

20<sup>th</sup> November 2009

Dear Secretary/Manager

**DJB Software conversion to CLUB2000®**

The last time I contacted you it was on behalf of DJB. I am now settling in at Club Systems and have been working hard to ensure that our data conversion programs are fully tested and ready to transfer your club data to the Market Leading CLUB2000® product.

I know that since that first letter on 30th October you have been contacted by numerous companies also offering you 'upgrades' and 'special offers'. At least one of these has also speculated on my personal reasons for joining CSI, others have tried to suggest that I'm not being straight with DJB's loyal customers. Well, now we have had the chance to speak to many of you and have listened to your concerns, I am getting in touch to tell you what we are doing, the choices available to you and what your next step will be if you wish to go ahead and change to CLUB2000®.

**Data Conversion** - The last two weeks have been very busy. We have been writing 'version 1' of our Membership and Handicaps converter. This release will transfer almost all DJB data to the CLUB2000® system. It will not take across subscription account history from the Membership but will transfer all other personal data, including your members' full handicapping player records. A second version that will also convert outstanding balances will be available later in December. From Tuesday 24th November the CLUB2000.co.uk website will have a fully downloadable 2010 package available, including data conversion. You will need to call or apply online for a keyword and Keycode to run this software. If you prefer, you can wait a further week or so, when we will be sending a CD to all DJB users.

**Till (EPOS) System Conversion** – Many clubs have contacted us and asked about our software's compatibility or 'integration' with Jonas/ClubMinder® (sometimes referred to as Highcraft) or Open Solution International's G-POS System. There is not an 'official' supported or 'authorised' link between their systems and CLUB2000® and since we understand that clubs wish to use their member cards to pay for competition entry and benefit from the other features such as PSI account enquires that full integration provides, we are offering a very special offer. We will convert your software and data to the MerlinTouch system, completely free of charge. All you need is compatible hardware covered by a maintenance contract (CSI can even help you arrange that, and save costs on your existing support fees).

**When to convert** – The best time for handicaps is soon. We recommend you run your Annual review in your current DJB software and then convert to CLUB2000®. Membership is best converted straight after your DJB year end. If you wish to convert your membership in between your



subscription renews and your year end (i.e. whilst member payments are still outstanding), you will need to wait for 'Version 2' of the converter, due out in December. If you have chosen to also convert to the MerlinTouch EPoS system, you might like to leave the conversion and have it all done for you at one time. Club Systems Engineers can visit the club, install the software and train you, your office and Bar/restaurant staff, to use it, all free of Charge\*.

**Current Software Support** – One of the main reasons I chose to join Club Systems, was their promise to continue to offer first and second line support for your DJB Products. DJB could not have continued to trade for very much longer and therefore support would not have continued. CSI took over the funding of the DJB Support department and therefore all the full time staff you are familiar with, are still answering your calls. I felt that only CSI had the financial strength and will to offer this to David's loyal customers. They made the offer to help maintain the current service levels and avoid clubs having to make hasty decisions to convert to alternative systems. Although Club Systems have only committed to providing this cover until the end of February, the decision will only be made to discontinue, if acceptable levels of conversions have taken place. Then, if you have installed CLUB2000®, your support will transfer to CSiCare, CSI's 7 day a week, telephone, email and remote access support service.

**Current Membership Swipe Cards** – In almost all cases your cards will be compatible with CSI's MerlinTouch, and PSiTouch terminals. Because we can convert your current membership, handicap and EPoS data you will not have to buy new cards, change your current card supplier or re-issue your existing cards.

**New Till or PSiTouch Hardware** – Some clubs have old till hardware or dated PSI terminals. Although most of these will be compatible, you may wish to take this opportunity to upgrade to new Club Systems' equipment. All new terminals are heavily reduced until the spring.

**DJB Booking and Club Organiser** – CSI will be writing integration to the DJB booking system, so there is no need to change at present. Club Organiser is a very similar product to CSI's SpeediTee, users of that will be offered a free of charge upgrade, including free online booking. Again, there is no need to rush as these products will be supported by CSiCare when DJB support finishes.

**HowDidiDo Web Publishing** – The hugely successful HowDidiDo® website will also be available to your members FREE of charge, almost as soon as you convert. Your members can then join the largest online network of golfers in the Europe. 175,000 golfers have already registered and are using services like online competition booking, online draw lists, handicap analysis and handicap certificate printing. They get competition results emailed to them, as well as notification of handicap changes. It is simply a great value added, zero cost, service you can offer to your members.

So the next step is simple, after the 24<sup>th</sup>, you will be able to download the software yourself and quickly be up to speed with CLUB2000®, the most widely used system in UK and Irish golf. If you wish, you can wait for a CD to arrive in the post and convert then. Alternatively if you wish to change all your technology to CSI, including your MerlinTouch EPoS, visit the website, or give us a ring and we will be happy to answer any more questions you have.

If you would like to see us to talk over your options, why not come along to one of our CLUB2000®/DJB Road Shows. Currently we have two planned, one at Kings Norton near Birmingham on the 26<sup>th</sup> November and then another on the 15<sup>th</sup> December at Denham in Berkshire. We will have all of our software products there to see and I will be joined by my new colleagues to run over the conversion process and answer your queries.

Finally, I wanted to stress that we know you have options to choose from, and this change has not come at the best time for many of you, but I am certain that Club Systems are the best technology partners for your club.

The current economic climate has had a substantial impact on our industry. During this time CSI has continued to grow. We offer a truly, fully integrated system, provide first class technical support and are by far the most stable, reliable and professional company in the industry today. The products are supplied and produced by one team of trained, experienced staff. One number to call, one company to - 'bring it all together'.

Yours faithfully



Alastair Brown  
Club Systems International Ltd.

**P.S. Don't forget you can register for the DJB Road Shows, get more information about CLUB2000® and from Tuesday 24<sup>th</sup>, download the latest CLUB2000 software from [www.club2000.co.uk/djb](http://www.club2000.co.uk/djb)**

\*Two Free days installation & training included, extra charged at daily rate. POA.