TRAINING MANUAL

Benny's Billiards and Sports Bar

Cue Time Systems: Table Rental System

Version 2.0

1. Introduction

1.1 Purpose of the Manual

This guide is intended for two primary user groups: Bartenders, who manage customer check-ins, pool table assignments, and checkouts; and Managers, who oversee system settings, reporting, customer data, and marketing activities.

1.2 System Overview

This is a small business application used to manage customer check-ins, pool table assignments, timed rental sessions, and automated cost calculations based on various hourly and group rates. The system operates within a local network and includes a local web server and database server.

1.3 User Roles and Permissions

The system is designed to run on local network workstations used only by authorized staff. While it does not include application-level login functionality, the assumption is that only approved users will have access to the workstations where the application is installed. The database server includes standard security protocols to protect data integrity.

1.4 Accessing the Application

The application is installed on authorized workstations connected to the business's internal network. Users access the system by opening the application from the workstation's desktop or start menu.

There will be two modules:

1. **General Module** – Used for managing customer check-ins, assigning tables, tracking rental sessions, and processing checkouts.
2. **Admin Module** – Provides tools for setting rental rates, generating reports and managing marketing activities.

1.5 Navigating the Interface

The application provides a simple, task-based interface with separate modules for bartenders and managers, guiding users through each step of their responsibilities with clear menus and prompts.

2. Bartender User Guide

2.1 Starting a Rental and Adding Players to a Table

To begin a rental session, you must select a table, locate or create a customer, and assign them to the selected table with a rental rate.

Steps to Start a Rental:

1. As shown on (**Figure 1)**, on the **main screen**, select a **table number** (1–10).

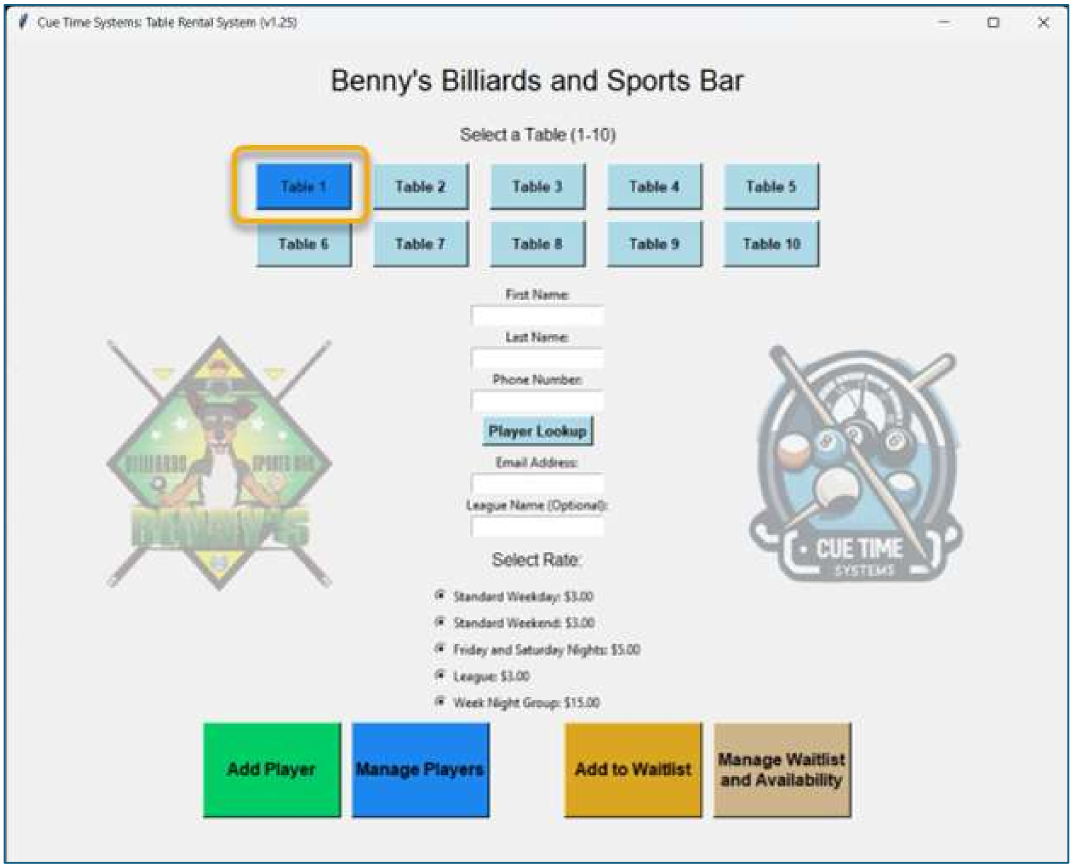


Figure 1: Selecting a Table Number and Rental Rate

2. Select the appropriate **group rental rate** using the radio buttons shown on (**Figure 2)**.

Figure 2: Entering Customer Phone Number and Searching Records

3. Enter the customer's **phone number** in the format xxx-xxx-xxxx (**Figure 3**).
4. Click the **Find Customer** button (**Figure 3**).
    a. If the customer exists, their details will populate the form.

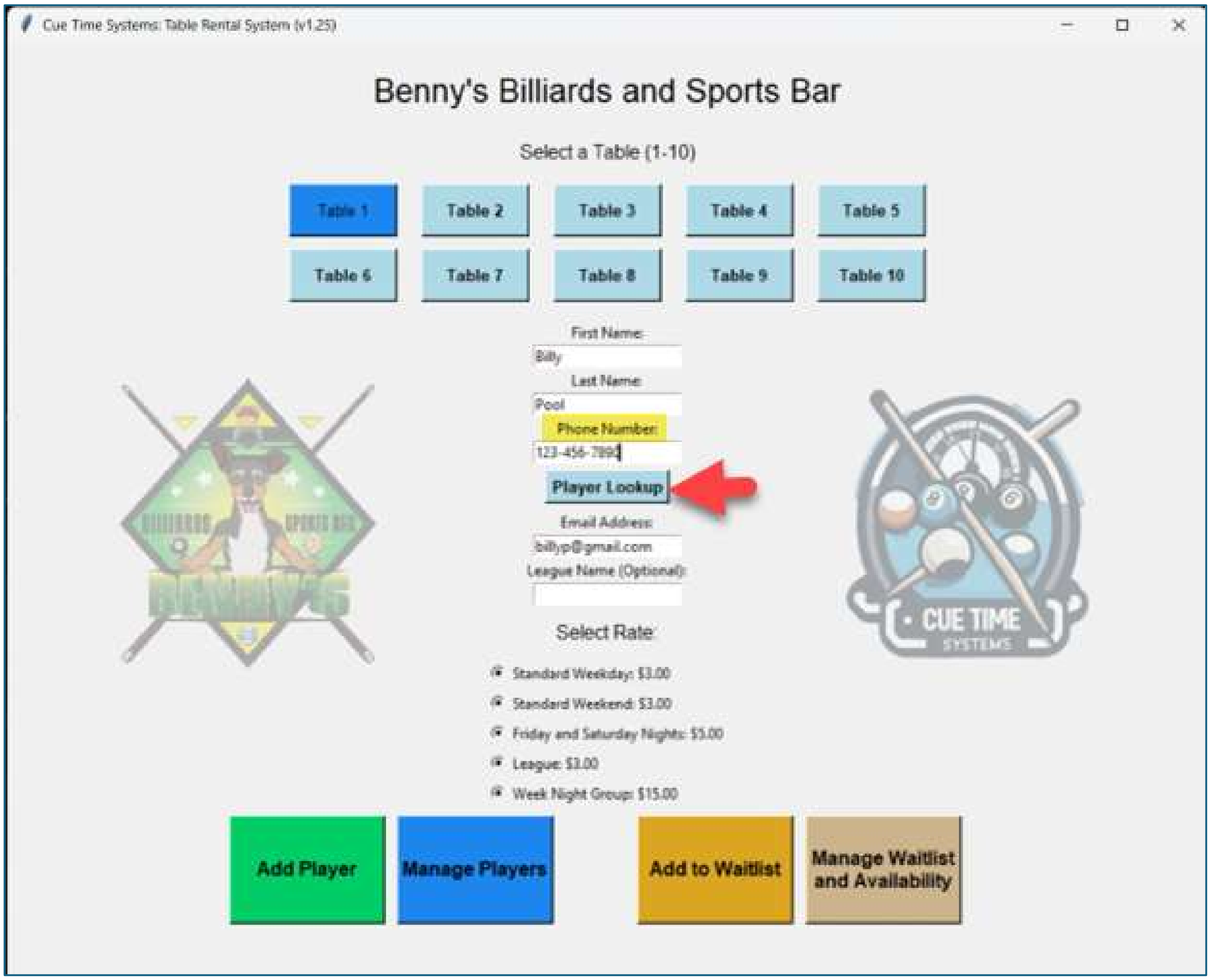


Figure 3: Player Search

    b. If not, a pop-up will indicate "**Customer Does Not Exist Yet.**" (**Figure 4**)

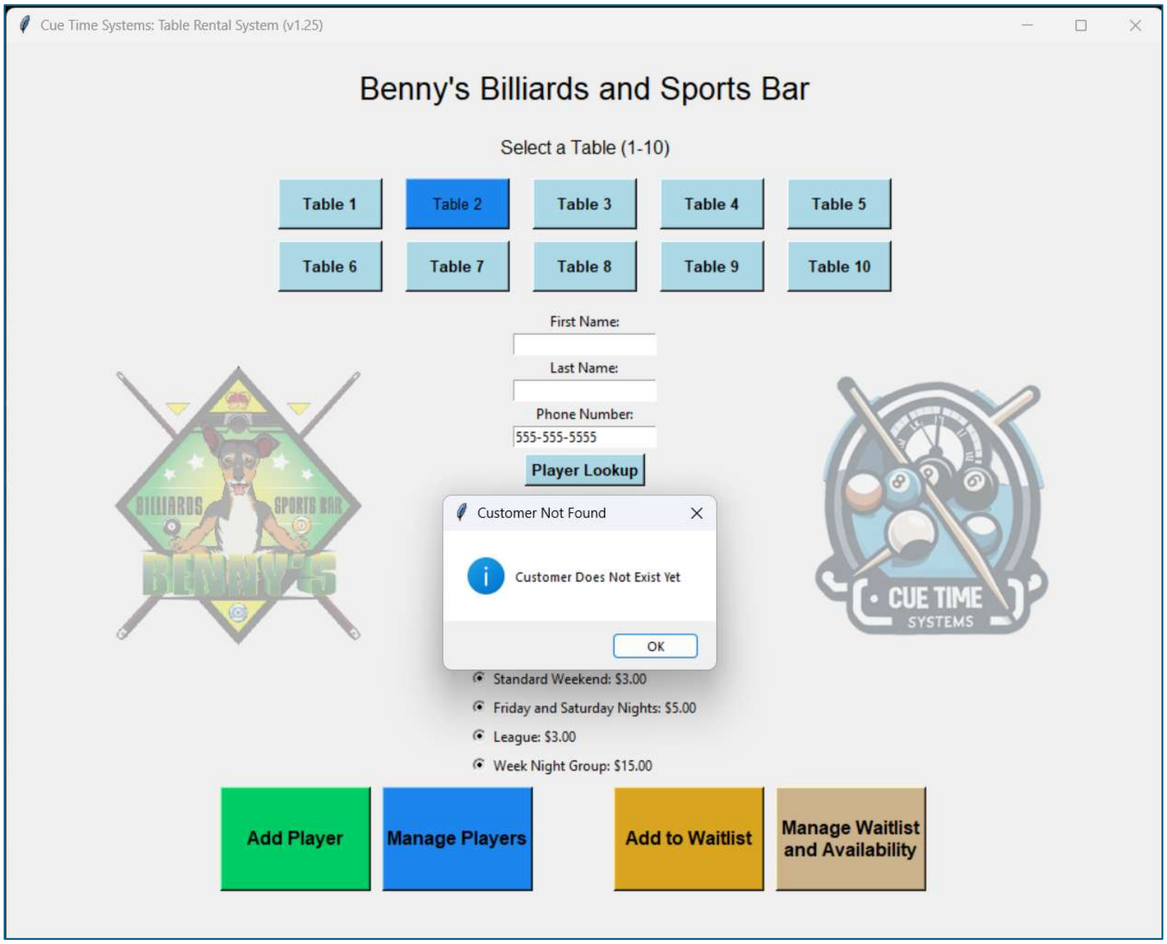


Figure 4: Player Does Not Exist Alert

5. Click the **Add Player** button: (**Figure5**)

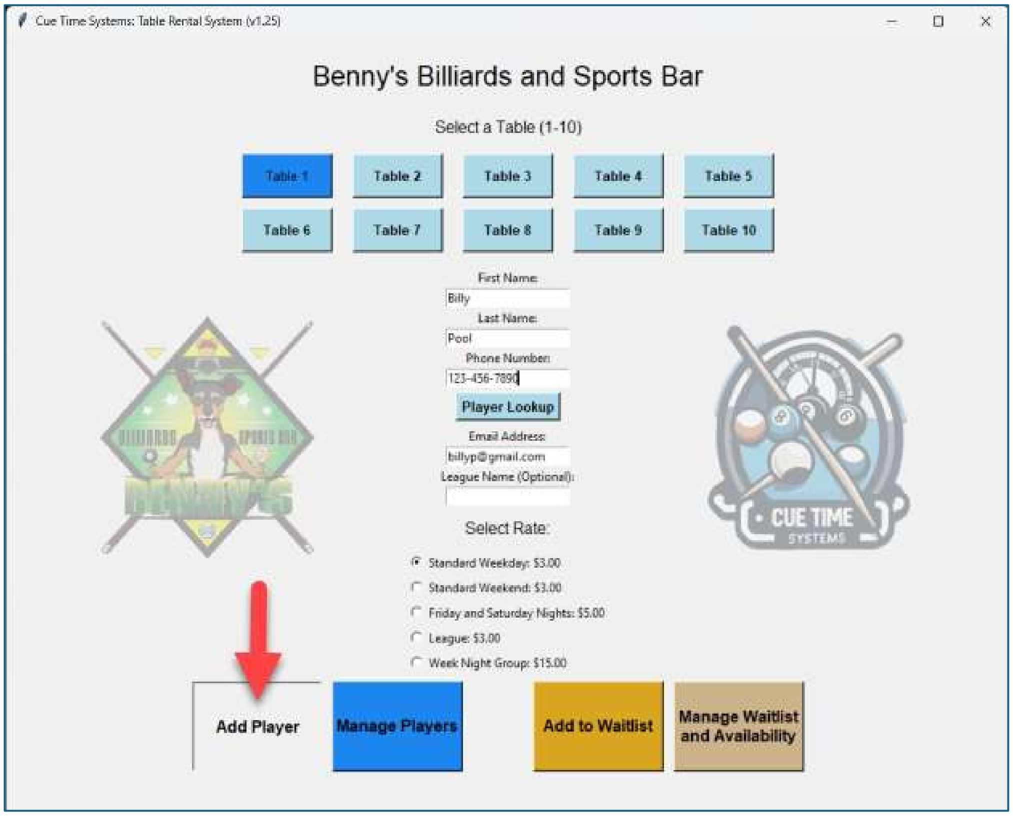


Figure 5: Click Add Player

a. If the customer was found, this assigns them to the selected table. (**Figure 6**)
b. If the customer was not found, this creates a **new customer record** and assigns them to the table. (**Figure 6**)

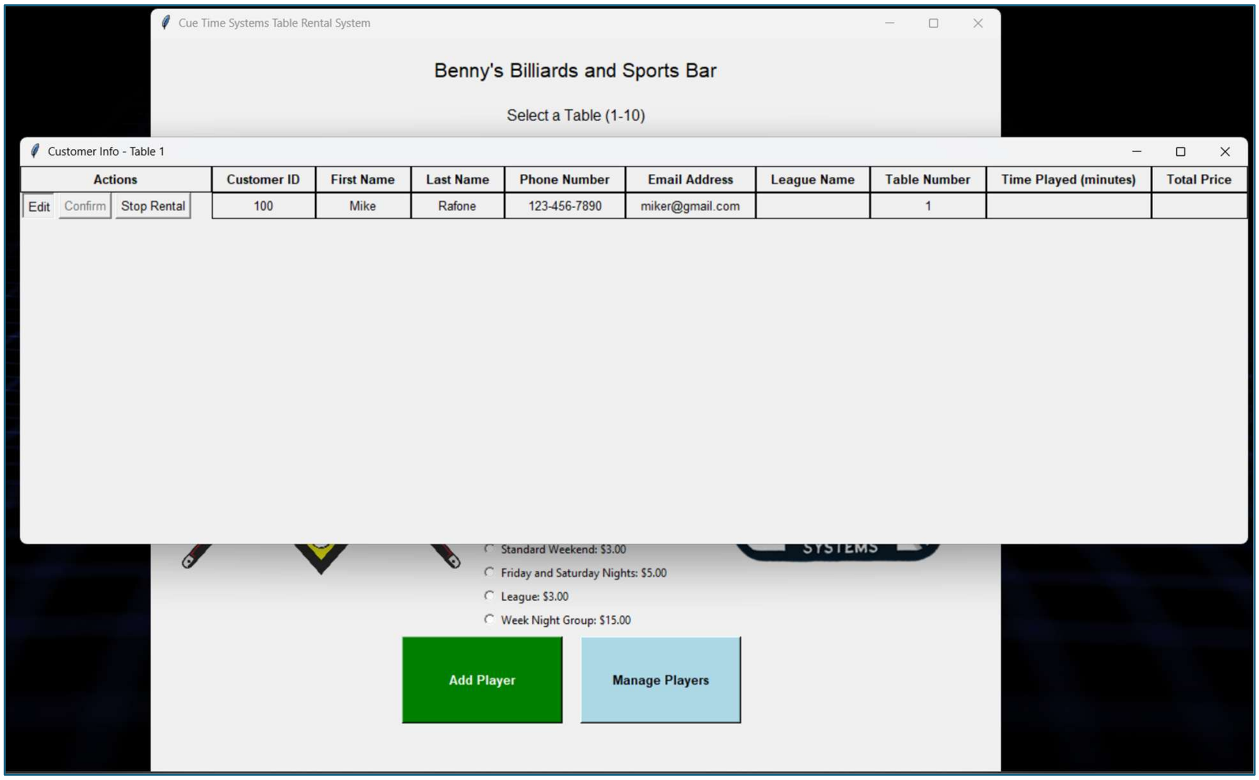


Figure 6: Table Assignment Display with Player List

6. After adding the player:
    a. A list of current players assigned to the table appears, including:
        i. Name
        ii. Phone Number
        iii. Table Number
        iv. Time Played (blank until rental ends)
        v. Total Price (calculated after rental ends)
7. To begin tracking time, click the **Start Rental** button. (**Figure 7**)

Figure 7: Starting the Rental Timer for a Table

8. Click the **X** in the upper-right corner to return to the main screen.

ℹ️ **Tip: Phone number is required; email is optional. Data validation is enforced on all fields.**

ℹ️ **Tip: Data format validation (Figure 8) will display an alert if formatting rules are not followed. First & Last Names must use alpha characters, phone numbers must use xxx-xxx-xxxx format, and email address must use characters@domain.com.**

Figure 8: Data format validation

2.2 Managing Players on a Table

You can remove players from a session, update customer details, or move players to another table using the **Manage Players** button.

To Access Active Rentals:

1. On the main screen, select the **table number** with active players.
2. As shown on (**Figure 9)**, click the **Manage Players** button.

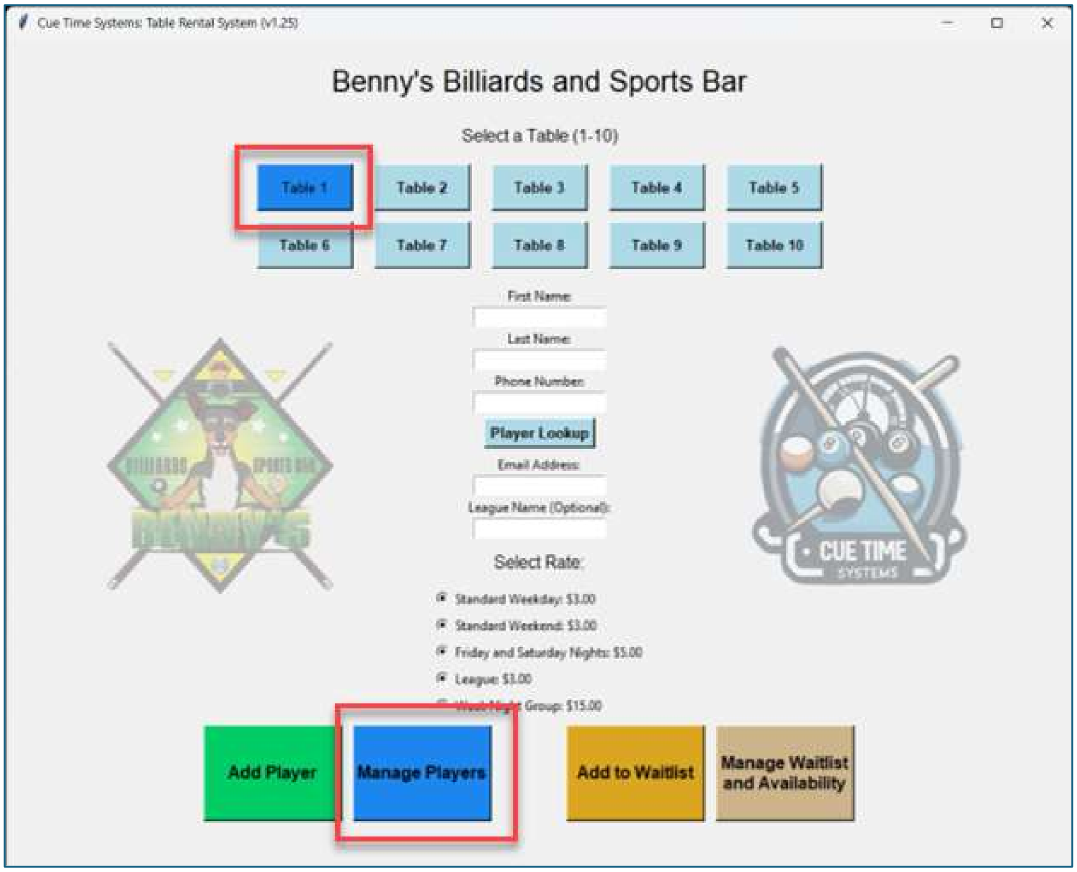


Figure 9: Accessing the Manage Players Button

To Edit Customer Information:

1. From the Manage Players pop-up, click **Edit** next to the player's name. (**Figure 9**)

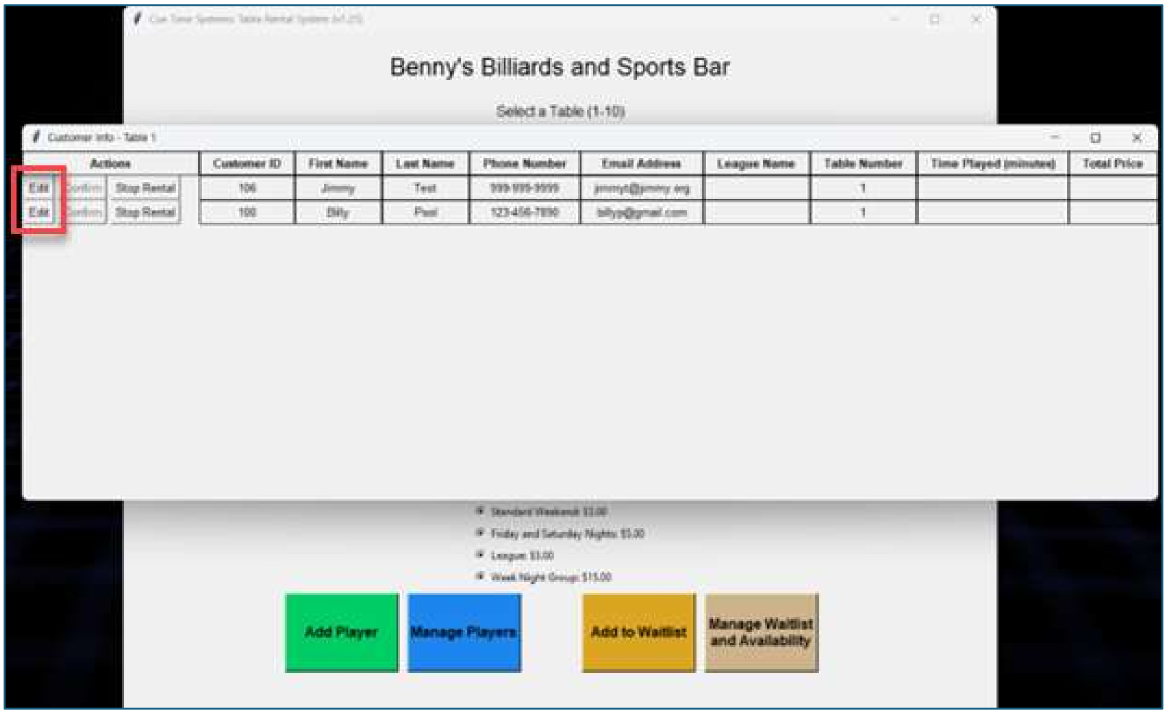


Figure 10: Edit Customer Info Screen (Name, Phone, Email)

2. Update the desired fields (e.g., name, phone number, email).
3. Click **Confirm** to save changes. (**Figure 10**)
    a. This will update the customer record in the system.

Figure 11: Confirm Button

Example: You may change “Mike” to “Michael” or correct a phone number.

To Move a Player to Another Table:

1. Click **Edit** next to the player's name.
2. Change the **table number** field to the desired destination table shown on (**Figure 11**).
3. Click **Confirm** to complete the move.

Figure 12: Edit Table Number

Note: The player will now appear under the new table’s player list.

2.3 Ending a Rental Session

To stop a player's rental and calculate their total charge:

1. From the **Manage Players** screen for the appropriate table, click **Stop Rental** next to each player's name (**Figure 12**)

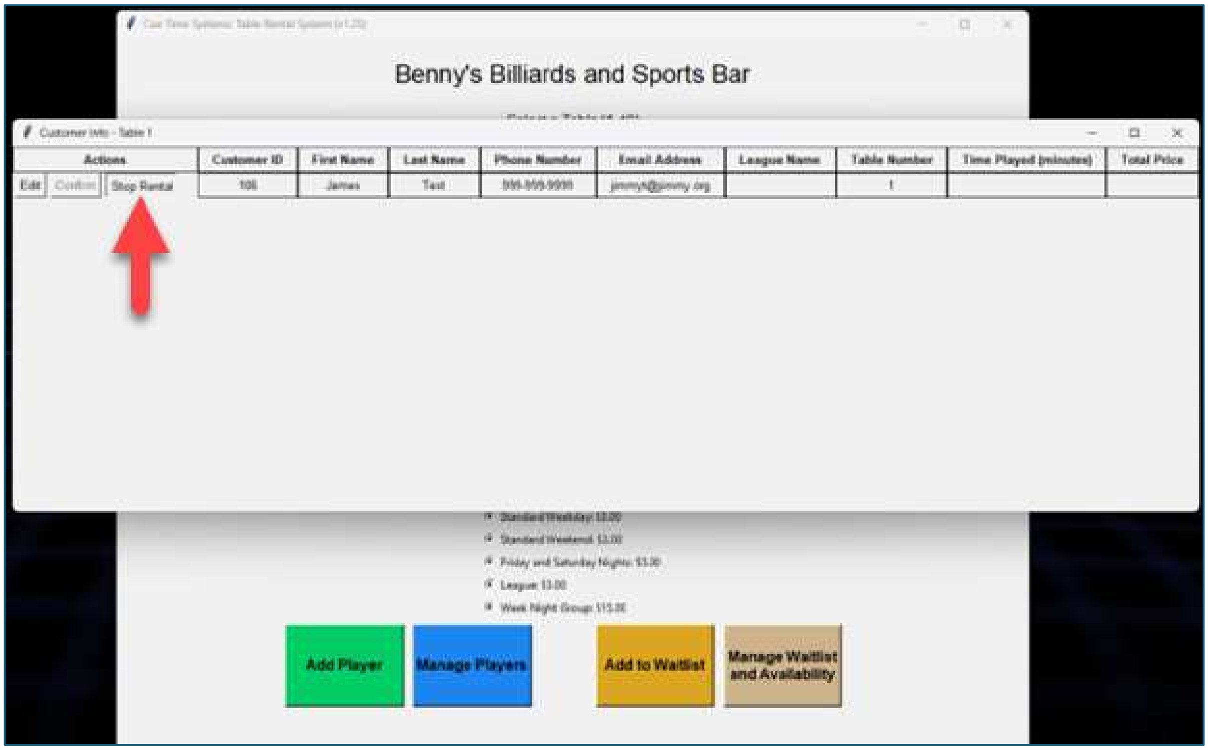


Figure 13: Stopping the Rental and Viewing Total Charge Pop-Up

2. A pop-up will confirm the session has ended and show the **total price** based on time played and selected rate. (**Figure 13**)
3. The session data table will update, displaying:
    a. Time Played
    b. Total Price (in bold)

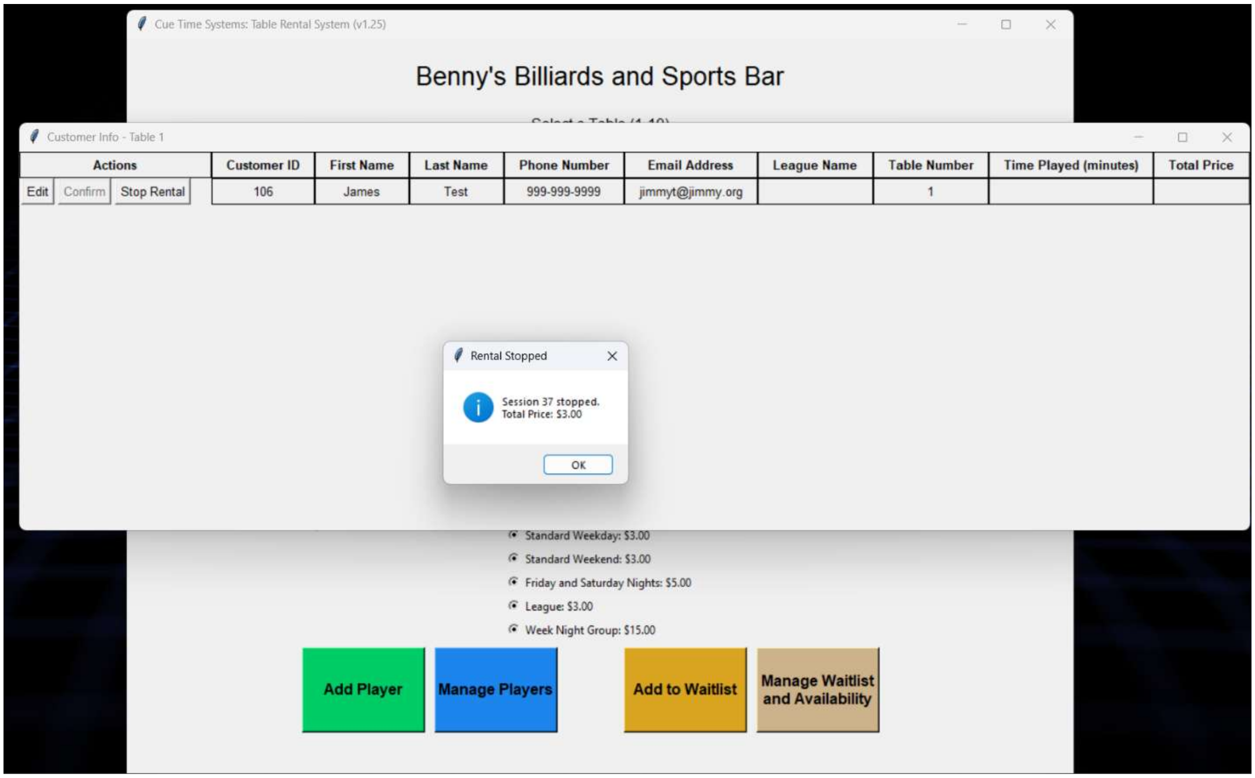


Figure 14: Rental Stopped Confirmation

⚠️ **Warning:** Once you close this pop-up, the price cannot be retrieved from the front end. You will need to access the admin reporting module to retrieve historical rental charges.

2.4 Adding Customer to waitlist

When all tables are currently in use, customers can be added to a digital waitlist. This ensures fair and organized seating once a table becomes available.

Steps to Add a Customer to the Waitlist:

1. From the **main screen**, select the **Waitlist tab** or use the standard customer lookup fields.
2. Locate an existing customer by entering their **phone number** in the format xxx-xxx-xxxx.
3. Click **Find Customer**.
    a. If the customer exists, their information will populate.
    b. If not, follow the prompt to Add Player, which will also create a new customer record.
4. Once the customer is located or added, click the **Add to Waitlist** button.
5. A confirmation message will appear:"*[Customer Name] has been added to the waitlist.* (**Figure 15**)

The customer will now appear in the system's waitlist view, visible to staff for quick access when a table becomes available.

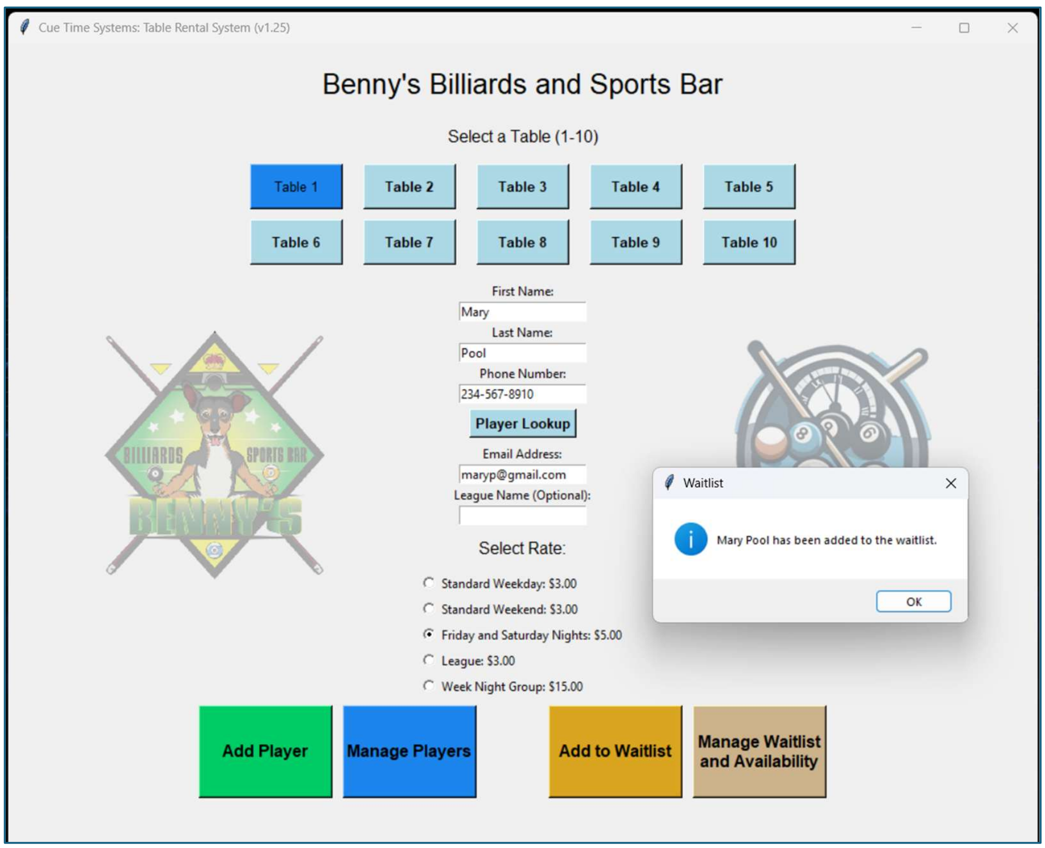


Figure 15: Customer Added to Waitlist

2.5 Managing the Waitlist

Managers and bartenders can manage the waitlist and quickly assign customers to available tables when they open up.

Steps to Manage Waitlist and Assign Tables:

1. From the **main dashboard**, click the button labeled **Manage Waitlist and Availability**.
2. The system will display all pool tables:
   a. **Available** tables are shown in **green**.
   b. **Occupied** tables are shown in **red**.
3. Next to each waitlisted customer, click **Assign to Table**. (**Figure 16**)
4. Select an available table and confirm the assignment.

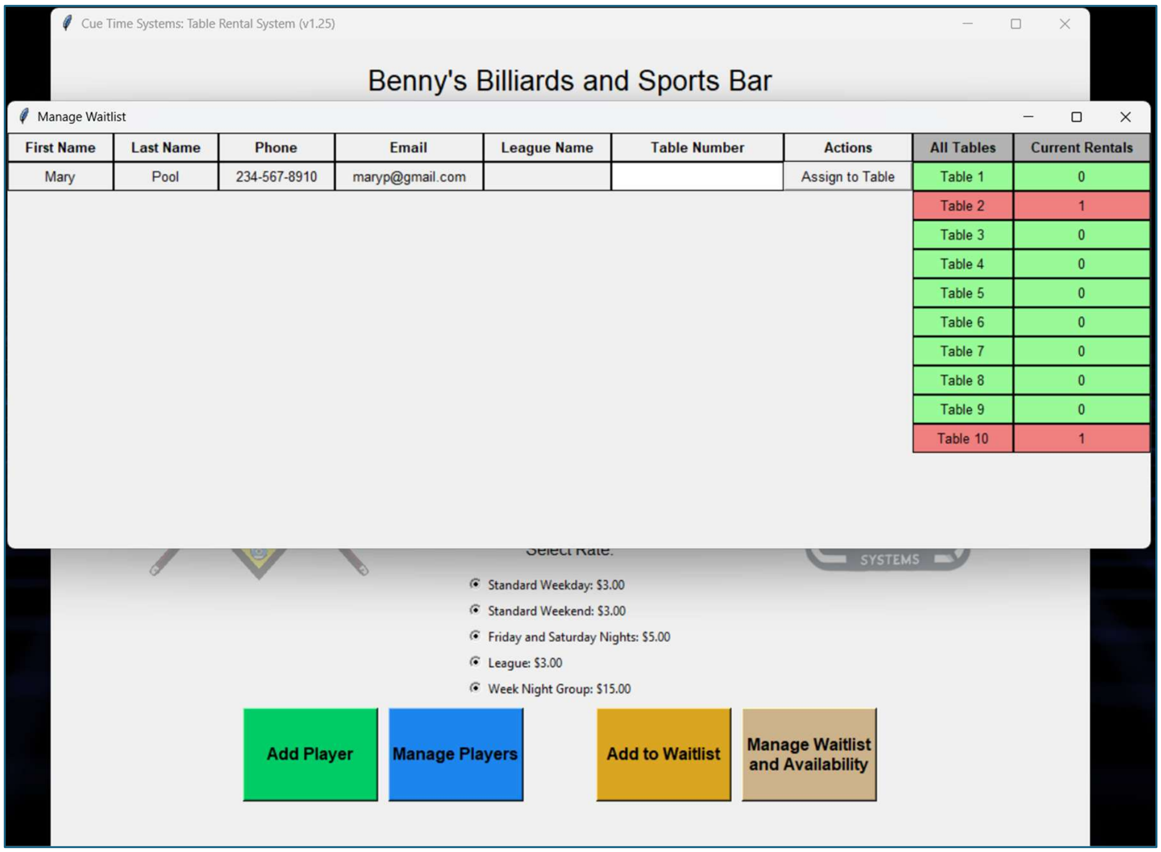


Figure 16:Managing Waitlist

This process will immediately launch the **rental session** for the selected customer and update the dashboard with their table and timer information.

ℹ️ **Note: Customers are removed from the waitlist automatically once they are assigned a table.**

3. Manager User Guide

3.1 Accessing the Admin Module

To open the manager interface:

1. Click the **CueTime** icon on your desktop.
2. The application will open in your default web browser.
3. Enter your **manager password** when prompted.
4. You will be taken to the **Manager Dashboard (Figure 17)** with a live view of tables availability and where the manager can click any table to make unavailable in the database. Table color blue = available, red = unavailable, on the navigation side bar and directional cards where you can:
    a. Open the C**ustomer List**
    b. Add/Edit Customer
    c. Run **Table Reports**
    d. Edit Rental **Rates**
    e. Track **Pool Rental**

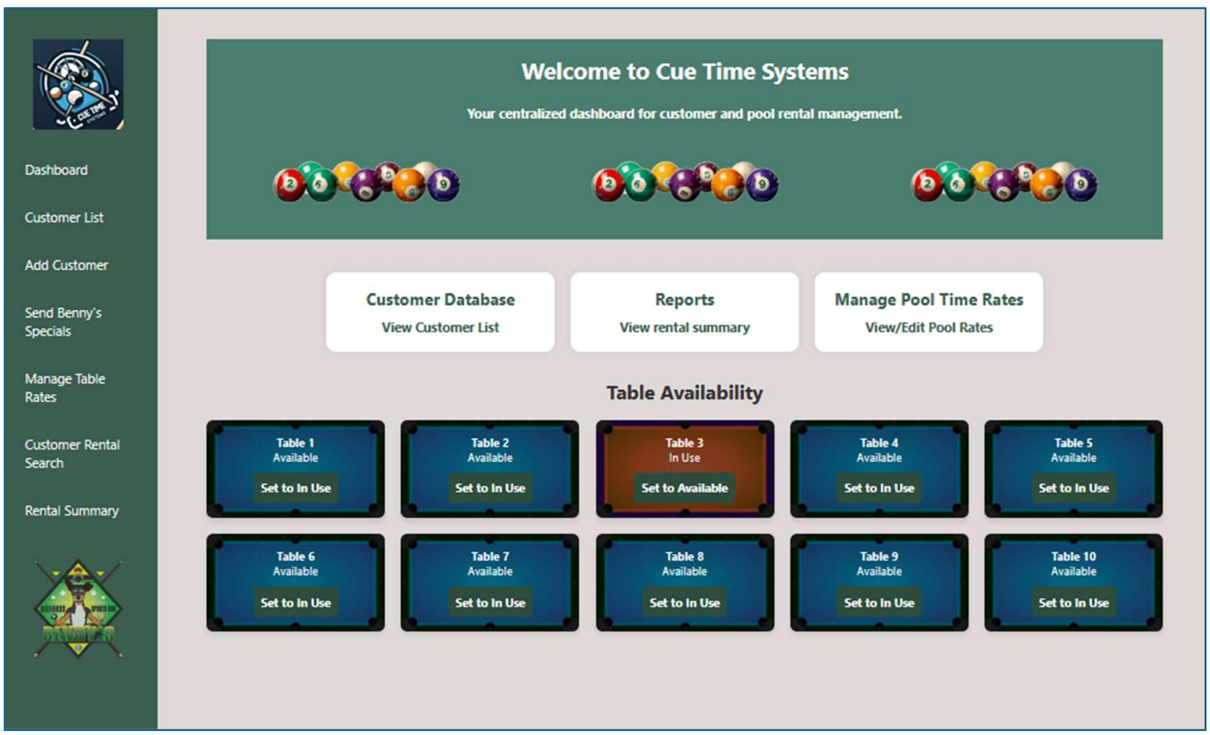


Figure 17: Managers Dashboard

3.2 Viewing and Updating the Customer List

Managing customer records:

1. From the Manager Dashboard, click Open Customer List.
2. A list of existing customers will appear shown on (**Figure 18)**.

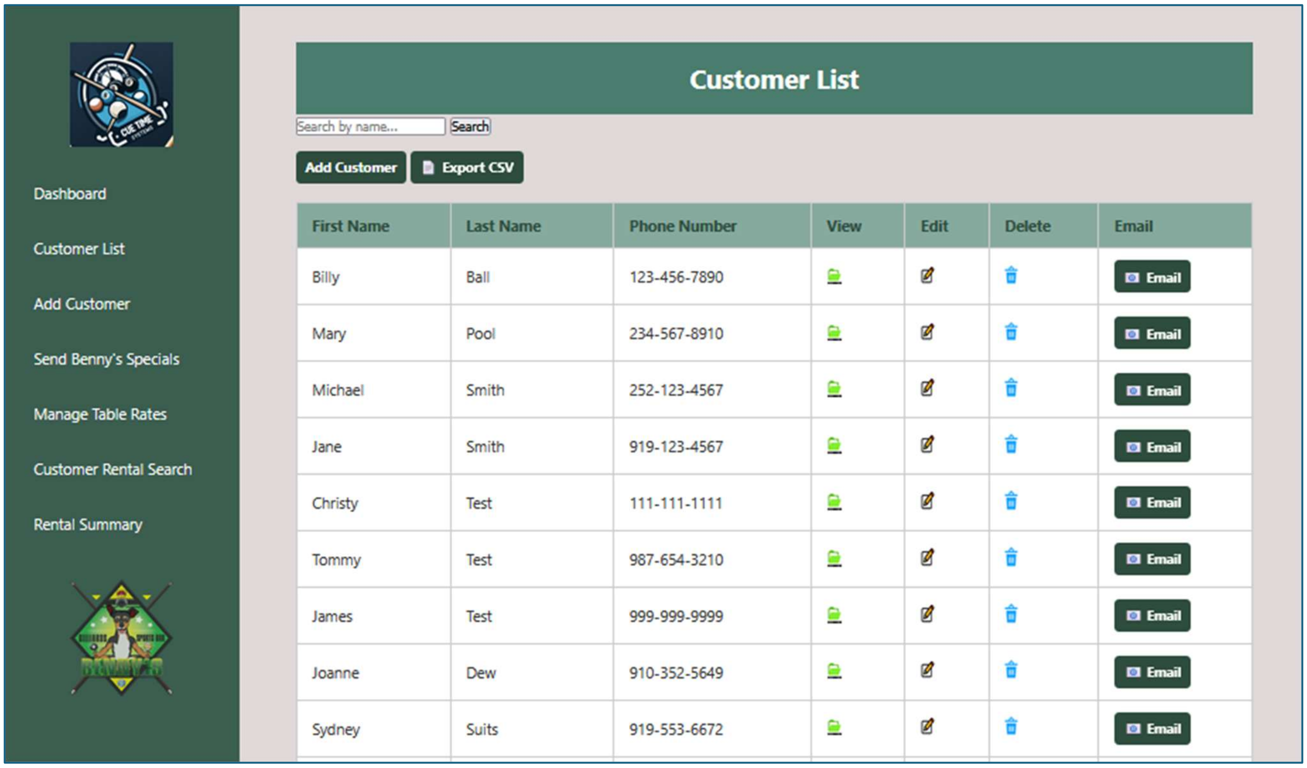


Figure 17: Customer List

To Add a New Customer:

1. Click the **Add Customer** button. (**Figure 19**)

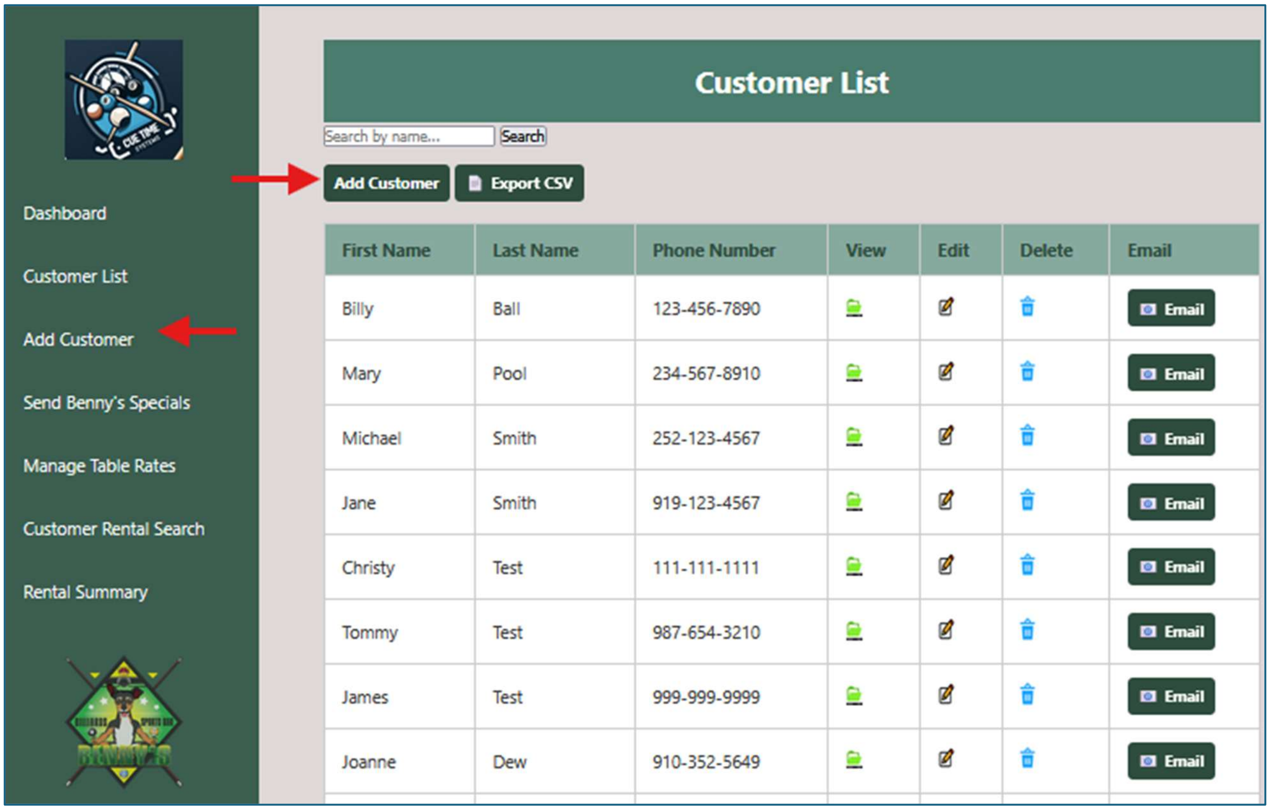


Figure 18: Add Customer Button

2. On the **Customer Form** (**Figure 20**), enter the required fields:
    a. First Name
    b. Last Name
    c. Phone Number
    d. Email Address
    e. Optional: League Name

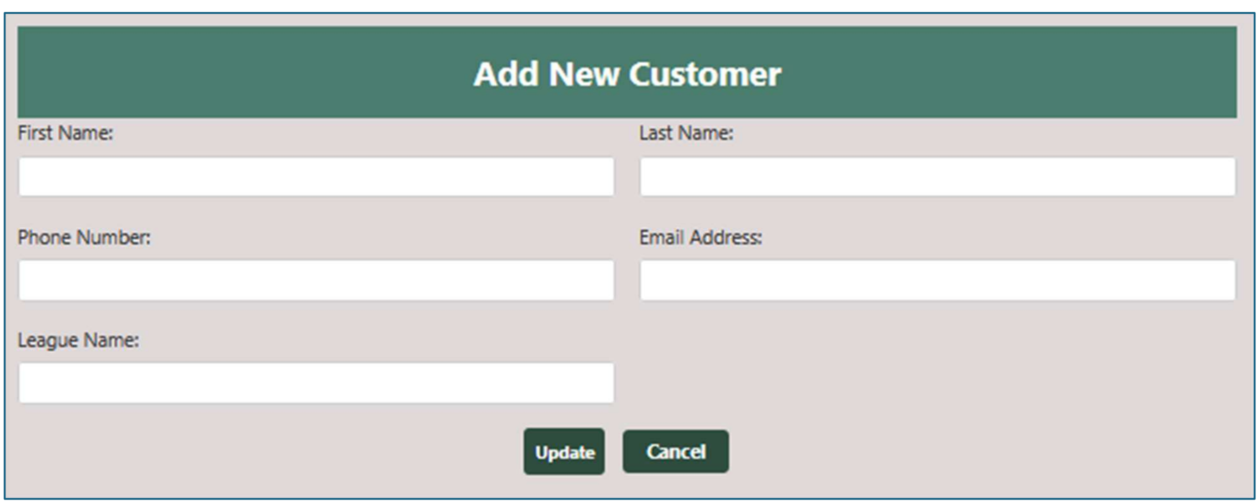


Figure 190: Customer Form

3. Click **Submit** to save the customer. **Cancel** returns to Customer List

To Edit Customer:

1. Click the **Edit** button next to the customer's name.

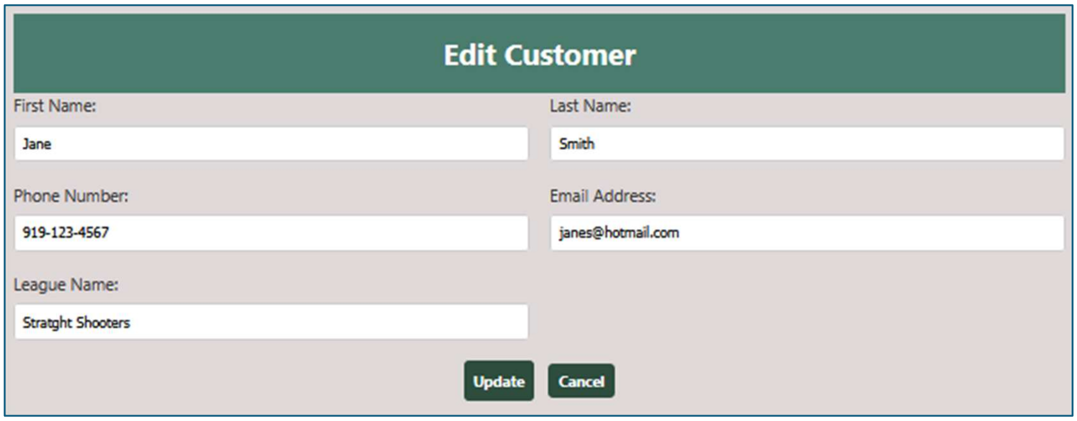


Figure 201: Edit Customer

2. Update any fields as needed on the Customer Form. (**Figure 21**)
3. Click the **Submit** button to save.

To Delete a Customer:

- Click the Delete button next to the customer's name.
- Click **Yes, Delete** to Delete or **Cancel** to cancel deleting. (**Figure 22**)

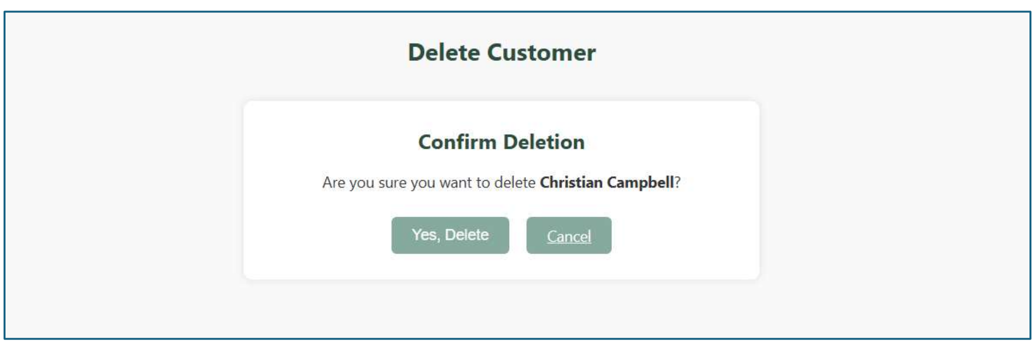


Figure 212: Delete Customer

View Customer Details:

- Click the **View** button next to the customer's name.
- The **Customer Details** screen will appear. (**Figure 23**)

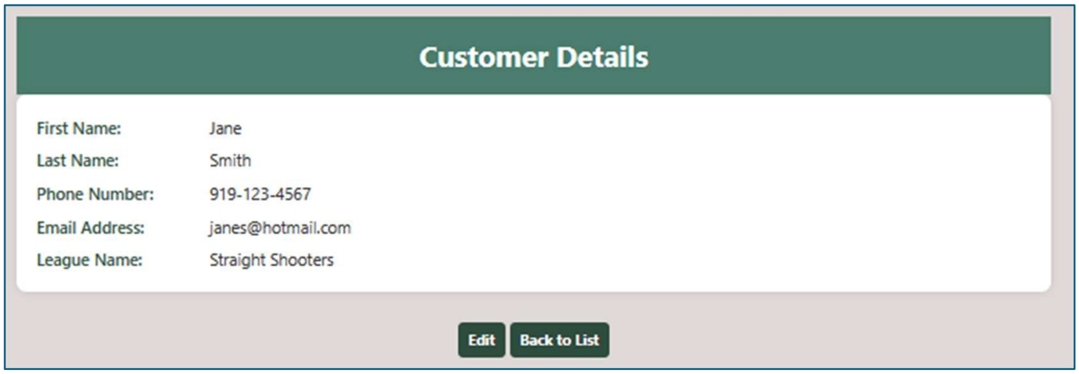


Figure 223: View Customer

Return to the Customer List:

- Click the **Back to List** 

 button at the bottom of the customer detail screen.

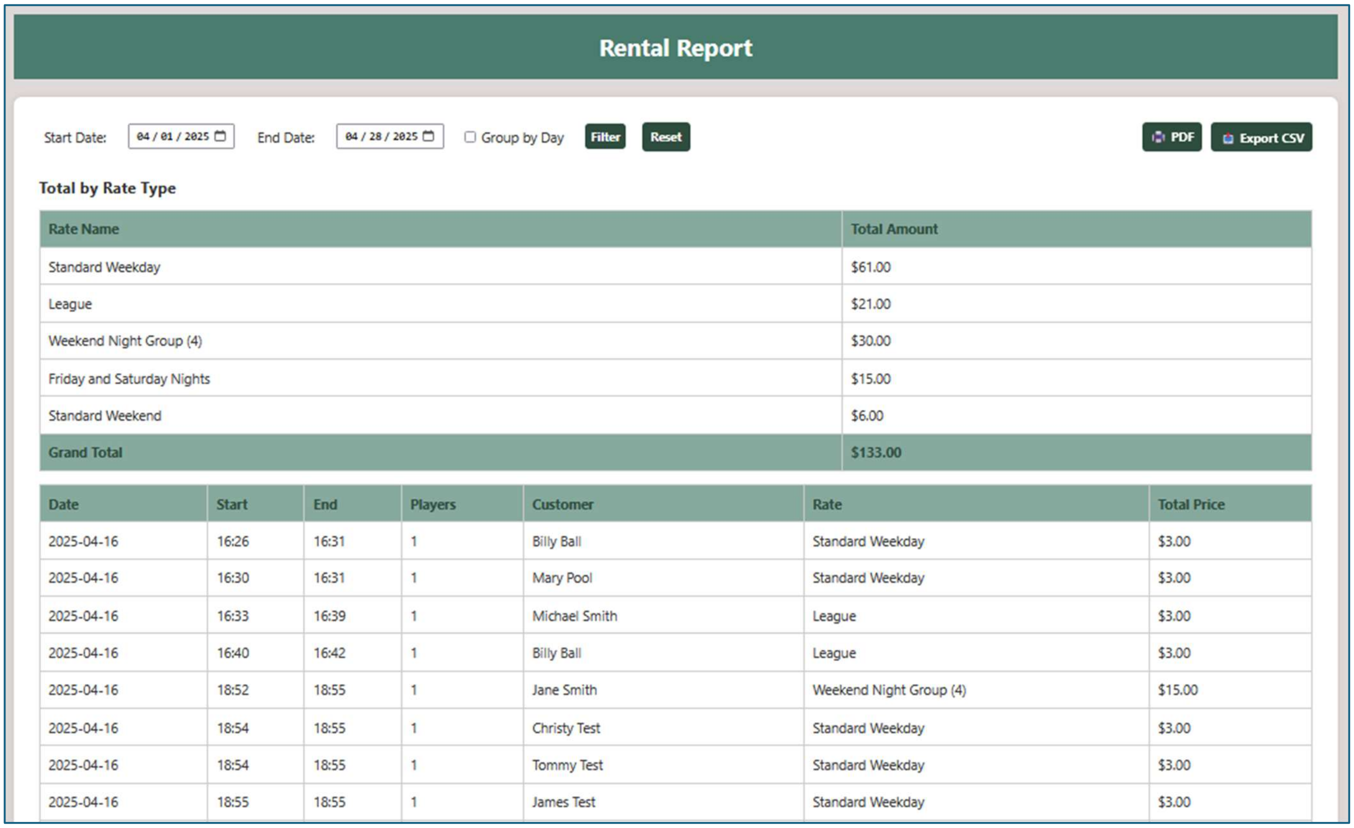
Return to the Manager Dashboard:

- Click the **Dashboard** menu link on the sidebar menu.

3.3 Running Reports

To generate and view session reports:

1. From the **Manager Dashboard**, click the **Table Reports** menu.
2. Click Run Report to generate the Rental Summary Report.



Rate Name	Total Amount
Standard Weekday	$61.00
League	$21.00
Weekend Night Group (4)	$30.00
Friday and Saturday Nights	$15.00
Standard Weekend	$6.00
Grand Total	$133.00

Date	Start	End	Players	Customer	Rate	Total Price
2025-04-16	16:26	16:31	1	Billy Ball	Standard Weekday	$3.00
2025-04-16	16:30	16:31	1	Mary Pool	Standard Weekday	$3.00
2025-04-16	16:33	16:39	1	Michael Smith	League	$3.00
2025-04-16	16:40	16:42	1	Billy Ball	League	$3.00
2025-04-16	18:52	18:55	1	Jane Smith	Weekend Night Group (4)	$15.00
2025-04-16	18:54	18:55	1	Christy Test	Standard Weekday	$3.00
2025-04-16	18:54	18:55	1	Tommy Test	Standard Weekday	$3.00
2025-04-16	18:55	18:55	1	James Test	Standard Weekday	$3.00

Figure 234: Rental Summary Report

The report will display (**Figure 24**):

- Date
- Start Time
- End Time
- Number of Players
- Customer Name
- Rate Name
- Summary by Rate for date range selected with totals at that rate
- Grand Total-Total sum charged during date timeframe selected

Tip: Click the Export CSV or PDF buttons to print to PDF or export the report.

Report View: **Group by Day**

Choose the check box next to **Group by Day** and hit the **Filter** button the report breaks out each days total in an easy to view layout for the date range selected (**Figure 25**).

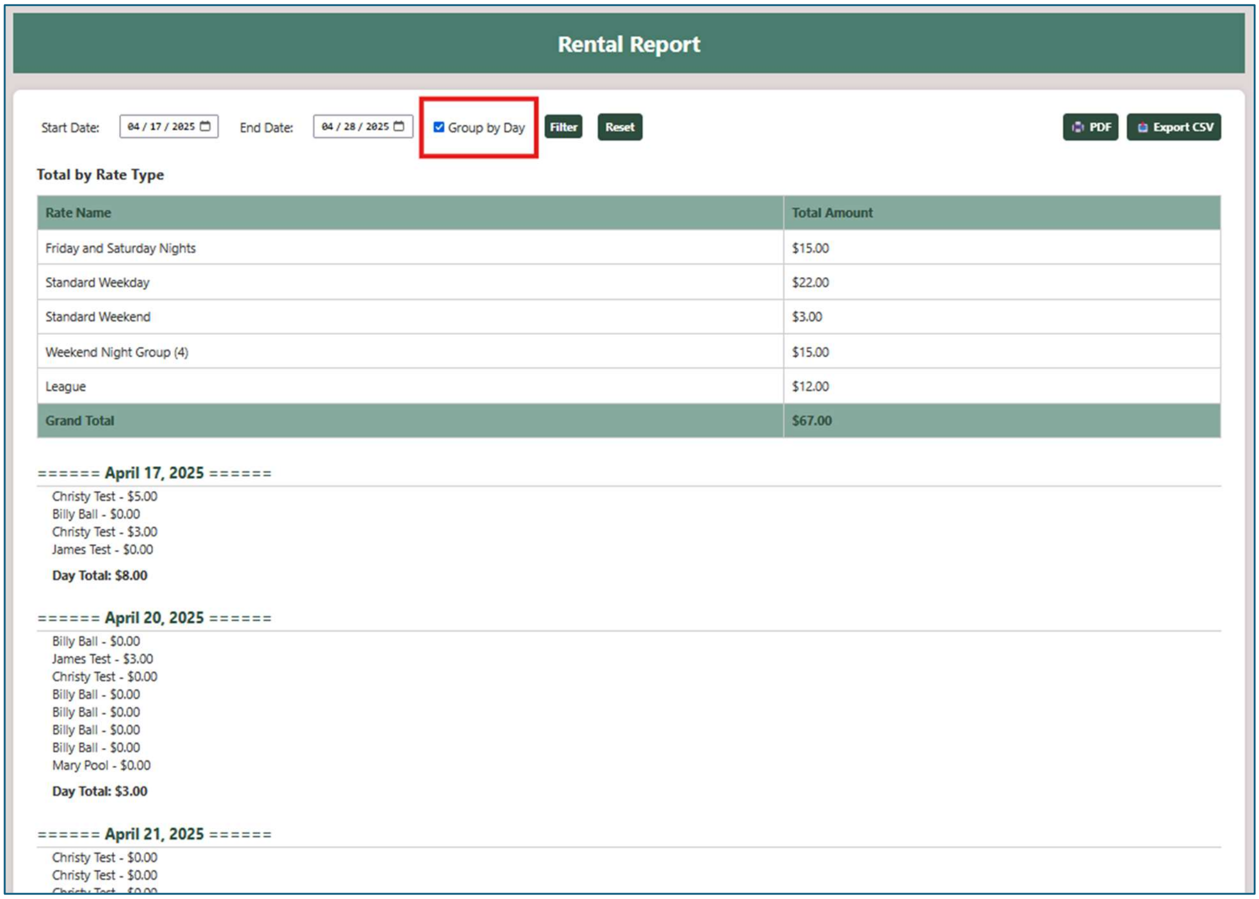


Figure 24: Rental Summary Report

3.4 Editing Pool Table Rental Rates

This feature will allow managers to view and update the group rental rates used throughout the CueTime application.

1. From the Manager Dashboard, click **Manage Rates**.
2. A list of current rental rates will appear as shown on (**Figure 26)**, including:
    a. Regular Group Rate
    b. League Member Rate
    c. Special or Promo Rates (if applicable)

Manage Pool Table Rental Rates

Rate ID	Rate Name	Rate ($)	Action
1	Standard Weekday	6.00	Save
2	Standard Weekend	7.00	Save
3	Friday and Saturday Nights	10.00	Save
4	League	4.00	Save
5	Weekend Night Group (4)	15.00	Save

Figure 25: Edit Rates

3. Enter the new rate amount and click **Save**.
4. A confirmation message will appear, and the new rate will be applied immediately to all future rentals.

Tip: Rate changes will not affect rentals that are already in progress.

3.5 Additional Navigation

A Sidebar navigation menu: available on all pages for ease of navigation (**Figure 27**)

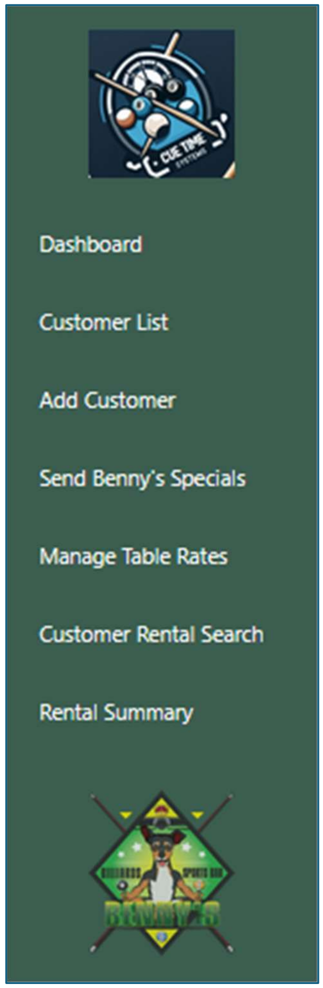


Figure 26: Sidebar Navigation Menu

To Return to the Home Page:

- Click the **Dashboard** menu link.

Using Dashboard Tiles (Figure 28):

Figure 278: Dashboard tiles

The **Dashboard** includes tiles for commonly used functions including:

- View all customers
- Generate session and rental reports
- Monitor pool table availability

4. Appendix

4.1 Glossary of Key Terms

Term	Definition
Session	A rental period during which a customer is using a pool table.
Check-In	The process of starting a new rental session by selecting a customer and assigning a table.
Check-Out	The process of ending a rental session and calculating the total amount due.
Rate	The hourly charge applied to a rental session; can vary by customer type (e.g., regular, league, special).
Timer	A feature that tracks the duration of a rental session in real time.
Waitlist	A digital list of customers waiting for a pool table when none are currently available. Customers can be added through the system and are shown in a queue on the dashboard. Staff may assign customers to available tables from the list.
POS (Point of Sale)	The external system (TOAST POS) used to manage food, drink, and rental charges.
League Member	A customer who is part of a pool league and may qualify for discounted rates.
Admin Module	Managers use the portion of the system to access reports, update rates, and manage customer data.
Waitlist	A virtual queue used to manage customers when no tables are currently available. Customers can be added to the waitlist with their phone number to receive SMS notifications when a table opens.
Session	A period during which a customer or group is actively renting a table. Sessions begin when the Start Rental button is pressed and end when all players are stopped and the table is closed.
Rental Timer	A live counter that tracks how long a player or group has been using a table. Used to calculate total rental time and cost. The timer must be started and stopped manually.

Sidebar Menu	The vertical navigation bar located on the left side of the manager interface. Provides access to key features such as reporting, customer management, admin settings, and user creation.
Group Rate	A pricing option used to charge a fixed rate for an entire group renting a table. Often used for events or larger parties instead of charging per individual.
Player Search	A function that allows staff to quickly locate a player using the phone number entered during check-in. Located within the Manage Players or Rental Screens.
Table Status	Indicates whether a table is currently available, in use, or pending closure. Affects waitlist behavior and availability for new sessions.
Admin Module	A manager-only section of the application where pricing, user roles, and system configurations are set. Changes here affect how the application behaves globally.
Reporting Dashboard	A set of tools available in the manager interface that show historical usage, revenue, player behavior, and shift tracking. Reports are used for business analysis and decision-making.

4.2 Troubleshooting Common Issues

Issue	Possible Cause	Suggested Solution
The application won't open	The local server or services (e.g., PHP, SQL Server) may not be running.	Check that the host machine is turned on and that all necessary services are running. Restart the application if needed.
Customer not found in search	Typo in name or customer hasn't been registered yet.	Double-check spelling or add the customer as a new entry.
No tables are available	All tables are currently in use.	Add the customer to the waitlist and verify their phone number for SMS notification.
Rental timer didn't start	The Start Timer button wasn't clicked or didn't register.	Go back to the session screen, verify table and customer info, and restart the timer.
Incorrect rate applied	Wrong rate was selected during setup or rates were recently changed.	Check rate settings in the Admin Module. Adjust rate if needed before starting the session.
Reports are not displaying	Database connection issue or date range not selected.	Refresh the Reports tab, confirm filters, or contact admin if issue persists.
SMS not sent to waitlisted customer	Phone number not entered or service is temporarily unavailable.	Confirm the customer has a valid number entered in their profile and try again.
Timer does not stop for all players	Individual player sessions weren't ended.	Click "Stop Rental" next to each player listed. The system does not auto-stop all players when one is ended.
Can't find player in list	Player wasn't added or has a phone number typo.	Use the Search by Player field. If still not found, re-add the player with a correctly formatted phone number.
Table shows unavailable but is visibly empty	Prior rental may not have ended fully.	Check the Manage Players screen to confirm the session is closed. If still stuck, escalate to a manager.

Waitlist not populating available tables	Table status has not been reset.	Confirm all players were removed and sessions closed. Table availability will refresh when all linked rentals are stopped.

Additional Help

If these solutions do not resolve the issue, contact your CueTime Systems administrator or refer to the technical manual for troubleshooting advanced system or database errors.

4.3 Contact and Support Info

For questions or issues that cannot be resolved using the troubleshooting section, please contact one of the following support resources:

Benny's Billiards (Business Owner)

- Name: Shara Adams
- Role: Owner / Primary Contact
- Phone: (984) 333-0101
- Email: bennysbilliards22@gmail.com

CueTime Solutions (Software Provider)

- Help Desk: CueTime Support
- Phone: Not available
- Email: support@cuetimesolutions.com
- Email support is monitored Monday–Friday, 9 AM to 6 PM (Eastern Time)

ℹ️ **Note:** When reporting an issue, try to include the table number (if applicable), the steps taken, and any error messages you observed.

4.4 Revision History

Version	Date	Description of Changes
1.0	04/02/2025	Initial draft of training manual completed for Sprint 4
1.1	04/21/2025	Documented improved UI, waitlist functionality and Managers Application
2.0	05/03/2025	Major update to reflect final system state: manager app training updated, all figures renumbered, screenshots replaced, consistency improvements applied, support contact finalized, glossary and troubleshooting expanded. Final version for deployment use.