



## **Introduction to KRPM mobile app, soft launch 2<sup>nd</sup> Oct (Mon)**

Dear members,

KRPM Golf Operation Sub Committee is thrilled to announce the launch of our brand-new mobile application designed exclusively for our members. This state of art app aims revolutionize the way you access our club facilities, starting with our Golfing Tee Time Bookings. We encourage all members to switch to our mobile app for a seamless and convenient golfing journey.

Our active golfing members is around 1,200 and our golfing rounds have increased from 267 in 2019 to 357 as of July 2023. With the surge in demand for golf rounds we are facing various challenges. One of it is insufficient golfing rounds available. We are trying our best to ensure that the members can enjoy better golfing experience at our club.

The current web booking service is set to be terminated by the end of this year, so adopting the mobile app is not just an option, but a necessity. Over a period of time, we will incorporate all other services provided by the club.

Currently, we utilize various communication media, such as KRPM's official website, Facebook, and WhatsApp for sharing information like announcements, notices, news and tournament details. Through the app, we can achieve real-time delivery of club information, all through ONE media

Also, our T time booking is set for 18 holes as default, most times golfers at Hills course play only 9 holes, which leads to a situation where the crossover 9-holes isn't utilized.

With the new enhanced Mobile App, players must choose to play either 9 or 18 holes, if only 9 holes is booked then the cross-over 9-hole will become available for booking. We are currently working on ways to utilize the cross-over 9-hole format to provide more playing opportunities for our members.

## **Tournament Registration, flight info and result**

Currently, members who don't frequently visit the club often miss out on tournament info and end up signing late, resulting to missing the opportunity to take part.

Once we launch the Mobile App, members can sign up for tournaments and add their names on wait list in real-time. They can also receive flight information and results through the app, saving them valuable time and streamlining the process.

## **Ad Opportunity**

It is expected that the mobile app will have more than 300 daily visitors. We can eventually use our Data to attract advertisers.

KRPM receives various sponsorships, often members are unaware of the sponsors. To enhance sponsorship acquisition, the app can be utilized to create new business model and attract more sponsors. This initiative aims to develop a system where members can be well informed about sponsors and potentially explore new avenues.

## **QR code in App**

You can replace the membership card with a QR code in the app. This code will regenerate every minute for security purposes. You can register using the QR code at the Golf counter, and it can also be used for making payments at the Terrace.

## **Paperless transaction**

By Using the Mobile App & the QR code, members can now register at the golf registration counter and pick up the buggy & go straight to their designated Teeing area without any receipts, we will go paperless by using the Mobile App. Then starter can immediately check in registered individuals before players arrives at Teeing area. This we expect to launch by the end of 2023.

## **ID/Pw policy for Mobile App**

- **Shared Principal ID**

You can use your current ID/PW to enable using the Mobile App. The Mobile App system incurs costs based on the number of users, data for members with membership - 01/02 is set to be deleted from current system by the end of September. Family members need to use a single principal account. Booking is available only with the principal ID like now, and for security reasons, a policy of one device per login will be implemented. Therefore, if a family member logs in with the principal ID for booking from a different phone/tablet, the previous logged-in session will be automatically logged out.

- **Exception when Family member's ID creation is permitted**

For family members like 01 and 02, if they intend to participate in a tournament at least once a year, they can create an ID and subsequently apply for tournament participation themselves.

## Upcoming schedule

- 1) From 18<sup>th</sup> Sep (Mon), we will begin providing guidance to the members regarding the app download and its usage for 2 weeks. Mostly at our terrace, from morning till late evening. During this time, members will have time to familiarize themselves with the service and provide feedback.
- 2) The official launch day is set for 2nd Oct (Mon). Starting from this day, Captcha will be removed for booking on the mobile app, while Captcha on the web platform will remain.
- 3) Tournaments registration will be through Mobile App from 2<sup>nd</sup> Oct (Mon). The tournament registration desk will serve to provide tournament information only.
- 4) From 2<sup>nd</sup> Oct to year end, we plan to run both web and mobile platform.
- 5) However, starting from 1<sup>st</sup> Jan 2024, T TIME booking will be exclusively through the Mobile App only.

Timeline		Mobile	Web	Note
2023	18/09~01/10 ( 2 weeks )	✔	✔	Captcha for Mobile and Web
	02/10~31/12 (3 months )	✔	✔	Mobile : to remove Captcha Web: to maintain Captcha To start Tournament registration Paperless registration
2024	01/01 Onward	✔	✘	Booking : Mobile only
	1 <sup>st</sup> half	✔		Order food at Terrace with app

A detailed user manual will be distributed soon. The mobile app is designed to be user-friendly. We hope to introduce a better golfing experience for our members.

Thank you.

*Golf Operation Sub-Committee*

*12th Sep 2023*

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