

## Proshop Tee Times – Email Confirmations

In the original version of Proshop Tee Times, email confirmations were immediately sent every time a name was put on the tee sheet. If you put Jim Smith down for a twosome for tomorrow at 9:30, a confirmation email was sent. If 5 seconds later, he changed it to a foursome, another confirmation email was sent. If his friend couldn't play until 9:50, another email was sent when the tee time changed. It turns out, a lot of tee times change within the first 2 minutes of being entered. **We added logic, so confirmations are not sent until a tee time has been on the tee sheet for at least 5 minutes without being changed.**

A good percentage of golfers just show up without a tee time. If they walk in, there is no need to send a confirmation. Several of these customers complained, so **we added logic to not send confirmations if the tee time is within 2 hours of the booking time.**

We have a program that runs every 15 minutes and sends confirmations to customers on your tee sheet that

1. have not received a confirmation
2. and have been on the tee sheet for at least 5 minutes
3. and have a starting time of more than 2 hours in the future
4. and have an email address on file

This means the confirmation may not get sent until 19 minutes after you enter the name on the tee sheet.

If a person books a tee time more than 24 hours in advance, they will get a confirmation within 20 minutes of booking. They will get a second confirmation the day before.

The confirmation email contains a list of all future tee times.

Unless you have requested us to remove it for your course, the confirmation emails have a link the customer can click to view / cancel their tee times.

You can see if / when a confirmation was sent by clicking the SELECT button to the left of the tee time on the tee sheet. This will open the Tee Time Details view, which had a column called 'Confirmation Sent' next to each player's name.

We recommend you put your name on the tee sheet for tomorrow, so you will get a confirmation email and you can see what your courses emails look like. We have several different versions (white background, dark background, etc). Let us know if you want any changes.