

EZLinks Project Summary

Background:

EZLinks operates the world's largest network for golf reservations as well as highest volume tee time call center. They provide tee sheet management software, 24-hour live-operator reservation support, customizable Web booking tools, integrated point-of-sale, email marketing service, course web sites, mobile sites, Facebook tee times, and simple access to thousands of golf facilities, and travel companies worldwide.

For golfers, EZLinks focuses on providing multiple resources for securing tee times and strives to make the process easier, faster, and more informative.

Challenge:

Assess the current pool of online reservation systems including and beyond the Golf Industry. Create and collaborate on User Experience Stakeholder Research and presentations as well as a Competitive Analysis to address key points of consideration in revamping the EZLinks registration process.

Solution:

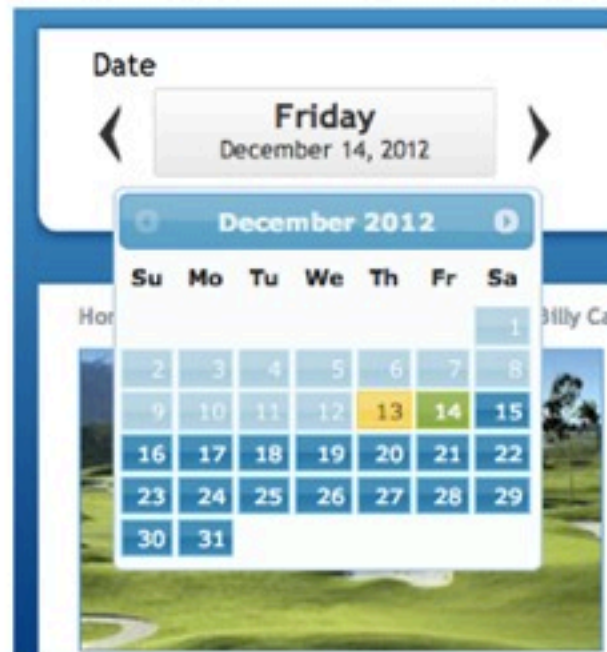
Research was done to explore the current pool of Golf communities and identify strengths and weaknesses. Attributes such as Social Media Integration, Filtering Options, and Location Based Services were assessed.

Images of examples were collected to pool resources during brainstorm sessions and team collaborations.

EZLinks Stakeholder Features

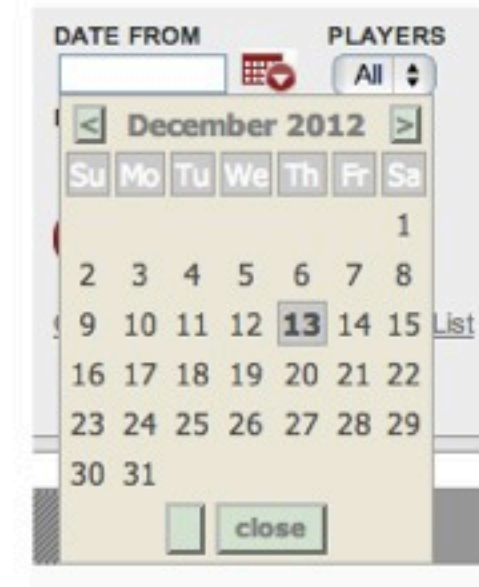
Calendaring

ActiveGolf – can't select more than one day at a time.



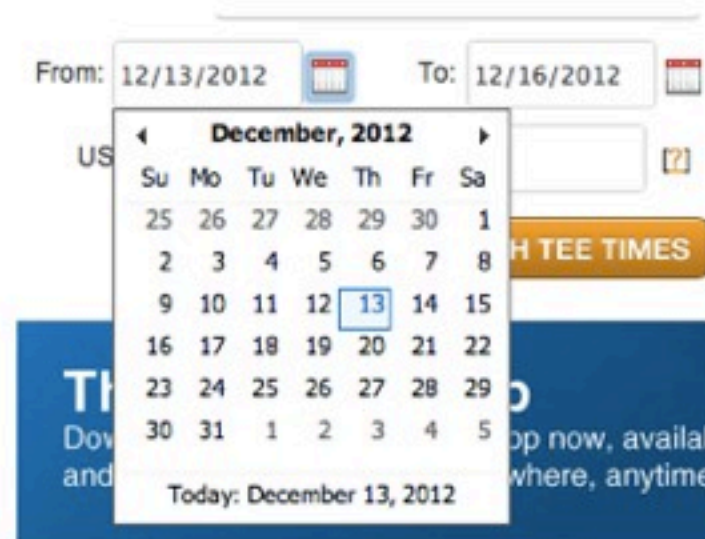
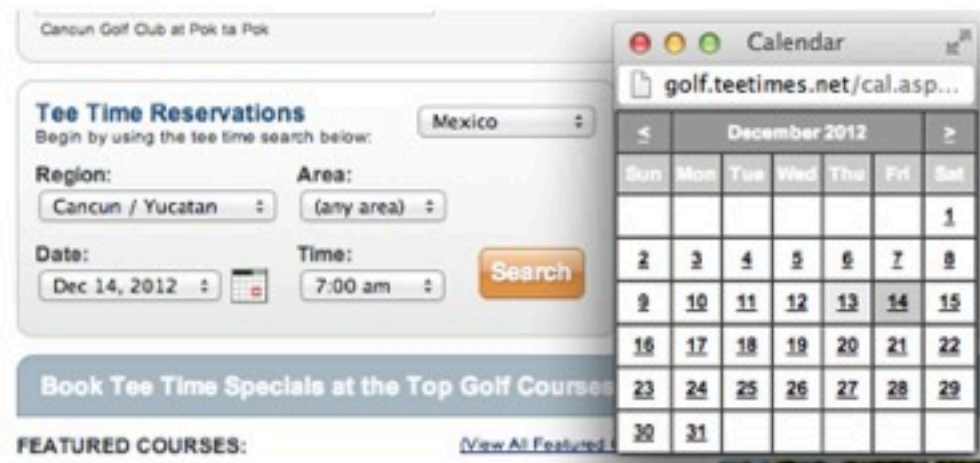
Click4TeeTimes Individual From-To selection

The screenshot shows a date selection form for Click4TeeTimes. It has two input fields: "DATE FROM" and "DATE TO". Below these fields is a red button labeled "SEARCH" with a right-pointing arrow. There are also small calendar icons next to the input fields.



Golf Now

TeeTimes.net



OpenTable



Customer Service

ActiveGolf

Home » Customer Support

If you are having or have in the past, please contact us toll free at (866) 672-8214. Otherwise you can email us at info@activegolf.com or using the following form quickly to submit your questions and comments.

Contact Us

* Indicates a Required Field

First Name:

Last Name:

Email:

Phone Number:

Golf Course Name:

Golf Course City:

Golf Course State:

Confirmation number: (If you have one, enter here.)

Your question:

GolfHub

Frequently Asked Questions

BROWSE SUBJECTS

Email Alerts
General Support
Golf Courses
GolfHub Bucks (Vouchers)
GolfHub Information
GolfHub Rewards
Group Deals
Memberships & Accounts
Tee Time Reservations
Tournament Planning

Type your question or keywords in the field below.

I can't remember my password. What do I do?

Simply visit the Password Recovery page and enter your email address. After you hit the "Submit" button, your password will be sent to your email address.

I haven't received any rewards points for my reservation? When are points credited to my account?

In order for points to accrue, you must be an active GolfHub Member and complete your round of golf on your

Click4TeeTimes

We're available to support you 7 days per week

For Customer Support, please call us at 866-672-8214
For Golf Course Support, please call your account manager at: 800-960-2488 (C4TT)

Department:

First Name:

Last Name:

E-Mail Address:

Questions/Comments:

TeeTimes

Contact Us

[Share](#) [Twitter](#)

To contact the people behind TeeTimes.net, please use one of the following methods:

Technical Support: Email us at support@teetimes.net

Media Inquiries: Email us at media@teetimes.net

Business Development: Email us at partnerships@teetimes.net

Golf Courses: Email us at support@teetimes.net

By Mail: 23747 Rock Ridge Drive, Maple Ridge, BC, Canada, V4R 2W2

You can also complete the form below:

[contact-form 1 "Contact form 1"]



GolfNow

Home/Support

- 1. Frequently Asked Questions
- 2. Reservation Change Request
- 3. Contact Us
- 4. Website Feedback

GolfNow.com Customer Support

Need Assistance?
Call us at (800) 761-2674
8AM - 5PM (PST) 7 days a week



- Frequently Asked Questions**
Get answers to your frequently asked questions about GolfNow.com (2012)
- Reservation Change Request**
Need to change or cancel your GolfNow reservation? Click the form (2012)
- Contact Us**
Need help or cannot use GolfNow? Click the form and we will respond quickly. (2012)
- Website Feedback**
Let us know your thoughts about the GolfNow website. (2012)

OpenTable

Frequently Asked Questions

- About OpenTable
- Account
- Reservation
- Open Tableware
- Feedback
- Press
- Website Feedback
- Gift and Affinity Program
- Help and Support
- Blog

Submit a question to our support team.

Email Address:

Category:

Question:

RightNow

Back to FAQs

Frequently Asked Questions

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- Reservation
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- Feedback
- Press
- Website Feedback
- Gift and Affinity Program
- Help and Support
- Blog

Search by Keyword:

[CONTACT US](#)

Results 1 - 10 of 10

How do I view, change or cancel a reservation?
Please log in to OpenTable with your email address and password. *If you are not yet an OpenTable member, you can sign up to create your reservation, delete yours, or you can call the line provided.

What is your no-show policy?
If you do not arrive for a reservation, you will not receive any applicable OpenTable Dining Rewards for that reservation. When a restaurant assigns no-show status to your reservation, OpenTable...

Why don't I receive OpenTable Dining Rewards points for my reservation?
OpenTable Dining Rewards Points are awarded for reservations that meet these criteria: Reservation was booked within 14 days of the reservation date, reservation was made through OpenTable.com, or made on a mobile device.

Can I purchase an OpenTable Dining Cheque or Gift Certificate?
OpenTable Dining Cheques are not available for purchase. The only way to receive a Dining Cheque is in exchange for OpenTable Dining Rewards as outlined above. We apologize, but we're no longer able to...

How do I contact OpenTable?
To email a specific department at OpenTable, please click on one of the following links: Sales/Click Here: Partnership opportunities. Click here. For all other queries, please click here to send us...

How do I receive a Dining Cheque?
OpenTable Dining Cheques can be redeemed at any OpenTable member restaurant. For more information about the OpenTable Dining...

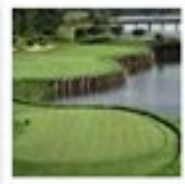
[What is VIP Status?](#)

Deals

ActiveGolf

Last Minute Course Deals

Looking for a tee time deal on your favorite course? Look no further, this list of last minute deals on golf can't be beat, but act quickly because they're going fast.



Orchard Valley Golf Course
Aurora, Illinois
Tee Time: Tomorrow at 9:12 AM
Price per: \$39.99 (40% off)
[Show More...]

Click4TeeTimes

DECEMBER SALE

Book any tee time found on the Special Offers page and get an

EXTRA \$10 OFF

the already discounted rate.
Offer expires: Dec. 14, 2012

CLICK4TEETIMES.COM
BOOK NOW

GolfHub

TEE TIME DEALS YOU MIGHT LIKE

Course	Rating	From
Broad Run Golfers Club West Chester, PA	★★★★☆	\$30.00
Blair Park Golf Course High Point, NC	★★★★☆	\$15.39
Half Moon Bay Golf Links/Oc... Half Moon Bay, CA	★★★★★	\$77.00
Woodland Hills Golf Course Eagle, NE	★★★★☆	\$22.19
Oasis Golf Club - The Palmer Mesquite, NV	★★★★☆	\$50.00
Stoneridge Golf Course Prescott Valley, AZ	★★★★☆	\$25.00

DECEMBER SALE – EXTRA 30% OFF!

Book any tee time marked with a red sale sign like this and get an **EXTRA 30% OFF** the already discounted rate.

Enter coupon code **SALE30** at checkout. Ends Dec. 14, 2012.

TeeTimes

TEE TIME SPECIALS

To view all available tee times, click here

Area:

Course:

Date:

Time:

United States / California

Players: ☐ 1 ☒ 2 ☐ 3 ☐ 4

Promo Code:

Search Tee Times

OpenTable

Featured 1,000-Point Restaurants				Su	Mo	Tu	We	Th	Fr	Sa
Mercadito River North Mexican	★★★★☆	373 Reviews	\$55							
Seasons 52 - Schaumburg Schaumburg Contemporary American	★★★★★	754 Reviews	\$55							
Japonais River West Japanese	★★★★☆	293 Reviews	\$5							
Tavernita River North Latin / Spanish	★★★★☆	432 Reviews	\$55							
312 Chicago Downtown / Loop Italian	★★★★☆	378 Reviews	\$55							
ROKA AKOR - Chicago River North Japanese	★★★★☆	217 Reviews	\$55							

How can I earn Dining Rewards Points?
How many points can I earn?
Where can I find my current points balance?
How do I redeem my points?
Do dining rewards points expire?
What are the Dining Rewards terms and conditions?

How can I earn Dining Rewards Points?
Simply get OpenTable 10% Free to create an account. When you make and honor online reservations collected at participating restaurants, points are automatically awarded to your account. (Please note that OpenTable reservations initiated from other sources are not necessarily eligible for points rewards.)

Your points will be awarded once the reservation is completed. No points will be awarded for cancellations or no shows. Please allow up to 7 days after dining for points to appear in your account. Note that if you call the restaurant to change an online reservation, that reservation may no longer qualify for Dining Rewards Points. See the OpenTable Dining Rewards Terms and Conditions for details.

Please note that Bonus Points apply only to specific reservation times, and do not apply to all holidays or in conjunction with other offers or promotions. Tax or check amounts must be entered, and each person must enter a minimum of one entrée. If you change your reservation or arrive outside of the stated qualifying Bonus Point Reservations schedule, your reservation may no longer qualify for 1,000 Points.

How many points can I earn?
Standard reservations earn 100 Dining Rewards Points each. You can earn Bonus Points for reservations at select restaurants and times. Look for "1,000-point" reservations to accumulate Dining Rewards fast.

Where can I find my current points balance?
Your Dining Points total is displayed on your OpenTable webpage and "My Profile" page when you log in. A message will alert you once you have accumulated enough points to redeem for a Dining Cheque.

How many points do I need to earn a Dining Cheque?
You can redeem Dining Rewards Points for OpenTable Dining Cheques which can be used at any OpenTable restaurant nationwide. You need a minimum of 2,000 points to earn a Dining Cheque. Dining Cheques are issued in three denominations, with the following points values:

Dining Cheques:
2,000 OpenTable Points = \$25 OpenTable Dining Cheque
5,000 OpenTable Points = \$62.50 OpenTable Dining Cheque
10,000 OpenTable Points = \$125 OpenTable Dining Cheque

Can I use my Dining Cheque?
Redeem 2,000 points and get a \$25 OpenTable Dining Cheque
Redeem 5,000 points and get a \$62.50 OpenTable Dining Cheque
Redeem 10,000 points and get a \$125 OpenTable Dining Cheque

Friday Dec 14, 2012
Full Amount Due Deposit Required

Sort By: [Specials](#) | [Time](#) | [Course](#) | [Rate](#)

6:16 am 1 to 4 players	Desert Dunes Golf Club Desert Hot Springs, CA Show details	★★★★★ 15 Reviews	\$49.00 55% Savings	Book
6:24 am 1 to 4 players	Desert Dunes Golf Club Desert Hot Springs, CA Show details	★★★★★ 15 Reviews	\$49.00 55% Savings	Book
6:40 am 1 or 2 players	Desert Dunes Golf Club Desert Hot Springs, CA Show details	★★★★★ 15 Reviews	\$49.00 55% Savings	Book

Featured Courses

ActiveGolf doesn't feature courses – but automatically routes to courses in your area.

GolfNow

Golf Courses in Region

[Billy Caldwell](#)

[Burnham Woods](#)

[Chick Evans](#)

[Columbus Park](#)

[Edgebrook](#)

[Emerald Hill Golf Course](#)

[George W. Dunne](#)

[Highland Woods](#)

[Highlands GC](#)

[Indian Boundary](#)

[Jackson Park](#)

[Joe Louis](#)

[Marquette Park](#)

[Meadowlark](#)

[Orchard Valley Golf Course](#)

[Robert A Black](#)

[South Shore](#)

[Sydney R. Marovitz](#)

[Water's Edge Golf Club](#)

Click4TeeTimes

TOP COURSES			
Select area			
Top Deals		Course Rating	
Course	Rating	Price	Savings
▶ St Mark Golf Course-“NEW COURSE”	★★★★☆	\$29.70	68%
▶ Cathedral Canyon Golf & Tennis Club	★★★★☆	\$35.00	65%
▶ Champions Club at The Retreat	★★★★☆	\$29.00	61%
▶ Upland Hills Country Club	★★★★☆	\$19.95	56%
▶ Hemet Golf Club	★★★★☆	\$27.00	54%
▶ Riverwalk Golf Club - Mission/Friars	★★★★☆	\$45.99	54%
▶ Meronco Golf Club at Tukwet Canyon-Champions	★★★★☆	\$38.00	53%
▶ Meronco Golf Club at Tukwet Canyon-Legends	★★★★☆	\$38.00	53%
▶ Jurupa Hills Country Club	★★★★☆	\$19.00	53%
▶ Fallbrook Golf Club	★★★★☆	\$28.00	52%
▶ Cresta Verde Golf Course	★★★★☆	\$15.00	52%

FEATURED COURSE



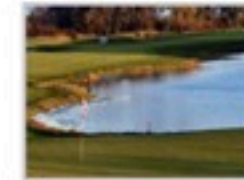
St Mark Golf Course-
“NEW COURSE”
Lake San Marcos

A great country club starts with a great golf course. Our exclusive Harry Rainville designed North Course at St Mark Golf Course, formally known as The Lake San Marcos Country Club is just that. Established in 1953, this classic, traditional course is nestled in the coastal foothills of north San Diego County. With mature trees, stunning backdrops and some of the best greens in San Diego.

[...More](#)

▶ [View TeeTimes](#)

Featured Golf Course for Chicago



Broken Arrow Golf Club»

Located in Lockport, IL, just 40 miles southwest of Chicago's Loop, Broken Arrow features 27 holes of Championship golf, a full service driving range, Pro-Shop, snack bar, and the top rated West... [MORE »](#)

[BOOK A TEE TIME](#)

More Featured Chicago Courses:



Traditions At Chevy Chase»

Experience 18 holes of championship golf at Traditions at Chevy Chase Country Club. The Traditions golf course, originally designed and built in 1927 by renowned architect Thomas Bendelow, was... [MORE »](#)

[BOOK A TEE TIME](#)

GolfHub

UNITED STATES FEATURED COURSES



Knoxville Municipa...
Knoxville, TN



Donald Ross Golf Club
Fort Wayne, IN



Towne Country Club
Edgerton, WI



Carson Valley GC
Gardnerville, NV



Stonehedge GC
Factoryville, PA



Page Belcher GC - ...
Tulsa, OK