Range Management Transcript

Safety and customer satisfaction are both important concerns when running a shooting range. You can improve service by quickly checking in shooters and assigning them to lanes. Add shooters to a waiting list and send them a text message when a lane becomes available. And move folks quickly through registration with the Smartwaiver integration. This course will go over the quick setup needed to use Range Management. Then we'll take a look at using it with your Eagle Point of Sale interface and finally navigate the online management feature.

Refer to the Options and Security Document found in the Course Materials to make sure that all options are properly configured. Please note that Option 1144 "Ability to take a deposit for On Range transaction" and Option 1791 "Range Management Waiting List Allowed" are only available with Eagle Software Release 27.1 and above. Once your options are set in Eagle, go to FFL Compliance Manager and choose the Range option.

Now, click Setup. Indicate that this location has a Range. Enter the name of the range and then add the available Bay Types. In our example we are adding Handgun and Rifle bays. To add a new Type select the green Plus button. To remove a bay, use the red circle.

If you send text messages to those on the Waiting List, select Yes. Enter the message your customer will receive while they wait and the message they get when the lane is ready. When you've made all your changes, select the save button.

Return to setup and Bays. Let's add a Bay. Select the green plus button. Enter the Bay Name, type, Maximum Shooters in party, and Session Length for Lanes. Indicate that the lane is Operable, when the Berm was last cleaned, and at what point the shooters will receive a reminder that their session is ending soon. If you have any additional notes related the lane, such as smoking restrictions, add them here. When you are finished press save.

To remove a Bay, select the red circle. You can reorder the Bays using the arrows button. If you want to edit any details, simply select the lane and press the edit button. Once the Bays are created you can add Lanes to them.

Under Setup, choose Lanes. Select the Bay that you want to add Lanes to.

We'll select Handgun Bay 6. Press the Green circle to add the Lane. Give the Lane a 5 character alphanumeric name. We'll call our lane H6 A to represent Handgun Bay 6, Lane A. Press Save. You can remove, reorder or edit the lanes using the displayed buttons.

Finally, go to settings. If you use Smartwaiver, you can you can enter your Smartwaiver API key here. You can also confirm that eagle is integrating with your Range.

The setup is complete and customers have arrived to purchase Range time. Begin in Eagle Point of Sale. Place your cursor in the SKU box and click the Menu button. Select On Range Lane. Choose the lane that the customer will be using and press OK. Enter the shooter names and press OK. Then, total the order as usual.

If you are using Eagle 27.1 or higher and there are no lanes available, you can place a customer on a wait list. Select the Bay Type and enter the names of the party. If your range has a system where some groups can receive priority to the next open lane, select YES under Priority Waiting. Then press OK.

If there are lanes available, but none are the Bay Type the party is requesting, you can select Waiting, and complete the form as before. When the range becomes available, you can assign the party with FFL Compliance Manager.

Log on to the range management site and select the hamburger button- the button with three lines. Then select Range. Under Range, click Lanes. To change your search, choose the specific variables listed next to Types, Bays, or Lanes. For example, if we only wanted to see lanes for handguns, we would select the Handgun type.

The right side of the screen shows any waiting parties as well as the state of the Lane. To view more information about a certain lane, simply click the corresponding box. Here we see that a Handgun Lane is currently on hold. To change its status, simply click the lock text box and change it from Yes to No. You can also set a Lane from Operational to Not Operational or enter a note in the Lane Note box.

When the Lane is in use, you can use this screen to extend a groups session by intervals of five minutes. You can also end the current session. When you are finished, select close. Note that any changes you make to the lane will automatically refresh on the screen.

Let's look at the waiting list. Here you can see any parties that are currently waiting for a lane. You can also see how many lanes are available along with the status of the range. If you have a large list of waiting parties, use the Quick search to locate them. Select the waiting party and press the edit button. Then, under Lane information, select an Available one and click Assign to Lane. If you need to remove a party, select them and press the red removal button. When asked if you're sure, press yes.

Finally, under Activity, view the historic lane activity as well as the Range utilization.

With your setup complete you are ready to host customers at your Range. Bays and Lanes are identified and you can sell time, put parties on wait list and send text messages to keep clients informed about their appointment. Using FFL Compliance Manager and Range Management will help keep your facility running smoothly and provide an excellent customer experience.

About Epicor

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