

BRS Competition Purse and Visitor Booking

Background

Fermoy Golf club are introducing an online facility for cashless competition entry payments and greenfee bookings. These changes are being made to:

1. Reduce the amount of cash held on the club premises
2. Reduce or eliminate the need for associated lodgements
3. Reduce the costs associated with collecting competition income and greenfee income
4. Provide an online mechanism for greenfee and competition bookings
5. Provide improved reporting on course usage and revenue
6. Allow members top-up their competition purse account on-line

These changes will be delivered as part of the existing BRS Timesheet system that members use today.

Frequently Asked Questions (FAQ)

Q1: What changes will I notice on BRS?

Members will continue to login to BRS as they do today to book times on the timesheet. Upon login members will be shown their competition purse balance and will have the facility to top this balance up. This competition purse balance is maintained by BRS. The member's individual competition purse is topped up via credit card or laser card by choosing the "Top-Up" menu option.

Q2: Can you provide me an example screenshot?

An example screenshot is shown below:



Competition Purse Balance : £7.00 [View Competition Purse Transactions](#) [Top Up](#)

Pending charges of £4.00 have not yet been applied to your account
£4.00 for player Brian Magee - relates to competition Wills-McEvoy Bowl on 29-Oct at 09:30 tee time.

Your Bookings in the next 28 Days

| Date | Time | Player 1 | Player 2 | Player 3 | Player 4 | Go To Timesheet |
|------------|-------|-----------------|--------------------|-------------|--------------|---------------------------------|
| Sat 29-Oct | 09:30 | Gareth McMullan | Cormac T Macmullan | Brian Magee | Peter McEvoy | Go To Timesheet |
| Sat 05-Nov | 09:30 | Gareth McMullan | Cormac T Macmullan | Brian Magee | Peter McEvoy | Go To Timesheet |
| Sat 12-Nov | 09:30 | Gareth McMullan | Cormac T Macmullan | Brian Magee | Peter McEvoy | Go To Timesheet |
| Sat 19-Nov | 09:30 | Gareth McMullan | Cormac T Macmullan | Brian Magee | Peter McEvoy | Go To Timesheet |

Casual Golf Bookings

Members can book 2 tee times per day. Timesheets for casual golf bookings are released at 00:00.

Q3: How do I pay my competition Fee?

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To enter the Club competition you must enter your name on the BRS timesheet for Fermoy Golf Club. This will mark your competition purse to be debited with the relevant fee. The fee will be deducted when the competition has been marked as completed by the BRS Administrator. The competition monies will then be transferred from BRS to the designated club account.

Members who do not enter the competition via the BRS system will not be marked as entering the competition and will not be eligible for prizes.

Q4: What is the position on the BRS competition purse monies for a member?
The BRS Competition Purse Monies remain the property of the member. The relevant Monies are deducted and transferred to the Club after the completion of a competition.

The BRS Competition Purse Monies can be carried forward into a New Year.

Q5: How will the club be paid the competition fees?

The relevant monies will be transferred from the BRS system to the designated Golf Club account when the competition has been marked as completed. A report will be provided from BRS to show what monies are to be transferred to the Men's or Ladies Club for competition income.

Q6: What happens if the competition is not held

In circumstances where the competition is not held e.g. because the course was closed due to heavy rain then the competition day will be marked as not held and no monies will be transferred. Member's balances will not be debited in this situation.

Q7: Can I Top-Up my account balance by Laser Card?

Laser Card payments are supported by the new system.

Q8: What happens if I cancel my timesheet booking?

Members can cancel a booking up to 24 hours before the competition day. Cancellations after this time will be marked as requiring payment. This is to avoid situations where members make timesheet bookings that are not fulfilled and block other members getting access to the timesheet.

The Club plan to review this policy based on operational feedback.

Q8B: What happens if I make a booking and forget to play?

Members who make a booking and do not cancel this booking in a timely manner will have their account debited when the competition is marked as having been completed. The competition entry fee can be reimbursed to a member in exceptional circumstances only. The Club will review what qualifies as exceptional circumstances based on operational feedback.

Q9: How are greenfees handled?

Visitors to the Club Website will be able to book greenfees online via the BRS system. There will be a link for visitor bookings provided by BRS.

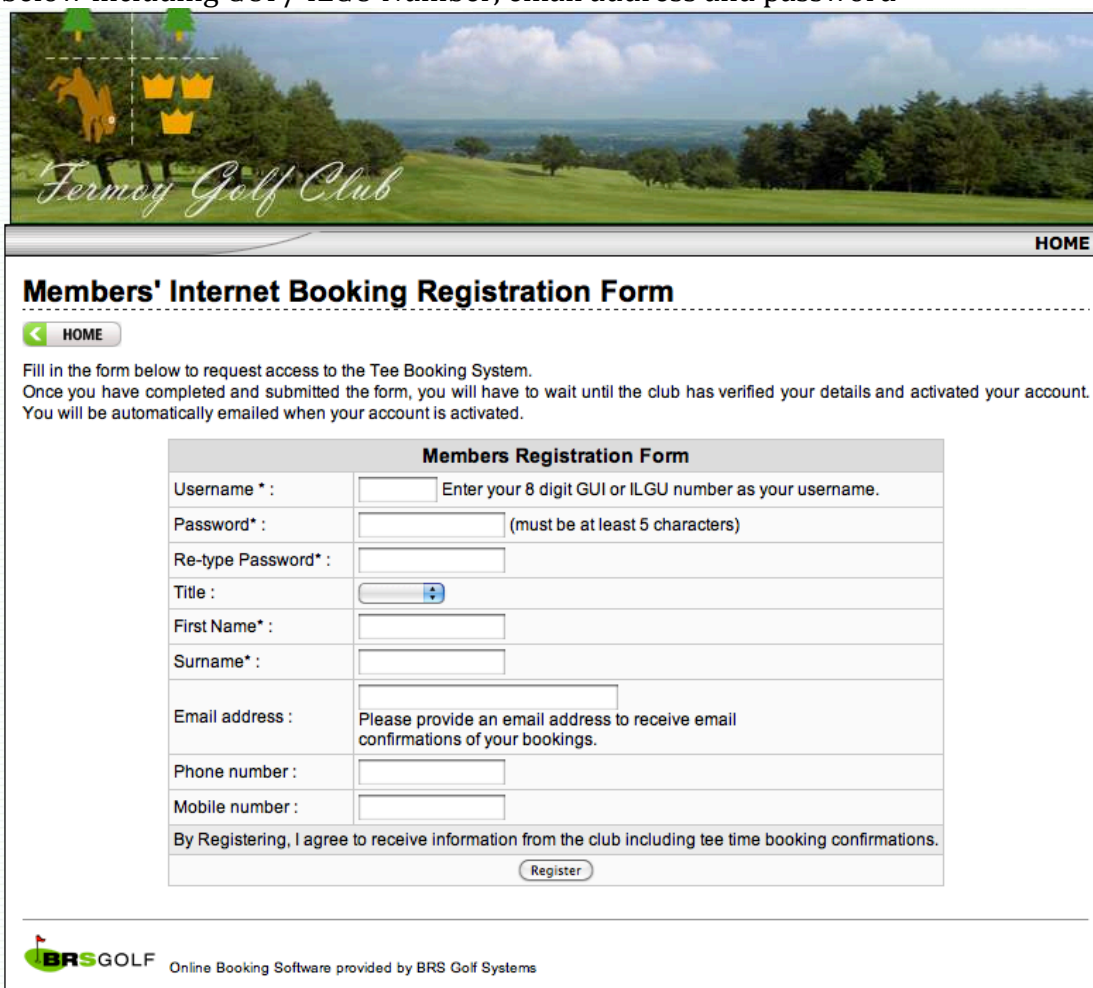
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Q10: What is the timeframe for this change

The Club are looking to implement this change to go-live from August 4th 2012. Additional training on the BRS system has been provided to designated club staff.

Q11: I do not use BRS today, what do I need to do?

If you have not used the BRS system for timesheet bookings previously then you need to register on the system by providing the details shown in the screen below including GUI / ILGU Number, email address and password



The screenshot shows a web browser window with a header image of a golf course and the text 'Fermoy Golf Club'. Below the header is a navigation bar with a 'HOME' link. The main content area is titled 'Members' Internet Booking Registration Form' and contains a 'HOME' button. The form instructions state: 'Fill in the form below to request access to the Tee Booking System. Once you have completed and submitted the form, you will have to wait until the club has verified your details and activated your account. You will be automatically emailed when your account is activated.' The form fields are: Username* (with a note: 'Enter your 8 digit GUI or ILGU number as your username.'), Password* (with a note: '(must be at least 5 characters)'), Re-type Password*, Title (dropdown menu), First Name*, Surname*, Email address (with a note: 'Please provide an email address to receive email confirmations of your bookings.'), Phone number, and Mobile number. At the bottom of the form is a 'Register' button and a checkbox: 'By Registering, I agree to receive information from the club including tee time booking confirmations.'

Q12: I do not have an email address, how can I enter?

The member is required to register on the BRS system as described above. Email address is an optional requirement but it is recommended that the member create their own email address from service companies such as Gmail and Hotmail.

Alternatively if a member does not have an email address then they should find someone who is a registered on the BRS system who is prepared to make a booking on their behalf and will allow their registered email address to be used.

Q13: What happens if I book for several people?

If a member makes a booking for several people e.g. three players then the BRS competition purse for each member will be marked for deduction for each

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individual member. For example if a member books himself plus two others into a competition and the competition fee is €5 per player the BRS balance of each of the three members will be marked for deduction of €5. The other members should cancel their booking if they will be unable to play.

The club will review this policy based on feedback from members.

Q14: What happens if I forget to top-up my balance on-line?

Members will be allowed make a tee-time reservation / competition booking as long as their account balance does not exceed the allowed overdraft facility of €10

Q15: I have forgotten to enter the competition via the BRS system and show up to play, what should I do?

Members who have not entered the competition via the BRS system in advance and show-up to play should enter via the BRS terminal that will be available at the Bar. Members should allow extra time for this to be done in case the bar staff are busy or there are several people looking to use the BRS system.

Q16: What is the full procedure for entering a competition?

To enter and complete a competition a member must complete the following steps:

- (1) Make a timesheet booking via the BRS system
- (2) Sign-in on the Club 2000 system, which is used to record competition scores.
- (3) Enter their score into the Club 2000 system upon completion of their round.

Q17: Can I top-up my BRS Competition Purse Balance with Cash at the Bar

The club will initially allow members top-up their competition purse with cash at the Bar. This facility will be reviewed following the rollout of the system. From an administration perspective it will be simpler for the club if all top-ups are performed in an online manner. This will require two additional entry codes to be defined in the EPOS system, one for the ladies club and one for the men's club.

This policy is subject to review based on feedback from members.

Q18: What does the system mean for visitors who play in our Open competitions?

Visitors can book to enter open competitions in a similar manner by providing credit card details to BRS. Their card will be debited when the competition is marked as completed.

Visitors who just arrive up to the club run the risk of no tee times being available. If they had looked on the club website they could have booked available times/slots. If they are call-ins and want to enter the competition, they need their GUI card/number to enter the competition and be placed on the tee sheet by the Bar staff who are responsible to capture "Contact Details", collect entry fee

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and complete BRS payment procedure. This entry/payment will be recorded in BRS "Payment Report" for that day.

Q19: Can you provide more technical details as to how the scheme works?

The service is provided by BRS in conjunction with several other parties. BRS host the Timesheet, Competition and Visitors Booking Module on their servers. Members of Fermoy continue to access the BRS system via an Internet Browser. BRS utilise services from Realex for credit card top-up payments from members. Realex make the approved payments to AIB Merchant Services who transfer the money into a designated Fermoy Golf Club account when a competition has been marked as completed.

Q20: Did the club look at any other alternative solutions?

The club considered other solutions from Club2000 and additional manual systems but these were ruled out on cost or effort grounds. The BRS system was chosen on cost and features analysis. This system is in-use in over 20 other clubs in Ireland today.

Q21: What does the new system mean for the Ladies and Men's Club

The Treasurers of the Men's and Ladies Club will receive a report per competition from BRS, which will show the people who entered the competition via BRS and the amount of competition fees transferred. These competition fees will then be transferred from the designated bank account to the relevant Men's or Ladies club account.

The Treasurers will have the option of cross checking the people who entered via BRS with those who recorded scores on the Club 2000 system.

Members who have not entered via the BRS system will not be eligible for prizes.

Q22: Can I use GUI Vouchers to top-up my account balance?

For administration reasons GUI vouchers will not be accepted to top-up account balances. The preferred mechanism for members to top-up their account balances is online.