C Kiosk Mode - Configuration

2017 - Summer Edition

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Overview

Kiosk Mode is designed as a self-service/check-in option for Club Members. In this guide, we will discuss how to configure Kiosk Mode within the CMA application.

Please note that Kiosk Mode can be used as a simple check in station or as a unified component with the Clubessential Reservations system. Be sure to view the appropriate configuration section depending on your club's setup.

Use Case(s)

- A Member must **check in** to the Club upon entry, to the Fitness Center before working out, and/or at the Pro Shop before playing a round of golf (without requiring Club Staff assistance).
- Members can check in and pay for their Tee Times (Spa Appt, Personal Training session) without the assistance of Club Staff.

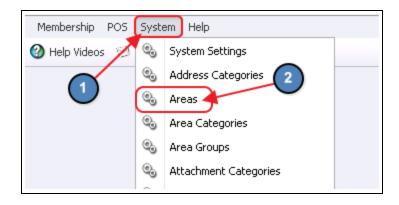
Member Check-In Configuration (No Reservations Integration)

In this section, we will discuss how to configure Kiosk Mode as simple check in station for the club's members.

Area Setup

The first step in configuring Kiosk Mode is to configure the appropriate Area.

1) To access Areas, select **System** across the top toolbar and choose **Areas**.

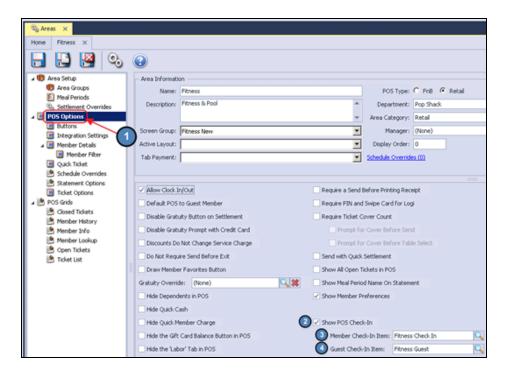


2) The Areas grid will launch. Select the Area to be configured for Kiosk Mode.

🕒 Areas	×								
Home									
	v ••	×	2	8		0	Search:		
New	Edit Delete	Export			Active	Help			
1D 🔺 🖤	Name	• 🕐	Quick Ticket	Pay Tick	et ID 💎	Settle Tick	et ID 💎	Active Layout ID	
1	Admin				0		0		
28	Banquet Member				0		0		
29	Banquet Non-Men	ber			0		0		
33	Bar		1		1		29	Din Rm Layout	
26	Beverage Cart				4		3	Dining Rm Easter	
27	Carlie's F&B Area		1		4		29	Din Rm Layout	
24	Carlie's Retail Are	a			4		3	BR Pasta Buffet	
4	Club Functions Ba	Iroom			28		29	Ballroom Easter	
10	Club Functions Dir	ning Rm			28		29	Dining Rm Easter	
11	Club Functions Hill	-AGB			28		29	Hill-AGB Easter	
2	Dining Room	K			4		29	Robin FB	
6	Fitness	1			47		48		
22	Golf				47		154	0	
7	Grille				29		29	AGB Layout	

 On the left pane, select POS Options. Then, check Show POS Check In and enter the items to be charged for both members and guests.

Note: If Guest Fees are charged, please be sure the item selected in the Guest Check In Item section is set up with the appropriate price. If the price needs to be modified, navigate to item in Manage Items and adjust the price accordingly.



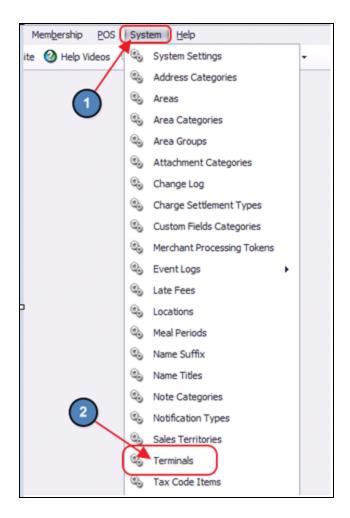
4) Select Save & Close.



Terminal Setup

The next step in configuring Kiosk Mode is to set up the Terminal.

1) Navigate to System across the top toolbar and select **Terminals**.

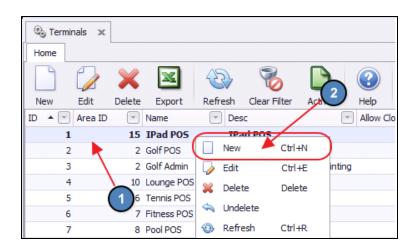


2) Then, perform either of the following to launch the Terminal setup screen:

a) Click the **New** icon on the toolbar.



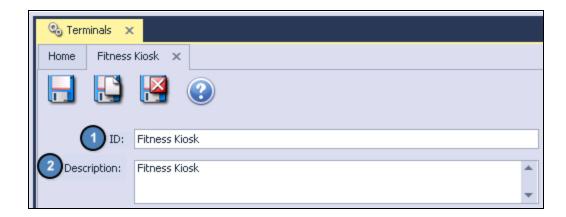
b) Right-click anywhere on the Terminals Grid and select New.



3) The Terminal Setup screen will launch.

⊕ Terminals ×		
Home New X		
ID:		0
Description		Ĵ
Area: (None)		QO
Blackboard ID: 0		
Point Of Sale Options		
Timeout: 0 POS Gri	d Font Size: 0 (0-30)	
Allow Clock In/Out	Exit to Listener On Send	
	Stay on Screen After Send	
	Suppress Quick Cash Print	
Clock Out Confirmation	Suppress Quick Charge Print	
Display Open Drawer Button At S	art 🛛 🗖 Suppress Member Charge All	
Enable Kiosk Mode		
Ticket Employee:	(None)	
Member Charge Payment Type:	(None)	
Credit Card Payment Type:	(vione)	
Screengroup:	(None)	

4) Enter an **ID** (the name of the Terminal) and **Description** of the new Terminal.



5) Select the **Area** for which Kiosk Mode should be enabled.

🗞 Terminals 🔉	
Home Fitness	Kiosk 🗙
ID:	Fitness Kiosk
Description:	Fitness Kiosk
Area:	Fitness

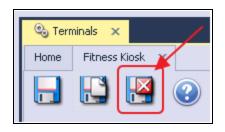
 Check Enable Kiosk Mode. As this terminal will only be used for Kiosk, all other POS Options will not need to be entered.

Point Of Sale Options	
Timeout: 0 POS Grid Font Size:	0 (0-30)
Allow Clock In/Out	Exit to Listener On Send
	Stay on Screen After Send
	Suppress Quick Cash Print
Clock Out Confirmation	Suppress Quick Charge Print
Display Open Drawer Button At Start	Suppress Member Charge All
Inable Kiosk Mode	

 After Enabling Kiosk Mode, some additional settings will need to be specified. These settings include:

Enable Kiosk Mode	
Ticket Employee:	Smyth, Garrett
Member Charge Payment Type:	Member Charge
3 Credit Card Payment Type:	Credit Card
Screengroup:	(None)

- (1) Select the **Employee** to be attached to the tickets entered through Kiosk.
- (2) Select the **Payment Type** to use when closing tickets with **Member Charge**.
- (3) Select the **Payment Type** to use when closing tickets with **Credit Card**.
- (4) Leave the Screengroup field blank because there is no Reservations Integration.This Terminal will work solely as a Check In Station.
- 8) Select **Save & Close**.



Workstation Device Setup

The final step to configuring Kiosk Mode is to set up the Workstation Device. Workstation Devices are what the user selects when logging into the POS.

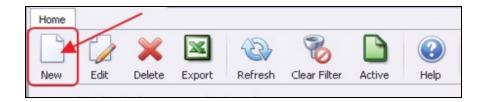
Select Device							
	Fitness Kiosk	•					
	Fitness Kiosk	\odot					
	Grill POS	*					
	POS-1 Bar						
	POS-2 Dining	Ě					
	POS-3	\odot					

To create a new Workstation Device,

1) Navigate to POS across the top toolbar and select **Devices**.



- 2) Then, perform either of the following to launch the POS Device setup screen:
 - a) Click the **New** icon on the toolbar.



b) Right-click anywhere on the POS Devices Grid and select **New**.

Devices ×]							
Home								
	×		E	2	8		•	Search
New Edit	Delete	Export	Refr	resh Cl	ear Filter	Active	Help	
Name		🔺 💌 Pri	int Tick	æt 💌 🛙	Description			
Concierge					Concierge	2		
Golf Admin 🭗							ceipt prin	ti
Golf Left POS 🔨				New 🦊		I+N		
Golf Left Receipt	(1)	1		Edit	Ct	rl+E	ter	
Golf Right POS	\bigcirc		×	Delete	De	elete		
Golf Right Receipt			4	Undelet			nter	
LP Bar POS			20	Undelet	e			

3) The POS Device setup screen will launch.

Devices ×	
Home New X	
Name:	0
Description:	
Device Type:	(None)
Output Device Infor	mation
Before you can co machine the print	onfigure a printer you will need the windows computer name of the er is installed on and the windows share name.
Machine Name	:
Share Name:	
Printer Type:	(None) V
Timeout	0 (in seconds)
Paper Width	: 0
Redirect	(None) V
	Print Twice Print Credit Card Ticket Twice
	Slip Printer

4) Next, please follow instructions below:

🗟 Devices 🗙	
Home Fitness Kiosk	×
1 Name:	Fitness Kiosk
2 Description:	Fitness Kiosk
	~
Oevice Type:	Terminal
Terminal Information	
🕢 Terminal:	Fitness Kiosk
5 Ticket Device:	POS-1 Receipt

 Name - Enter a Name for the new Workstation Device. Again, this will be the name that appears in the Select Device drop down at the POS.



- (2) **Description** Provide a Description of the new Workstation Device (Optional).
- (3) **Device Type** Select Terminal from the Device Type Lookup. This will populate additional Terminal options.
- (4) Terminal Select the new Terminal that was previously created.

Note: Remember, the Area that is attached to the Terminal selected here will be the Area the Workstation Device defaults too when selected at the POS.

(5) **Ticket Device** - Select the Ticket Device (Receipt Printer) that should be used for this Workstation.

5) Select Save & Close.



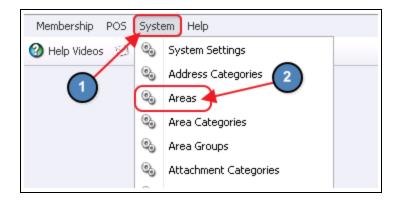
Member Check-In Configuration (Reservations Integration)

In this section, we will discuss how to configure Kiosk Mode to be integrated with the various Clubessential Reservation systems.

Area Setup

The first step in configuring Kiosk Mode is to configure the appropriate Area.

1) To access Areas, select **System** across the top toolbar and choose **Areas**.



2) The Areas grid will launch. Select the Area to be configured for Kiosk Mode.

🕲 Areas 🗙							
Home							
New Edit Delete	Export Refresh Clear Filter Active	Search:					
Name	▲ 💎 Description	R Allow Clock In C					
Administration	Administration	6					
Banquet-Member	Member Private Banquet	6					
Banquet-Non-Member	Banquet- Non-Member	6					
Club Events	Club Events	Club Events					
Dining Room	Dining Room	6					
Fitness	Fitness	6					
Golf Shop	Golf Shop						
Grill Room	Grill Room						
Grill Room Bar	Grill Room Bar	6					
Guest Rooms	Guest Rooms						
Locker Rooms	Locker Rooms						
Lounge Bar	Lounge Bar	6					
Moorings	Moorings Sample POS						

3) On the left pane, select Integration Settings.

Areas X										
Home Golf Shop X										
🖌 🕕 Area Setup	F	Area Informatio	n							
Area Groups		Name:	Golf Shop				POS Type:	C Fn8 C Retail		
Meal Periods Settlement Overrides	J	Description:	Golf Shop			*	Department:	Golf Operations	9	
a 🔲 POS Options	1					-	Area Category:	Golf	9	
Integration Settings		Screen Group: Golf: Main					Manager:	(None)	9,8	
Quick Ticket		Active Layout:						0		
Reason Codes		Tab Payment:	Credit Card-Golf			Schedule Overrides (0)				
Schedule Overrides		Cloud SG:				-	Cloud Quick CC:			
Statement Options		0000 30.	1			-	coor que ec.	Isdnake	×	
Member Filter										
POS Grids		Integration	Туре	Show In POS		Show In Kiosk		Klosk Screengroup		
Closed Tickets		 Activity 	*					Golf Klosk		
Member History		Tee Time					2	Golf Klosk	-	
Member Info										
Member Lookup										
Open Tickets										
Ticket List										

4) Next, please follow the instructions below:

1 Integration Type	2 Show In POS	3 Show In Kiosk	Kiosk Screengroup
Activity	▼	✓	Golf Kiosk
Tee Time	\checkmark	\checkmark	Golf Kiosk
*			

(1) Integration Type - Please select the appropriate Axis Integration Type.

Note: Please note at this time only the Activities, and Tee Time Axis Integrations can be utilized within Kiosk Mode.

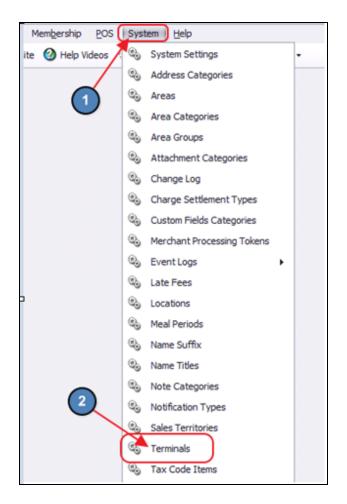
- (2) Show in POS Ignore this box as it is unrelated to Kiosk Mode.
- (3) Show in Kiosk Check this box to configure this Integration Type to show in Kiosk Mode.
- (4) Kiosk Screen Group Select the Screen Group that will display within Kiosk Mode. This will be the Screen Group utilized with the self-serve honor system.
- 5) Select **Save & Close**.



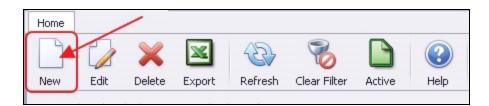
Terminal Setup

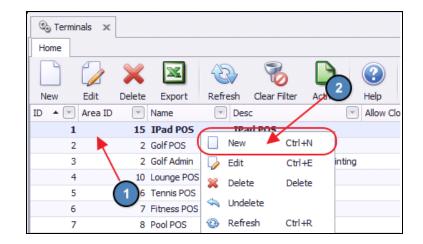
The next step in configuring Kiosk Mode is to set up the Terminal.

1) Navigate to System across the top toolbar and select **Terminals**.



- 2) Then, perform either of the following to launch the Terminal setup screen:
 - a) Click the **New** icon on the toolbar.



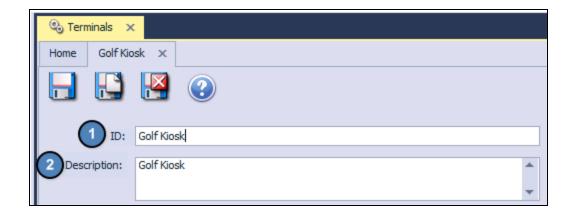


b) Right-click anywhere on the Terminals Grid and select New.

3) The Terminal Setup screen will launch.

©g Terminals →		
Home New X		
1D:		0
Description		^
		*
Area: (None)		9.0
Blackboard ID: 0		
Point Of Sale Options		
Timeout: 0 POS Gr	id Font Size: 0 (0-30)	
Allow Clock In/Out	Exit to Liste	ner On Send
	Stay on Scre	en After Send
	Suppress Q	uick Cash Print
Clock Out Confirmation	Suppress Q	uick Charge Print
Display Open Drawer Button At S	tart 🔽 Suppress M	ember Charge All
Enable Kiosk Mode		
Ticket Employee:	(None)	0,
Member Charge Payment Type:	(None)	0,
Credit Card Payment Type:	(None)	0,
Screengroup:	(None)	0,

4) Enter an **ID** (the name of the Terminal) and **Description** of the new Terminal.



5) Select the **Area** for which Kiosk Mode should be enabled.

💩 Term	nals 🗙	
Home	Golf Kiosk 🗙	
		?
	ID: Golf Kiosk	d
Descr	ption: Golf Kiosk	· · · · · · · · · · · · · · · · · · ·
(Area: Golf Shop	,

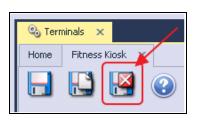
 Check Enable Kiosk Mode. As this terminal will only be used for Kiosk, all other POS Options will not need to be entered.

Point Of Sale Options	
Timeout: 0 POS Grid Font Size:	0 (0-30)
Allow Clock In/Out	Exit to Listener On Send
	Stay on Screen After Send
	Suppress Quick Cash Print
Clock Out Confirmation	Suppress Quick Charge Print
Display Open Drawer Button At Start	Suppress Member Charge All
Enable Kiosk Mode	

 After Enabling Kiosk Mode, some additional settings will need to be specified. These settings include:

Enable Kiosk Mode	Suppress Member Charge All
Ticket Employee:	Smyth, Garrett
2 Member Charge Payment Type:	Member Charge
Credit Card Payment Type:	Credit Card-Golf
Screengroup:	Golf Kiosk

- (1) Select the **Employee** to be attached to the tickets entered through Kiosk.
- (2) Select the **Payment Type** to use when closing tickets with **Member Charge**.
- (3) Select the **Payment Type** to use when closing tickets with **Credit Card**.
- (4) Select the Screen Group that will display within Kiosk Mode. This will be the Screen Group utilized with the self-serve honor system.
- 8) Select Save & Close.



Workstation Device Setup

The final step to configuring Kiosk Mode is to set up the Workstation Device. Workstation Devices are what the user selects when logging into the POS.

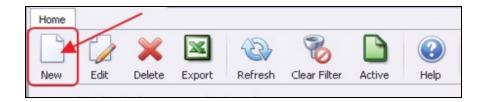
Sele	ect Device	
	Golf Kiosk	•
	Golf Kiosk	\odot
	Golf: POS	*
	Grill POS	
	Guest Rooms: POS	× ·
	Honor Bar Kiosk	\odot

To create a new Workstation Device,

1) Navigate to POS across the top toolbar and select **Devices**.



- 2) Then, perform either of the following to launch the POS Device setup screen:
 - a) Click the **New** icon on the toolbar.



b) Right-click anywhere on the POS Devices Grid and select **New**.

Devices ×]							
Home								
	×		E	2	8		•	Search
New Edit	Delete	Export	Refr	resh Cl	ear Filter	Active	Help	
Name		🔺 💌 Pri	int Tick	æt 💌 🛙	Description			
Concierge					Concierge	2		
Golf Admin 🭗							ceipt prin	ti
Golf Left POS 🔨				New 🦊		I+N		
Golf Left Receipt	(1)	1		Edit	Ct	rl+E	ter	
Golf Right POS	\bigcirc		×	Delete	De	elete		
Golf Right Receipt			4	Undelet			nter	
LP Bar POS			20	Undelet	e			

3) The POS Device setup screen will launch.

Devices ×	
Home New X	
Name:	•
Description:	•
Device Type: (None)	Q. ()
Output Device Information	
Before you can configure a printer you will a machine the printer is installed on and the v	
Machine Name:	
Share Name:	
Printer Type: (None)	
Timeout: 0 (in seconds)	
Paper Width: 0	
Redirect: (None)	~
Print Twice Print	t Credit Card Ticket Twice
Slip Printer	

4) Next, please follow instructions below:

😨 Devices 🗙	
Home Golf Kiosk ×	
1 Name:	Golf Kiosk
2 Description:	Golf Kiosk
3 Device Type:	Terminal
- Terminal Information	
Terminal:	Golf Kiosk
5 Ticket Device:	Golf POS Receipt

 Name - Enter a Name for the new Workstation Device. Again, this will be the name that appears in the Select Device drop down at the POS.

Sele	ct Device	
	Golf Kiosk	•
	Golf Kiosk	\odot
	Golf: POS	*
	Grill POS	
	Guest Rooms: POS	
	Honor Bar Kiosk	\odot

- (2) Description Provide a Description of the new Workstation Device (Optional)
- (3) **Device Type** Select **Terminal** from the Device Type Lookup. This will populate additional Terminal options.
- (4) Terminal Select the new Terminal that was previously created.

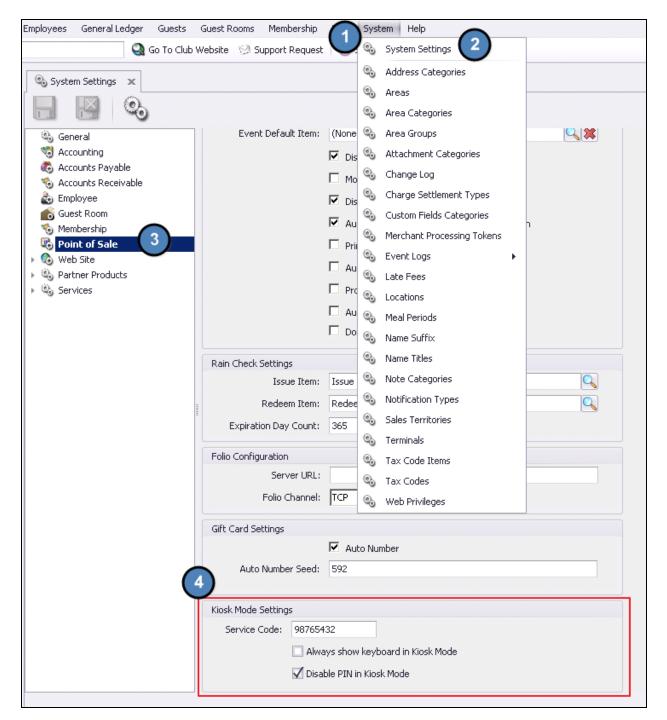
Note: Remember, the **Area** that is attached to the **Terminal** selected here will be the Area the Workstation Device defaults too when selected at the POS.

- (5) **Ticket Device** Select the Ticket Device (Receipt Printer) that should be used for this Workstation.
- 5) Select **Save & Close**.



Additional System Settings

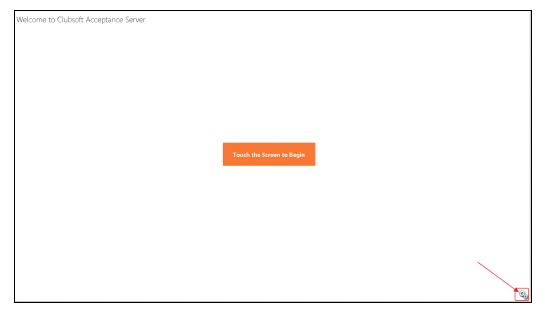
In this section, we will discuss additional Kiosk Mode Settings that impact the kiosk functionality. To access these settings, click on **System**, **System Settings**, **POS**, and scroll down to **Kiosk Mode Settings**.



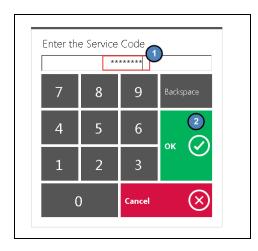
There are (3) Settings found in the Kiosk Mode Settings section.

Kiosk Mode Setting	s
1 Service Code:	98765432
2	Always show keyboard in Kiosk Mode
3	🗹 Disable PIN in Kiosk Mode

 Service Code - Set this code (to a code of your choice) to allow Club Staff to exit Kiosk Mode from Kiosk. Once Kiosk Mode has been set, click on the Gear Icon (intentionally discrete button in the bottom right-hand corner) to access the Service Code screen.



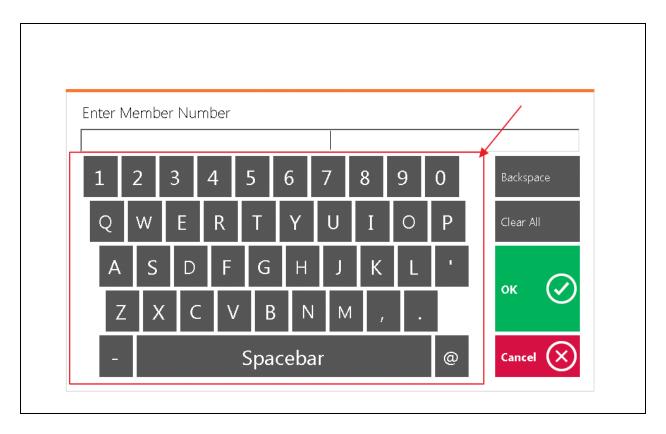
Enter the **Service Code** when prompted and click **OK**.



Enter employee code	
7 8 9 Backspace	
4 5 6 ok 🔗	
1 2 3	
0 Cancel 🗙	

Once accepted, Kiosk will return to regular POS Login screen.

2) **Always show keyboard in Kiosk Mode** - Check this box to show full keyboard on the kiosk. This is helpful when Member numbers involve Alpha-numeric characters.



3) **Disable PIN in Kiosk Mode** - Check this setting to bypass the requirement for a unique Member PIN, and allow any Member to log-in with only their Member number. See additional kiosk <u>documents</u> for more information on this setting.

Best Practices

- When considering use of a kiosk, determine where operating costs could be saved, and Member experience could be enhanced with a self-service check-in option.
- 2. Consider additional revenue opportunity by adding an honor system Snack Cart/Bar when Checking in for an Activity (Tee Time, Spa Appt, etc).

FAQs

Q: Does a Kiosk use a POS user license?

A: Yes, setting up a Kiosk will utilize a POS user license. To obtain more licenses, please contact your Account Manager for more information.

Q: Can you use the Kiosk for all systems integrated with the Clubessential Reservations products?

A: Yes, the Kiosk could be integrated with any Clubessential Reservations product in use at the Club - ie, Tee Times, Fitness Center Spa Appointments, Personal Training sessions, etc.

Q: Do you have to have the Reservations product to have "Activities" linked to the Kiosk or can you manually enter Tee Times for instance?

A: The Clubessential Reservations product would be required to link and allow Members to check in for Activities showing on the Kiosk.