



# Rain Checks

2016 - Fall Edition

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# Overview

A rain check is a mechanism that enables a Club to issue a “credit” for a Tee Time paid for, but not yet played. It allows the Member to redeem the “credit” in the future. System generated Rain Checks can be issued and redeemed using the Office System. In this document, we will discuss how to issue and redeem a Rain Check.

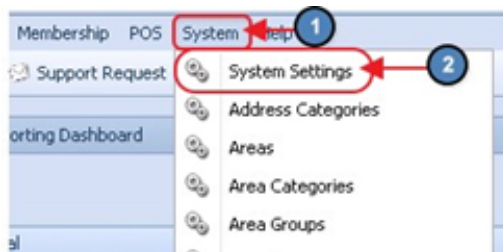
## Use Case(s)

A Golf Outing gets rained out and the member would like a Rain Check to return to the club at a later date.

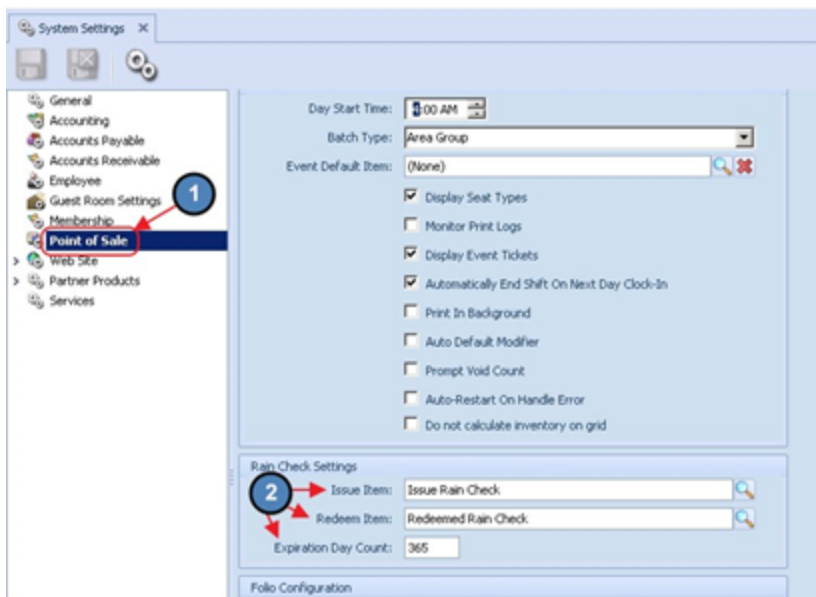
## Rain Check Setup

To utilize the rain check feature you must first create two Items; an item to **Issue** a rain check and an item to **Redeem** a rain check. These items are set up like any other Item in the **Manage Items** section of the Items Module. (See the **Clubessential Items Manual** for instructions on how to create an item.) Then, you must select these items in the Rain Check Settings of System Settings and enter a default expiration day count.

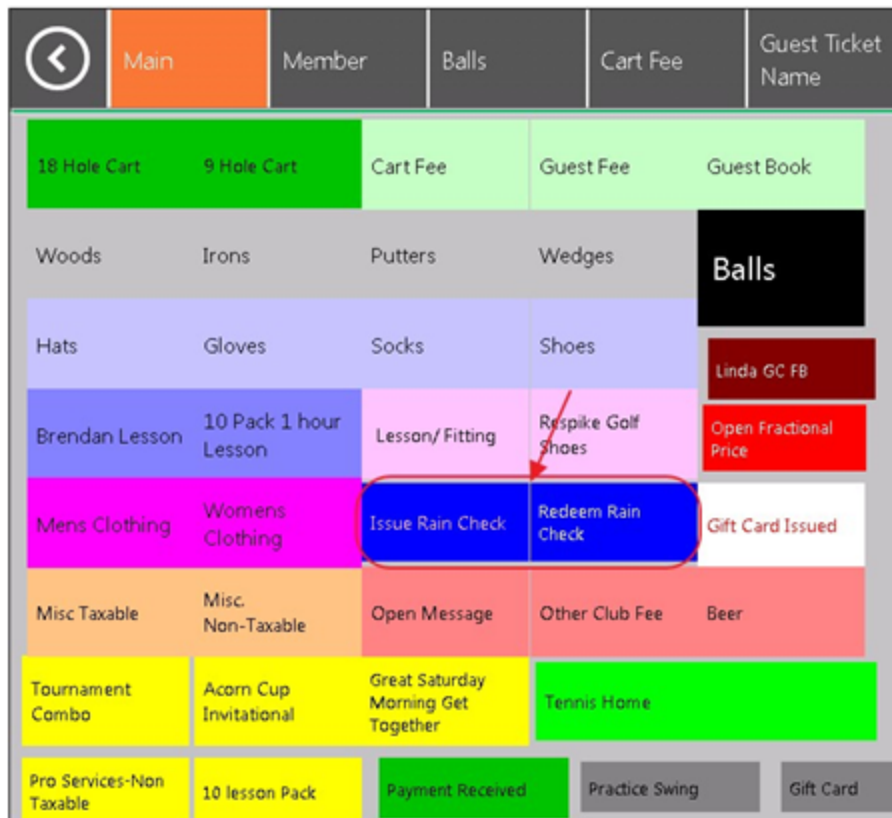
- 1) To access the **Rain Check Settings**, navigate to **System** across the top toolbar and select **System Settings**.



- 2) Select **Point of Sale** on the left pane and apply the **Issue** and **Redeem Item** under **Rain Check Settings**. Also enter a default expiration value in days in the **Expiration Day Count** field.



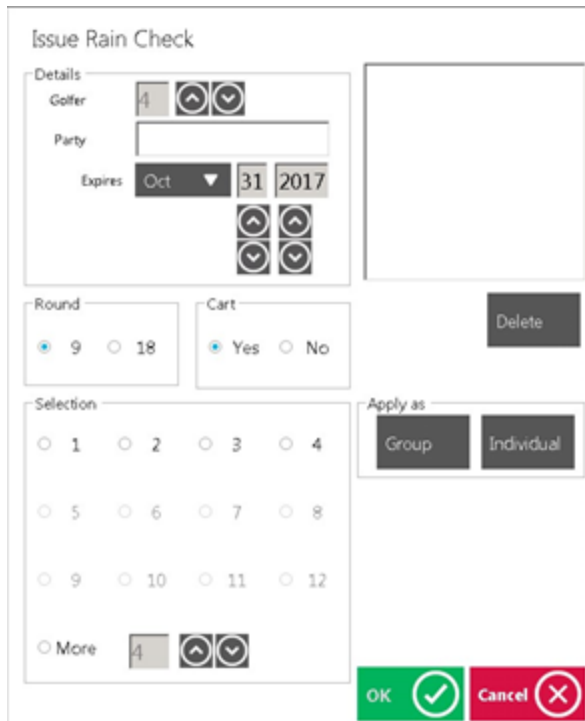
3) Most clients place buttons on their POS home screen for the two rain check items. This is optional as you can use the Look up Item Feature to look them up when necessary.



# Issuing a Rain Check

To issue a Rain Check,

- 1) Open a ticket for the customer as you would normally, select the **Issue Rain Check button** (or look up the Issue Rain Check item using the Look up Item feature). The **Issue Rain Check Window** will display as shown in the image below.





The screenshot shows the 'Issue Rain Check' window. It has a title bar and several sections. The 'Details' section includes a 'Golfer' field with a spinner set to 4, a 'Party' text field, and an 'Expires' field showing 'Oct 31 2017'. The 'Round' section has radio buttons for 9 and 18, with 9 selected. The 'Cart' section has radio buttons for Yes and No, with Yes selected. The 'Selection' section has radio buttons for numbers 1 through 12, none of which are selected. The 'Apply as' section has radio buttons for Group and Individual, none selected. At the bottom right, there are 'OK' and 'Cancel' buttons.






- 2) Fill out the details of the Rain Check Form.
  - a) The **Golfer Count** will default to 4 but you will use the Up and Down arrows to select the number of Golfers.
  - b) Enter the **Party Name**.
  - c) **Enter the Expiration date** – The expiration date will default to the date as you determined in System Settings as the default number of days to expire. The expiration date may be overridden by simply using the Up and Down buttons to change the date.

## Issue Rain Check

Details

1 Golfer 4  

2 Party Gale Smith

3 Expires Oct  31 2017    

3) Select whether the Rain Check is for **9** or **18 Holes** and if a **Cart** was used or not.

Round  9  18

Cart  Yes  No

4) Select the number of Golfers the rain check is being issued for. (Notice that the system only allows a maximum selection of 4 because the Golfer Count in Step 2 is 4).

Selection

1  2  3  4

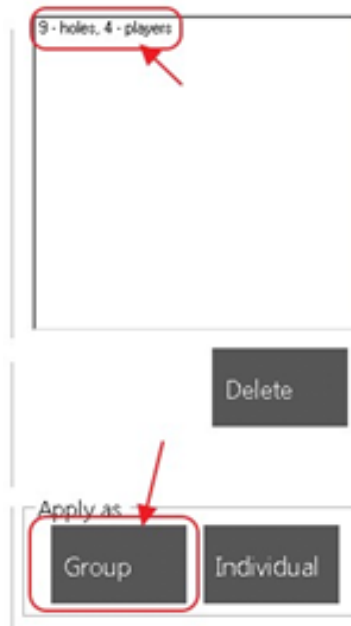
5  6  7  8

9  10  11  12

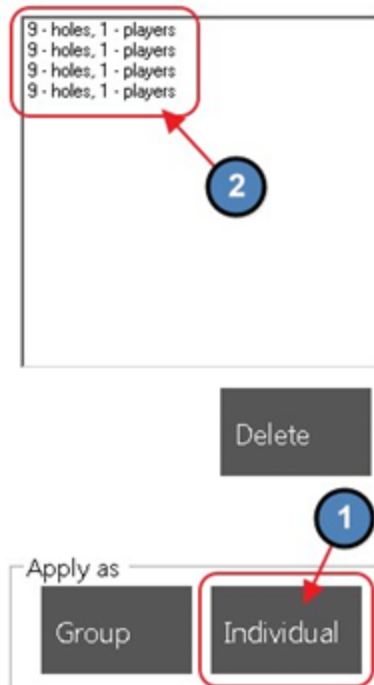
More 4  

5) Select to apply the Rain Check as a **Group** or as **Individual** Rain Checks.

a) If **Group** is selected - The display window will appear as shown below. The user will have one, 9 Hole Rain Check for 4 players.



- b) If **Individual** is selected – the display window will appear as shown below. The user will have four, 9 Hole Rain Checks for 1 player.



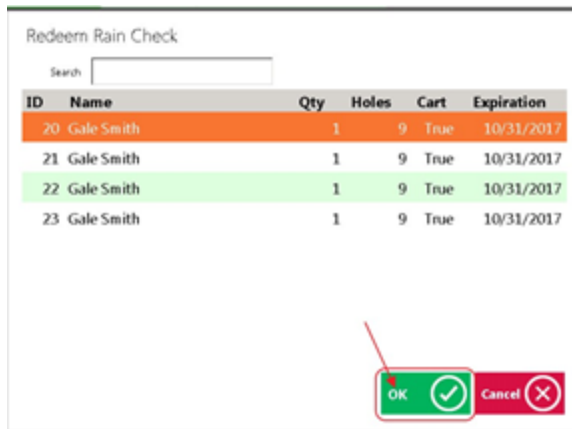
- 6) Once the rain check details form is filled out then click **OK**.
- 7) A \$0 rain check item will display on the ticket and the user will close the ticket as normal.



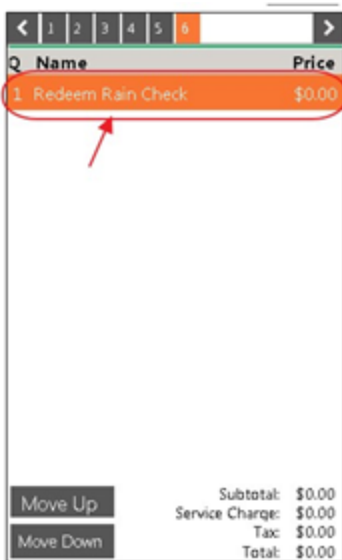
## Redeeming a Rain Check

To redeem a Rain Check,

- 1) The user will open a ticket for the customer as usual, click the **Redeem Rain Check** button (or look up the Redeem Rain Check Item using the Lookup Item feature). The Redeem Rain Check window will open and any rain checks that have been issued will display as shown below. **Select** the Rain Check being redeemed and then click **OK**.



- 2) A \$0 redeemed Rain Check Item will display on the ticket and the user will close the ticket as normal.



## Best Practices

Set up buttons for both Rain Check Items (Issue, and Redemption) on the POS main screen for easy access.

## Frequently Asked Questions

Can I give a rain check a fixed expiration date, like 12/31/2017, rather than having it expire in 365 days?

Rain check settings established in the CMA will provide a default expiration date to populate upon issuance, however, the date may be overridden to a fixed date like 12/31/2017 upon issuance in the POS.