

3.1.4 Adding contact information and notes to a bowler profile

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3.1.4 fields


Beyond fitting measurements, a bowler profile in Spectre Cloud can store **contact information** and free-form **notes** — practical details that help a pro shop maintain a professional client relationship rather than just a drilling record. This page covers what contact and notes fields are available, how to add and update them, and how the **Bowler Plus plugin** extends the available fields for shops that need a more complete client management record.

Contact Information — Core Plan

All Spectre Cloud accounts can store basic contact information on a bowler profile without any additional plugins. These fields are optional but recommended for any shop that communicates with bowlers about their equipment, appointments, or order arrivals.

Field	Notes
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Email address	Useful for order notifications, appointment reminders, and follow-up communications
Phone number	Primary contact number — mobile preferred for most bowlers

Note:  *Verify with your Spectre team: confirm the exact contact fields available on the core plan profile form — whether phone and email are the only core contact fields, and whether any additional fields (e.g. a second phone number or preferred contact method) are present.*

Contact Information — Bowler Plus Plugin

Users with the **Bowler Plus plugin** (\$5 USD/month) have access to an expanded set of contact and client management fields. Bowler Plus is designed for shops that maintain a more complete client record — particularly those that communicate with bowlers by mail, run client consent programmes, or want to attach reference photos to a profile.

Field	Available On	Notes
Email address	Core + Bowler Plus	Available on all plans
Phone number	Core + Bowler Plus	Available on all plans
Full mailing address	Bowler Plus only	Street, city, state/province, postal code, country — useful for mail-order shops or prize ball shipping
Image gallery	Bowler Plus only	Attach photos to the bowler's profile — hand measurement images, fitting reference photos, or ball surface documentation
Client consent signature	Bowler Plus only	Capture a digital signature from the bowler — useful for shops that maintain a liability or service consent record

Note: Bowler Plus fields are only visible and editable while the plugin is active. If Bowler Plus is deactivated, data already entered in these fields is retained in read-only form — it will not be lost, but cannot be edited or added to until the plugin is reactivated. See Book 08 for plugin management.

Notes Field

Every bowler profile includes a free-form **notes field** where anything relevant to the bowler's fitting history, preferences, or circumstances can be recorded. The notes field is unstructured — there is no required format — making it flexible enough to capture information that does not fit neatly into any other profile field.

What to Use the Notes Field For

- Fitting observations that are not captured elsewhere — for example, "*prefers a slightly tacky surface on all reactive balls*" or "*sensitive to reverse pitch — never go beyond 1/8" reverse.*"
- Physical considerations — injury history, arthritis, a surgically repaired finger, or any condition that consistently affects fitting decisions.
- Ring/middle finger size differences — flag bowlers whose insert sizes do not match so future staff know to override Auto-Repeat Insert Size (2.6.7).
- Non-standard fitting preferences — bowlers who use a bridge width other than the IBPSIA standard, or who always request a specific surface finish.
- Coaching or competitive context — league affiliation, competitive level, coach contact, or current season goals relevant to equipment decisions.
- Communication preferences — for example, "*always call, never texts*" or "*prefers to be contacted in French.*"

Tip: Write notes as if you are leaving them for a colleague who has never met this bowler. The goal is to give any staff member enough context to serve the bowler well without needing to ask the same questions every visit.

Adding Contact Information and Notes

Desktop

1. Navigate to **BOWLERS** from the top menu and open the bowler's profile.
2. Click **Edit** or navigate to the contact/notes section of the profile form. [△](#) *Verify with your Spectre team: confirm whether contact information and notes are edited inline on the profile view or via a separate edit mode.*
3. Enter or update the relevant fields — email, phone, address (Bowler Plus), and notes.
4. Save the profile. [△](#) *Verify with your Spectre team: confirm whether contact and notes fields auto-save on input or require an explicit save action.*

☐☐ Mobile

1. Tap the **avatar icon** in the top navigation to access the Bowlers section.
2. Open the bowler's profile and navigate to the contact or notes section.
3. Tap to edit the relevant fields and enter the updated information.
4. Save the profile.

☐☐ Data Privacy Considerations

Contact information stored in Spectre Cloud is subject to the same cloud security and data handling practices as all other account data. Shops operating in jurisdictions with data privacy regulations — such as GDPR in the European Union or PIPEDA in Canada — should ensure their use of Spectre Cloud's contact storage features is consistent with their local obligations.

- ☐ Spectre Cloud stores data securely in the cloud — contact information is accessible only to users logged into your account.
- ☐ The **client consent signature** feature in Bowler Plus is designed to support shops that maintain a documented consent record for their client data or fitting services.
- ☐ For questions about data handling, retention, and privacy compliance, contact the BowlDevs team at spectrebowling.com. *⚠ Verify with your Spectre team: confirm the appropriate contact channel and any published privacy documentation relevant to this section.*

☁ Contact and Notes Data Syncs in Real Time

Contact information and notes added to a bowler profile are immediately available across all devices on your account. A note added at the front counter is visible at the drill press without any manual sync.

- ☐ All contact and notes fields sync in real time across devices.
- ☐ Multi-location shops: bowler contact information and notes are accessible at all locations on the same account. *⚠ Verify with your Spectre team: confirm multi-location data sharing scope, consistent with the question carried across 2.6.1 and 3.1.1.*

Related Sections

- 3.1.3 — Optional profile fields: PAP, axis tilt, axis rotation, rev rate, ball speed
- 3.1.2 — Required fields: name, hand, grip type
- 3.1.1 — Creating your first bowler profile
- 3.1.5 — Editing and updating a bowler profile (*if applicable*)
- 2.6.7 — Auto-Repeat Insert Size: mirror size from ring to middle finger
- 8.x — Account and Business: managing plugins and billing
- 8.x — Account and Business: Bowler Plus plugin

Tip: The notes field is one of the most underused features in any client management system — and one of the most valuable. A well-maintained set of bowler notes means any staff member can pick up a fitting conversation where another left off, without the bowler having to repeat themselves. Make adding a note after every significant fitting interaction a shop habit from day one.

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