ENGLISH

RANGE SERVANT®

http://www.rangeservant.com

User Guide
Select Administrator

Revisions

Revision Number

1	2004-06-20	Initial Release
2	2006-01-1	2.5 Release

Part number

Disclaimer and Limitation of Liability

Range Servant assumes no responsibility for any damage or loss resulting from the use of this manual.

Range Servant assumes no responsibility for any damages, loss or claims by a third parties, which may arise through the use of this system.

Range Servant assumes no responsibility for any damages or loss caused by deletion of data as a result of malfunction.

Be sure to make backup copies of all data on other media to protect against data loss.

Range Servant reserve the right to change or update any information contained in this manual; to change, without notice, the design, construction, materials, processing, or specification of any product; and to discontinue or limit production, or distribution of any product.

Using this manual

Text Styles

Some text in this manual is styled typographically to help you interpret the information it contains.
For example, keyboard keys are styled like this: **shift** key.
Buttons that display on the screen are styled like this: Next Button.
The following table identifies and explains the text styles used in this manual.

Keys	Identifies a key such as **enter**, on the keyboard . A plus sign (+) between 2 or more keys indicates they are a key combination. To use most key combinations: Briefly press the first key, then press the succeeding key. or Press and hold the first key, press and hold each succeeding key, then release all keys simultaneously. Unless instructed to do so, do not press the keys simultaneously.
Commands	Identifies characters that you are asked to type. For example, to visit the Range Servant Website , you would type www.rangeservant.com
“Initial Capital Letters”	Identifies words that appear on screen. For example, in a procedure for setting a happy hour, you might be asked to select an “Enable Happy Hour Period” checkbox.

Welcome

Range Servant Select system is an online management system for Range Servant Ball Dispensers.
It is a complete and user-friendly front end for managing and controlling a golf driving range.
With Range Servant Select you can run a local online payment system, manage your customers and view detailed "range" reports.

Getting Help and Product Support

Range Servant Offers many resources to help to use your product. You can search the product help on the Range Servant Website www.rangeservant.com

Ask Range Servant Support Team

If you can't find an answer to your question on our online resources, Range Servant offers flexible payment options to meet your support needs. You can obtain support by phone or from hm@rangeservant.com .
For further details about our support services, see www.rangeservant.com or
call 1800-878-8050

Before you contact for technical support make sure you have the following:

Hardware lock number and product version, which you will find on the tag of the hardware lock and by selecting About… from the Help Menu.
Operating system version and service pack if applicable.
A description of what you do before the problem occurs.
Your name, Club name, and how to contact you.
Contract number or payment information, if applicable.

Contact Range Servant Sales

Contact Range Servant Sales department to purchase additional products, upgrades, support services, or consulting.

U.S.: Toll Free:	(800) 878 8050
Web Site:	http://rangeservant.com

Getting updates over the web

The check for updates command on the help menu provides an easy way to get the latest version of the Range Servant Select products using your active internet connection. Minor point releases (x.01, x.02 and so on) are generally free, while major number releases generally incur an upgrade fee. Point releases generally contain maintenance updates such bug fixes and minor feature additions.

To check for updates

Connect to the Internet.
In the Select Client/Communicator, select "Check For Updates" from the Help menu.
The select product will automatically download if an update is available.
Follow the instructions, which will be displayed.

Select Control System

The Select Client software is a part of the Select Control System. The Select Control System consists of the hardware in the dispenser Select Dispenser Kit and the software.

Select License Server
Select Communicator
Select Administrator
Select Cashier
Dispenser Hardware
Select Utilities

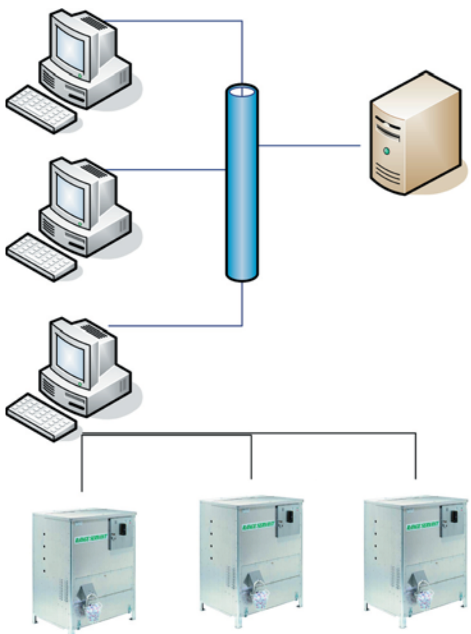


Figure 1 Select Control System

Select Administrator

The Select Administrator is used for viewing statistics, reports, managing user rights setting up prices and happy hours etc.

Select Communicator

The Select Communicator handles the interface between the ball dispenser Select Dispenser Kit and the computer.
For more information see the Select Communicator User Guide.

Select License Server

The Select License Server handles the storage of the data and the Select Licensing system. It also prevents your data from being used by unauthorized sources For the more information see the Select License Server User Guide.

Select Dispenser Kit

Select Dispenser Kit is the hardware package mounted in the ball dispenser and is interfaced with the Select Communicator.
For more information see the Select Dispenser Kit manual.

Select Backup and Restore

There are various Select utilities supplied in addition to the backup and restore functions

- Backup & Restore Utility
- Database conversion - Update to Select version 2 to databases.
- Select License Server IP Configuration Utility

Installing the Software

Select Web Site

The entire installation can be found on line at http://select.rangeservant.se

Standalone Installation

A stand alone installation is when a dispenser is connected to a single computer. On this type of installation all select components (Communicator, administrator, cashier, license server etc.) are all installed on a single computer.

Software Installation

To install the select control system double click on the Select Control System icon downloaded from the web site

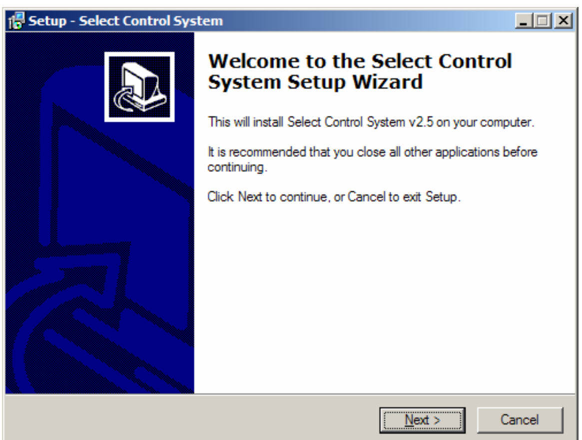


Figure 3: Installation Welcome Screen

Click Next to begin the installation

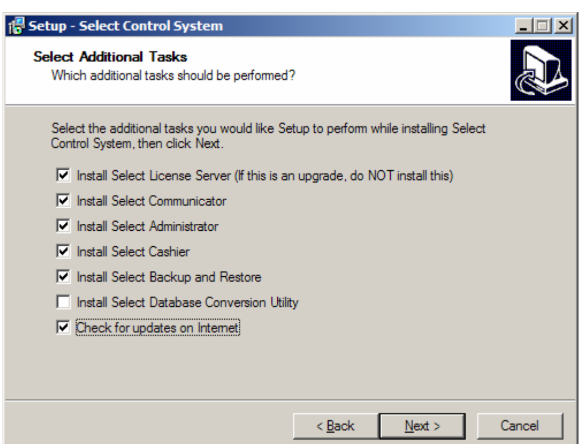


Figure 3: Component Installation

Install all the components as shown if this is a new installation then do not select “Database Conversion Utility”

Hardware Lock Installation

Once the installation is finished insert the GREEN USB HARDWARE LOCK sent with your ball machine. The hardware lock manages the licensing of the software and protects your database from unwarranted use. Once this is done you need to load the license file which matches your hardware lock.

To do this double click the license server icon found in the task manager as shown below.

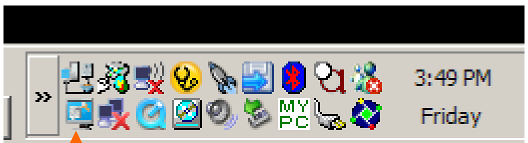


Figure 3: Task Manager

License Server Process Icon

This will open up the license server window shown below. The next step is to click on the "Load License File"

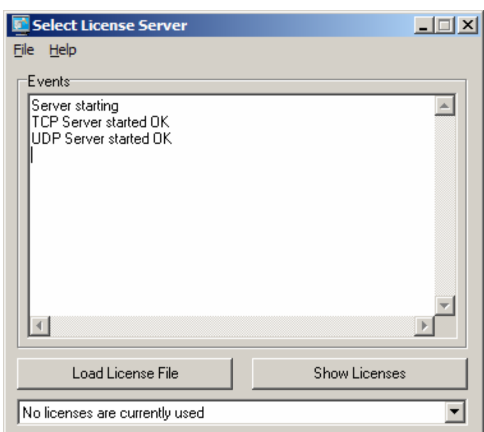


Figure 4: License Server Screen

Once you have loaded the license file the License server may have to be restarted.

Setting Up Range Card Plans

The following example will take you through the process of setting up a Range card category called a PAR. Additionally the example deals with Happy Hour discounting shown in step 6.

Step 1 Opening the Program

From the select control screen as shown below choose the Administrator option

Figure 1: Select Control System Home Screen

Step 2 Login into Administrator

The program will ask you for a user name and password. The default setting is golf in both the username and password fields

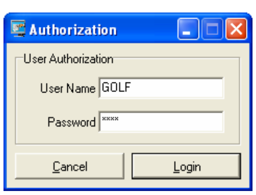


Figure 2: Select Control Login Screen

Press the button Login.

Step 3 Opening the Preferences Screen

For the administrator window shown below select the Preference tab

Figure 3: Select Control Administrator

Step 4: Select a Category:

In the preferences screen under customer category select an unused category and double click on it to display the detailed setting. The individual fields are explained in Step 5.

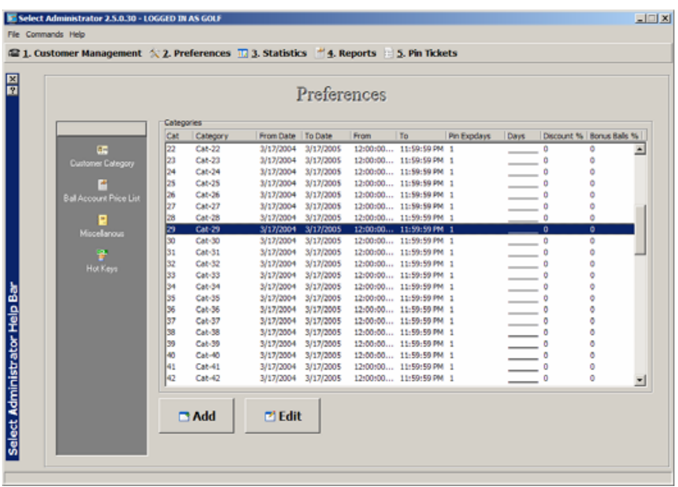


Figure 4: Category Screen in Select Control

Step 5: Name and set up the category

Category Name

In this example we are going to set up a category called PAR. Once used at the dispenser a PAR pass will reference this field to determine if the category is active and the time and date settings.

Day Fields

Select the days you want this category active for.

e.g. The example shown below will allow all cards associated with the PAR category to work all the time. You could easily restrict the PAR category to weekdays by un-checking Saturday and Sunday.

Time Fields

The category can also be restricted by time, allowing a category to work only between 7am and 9am. This example is commonly used as an early bird category which encourages a customer to show up during off peak times.

Discount %

This field should be set to 100% when a category is being set up that does not directly take in money at the cashier terminal. E.g. A Pro Category would have a 100% discount when a PRO is given a card to use as a privilege and does not pay for it,

Valid From and Valid to Dates

These fields are used to give a category an end date.

Pin Code Exp. Date

This field is an advanced option which allows you to sell Pin Codes tied into happy hours.

Bonus Balls

The Bonus Ball field is used then selling categories associated with a ball volume rather than a dollar amount. This is not a commonly used option.

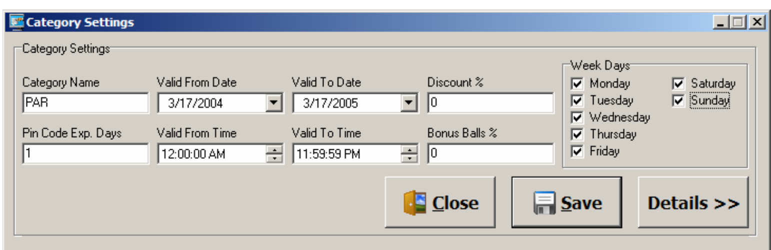


Figure 5: Select Control Administrator Category

Step 6: Individual Category Pricing

Happy Hours

When a card is inserted into the ball dispenser it references the standard ball prices indicated on the ball dispenser (See “Communicator Setup Instructions”). However each category can also have up to 4 different time and day sensitive *“Happy Hours”*. During which time a card checks to see if a happy hour is activated and if so displays the corresponding options

Setting Up Happy Hours

To set up a Happy Hour pull up the category in question and click on the “Details Button”

In this example we are setting up 2 different happy hours. The first will be active on weekdays and the second on Saturdays. When a card is inserted during the programmed happy hour times,the display on the ball dispenser will automatically reference the happy hour options. At all other time the customer will get the standard pricing reflected on the dispenser.

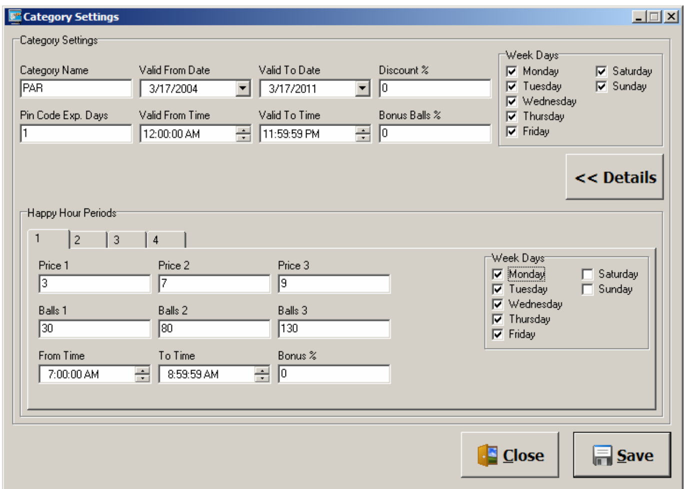


Figure 6: Detailed Category with Happy Hour 1

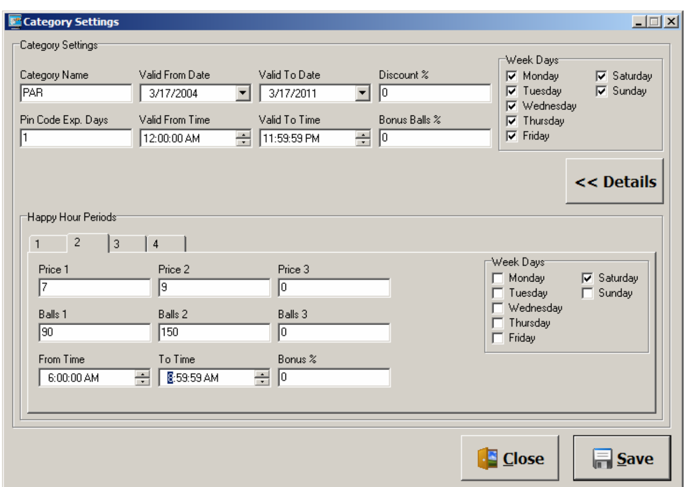


Figure 7: Detailed Category with Happy Hour 2

Step 7: Creating a Range Card Hot Key

When a cashier uses the select control software he is presented with a sequence of buttons or hotkeys, each of which have a function. In this example we are going to create a button allowing a cashier to sell a PAR pass.

Under the preferences screen click on the Hot Key icon on the left. This will show you a list of currently used hotkeys. Select an unused field and double click to expand.

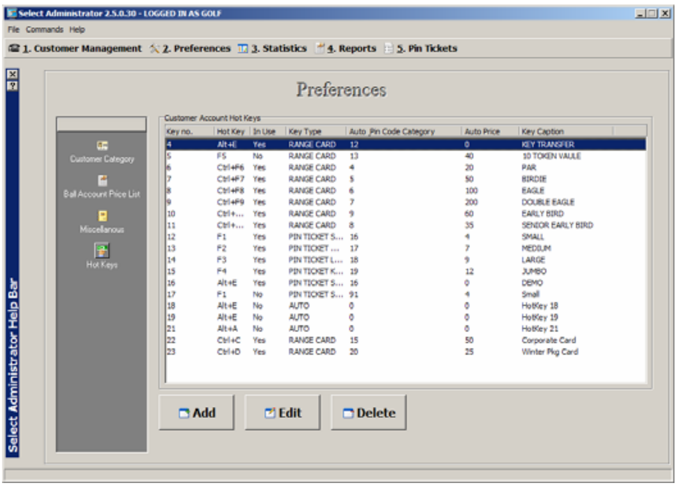


Figure 8: Detailed Hotkey Screen

Step 7: Setting up Hotkeys

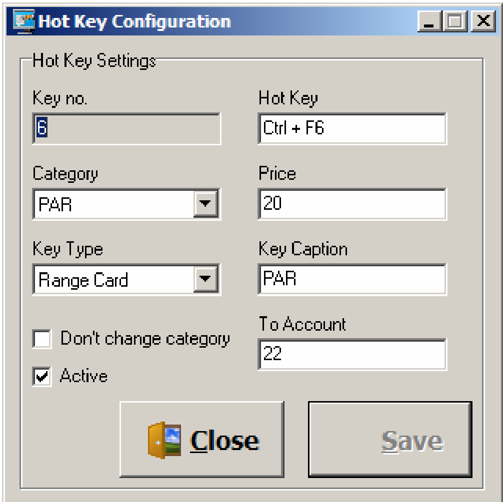


Figure 9: Detail of Individual Hotkey

Key Number

References the sequential hot key number. There is no limit to the number of hotkeys that can be programmed

Category.

The category field allows us to reference the category for the hotkey being created. In this example we reference the PAR category created in Step 5

Key Type

This field designates the type of Hot Key we are creating. In this example it's a Range Card.

Hot Key

This field designated the keyboard shortcut. You can use any of the function keys or alt and ctrl combinations.

Price

This denotes the amount charged to the customer

To Account

This denotes the amount put on a card

Active

The active check box is used to turn a hotkey on and off

Don't Change Category

Used to prevent a customer from recharging the card to a higher category.

Selling a New Range Card

In this example we learn how to sell a new range card.

Step 1: Open Up the cashier Program

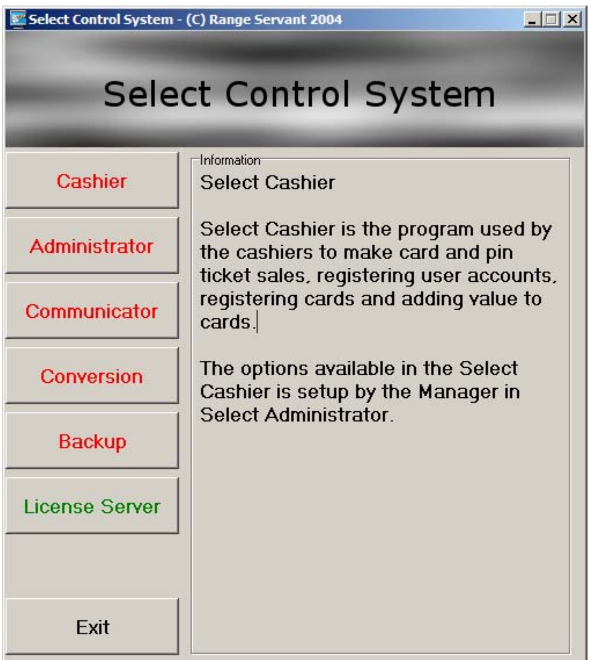


Figure 1: Select Control Startup Screen

Step 2: Login

The program will ask you for a user name and password. The default setting is golf in both the username and password fields. Once logged in all transactions will be referenced to the Cashier Golf for reporting purposes

Figure 2: Cashier Login

Step 3: Selling a PAR Pass

Click on the required hotkey. In this example we are going to sell a PAR pass.

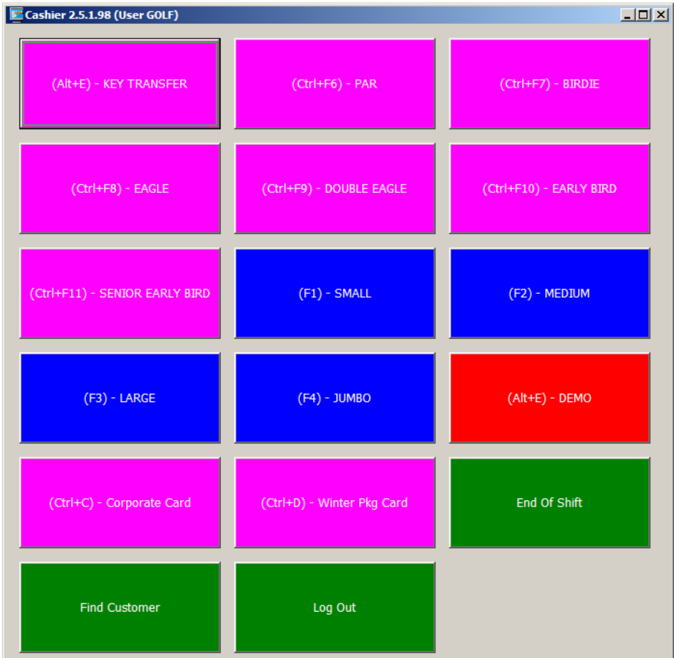


Figure 3: Select Control Cashier Screen

Step 4: Registering the card

The cashier program will ask you to swipe a range card. Its important you use a card which has not been registered before

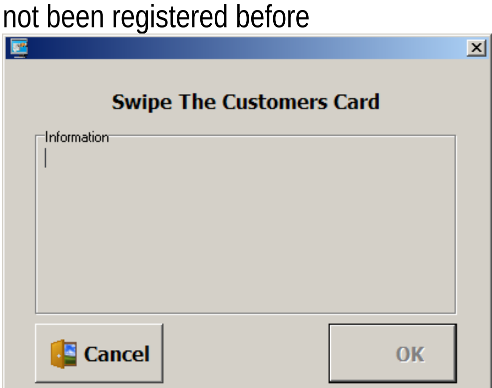


Figure 4: Screen Prompting a card swipe

Step 5: Prompt for Adding cash into the account

This screen will verify that you want to sell a PAR pass. Once you click OK the program will create a new account and automatically add the amount into the account. If the card already belongs to someone else the screen will identify the card and ask if you want to recharge it.

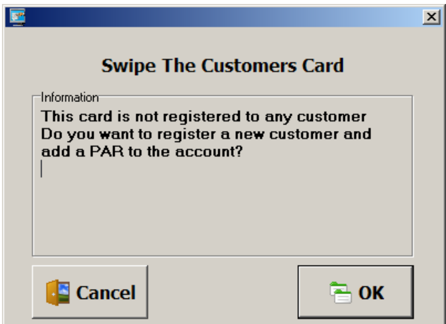


Figure 6: Screen after the card has been read

Step 6: Adding Customer Information

The cashier should input in all relevant information. Its up to the Range management to decide which fields are important but at the very minimum the First Name, Last Name and Email should be recorded.

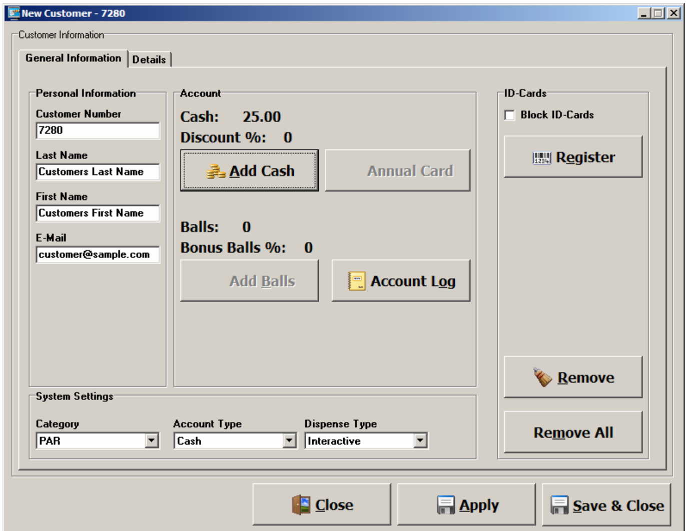


Figure 7: Customer Information screen

Register

Register multiple cards to the same account

Remove

Used to Remove a single card from an account. Requires you to have the card ready to swipe

Remove All

Used to remove ALL cards associated with the account. Does NOT require the cards to be swiped

Category

Shows that this account belongs to the PAR category

Account Type

References whether an account uses Cash or Quantity of Balls.

Add Cash

Allows you to manually add or subtract cash

Account Log

Allows you to see a historical log of every transaction on the account.

Dispense Type

The dispense determines how the customer receives the range balls from the ball machine.

The Interactive parameter allows the customer a choice between small medium and large buckets.

Immediate1 does not allow the customer to get a choice and dispenses a small bucket as soon as the card is inserted.

Immediate2 does not allow the customer to get a choice and dispenses a medium bucket as soon as the card is inserted.

Immediate3 does not allow the customer to get a choice and dispenses a large bucket as soon as the card is inserted.

Recharging a Range Card

Once a Range Card has been sold its likely that the customer will come back and want to purchase either the same level or better still a higher priced option. In this example we will cover a customer who has a PAR range card but wants to purchase a higher priced Eagle range card

Step 1: Open the Cashier Program

If the cashier program isn't running you would need to open it by clicking on Cashier from the Select Control System home screen

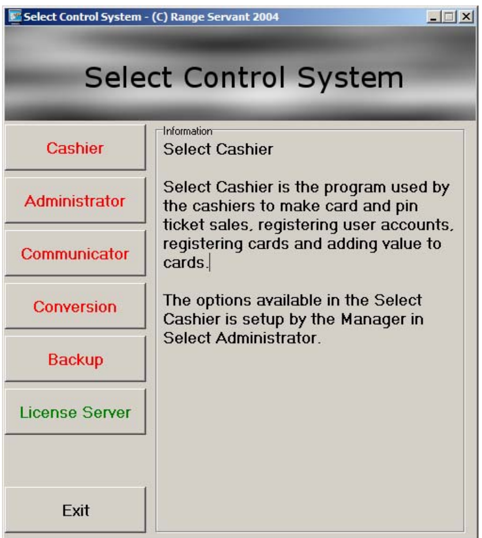


Figure 1: Select Control Main Screen

Step 2: Login

The program will ask you for a user name and password. The default setting is golf in both the username and password fields. Once logged in all transactions will be referenced to the Cashier Golf for reporting purposes

Figure 2: Login Screen

Step 3: Select the Range Card

As we are recharging the customers account with an Eagle Range Card we press the Eagle hotkey.

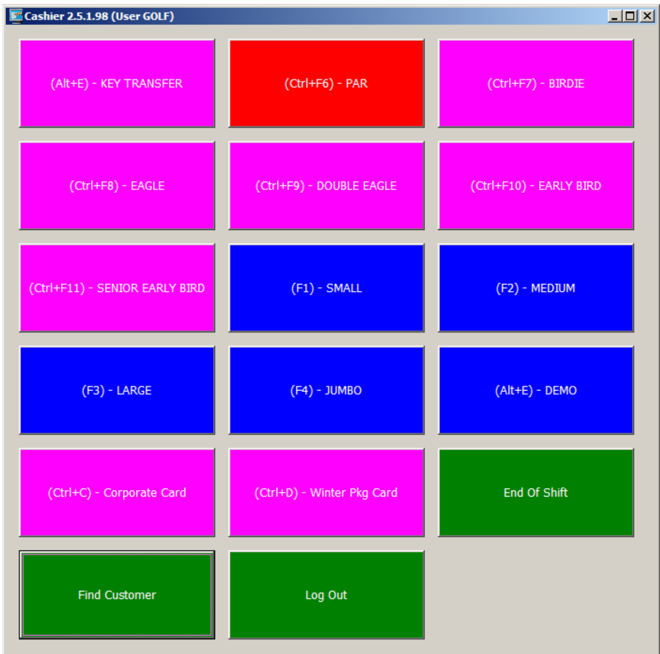


Figure 3: Cashier Screen

Step 4: Swipe the Customers Existing Card

As we are recharging a card its important swipe the card belonging to the customer and not new one.

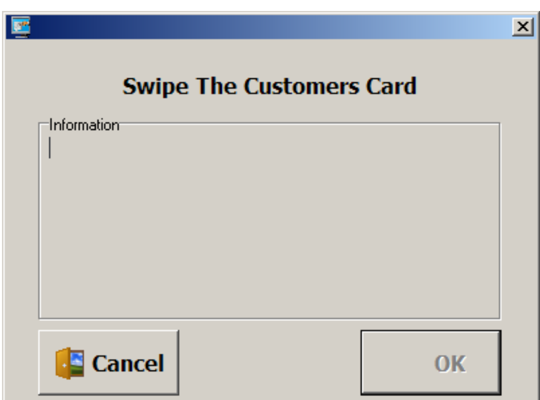


Figure 4: Card Swipe Prompt

Step 5: Identification of the Customer

Once the card is swiped the program will automatically identify who the card belongs to and ask you if you want to add an Eagle to the account

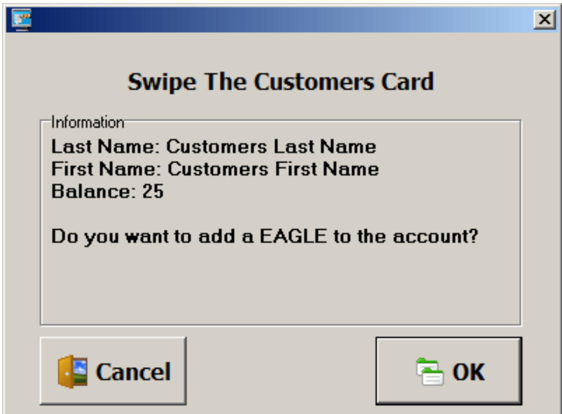


Figure 5: Prompt identifying the account

Step 6: Confirmation of Balance

In this example we do not see the customer information screen as the Select Control software has already identified who the card belongs to. We do however get a confirmation with the new balance

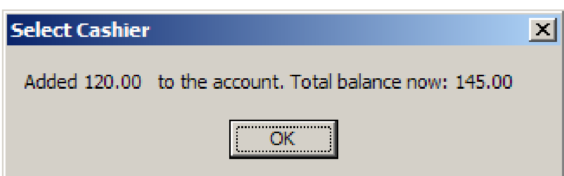


Figure 6: Confirmation that money was added to the account

Processing Common Transactions

The customer has lost their card

There are two ways to handle this type of situation.
The first is to block the card; the other is to erase it from the system.

Block ID-Cards

If the customer has misplaced his card his card but haven't lost it you can use the Block ID option.
The "Block ID-card" option blocks all card cards, but the card is not deleted from the system.
From the Cashier Screen Press the Find Customer Button.
And locate the customer using the First Name Last Name or Customer Number fields
In the customer account screen Select the Check Box "Block ID Card".
Press the Save button.

If the customer has lost his card then you can un-register his card and replace it with another card.

Remove ID-Card

There are two ways to remove ID-Cards.

Remove

Find the customer.
In the Customer Information form click the Remove button and swipe the card, click Yes on the confirmation message that will be displayed.

Remove All

This will remove all customer cards that are registered to this customer.
Find the Customer.
In the customer information form click the button Remove All. Click Yes on the confirmation message that is displayed.
Message is displayed that the cards are removed and the amount of card.

Customer Annual Card

The Customer Annual Card is a feature, where customers receive annual membership of balls, and where abuse wants to be prevented.
The Customer is charged for the membership and this amount is inserted into the customers account.

Note! The customer must have a balance on his account.

The Annual card settings are individual per customer and do not apply to a customer category.
The feature limits the amount of balls during that can be received during a day. The amount can be limited by:
Cash – Amount of balls according to a cash value.
(Example: the customer can receive balls for value of $25 a day).
Balls – Amount of balls
(Example: The customer can receive an amount of 25 balls a day)
Buckets – Number of buckets
(Example – The Customer can receive 25 buckets a day. Note! Concern to bucket sizes is not taken).

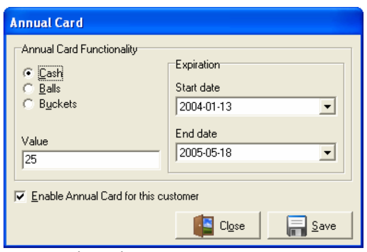


Figure 2 Annual Card

Press the button 2 Customer Management on the main form.
Enter the Customer Information form for the customer.
Add Credit to the customer Balance.
Click on the Button Annual Card.
Select the checkbox “Enable Annual Card For This Customer”.
Select the type of “Annual Card Functionality” that you want to apply for this customer.
Enter the limiting value for the functionality (Cash, Balls or Buckets).
Select validation start and end dates for this annual card.
Press the button Save.

Miscellaneous Configurations

This section contains various settings of Select client.

Click the button Ball Account Price list in the Outlook bar on the left hand side.

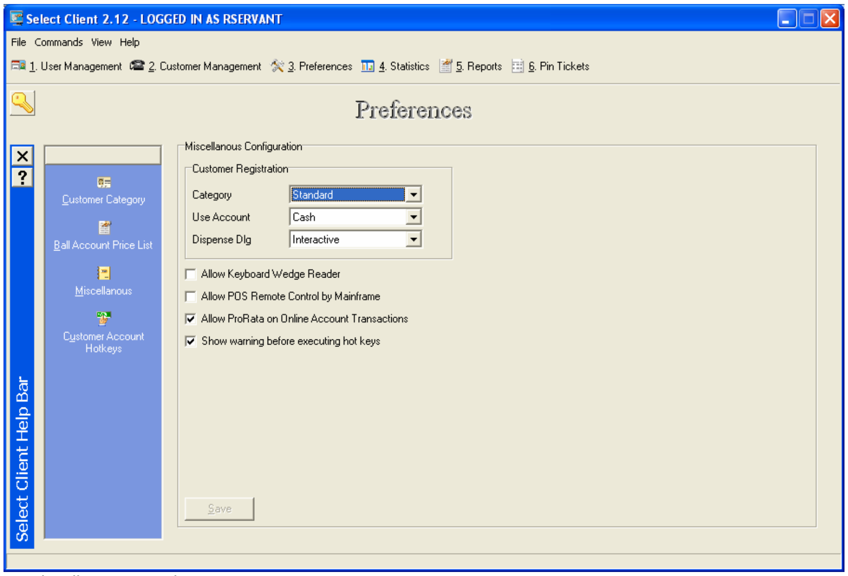


Figure 3 Miscellaneous Settings

Default New Customer Registration Settings

When registering new customers default values can be set.

Allow POS Remote Control By Mainframe

See the Mainframe User Manual for more information.

Allow ProRata on Online Account Transactions

ProRata is a feature that a customer should be able to empty his Cash or Ball account if the value on the account does not reach to the first price level. This is done by automatically adjusting the displayed pricelist according to the current balance.

Example:

	Without ProRata		With Prorata	
Price Level 1	15	36 balls	15	36 balls
Price Level 2	25	65 balls	19	19 balls
Price Level 2	35	101 balls	NOT DISPLAYED	
Customer Balance	19		19	
NOTE!! The ProRata feature can ONLY be used in full ULTIMA ball dispenser installations.				

Show warning before executing Hot keys

Displays confirmation message before executing a hotkey event.

Hot keys are described in section SETTING UP HOTKEYS.

Statistics

Select can display various range data graphically.

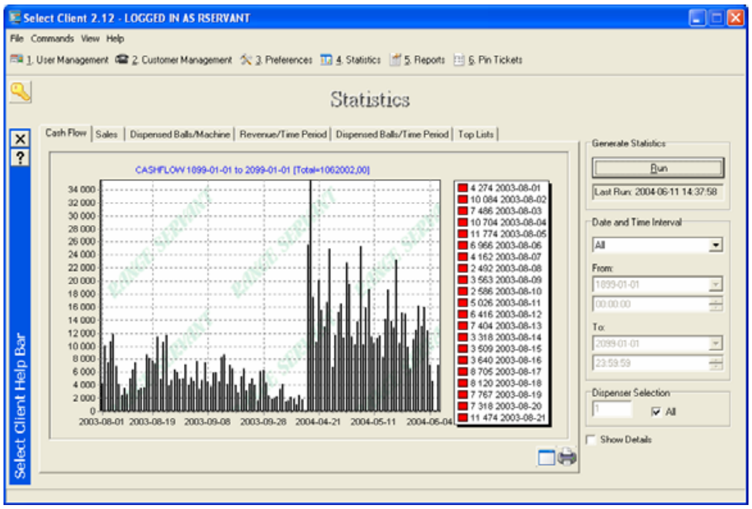


Figure 4 Statistics / Cashflow

The statistics can be view based on a data and time interval.

Figure 5 Set a time limitation

Use the preset Time Intervals or select Manual in the Date and Time Interval
Select the date and time From and To.
Press the Button Run to view the statistics.

Zoom

There are two ways to zoom the presented graphs.

Press the button to expand the graph to full screen.
Place the mouse on the graph hold down the left button on the mouse and move the cursor in a motion from top left to buttom right. ➘. To restore the graph, hold down the and move the cursor in a the opposite direction ➚ .

CashFlow

This graph displays the total “real cash” that have been received in by adding credits to customer accounts, cash from the dispenser, tokens and the amount received by customers from pin code tickets.

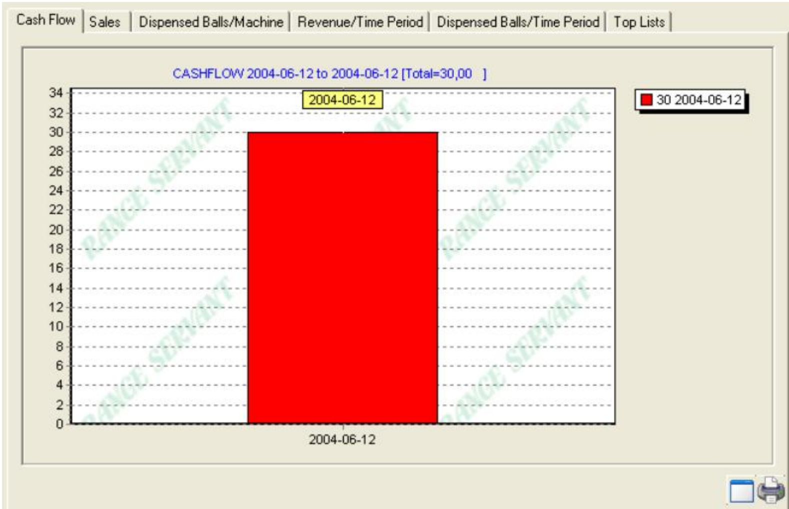


Figure 6 Cash Flow

Press the button  to expand the graph to full screen.

Press the button  to print the graph to the default printer.

Dispensed Balls / Machine

This graph displays the amount of balls that have been dispensed from the ball dispenser(s). The graph can be set for a specific dispenser or for all dispensers.

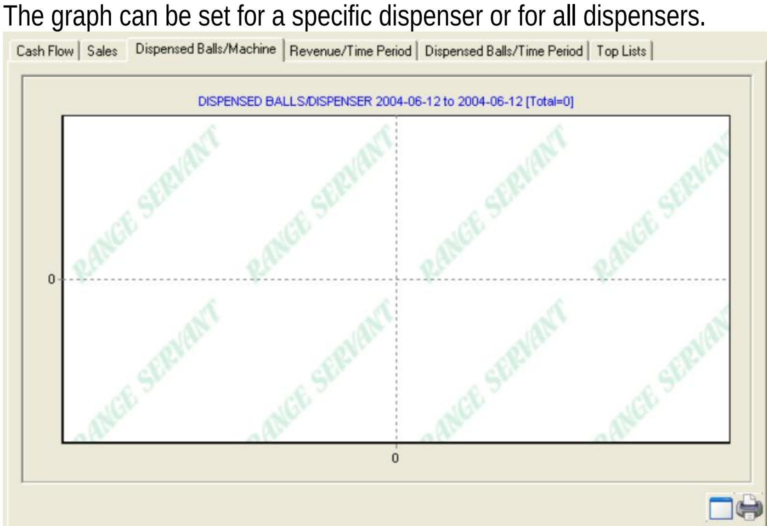


Figure 7 Dispensed Balls per Dispenser

Revenue / Time Period

An added feature in the graph Revenue / Time Period is the option to display the data separated on hour of day, days of the week, day of the month and month during a time period.

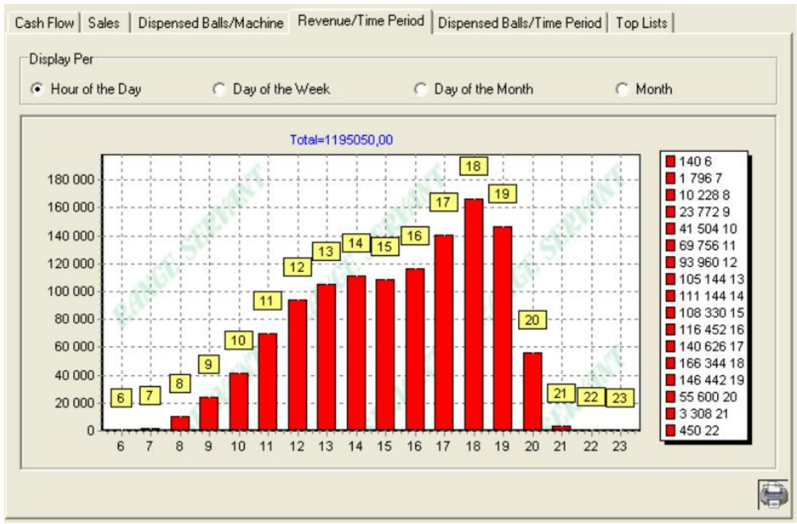


Figure 8 Revenue per time period

Dispensed Balls / Time Period

The Dispensed Balls / Time Period is displays the how balls are being dispensed from the ball dispense during the a time period with an option to separate it on hour of the day, weekdays, days of the month or on a monthly basis.

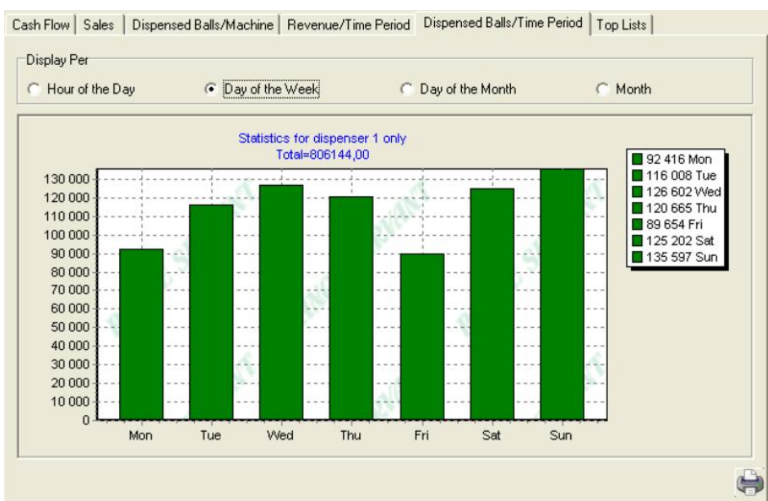


Figure 9 Dispensed Balls per Time Period

Top List

Top list displays various of data about the who and how customer are using your range.

Top Customer by balance (Cash Account)

Generates a graph displaying the amount of customers, entered in the edit box Number of hits, who have the most credit stored on their account.

Top Customer by Ball Balance (Ball Account)

Same as above but regarding ball accounts

Top Customer by Account Usage (Time Period)

Generates a graph displaying which customer(s) have received balls most times from the dispensers.

Note!

No concern to bucket sizes is not taken.

Top Customer by Dispensed Balls (Time Period)

Displays the customer(s) who have received the most balls from the dispenser.

Top Operator by Sales (Time Period)

Generates a graph displaying, which operator have highest accumulated value of sales from Pin code and card system.

Top Bucket Sizes Dispensed (Time Period)

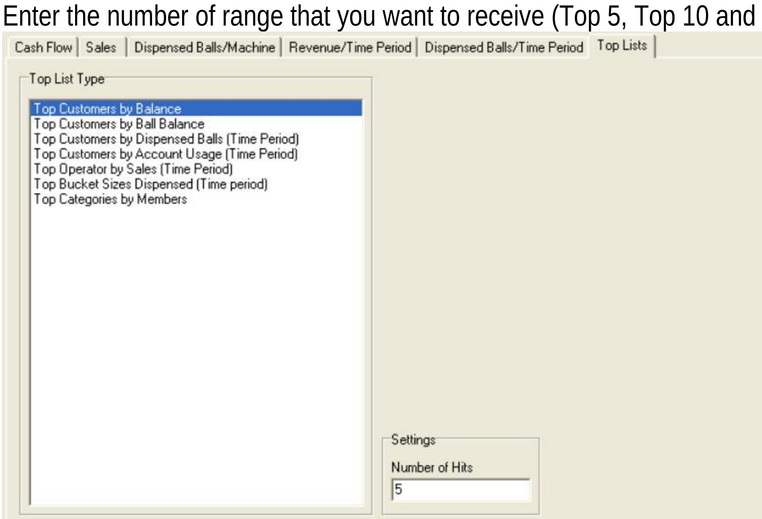
Diplays a graph on the most used dispensed ball sizes.

Top Category by Members

Displays which customer category (Range plan) has the most members.

Number Of Hits

Enter the number of range that you want to receive (Top 5, Top 10 and so on).



Reports

Select has a variety of reports, which can be printed,

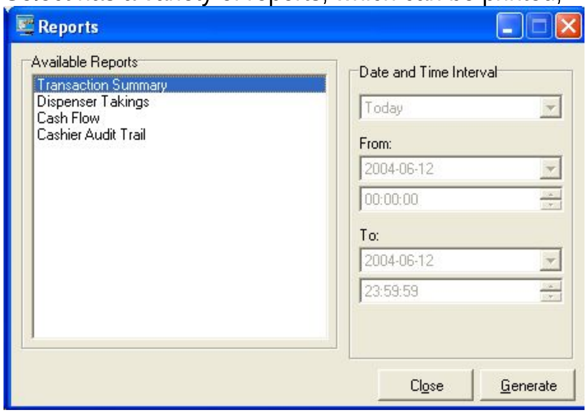


Figure 10 Reports

Transaction Summary

The transactions summary is report that displays an income summary from the online card system, pin code ticket sales and a summary of the income received from the ball dispensers.

Dispenser Takings

This Dispenser Takings Report displays the total amount of cash and tokens received in at the ball dispenser and the total value per cash type ($1, $5, RS-A, RS-B and so on).

Cashflow

Cashier Audit Trail

The cashier Audit Trail report displays the transactions that an operator has done during a specified time period.

Needs to be updated with range summary report

Select Pin Code System (if applicable)

The Select Pin Code feature offers you the option to sell tickets of four various portion sizes.
Each ticket is also time-limited to expire after a preset amount of days.
Tickets containing large amount of balls can be split up into multiple dispenses, so that the tickets can be used more than one time.

Setting up the Pin Code Ticket

Press the button 6. Pin Ticket in the main menu.

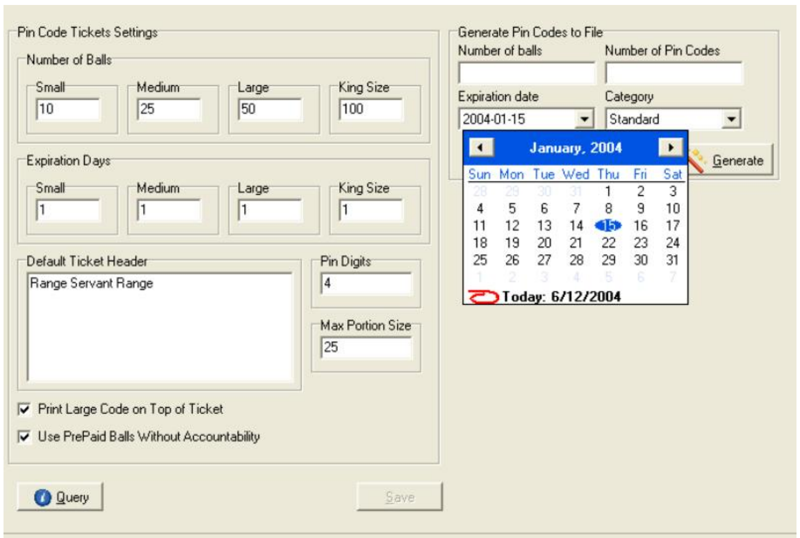


Figure 1 Pin Ticket

Pin Code Types

There are five types of pin code that can be generated.
Small,
Medium,
Large
King Size
Pin Ticket Category*
*Pin Ticket Category is described in section PIN CODE CATEGORY

Time Limitation

The four types of Pin Codes can be time limited in up to 999 whole days.
The ticket is valid x days from the time of printing.

Pin Digits

The printed pin code can be set between 4 and 8 digits. Increase the number of digits to increase the security level.

Maximum Portion Size

With the Parameter Max Portion Size a pin ticket with large amount of balls can be divided in to smaller portions.
The Maximum portion size applies to all portion sizes

Example:
Pin Code Ticket with a 100 balls and Max portion size = 25 will initiate 4 dispenses of 25 balls.

Default Ticket Header

A free text can also be printed together with the pin code for advertising purposes. This text is set in the Default Ticket Header.

Print Large Code on top of ticket

Check the checkbox to print the pin code in a large font at the top of the ticket.

Generate Pin Codes to file

The Feature Generate Pin Code to file enables for generating pin codes in advance for advertising.
The Pin codes are saved to the file PinCodeList.Txt.
The pin codes are separated by a Carriage Return CR;
Import the file in your favorite spreadsheet for further processing..
See also Pin Code Category for further information.

Enter the number of balls in the edit box for how many balls each ticket should contain.
Enter expiration time
Enter the amount of pin codes that should be generated.
Press the button Generate.

Pin Code Category

As standard there are only four pin ticket bucket sizes, but this can be increased by using customer category settings. The Pin Code Category has also a happy hour bonus feature.

Press the button 3. Preferences
Press the button Customer Category in the outlook bar.
Double click at a category.

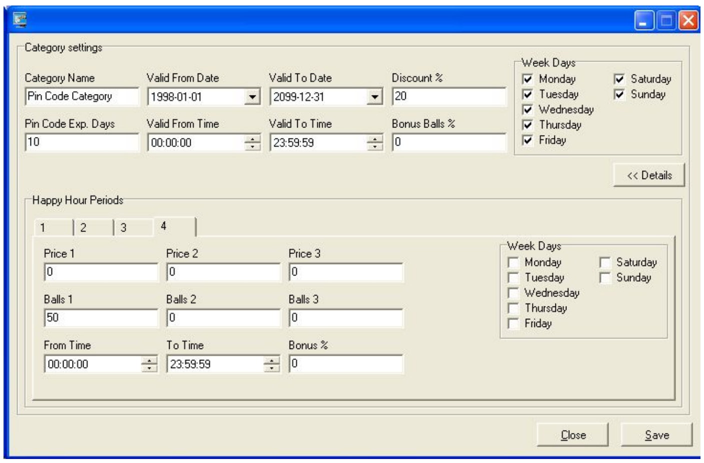


Figure 11 Pin Code Category

Enter the name of the category in the Category Name Field (In this case Pin Code Category).
Enter the amount of days that the Pin code should be valid in the field Pin Code Exp Days (10).
In the field Balls 1 in Happy Hour Period 4 enter the amount of balls that the Pin Ticket should hold.
To access the Category Pin Ticket a hotkey must be set up. Hot keys are described in section SETTING UP HOTKEYS

Pin Code Category Happy Hour Bonus

Pin code Category has a happy hour bonus feature, which works as follows:
If the happy hour is enabled for this category, an extra amount balls specified in the field "Bonus" is dispensed.

Note ! The extra amount of balls is not generated on the receipt, it is only dispensed from the dispenser during happy hour.

Example:

Pin code ticket Value: 50
Happy Hour period: 14.00-15.00 Monday
Bonus: 20 %
Balls dispensed during happy hour = 60 balls.

Setting display mode for the pin code for the dispenser.

At the dispenser there is an option to show or hide the pin code.

See the Select Dispenser Kit Manual for instructions on how this setting is done at the dispenser.

See the Select Communicator manual on how this is done using the Select Communicator.