



# *User Manual & Troubleshooting Guide*

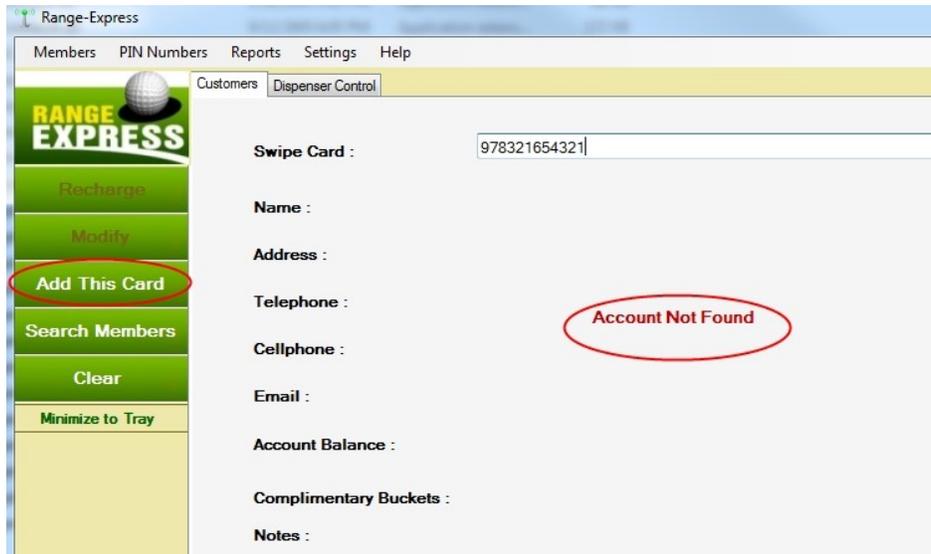
Note: This manual covers all versions of Range-Express from Silver through to Platinum. If your software does not have some of the features included in this manual, they may have been added after your software was installed. Contact your Range-Express Technical Support representative at 239-910-0770 and inquire about software updates and/or version upgrades.

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## Create a Member Account

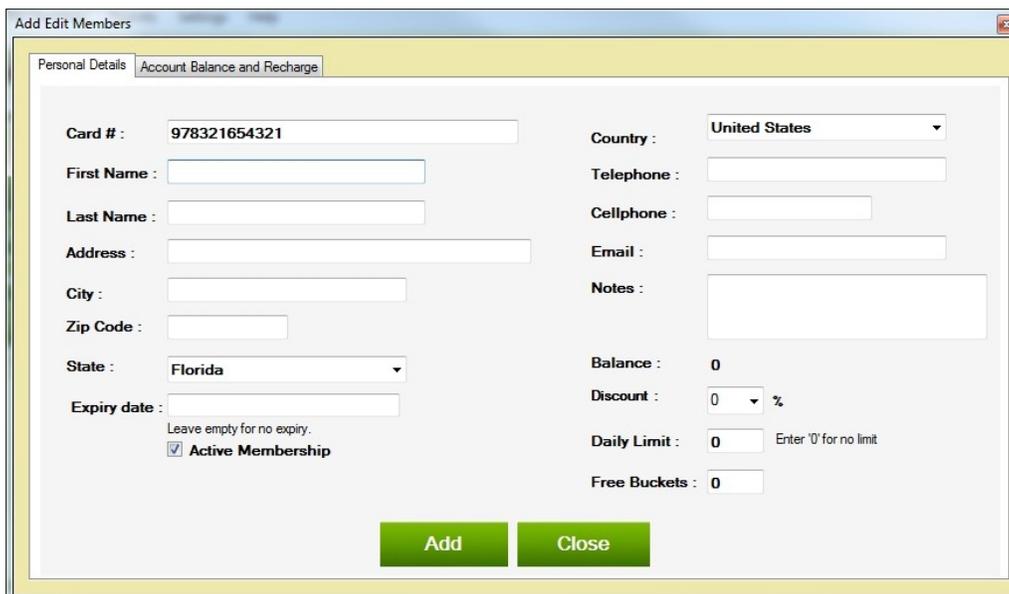
To create a new member account, swipe a new card at the main screen. Range-Express will recognize that the card is not linked to an account and will respond with “Account not Found” message (Fig 1). Click the “Add This Card” button on the left side of the screen.



The screenshot shows the Range-Express software interface. On the left side, there is a vertical menu with buttons: Recharge, Modify, Add This Card (circled in red), Search Members, Clear, and Minimize to Tray. The main area displays a form for adding a new member account. The 'Swipe Card' field contains the number 978321654321. The 'Telephone' field displays 'Account Not Found' in red text, which is also circled in red. Other fields include Name, Address, Cellphone, Email, Account Balance, Complimentary Buckets, and Notes.

**Fig 1 Adding a new member account**

This will cause a new account to be created with the new card. A new screen will be presented to enter in member information (Fig 2). The information entered is optional and can be edited at any time. It is recommended to at least fill in the name fields, so the transactions can be identified in the reports, and also the account can be found if the member loses their card. For a more thorough explanation of the different fields, see the next section titled “Member Information”.



The screenshot shows the 'Add Edit Members' dialog box with the 'Personal Details' tab selected. The 'Card #' field is populated with 978321654321. The 'Country' dropdown is set to 'United States'. The 'State' dropdown is set to 'Florida'. The 'Active Membership' checkbox is checked. The 'Add' and 'Close' buttons are visible at the bottom.

**Fig 2 Entering member information**

Once the information is entered, click on the “Add” button to add the member to the system. This will save all of the information entered, and present you with a window (Fig 3), where money can be added to the new account.

The screenshot shows a window titled "Add Edit Members" with two tabs: "Personal Details" and "Account Balance and Recharge". The "Account Balance and Recharge" tab is active. The form contains the following fields and values:

- Customer Name : Test
- Card Number : 978321654321
- Current Balance : 0
- Add/Subtract Amount : 0 (highlighted with a red circle)

At the bottom of the form, there are two green buttons: "Recharge" and "Close".

**Fig 3 Adding money to a member account**

Adding money is not required at this time. If the card is going to be used by an employee who will not be paying, then it is ok to create the account without adding any money, but discount must be set to 100%. This will allow the employee to use the card to make purchases without adding any money. All of the transactions will still be recorded in the reports, but they will all be recorded as \$0.00 value. This will allow the employees to use the ball dispenser freely without upsetting the sales reports.

### Member Information

The screenshot shows a window titled "Add Edit Members" with two tabs: "Personal Details" and "Account Balance and Recharge". The "Personal Details" tab is active. The form contains the following fields and values:

- Card # : 978009114169
- Country : United States
- First Name : Chris
- Telephone : 800-641-4653
- Last Name : Foss
- Cellphone : 239-555-1798
- Address : 777 Golfers Lane
- Email : chrisf@easypicker.com
- City : Lehigh Acres
- Notes : Resident member
- Zip Code : 33965
- State : Florida
- Balance : \$159.00
- Discount : 20 %
- Expiry date : (empty)
- Daily Limit : 0 (with note: Enter '0' for no limit)
- Free Buckets : 0
- Active Membership

At the bottom of the form, there are two green buttons: "Update" and "Close".

**Fig 4 Member Information Screen**

**The Add/Edit Member** area allows the user to completely control and edit the user account from a single screen. Any of the member information may be updated at any time. Clicking on the “Update” button will save any changes made to the account.

**Card #:** This is the account number that is stored on the member’s swipe card. Do **not** change this number as it will prevent the member card from working at the ball dispenser. If the member loses their swipe card, highlight this number, and swipe a new card. This will instantly deactivate the old card and place the new card on the account. Remember to click on the “Update” button when doing this so the changes will be saved.

**First Name:** Optional Field. This should be filled in to make the reports easier to read.

**Last Name:** Optional Field. This should be filled in to make the reports easier to read.

**Address Fields:** Optional.

**Expiry Date:** Clicking in this box will cause a calendar to pop up. Select a date by clicking on it. This will cause the members card to stop working after the selected date. The customers account information and balance will not be affected but the card will no longer be accepted for purchases at the dispenser. This can be used to deactivate the member cards at the end of the season. Changing the expiration date to a later date will re-activate the card.

**Notes:** Any text typed into this box will be saved to the database and displayed on the main screen when a customer card is swiped. This information is **not** displayed at the dispenser. This field is good for recording any notes regarding the member and may be changed at any time.

**Balance:** Displays the customer’s current balance.

**Discount:** Selecting a discount level from the drop down box will give the customer that level of discount off of the regular prices. If the customer has a 20% discount on their account and the regular price is \$10.00, they will only be charged \$8.00 when they use the card at the dispenser. Setting this discount level to 100% will cause the customer to get all purchases for free. All transactions are still recorded in the database and can be viewed at any time. This is great for allowing employees to use the dispenser without charge, yet still providing accountability for all baskets.

**Daily Limit:** Enter a dollar amount in this area to limit a member’s daily purchases. If the baskets are \$8.00, and the value 20 is entered in the box, the member will be limited to 2 baskets per day. Do not enter a “\$” sign in this box. Just enter the number.

**Free Buckets:** Entering a number in this field will provide the member with that number of free baskets. These baskets are always a single drop of balls (Small) and are always used up before any cash on the account. Once these free baskets are used up, the dispenser will automatically start deducting cash from the account to cover any purchases.

***Note:*** Always remember to click on the “Update” button after making changes. This will save the changes to the database. Changes do not take effect until “Update” has been clicked.

## Using PIN Numbers

Valid Till	Selected Size & Buckets	Discount %
8/26/2010	(1 Bucket/s)	25%

Total Charge for this PIN : \$4.00  
Less - Discount : \$1.00  
Amount to be Paid : \$3.00

Fig 5 PIN Screen

From the main screen in Range-Express, go up to the menu and click on “PIN Numbers” and then “Generate Pins” to get to the PIN screen Fig 5). All that is required to print a PIN number is to click on the desired size.

## PIN Options

**PIN Validity:** Select a time period that the issued PIN number will be valid for. This will always default to the last time period selected. If “Custom Date” is selected, then click on the displayed date and a calendar will appear. Use the calendar to click on the desired date. This is useful when handing out a promotional PIN number that can be valid until the end of the season.

**Number of Buckets:** Setting this to anything other than “1” will allow the PIN number to be used more than once. With a group of three people, issue one PIN number that will work three times at the dispenser instead of issuing three individual PIN numbers.

**Discounts:** This will apply the selected discount to the price of the PIN sold.

**Batch PIN Printing:** Selecting this check box (Fig 6) allows multiple PIN printing with one click. If you have a tournament or event, select 20, and it will print 20 PIN numbers of the selected size. This is useful for any event requiring a large number of baskets.

**Note:** *If you want the batch PIN numbers to be printed to the receipt printer, it must be selected in Range-Express settings (Fig 7). If this is not selected they will print to your report printer. Setting Range-Express to send them to the receipt printer allows you to print a large number of individual PIN receipts with one click.*

Medium - \$6.00

Large - \$8.00

50 %

Free

Custom Discount

Discount %

0%

Batch Printing  Pins

Clear Close

Fig 6 Selecting Batch PIN printing in the PIN screen

**Note:** When selecting a quantity for batch PIN printing, highlight the amount with your mouse and type in a number. This might be quicker than using the arrows.

Reports Printer : Microsoft XPS Document Writer

Pin printing enabled

Pin Printer : Star TSP100 Cutter (TSP143) (Copy 2)

Pin Font Size : 22  Print batch pins to pin printer

Print following text with pin

Text before pin : Easy Picker Golf Products

Text after pin line 2 : at the bar and get a

Text after pin line 1 : Show this PIN receipt

Text after pin line 3 : complimentary beer

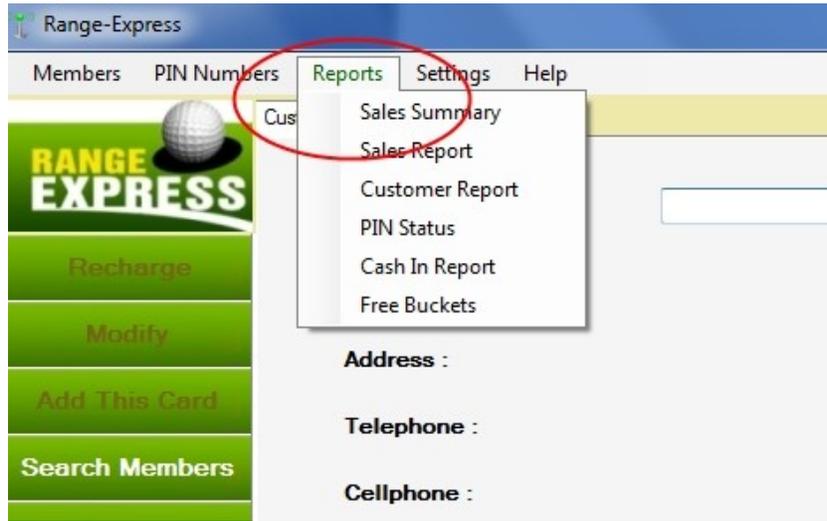
Save Close

Fig 7 Sending Batch PINs to the receipt printer in the Range-Express Settings Screen

**Note:** When changing any settings in the Range-Express settings screen, changes will not take effect until the "Save" button is clicked at the bottom of the screen.

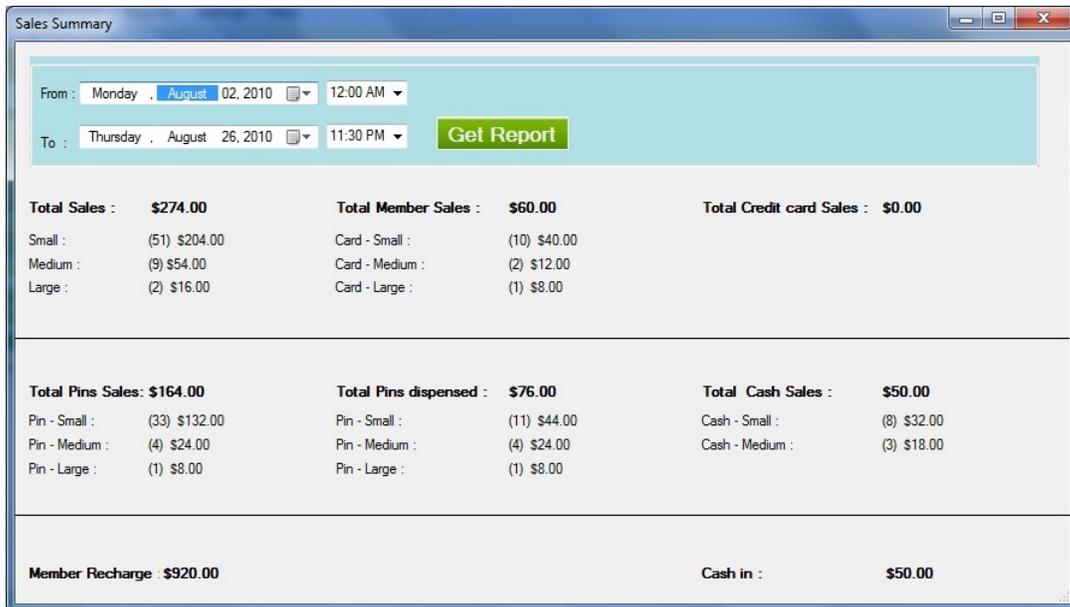
## Using Reports in Range-Express

All reports in Range-Express are based on the same format making them very user friendly. All of the reports are accessed by going to “Reports” from the main screen (Fig 8).



**Fig 8 Getting to the Reports**

The first item in the “Reports” menu is “Sales Summary”. This is useful when looking for all of the totals for accounting purposes (Fig 9). The sales summary report gives a breakdown of all the sales amounts at a glance. Select the start and end date, and then click on “Get Report”.



**Fig 9 Sales Summary Report**

When looking for specific information or more details (Fig 10), select “Sales Report” from the Reports Menu. From this report, select “Dispenser Activity”, “PIN Sales”, “Member Recharge”, “Cash Sales” or “Credit Card Sales”(If Credit Card Feature was purchased). Once the desired report is selected, enter the start and end dates, then click the “Get Report” button.

Member	PIN	Type	Category	Amount	Balance	Date	Bucket Size	Ref
Giles Meyer		Bucket Sale	Member Card	\$4.00	\$217.00	8/17/2010 1:32:29 PM	Small	
Cash		Bucket Sale	Cash	\$6.00	\$0.00	8/17/2010 1:45:37 PM	Medium	
Cash		Bucket Sale	Cash	\$4.00	\$0.00	8/17/2010 1:45:56 PM	Small	
Token		Bucket Sale	Token	\$0.00	\$0.00	8/17/2010 1:56:21 PM	Small	
Chris Foss		Bucket Sale	Member Card	\$4.00	\$171.00	8/17/2010 2:54:18 PM	Small	
Chris Foss		Bucket Sale	Member Card	\$4.00	\$167.00	8/17/2010 4:10:57 PM	Small	
Chris Foss		Bucket Sale	Member Card	\$4.00	\$163.00	8/17/2010 5:00:52 PM	Small	
Chris Foss		Bucket Sale	Member Card	\$4.00	\$159.00	8/17/2010 6:04:31 PM	Small	
Pins	417037	Bucket Drops	Pins	\$4.00	\$0.00	8/17/2010 6:09:00 PM	Small	
Pins	631806	Bucket Drops	Pins	\$4.00	\$0.00	8/18/2010 11:50:21 AM	Small	
Pins	468969	Bucket Drops	Pins	\$8.00	\$0.00	8/23/2010 10:41:05 AM	Large	
Token		Bucket Sale	Token	\$0.00	\$0.00	8/23/2010 11:52:47 AM	Small	
Cash		Bucket Sale	Cash	\$4.00	\$0.00	8/23/2010 11:53:34 AM	Small	

Card Total : \$60.00	Pin Total : \$76.00	Total Sales : \$186.00
Card - Small : 10 \$40.00	Pin - Small : 11 \$44.00	Small : 38 \$116.00
Card - Medium : 2 \$12.00	Pin - Medium : 4 \$24.00	Medium : 9 \$54.00
Card - Large : 1 \$8.00	Pin - Large : 1 \$8.00	Cash Sales : \$50.00
		Large : 2 \$16.00

**Fig 10 Detailed Sales Report**

If “PIN Status” is chosen on the “Report Menu”, the status of an issued PIN number can be checked. This report will show how many baskets a PIN was issued for, as well as if it was used (Fig 11). Clicking on the top of the PIN column will sort the PIN numbers in numerical order. This makes it very easy to find the PIN in question, and to check whether it has been used or not. Clicking “Valid Pins” at the top of the report will remove used PIN numbers from the list. Clicking on the top of the “PIN” column will sort all of the PIN numbers numerically. This makes it easier to find a particular PIN number.

PIN	Date Created	Expiry	Bucket Size	# of Buckets	Dispensed Buckets	Price	Inactive
557094	8/16/2010 2:15 PM	8/17/2010	Small	1	0	\$4.00	<input type="checkbox"/>
479201	8/16/2010 2:15 PM	8/17/2010	Small	1	0	\$4.00	<input type="checkbox"/>
149101	8/16/2010 2:17 PM	8/17/2010	Small	1	0	\$4.00	<input type="checkbox"/>
361163	8/16/2010 2:17 PM	8/17/2010	Small	1	0	\$4.00	<input type="checkbox"/>
624210	8/16/2010 2:17 PM	8/17/2010	Small	1	0	\$4.00	<input type="checkbox"/>
031929	8/16/2010 2:18 PM	8/17/2010	Small	1	0	\$4.00	<input type="checkbox"/>
945578	8/16/2010 2:19 PM	8/17/2010	Small	1	0	\$4.00	<input type="checkbox"/>
395973	8/16/2010 2:20 PM	8/17/2010	Small	1	0	\$4.00	<input type="checkbox"/>
339438	8/16/2010 2:23 PM	8/17/2010	Small	1	0	\$4.00	<input type="checkbox"/>
957739	8/16/2010 2:24 PM	8/17/2010	Small	1	0	\$4.00	<input type="checkbox"/>
229114	8/16/2010 2:25 PM	8/17/2010	Small	1	0	\$4.00	<input type="checkbox"/>
553425	8/17/2010 10:34 AM	8/18/2010	Small	1	0	\$4.00	<input type="checkbox"/>
461712	8/17/2010 11:43 AM	8/18/2010	Small	1	0	\$4.00	<input type="checkbox"/>
105099	8/17/2010 11:43 AM	8/18/2010	Small	1	0	\$4.00	<input type="checkbox"/>

Small	22	\$88.00	Total : \$88.00
Medium	4	\$24.00	
Large	1	\$8.00	

**Fig 11 PIN Status Report**

## Member Report

From the main screen (Top left corner) in Range-Express, click on “Members” and then “Modify Member Detail” (Fig 12).

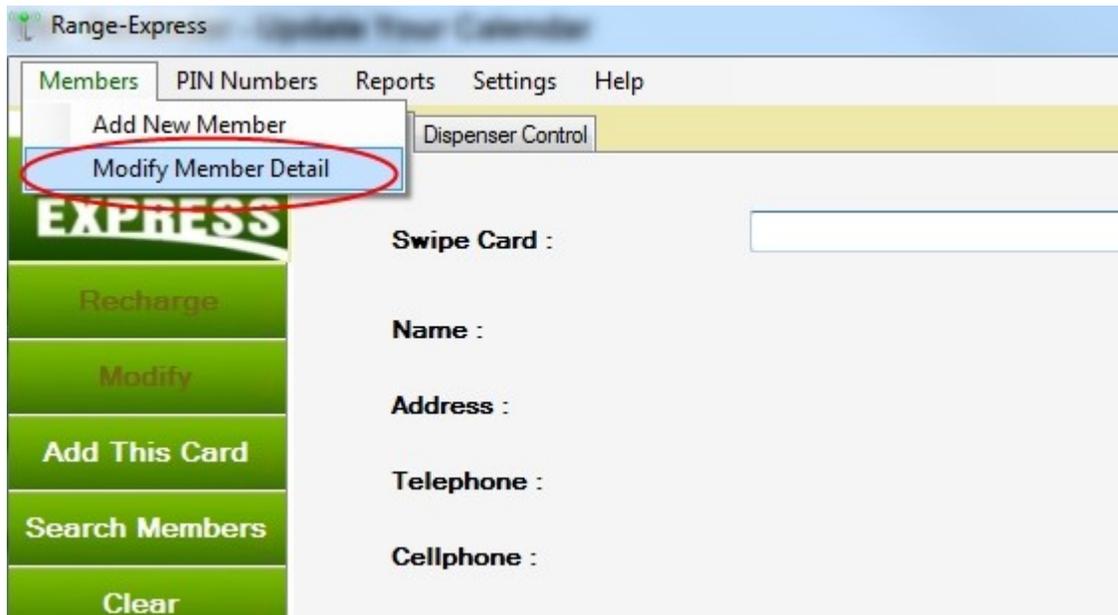
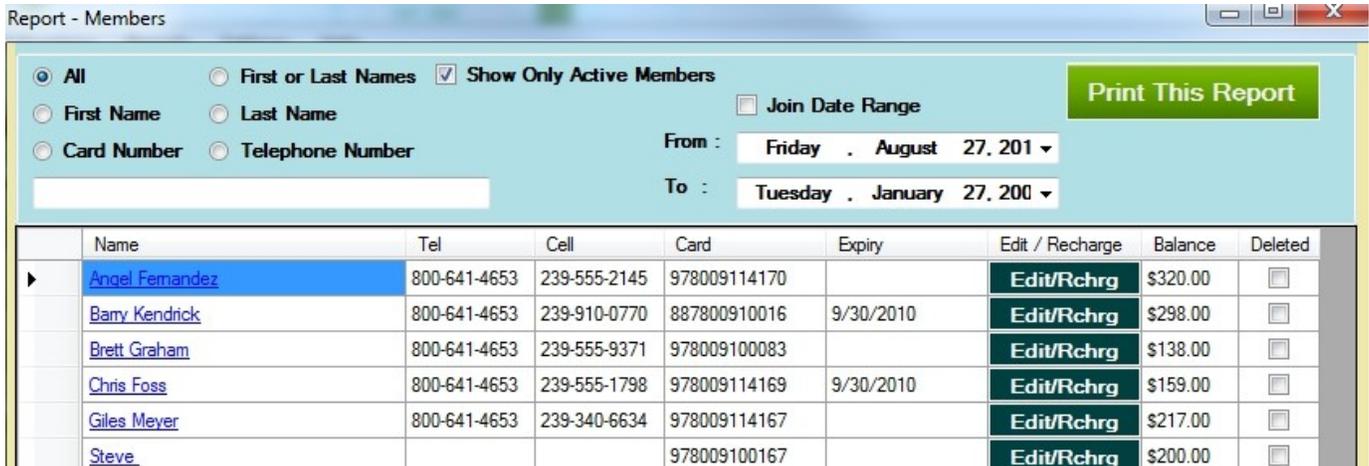


Fig 12 Get to member accounts

This will bring up a list of all member accounts (Fig 13).



Report - Members

All  First or Last Names  Show Only Active Members  Join Date Range

First Name  Last Name

Card Number  Telephone Number

From : Friday . August 27, 201

To : Tuesday . January 27, 200

	Name	Tel	Cell	Card	Expiry	Edit / Recharge	Balance	Deleted
▶	<a href="#">Angel Fernandez</a>	800-641-4653	239-555-2145	978009114170		Edit/Rchrg	\$320.00	<input type="checkbox"/>
	<a href="#">Bary Kendrick</a>	800-641-4653	239-910-0770	887800910016	9/30/2010	Edit/Rchrg	\$298.00	<input type="checkbox"/>
	<a href="#">Brett Graham</a>	800-641-4653	239-555-9371	978009100083		Edit/Rchrg	\$138.00	<input type="checkbox"/>
	<a href="#">Chris Foss</a>	800-641-4653	239-555-1798	978009114169	9/30/2010	Edit/Rchrg	\$159.00	<input type="checkbox"/>
	<a href="#">Giles Meyer</a>	800-641-4653	239-340-6634	978009114167		Edit/Rchrg	\$217.00	<input type="checkbox"/>
	<a href="#">Steve</a>			978009100167		Edit/Rchrg	\$200.00	<input type="checkbox"/>

Fig 13 Member Report

**Finding a member:** When dealing with a large number of member accounts, it will be easier to use the search feature, than to scroll through all of the accounts. Select “First or Last Names” and begin typing the member’s name in the white box. While typing, the list will update accordingly and bring the members name to the top of the list.

**Click on member name:** Clicking on a member's name will trigger a report of that member's activity (Fig 14). Select a start date and an end date for the report. The option of viewing dispenser activity, money added to the account, or all activity may be selected.

Member	Type	Category	Amount	Balance	Date	Bucket Size	User
Brett Graham	Bucket Sale	Member Card	\$8.00	\$142.00	8/27/2010 1:46 PM	Large	
Brett Graham	Bucket Sale	Member Card	\$4.00	\$138.00	8/27/2010 1:50 PM	Small	
Brett Graham	recharge Card	Member Card	\$50.00	\$188.00	8/27/2010 3:19 PM	All	
*							

**Fig 14 Member account activity report**

**Click on Edit/Rchrg:** (Fig 15) displays the member's account, where viewing or changing any of the member's information or discount, expiry can be done.

Card	Expiry	Edit / Recharge	Balance	Deleted
78009114170		Edit/Rchrg	\$320.00	<input type="checkbox"/>
78009100167		Edit/Rchrg	\$210.00	<input type="checkbox"/>
78009114168		Edit/Rchrg	\$150.00	<input type="checkbox"/>
78009114169	9/30/2010	Edit/Rchrg	\$159.00	<input type="checkbox"/>
78009114167		Edit/Rchrg	\$217.00	<input type="checkbox"/>

**Fig 15 Click on Edit/Rchrg to Edit a Customer Account**

**Note:** Any of the reports in Range-Express may be printed by clicking on the "Print" button in the report. This will send the report to whatever report printer has been selected in "Range-Express Settings".

### Backing Up Range-Express

When using member accounts, it is *very important* to do database backups *regularly*. This will ensure the protection of member's accounts even in the event of a catastrophic computer failure. If the database is on a server that is backed up daily, then you do not need to do this.

The Range-Express backup feature is located under the "Help" menu on the main screen (Fig 16).

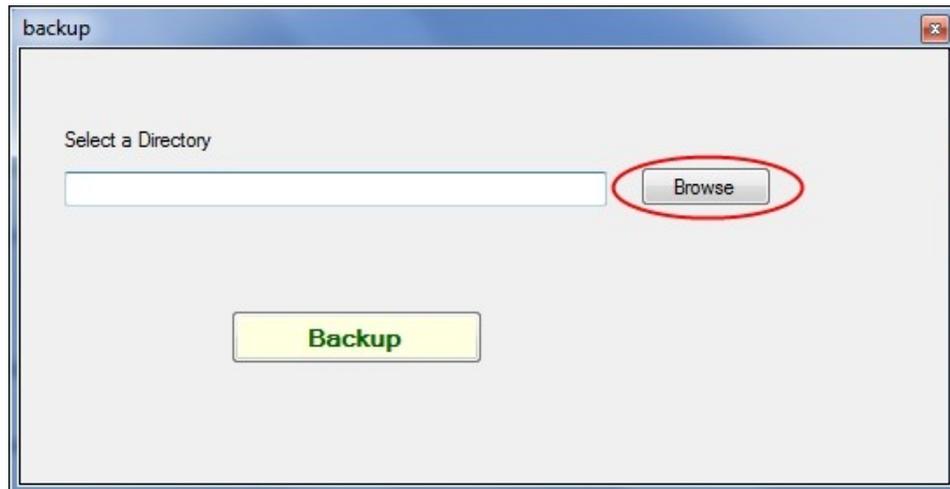


**Fig 16 Accessing the Range-Express backup feature**

Selecting "Backup" from the menu will make the backup dialog box appear (Fig 17). This is to browse to a location where the data backup will be created. The use of a USB drive or memory stick is strongly recommended. This will preserve a copy of the data in the event of a computer failure.

In the event of a computer failure, the Range-Express Technical Support staff will have the ability to re-install the software to a new or repaired computer, and restore all data from the backup files.

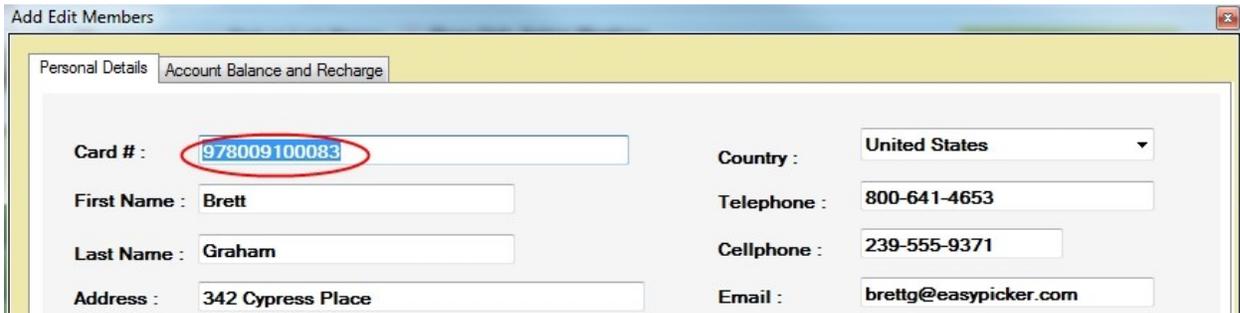
*Note:* It only takes a few seconds to do a backup which can save a lot of grief in the event of a computer failure. Range-Express Technical Support staff are available to provide assistance in setting up a reliable backup plan.



**Fig 17 Use the "Browse" button to choose where to place your backup files**

## Frequently Asked Questions / Troubleshooting

**How do I replace a lost or stolen card?** To replace a member card, open the member's account. Once the account is open, highlight the member account number as shown below (Fig 18).



The screenshot shows a web application window titled "Add Edit Members". It has two tabs: "Personal Details" and "Account Balance and Recharge". The "Personal Details" tab is active. The form contains the following fields:

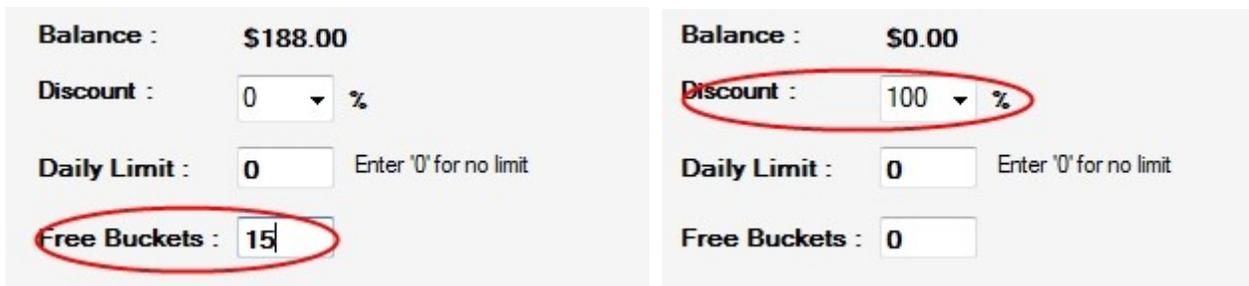
Card # :	978009100083	Country :	United States
First Name :	Brett	Telephone :	800-641-4653
Last Name :	Graham	Cellphone :	239-555-9371
Address :	342 Cypress Place	Email :	brettg@easypicker.com

**Fig 18 Highlight the member account number**

Once the account number is highlighted, swipe a new card. Then click on the "Update" button at the bottom of the screen. The old card is deactivated instantly and the new card will now work with the existing member account and balance.

**How do I issue a card to an employee that is not going to be paying?** Create an account in the usual way, except do not add any money to the account. Once the account is created, set the discount level to 100%. This will allow Range-Express to track all purchases without affecting the dollar amounts in the reports.

**What is the difference between "Free buckets" and "100% discount" on a members account?** Free buckets are complimentary buckets added to a member's account that are used before the account balance is touched. This feature is useful if members are provided with a seasonal allotment of free baskets. These baskets are always a single drop of balls (Small basket), and when they run out, the system will begin to deduct money from the account. The customer would be required to add money to the account once the free baskets are used up. If the customer adds money before the free baskets are used up, the money will be ignored while free baskets remain.



The image shows two side-by-side screenshots of account settings. The left screenshot shows a balance of \$188.00, a discount of 0%, a daily limit of 0, and 15 free buckets. The right screenshot shows a balance of \$0.00, a discount of 100%, a daily limit of 0, and 0 free buckets. Red ovals highlight the 'Discount' field in the right screenshot and the 'Free Buckets' field in the left screenshot.

Field	Left Screenshot	Right Screenshot
Balance :	\$188.00	\$0.00
Discount :	0 %	100 %
Daily Limit :	0	0
Free Buckets :	15	0

**Fig 19 Free Buckets VS 100% Discount**

**Both PIN numbers and member cards are not working at the dispenser.** The most common cause of this is that the software is not running on the computer. The software must be running on the main Range-Express computer for the dispenser to be able to validate PIN numbers or verify customer accounts. If Range-Express is running on multiple computers, only the main Range-Express computer needs to be running. If an alternate computer needs to be set up as the main Range-Express computer, please call Technical Support at 239-910-0770.

## Frequently Asked Questions / Troubleshooting (cont)

**I am having trouble with the system. Where do I get help?** Call your Easy Picker Golf Products sales representative at 800-641-4653 during regular business hours or call Range-Express Technical Support directly at 239-910-0770. Email support is available at [techsupport@easypicker.com](mailto:techsupport@easypicker.com). A support representative might have already installed a “Support” icon on your computer desktop. If so, double-click this icon to reach support over the internet. When using this method, it is best to call the support phone line as well at 239-910-0770 to ensure there is a representative waiting for the connection.

**How do I change the basket prices?** The basket prices are in the Range-Express settings screen. Using the mouse, go to the “Settings” and then “Range-Express Settings” menu items (Fig 20).

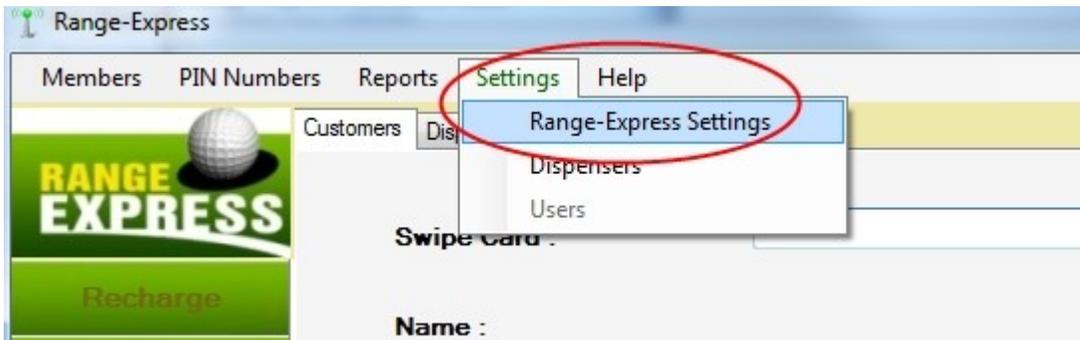


Fig 20 Getting to the settings screen

Once in the settings screen, the prices will be in the top right corner. Change the prices and then click the “Save Prices” button (Fig 21). This will update the prices at the dispenser immediately.

Prices

	Price	Description
Selection 1	4.00	Small
Selection 2	6.00	Medium
Selection 3	8.00	Large
Selection 4	0.00	None

Fig 21 Changing your prices

**Note:** When changing the prices in Range-Express, click on the “Save Prices” button as shown in Fig 21. Clicking the “Save” button at the bottom of the screen does not save any price changes. To verify the prices, go back into the settings screen. It will load the actual prices that are in effect at the dispenser.

## Frequently Asked Questions / Troubleshooting (cont)

**How do I change the text that prints on the PIN receipt?** With the mouse, go to the “Settings” and then “Range-Express Settings” menu items (Fig 20). There are four lines of text that the user can change for PIN receipts.



The screenshot shows a settings dialog box with the following fields and options:

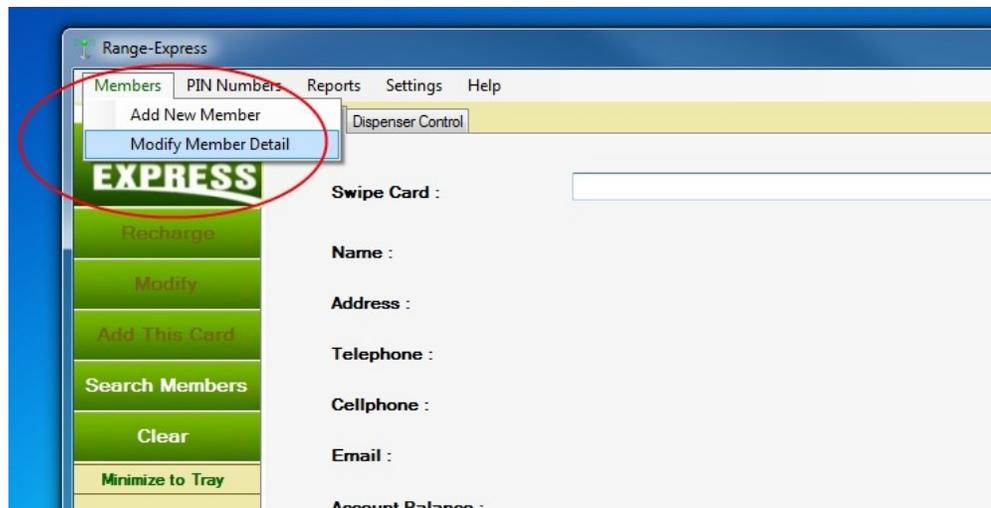
- Pin Font Size :** A text input field containing the number 28.
- Print batch pins to pin printer**
- Print following text with pin**
- Text before pin :** A text input field containing "Easy Picker Range".
- Text after pin line 2 :** A text input field containing "at the ball dispenser".
- Text after pin line 1 :** A text input field containing "Enter your PIN number".
- Text after pin line 3 :** An empty text input field.

At the bottom of the dialog are two green buttons: **Save** and **Close**.

**Fig 22 Changing the look of the PIN receipt**

The line labeled “Text before PIN” is a line of text that is printed above the PIN number on the receipt. Whatever is typed into this line will appear above the PIN number. The last three lines that can be edited will appear below the PIN number on the receipt. Use this feature to enter promotions or sales, etc. This text can be changed at any time, and may be centered on the receipt, by entering spaces before your text. Depending on the receipt printer, if too many characters are entered, they may not print properly. Always check the PIN receipt after changing the text. If the line is not wanted on the receipt, just leave it blank. “PIN” font size controls the size of the PIN number on the receipt. This feature may not work on all printers.

**How do I disable a member card?** Bring the member’s account details on the screen. To do this, go to “Members” and then “Modify member detail” (Fig 23).



**Fig 23 Get to a member account**

A list of the member accounts will appear. Find the member that to disable and click on “Edit/Rchrg” (Fig 24).

Card	Expiry	Edit / Recharge	Balance	Deleted
78009114170		Edit/Rchrg	\$320.00	<input type="checkbox"/>
78009100167		Edit/Rchrg	\$210.00	<input type="checkbox"/>
78009114168		Edit/Rchrg	\$150.00	<input type="checkbox"/>
78009114169	9/30/2010	Edit/Rchrg	\$159.00	<input type="checkbox"/>
78009114167		Edit/Rchrg	\$217.00	<input type="checkbox"/>

**Fig 24 Edit the member's account**

This will open up the member's account details. Click on the "Active Membership" check box at the bottom of the screen to remove the check mark (Fig 25). This will deactivate the member account and prevent the member card from working. Remember to click on the "Update" button at the bottom of the screen to make changes take effect. The account can be activated again in the exact same way at any time.

City : Lehigh Acres

Zip Code : 33973

State : Florida

Expiry date :

Leave empty for no expiry.

Active Membership

Update Close

**Fig 25 Disabling a member account**

**Note: When an account is disabled, the information is not deleted. The reports will still contain all of the user information and activity. Any remaining balance will not be affected.**

**I can not find a solution in the manual. Where do I get help?** Call your Easy Picker Golf Products sales representative at 800-641-4653 during regular business hours, or call Range-Express Technical Support directly at 239-910-0770. Technical support may also be reached by email using [techsupport@easypicker.com](mailto:techsupport@easypicker.com).