Reservation History

2017 - Fall Edition

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Overview

Within the any **Reservation Admin Dashboard**, you can easily review specific member's reservation **history** and export the history details to an excel file. This article will show how to use the **Reservation History** using the **Tee Time System.**
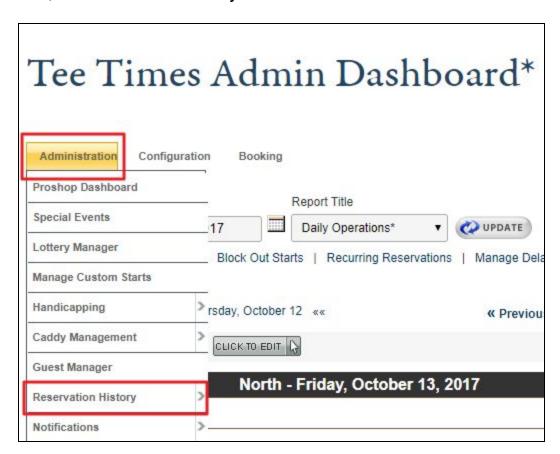
Use Case(s)

- **As an Admin, I would like a quick and easy way to determine a member's reservation history, in the case a member requests information about a particular reservation.**

    The member Reservation History tool allows for a Reservation search via location, status, or date for a selected member.

Accessing the Tool

From the **Admin Dashboard** of any Reservations system, hover over **Administration**. Then, choose **Reservation History**.
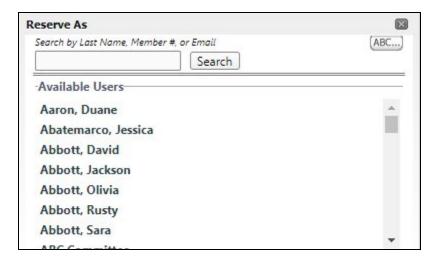
Please Note: *The notification menu is accessible from any Reservations System. For the examples used in this guide, we are using the Tee Times dashboard. The other Reservation System notifications will use the same path and tools.*

Selecting the Member

The **Reservation History** module will default to the Admin User's own history. To view a specific member, click on the name in the top right of the dashboard screen. This will populate a member picker, to select the appropriate member and their Reservation History.

Manage Reservation History

All **reservations** set up within the system will show here. Users can search through the Reservation History by location, status, or date. Also, within the Tee Times module, users can search my specific member history as well.

Snippets

Default messages are highly customizable using **snippets**. Snippets are special codes that pull in personalized member information and reservation details into the default message. Snippets are formatted with pound signs and should always be in all capital letters. The example below shows the Member Name snippet; *##MEMNAME##*.

When adding your own snippets or creating a new message, users can access snippets by clicking on **insert,** then **snippet**. Users will choose **Page Specific** to access snippets related to reservations. Click on the snippet to insert it into the body of the email. Some sample snippets are provided below.

Send as Text Message/SMS

Below the email body you have the option of an added a text-only version of the message which is for anyone who may have opted out of HTML emails. This section will only contain plain text but you can still use snippets here to customize the message.

There is also an **SMS** version for any member that may have opted into receiving SMS communications from the club.

SMS Version

Your tee time on ##COURSENAME## for ##PLAYTIME## has been updated.

Note: SMS Messages are limited to 160 characters per message. Any message longer than this will be sent in multiple parts.

Please Note: *The SMS notification is limited to only 160 characters so the message will need to brief here.*

Cross Marketing

Email notifications allow the opportunity to increase your marketing power by showcasing upcoming events or maybe even a department specific sale. In the example below, the upcoming Pumpkin Carving Night event is showcased at the top of a Tee Time notification email. This ensures that all users will make some sort of contact with the event across various platforms.

Please Note: *It is important to note that once you start customizing this section - you will want to ensure that you update it again once the event or sale has ended.*

Common Questions and Concerns

Q: Do members need to sign up for text messaging or will they automatically receive notification messages?

A: For more information on how to set up Text Messaging and how to manage member accessibility, please see the [Text Messaging Guide](#).

Best Practices

- The SMS notification is limited to 160 characters, the message will need to brief here.
- Users can create additional emails to send to Members or Guests by using the **Add New** links as well.
- When using Snippets, make sure they are always capitalized and use two pound signs before and after the snippet. Example: **##MEMNAME##**.