

## **Frequently Asked Questions**

At the GHIN User's Conference, we distributed an initial set of FAQs. Based on feedback from SRGAs during and after the conference, we've compiled the additional FAQs below.

### **Product**

#### **Will NMI be supported in USGA Tournament Management PREMIUM?**

Yes. USGA Tournament Management PREMIUM currently supports Stripe for credit card payment processing. We recognize that NMI is widely used by SRGAs and we consider NMI support to be a high priority for 2017 as part of the larger set of requirements for player registration and player profile management.

#### **Is there an offline version of USGA Tournament Management?**

No. USGA Tournament Management runs in the Cloud and requires a reliable internet connection. This is the modern standard and provides important benefits such as:

- Nothing to install
- Access from any location (office, home, tournament sites, or road)
- Continuous improvement (fixes released immediately and enhancements released often)
- Reliability (always on except for scheduled maintenance)
- Scalability (sustainable performance regardless of the number of SRGAs/clubs using the product)

In cases where traditional internet service may not be available (remote locations) or may not be allowed (e.g. military bases), other options such as cellular service or satellite service may be available or other desktop based tournament solutions can be used.

#### **When will SRGA gaps be addressed? When will SRGAs be able to run SRGA events?**

While the product is ready today for club use, we have additional work to make it ready for comprehensive SRGA use. These gaps fall into three major areas:

- Player registration and player profile management
- Game day event management
- Season management (player of the year points, etc.)

For **game day event management**, we've identified a small set of key SRGA requirements (e.g. projected cut line while event in progress, scoring station mode of mobile app, pace of play worksheets, etc). We are treating these as the top priority and we expect to complete these during the course of 2017 Q1.

In this way, SRGAs will be able to manage player profiles and event registration in TPP (or equivalent) while exporting the player roster to USGA Tournament Management PREMIUM to manage all gameday prep and execution (pairings, scorecards, scoring, leaderboards, results, etc.) for SRGA events in 2017.

The remaining requirements (**player registration/profile management** and **season management**) will be addressed throughout the course of 2017. In this way, USGA Tournament Management PREMIUM can fully replace TPP for SRGA usage starting in 2018.

#### **How do users know what new features have been added?**

New releases of USGA Tournament Management will be issued approximately every 5 weeks. Upon release, all USGA Tournament Management users (customer managers at GHIN SRGAs and GHIN clubs) will receive a Product Update email summarizing the new features and improvements.

#### **Can SRGAs use the USGA Tournament Management logo for training and promotional materials?**

Yes. SRGAs can find the logos on the USGA Info Portal in the USGA Tournament Management menu.

## **Usage**

#### **Can SRGAs use their PREMIUM instance to run outings for charities?**

Yes. We recognize that outing services can be a source of alternative revenue for SRGAs. USGA Tournament Management PREMIUM offers a variety of features that streamline the administration of golf outings and enhance outing revenue via custom sponsor content and enhanced golfer experience. As a user of USGA Tournament Management PREMIUM, SRGAs have full access to these capabilities.

#### **What type of computer is needed for an SRGA or club to use USGA Tournament Management?**

USGA Tournament Management runs through any modern browser (Chrome, Firefox, Safari, Internet Explorer, Edge) on a desktop computer (Windows or Mac), laptop (Windows, Mac, or Chromebook), or other device (tablet etc).

## Training

### **What is the recommended approach for initial club training?**

In addition to any training provided directly by SRGAs, we recommend that clubs complete two one-hour introductory training videos (provided by GGS) before receiving access to their USGA Tournament Management environment. These videos cover fundamentals, terminology, navigation, running a basic event from start to finish, and review of advanced features. At that point, clubs can use the quick start guide (provided by GGS) to get started with setting up their environment (users, settings, courses/tees, etc) and running a basic event. The club can continue learning by using the online Knowledge Base to find specific articles and videos as needed for other types of events and advanced features.

### **Do SRGAs have access to a test BASE account to make it possible to train clubs?**

Each SRGA environment includes a test BASE account (“<SRGA Name> BASE Test Club”) under the Managed Clubs area. This environment can be used for club training and demonstration purposes. We recommend that SRGAs provide introductory training sessions (as described above) before activating a club’s USGA Tournament Management environment. In this way, the club does not need access to a BASE environment until they are ready to start using their own environment.

## Support

### **What tools are provided to assist SRGAs in providing support to clubs?**

When a user has a question, they click the Orange question mark and search for help in the online Knowledge Base. In most cases (75% or more), the user will find the information they need. If they are unable to find the information they need, they enter their question and initiate a support request which is delivered to the Level 1 support staff at their SRGA via a chat tool (Intercom). The support request includes a link directly to the location within the tournament management product where the club user initiated their request (which is a very useful tool). At any time, SRGA support staff can transfer the communication to email or phone.

The layered approach (searching the knowledge base before initiating a support request) is specifically designed to minimize the need for SRGA support while ensuring that club users can find the information they need.

### **What happens if a club initiates a support request while their SRGA support staff is out of the office?**

When a club initiates a support request from USGA Tournament Management, the SRGA support team (all members of the Intercom support group for a given SRGA) will see the inbound request via Intercom (if logged into Intercom either in a browser or mobile application). An email is also sent to the SRGA support team to alert them to the new support request. In this way, the SRGA support team can monitor inbound support requests from any location and respond (if possible) via Intercom (browser or mobile app), email, or phone.

An SRGA can also enable the out-of-office assistant feature of USGA Tournament Management when the SRGA office is closed. This will automatically notify their member clubs that they are out of office when a club initiates a support request.

### **How are club support requests escalated from Level 1 (SRGAs) to Level 2 (GGS Support)?**

An SRGA can manually escalate a support request to Level 2 (GGS Support) at any time in Intercom (through a browser or the mobile application). This is accomplished by opening the Intercom thread and reassigning the thread to GGS Support with a couple of clicks.

For clubs using PREMIUM, support requests will be automatically escalated to GGS support if there is no SRGA support response after 45 minutes. This period gives SRGAs an opportunity to respond to club support requests while also ensuring that PREMIUM clubs receive a timely response when SRGAs are out of the office or otherwise unable to respond. This automatic escalation period may be lengthened at a later date as appropriate.

### **What other options can an SRGA consider to provide Level 1 support to their member clubs?**

If an SRGA is unable to directly provide Level 1 support, the following options are available:

- Form a cooperative with other SRGAs to share the support responsibility
- Outsource to another SRGA
- Outsource to Golf Genius Software

### **Who is responsible for providing Level 1 support to clubs that fall into multiple associations? Who is entitled to the revenue share from club upgrades to PREMIUM?**

In cases where a club falls into multiple SRGAs, the overlapping SRGAs are expected to engage, decide which SRGA will take the Primary role for that club, and communicate this to the USGA.

The **Primary** SRGA is responsible for providing Level 1 support to that club and is entitled to the revenue share if that club upgrades to PREMIUM.

The **Secondary** SRGA may opt to help with supporting the club in exchange for other consideration from the Primary SRGA.

The club cannot be activated until their Primary SRGA has been identified.

## Sales

### **Will SRGAs receive a list of the existing GGS customers in their association? What is the transition plan for these clubs?**

After SRGA member clubs are loaded (January 2017 for first wave SRGAs), each SRGA will see their full list of member clubs in the Managed Clubs area of USGA Tournament Management PREMIUM. This list will also indicate which clubs are existing GGS customers. Prior to January, SRGAs can request the list of existing GGS customers from their GGS Account Manager.

Existing GGS customers will remain on the Golf Genius branded product (with direct support from GGS) until their next annual renewal date (ranging from January to November 2017). At that point, they will be switched to USGA Tournament Management (BASE or PREMIUM at their discretion).

To give SRGAs time to learn the product before assuming support responsibility for these clubs, GGS will continue to provide Level 1 support to transitioned clubs for 4 months from the loading of the SRGA club list. For example, if an SRGA club list is loaded in the first wave (January 2017) and a member club (existing GGS customer) renews in February, the club will start using USGA Tournament Management in February and they will receive Level 1 support from GGS through April 2017 (4 months from the loading of the SRGA's club list).

Revenue sharing for these PREMIUM clubs will begin when Level 1 support is transitioned to the SRGA.

### **How will the regional GGS sales representative collaborate with SRGAs to promote upgrades to Premium?**

We recognize that some SRGAs prefer to take the lead in selling PREMIUM to member clubs (with GGS playing a supporting role) while other SRGAs want GGS to take the lead (keeping the SRGA in the loop).

As part of the active collaboration with SRGAs, GGS Account Managers will schedule a call with each SRGA to specifically discuss the SRGA's preferred approach and ensure that communication with member clubs is fully coordinated.

This call will include the GGS Account Manager, GGS Regional Sales Representative, SRGA Executive Director, SRGA GHIN Team Lead, and any other SRGA staff as appropriate.

### **What additional costs are incurred when a club upgrades to PREMIUM?**

In addition to the annual subscription cost for USGA Tournament Management PREMIUM, a club will also pay GGS a one-time Premium Onboarding Fee of \$300 which covers:

- Training on PREMIUM features
- GGS services required to integrate USGA Tournament Management PREMIUM with other club systems (e.g. roster synch with club back office system, SSO integration with club website, etc)

The other club system providers may require additional integration costs in some cases.

**What payment plans are available for clubs that upgrade to PREMIUM?**

At the time of upgrading to PREMIUM (or later renewing), the club commits to a one-year subscription with the option of paying GGS the entire annual subscription amount or paying GGS on a quarterly basis.

For example, if a club upgrades to PREMIUM on Mar 15, 2016, they can pay the full annual subscription cost (\$2500 in March) or they can pay quarterly (\$625 in March, June, September, and December).

In all cases, the revenue share will be payable quarterly (from GGS to SRGAs) based on the upgrade revenue received by GGS. In the case of a club paying quarterly, the revenue share will also be paid to the SRGA quarterly (based on when the club payment is received by GGS).