

Oakwood's Automated T-Time Reservation System

The Oakwood CHELSEA system is a **lottery-based system**, which allows Oakwood annual members and OW punchcard holders to make requests any time of day up to 14 days in advance of your tee time.

895-1805

To Request a time at Oakwood, you are allowed to call up to 14 days in advance of your requested play day and you're allowed to make a request up until 1:55pm 4 days prior. At 2:00pm on the 4th day prior to your requested play day a draw will take place to fill out the tee sheet and you will be notified via email of your times.

In the new system you are allowed to make a request up to 14 days in advance or make a booking in the four-day window between the day of the draw and the day of play. When you first call in to Chelsea she will ask you to "Press 1 for open bookings, press 2 for event requests and press 3 for open requests." Please be sure to press the appropriate number for the action you wish to take.

<u>Draw ...</u>	<u>for a booking On</u>
Sunday	Thursday
Monday	Friday
Tuesday	Saturday
Wednesday	Sunday
Thursday	Monday
Friday	Tuesday
Saturday	Wednesday

Member Number is an 8-digit number derived from the golfer's home phone number followed by a 1 for the male or a 2 for the female

Fill in the Blanks Cheat Sheet	
3=Open Requests	
1=Make t time request	
Date: mo da yr (093003)	
Course: 2, 3, 4, or 5	
Preference: Time or Course	
# of golfers in your party	
Captain's Number	
Player 2's Number	
Player 3's Number	
Player 4's Number	
Time hr min (0845)	
Earliest time	
Latest Time	
Sent emails to players	
Confirmation Number	
<i>(Simply hang up after you get confirmation number)</i>	

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More CHELSEA directions and hints are on the back this page

More CHELSEA Directions & Hints

- The Member Number is an **8-digit number** derived from the golfer's home phone number followed by a 1 for the male or a 2 for the female. (i.e. 89512341). To enter guests simple enter the ***Captain's Member Number*** again and Chelsea will ask you if this person is a guest. Note that the area code is not used.
- The Captain is only a term used to describe the golfer making the request for a tee time or the booking.
- To make a Tee Time Request, cancel a request, or change a request, call 895-1805 anytime up to 2:00pm 4 days before you wish to play and follow the voice instructions. Remember, Tuesday and Thursday are normally reserved for League Play.
- Using a telephone with a keypad on the base and not the handset such as cordless or cell phones will make it much easier to respond to Chelsea's voice prompts
- The first couple of times using the system you should listen to all the prompts. When you are familiar with the system, you may punch ahead, avoiding completion of the prompts. Our practice sessions have revealed that forgetting to add the 1 or 2 following your phone number was the most common stumbling block.
- By being prepared you will find the telephone system very easy to use. Listen to the prompts and the system will walk you right through. Filling in the provided "cheat sheet" before you call will speed you through the process.
- **Main Menu**
 - 1 Open Bookings or Edit/Cancel a T time
 - 1 Make Tee Time booking
 - 2 Cancel A Booking
 - 3 Change a Booking (Cancel, Change, or Add a Golfer)
 - 8 To return to
 - 2 *Event Request (This is currently used for OLGA and Oakwood Lady 9er's)*
 - 3 Open Requests
 - 1 To make a tee time request
 - 2 To cancel a tee time request
 - 3 To edit a tee time request
 - 8 To return to the main menu
 - 4 Review any assigned T times and golfers you are playing with.
 - 1 Review all Tee Times that you have (Even if some one else made it)
 - 2 Review all Tee Times and the other players that are with you
 - 5 Enter or change your name greeting (audio)
 - 1 Listen to your current voice recording
 - 2 Record a new voice greeting
 - 3 Exit this recording session
 - 8 Return to main menu
 - 9 Exit Chelsea, **or Simply hang up your phone**
- Valid Course Selections are
 - 1= Ironwood
 - 2= Starting on the Palms
 - 3= Starting on the Sonoran
 - 4= Starting on the Lakes
 - 5= Closest Time on any Oakwood Facility
- Chelsea will read back the request information before it issues a request confirmation number. **You will need the request confirmation number to edit or cancel a request or tee time.**
- To end your session simply hang up the phone after receiving the confirmation number