ParMutuel

SETUP GUIDE

STAFF

Run the credit desk

For club staff: the pro shop, assistant pros, and volunteers at the table

6 STEPS

You're the friendly face at the table on event day. You post credits, get waiting tickets issued, run the horse race board, and help square everyone up at the end. The committee sets up the event and confirms the results, so you can focus on the members in front of you.

Before you start: how entries are funded

Each tournament has a funding setting, and it changes what happens at your table. Ask your tournament director which one this event uses. The field is labeled Funding.

- **Prepaid credits:** a member's Wallet has to cover the ticket first. Members with too few credits come to you for more.
- **Pay at the table:** every entry waits with a short ref (such as **K7QX**) until you collect and issue it.
- **Either (recommended)** is the default. Entries the balance covers issue right away, and the rest wait with a ref.
- Entries still unpaid when the pool closes are canceled, unless the tournament has a grace period. During that window the desk can still collect. Anything unpaid after it ends is canceled. Members get a reminder before the close.

Step by step

1 Accept your staff invite

Your admin sends you an invite, and you'll be set up in a minute.

- Your club admin invites you from **Members → Invite people** with **Joins as** set to **Staff (credit desk and tickets)**, or adds you directly with **Add member**.
- Open the link. If you aren't signed in yet, the page says **Confirm it's you** and sends a six-digit code, the same one-time code members use. Later sign-in uses that same code.
- As Staff, you can post credits, issue tickets, see balances, record horse race eliminations, and use **Bulk credit**.
- Creating tournaments, confirming results, settling, marking members paid, **Adjustments**, and voiding tickets stay with the club's admins.

> **WHERE IT LIVES**
> The invite link your admin sends.

2 Get the screens up

Put the live board on the clubhouse TV so everyone can follow along.

- Use **Open big screen** at the top of the tournament page and put it on the clubhouse screen.
- Tap **Full screen** in the corner, or press **F**. It works on iPad Safari and on desktop browsers. iPhone Safari doesn't support it, so no **Full screen** button shows there.
- There's no login, and the board never shows member names or balances.
- It keeps refreshing on its own, so if the connection drops, it picks up again on the next check.
- **Open big screen** is grayed out while the tournament is still a draft. It goes live when you open the tournament.

> **WHERE IT LIVES**
> **Open big screen**, at the top of every tournament page. **Full screen** is in the corner of the board. Staff can use both.

3 Post credits at the Credit desk

A member settles up with the club, and you put the credits in their Wallet.

- Open the **Credit desk**, find the member, enter the amount, and choose **Received by**. The choices are **In person**, **Venmo**, **Member account**, and **Other**. Then tap **Post credits**.
- The member gets a text right away with their balance.
- Open requests from members show on this page too. On the member's side, a request reads **Waiting for the organizer** until you post it.
- **Bulk credit**, on the same page, is available to Staff. It posts a spreadsheet with name, phone, email, amount, and note.

> **WHERE IT LIVES**
> **Credit desk** in the admin menu.

4 Run the table at Payments & issuance

A member has a waiting ticket. Find their ref and get it issued.

- Open **Payments & issuance**. Each member has one card with what they owe and their ref, and you can search by name, phone, or ref.
- Match the member's ref (such as **K7QX**), collect from them the way your club does, and tap **Collected**. That posts the credits they're short and issues their ticked entries in one go. If the balance already covers the lines, the button reads **Issue all** or **Issue N selected** instead.
- Two staff can't issue the same entries twice, so it's safe for more than one person to work the table.
- The member's ticket arrives by text and email as soon as it's issued.

WHERE IT LIVES

Payments & issuance, next to the **Credit desk**.

HEADS-UP

Entries still unpaid when the pool closes are canceled, unless the tournament has a grace period. The Payments card shows when that window ends, in the club's time zone. Anything still unpaid then is canceled, so try to clear the queue before it ends. Pools close on their own 10 minutes before the first tee, unless the director extends them.

5 Run the horse race board

The shootout is on, and the whole clubhouse is watching your board.

- When the tournament has more than one wallet, the **Credit desk** shows a **Wallet** field. Choose the race wallet, then tap **Post credits**. Staff can post those credits. The hint says side-game wallets are separate from the main pools, unless the tournament's **Side-game wallets** setting is **Shared with the main pools**.
- Race pools close at the shootout start time.
- On the **Horse race** screen, each hole says **Tap who's out on hole** and the hole number. Tap the one that's out. The button reads **Pick who's out** until it names them out on that hole. **Undo** takes the last one back. **Out so far** lists them with the hole.
- The live elimination board updates on the pool page and the clubhouse TV board. Staff can record and undo eliminations. An admin confirms the finishing order with **Build the finishing order and preview payouts**. Until then, the screen tells staff that an admin confirms the result and settles the pools.

> **WHERE IT LIVES**
> The **Horse race** screen, from the side game on your phone.

6 Square up at the Pool desk

The results are in. Help each member settle up with the club.

- After the committee confirms the results, open **Balances & payouts**. On **Overview** it's called **Pool desk**. You can see each member's final balance and tickets won.
- Settle up with each member in person the way your club does. Marking a member paid is an admin action: the button is **Mark paid**, the confirm is **Mark paid out**, and **Paid by** records how the club settled. Staff see the balances and can't mark them paid.
- Team Draft has its own **Pool desk** on the **Team Draft** tab after the backing board is closed. That tab is for admins.

> **WHERE IT LIVES**
> The tournament tab **Balances & payouts**. **Overview** calls it **Pool desk**.

You're all set

Credits posted, tickets issued, everyone squared up. Nice work at the desk.

Tips and FAQ

Do members pay anything in the app?

No. The club issues credits. Funding and settling up happen at the club, offline. ParMutuel holds nothing and processes no payments.

A member says their ticket is "waiting."

Find their ref on **Payments & issuance**, collect, and issue it. If they'd rather top up first, post credits at the **Credit desk**.

Someone mistyped a credit amount.

Staff can't open **Adjustments**. An admin corrects it there, and a reason is required. Every change lands in the **Audit log**.

A team withdrew.

The tournament director scratches them on **Pool entries**. Tickets on that team come back in full, automatically.

A member asks to void a ticket.

Voids are an admin job, so send the member to your tournament director.

Can I confirm results?

No. Confirming results and settling pools stay with the club's admins.

What's a credit worth?

Whatever your club sets and announces. Members see the club's note at the top of their **Wallet**.