim of administering it in their own style to their other members of staff. Our engineers will take control of your systems remotely and provide training over the phone. NB. Our helpdesk is available if you get stuck later.*
- Video conferencing.
- On-site training.
**Pre-schedule training course with our professional trainers at your site.*
- Off-site at our dedicated training centre*
**Netalogue's own offices boast a dedicated training facility which can house small groups (of up to 15 delegates). Training days at our premises can be tailored to suit in our comfortable air conditioned environment.*
- Mix and match (any of the above).

