Newsletter #34 (July 27, 2008)

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What's New

HTML Newsletter

With this issue we're trying an "HTML" format, which you should see as a nicely formatted E-mail with colors, links, etc. just like a web site.

Do you like this, or do you prefer the old text style? Please let us know by voting here:
http://campgroundmaster.com/forum/showthread.php?t=70

(You can still get the newsletter in printable PDF format as before, as well as one the indexed web site.)

User's Forums Update

Have you joined our user forums yet? Here are some of the recent discussions:

In **Technical Support**:
>   Loyalty cards
>   POS inventory cleanup
>   Golf Cart option on reservations
>   Reporting and Network lag

In **Campground & RV Park Business**:
>   Trailer Life & Woodalls
>   Extra fees
>   Entrance Gates

In **Jobs wanted**:
>   Need a job in Florida

So why not stop in to say "Hi!" and see what's going on? Visit with other Campground Master users to share your ideas or get business tips.

http://campgroundmaster.com/forum/

Q & A

Reporting Receipts by Discount Used

Q: How can I show the income (receipts) grouped by the discounts used? The Discounts quick-report just shows the amount of the discount, but I want to see our actual income from Good Sam and FMCA discount users.

A: Version 4.3 or later is required for this, due to a change that allowed the "Discounts" grouping to look at the Reservation's Discount Used field when the transaction itself doesn't have the discount filled in.

Start with either "Charges by Category" or "Receipts by Payment Method", depending on which information you need to see, then go back to Summary Options and change the Group-total-for-each option to "Discount Used".

Viewing the notes entered for Misc. transactions

Q: We enter notes on Miscellaneous Expense transactions, but how do we see those notes later?

A: Those notes are put in the "Reference" field of the transactions. So on the Transactions tab view, click on Detail Options and then check the "Reference" box to show that field.

Reporting reservations staying less than full month

Q: We want to get a report of all reservations from June who did not stay a full month. How do we do that?

A: You can use the Find Reservation to get reports like this. Go to Reservations / Find Reservation, then click on the "Reservation Filtering" button.

To only see reservations in June, select the "Filter by date" option, "Start-to-end inclusive", and select the dates June 1 to June 30. Now to only see ones that did not stay at least a month, click Filter by length of stay, and enter 29 for the Maximum days. You can easily see how other variations could be done, for instance if you only wanted the ones that started in June (to exclude the ones started in May).

Click OK, then make sure that both the "Filter by date" and the "Filter by" boxes are unchecked so it only uses the filter settings. Now you can print or export that report.

Correcting processed credit card payments

Q: Due to a computer glitch, a credit card transaction was processed but does not show up in Campground Master. How to enter the payment without processing it again?

A: All you have to do is disable the processing option (uncheck the "Enable" box in Maintenance / Credit Card Processing Setup), then enter the credit card payment. Then go back to Processing Setup and re-enable processing. It won't try to process any payments you entered while processing was disabled.

Rates based on Rig Type

Q: How do we make a Rate that depends on the rig type? For instance, if someone just puts a tent on an RV site, we charge a different rate.

A: If you're using version 4.2.2 or later, you can do this using the "Advanced Condition Expression" setting in the Rates definitions.

For your example, this is what needs to go in the Advanced Condition Expression for the tent rate:

```
Cust:Cust_Rigtype = "Tent"
```

It has to be exact (and the example assumes your Rig Type pick list selection is "Tent"), so use copy/paste if possible.

For the non-tent rate, you would make it:

```
Cust:Cust_Rigtype != "Tent"
```

Technically you would only need the expression in one or the other, as long as it's added to the one appearing first on the rates list -- it would use the other rate by default if the first one doesn't apply. However we recommend setting the expression in both rates in case you change the order later.

Rates based on starting day

Q: How do we make a Rate that depends on the day of the week? For instance, if a 4-day reservation starts on Monday, we have a discounted rate.

A: If you're using version 4.2.2 or later, you can do this using the "Advanced Condition Expression" setting in the Rates definitions.

First, assuming this is for a rate that's at least 4 days but less than 1 week, you would need the rate to be set up as "Applies if >= 4 days" and "Applies if <= 6 days".

Then, put this in the Advanced Condition Expression:

```
DoW(Resv:Resv_First_Date) = 2
```

It has to be exact, so use copy/paste if possible. The "Dow" fucntion gets the day of the week, and 2 is the value for Monday.

Also note that you should have this rate above the normal daily rate in the list (so it checks these conditions first), so then for any extra days it will use the normal daily rate.

Rates based on linked reservations

Q: How do we make a Rate that depends on other linked sites? For instance, our boat slip rental is cheaper if they're also renting an RV site.

A: If you're using version 4.2.2 or later, you can do this using the "Advanced Condition Expression" setting in the Rates definitions. This is a much more complicated condition than the others given in the previous example, because it has to look at all other reservations linked to this one to see if any of those are on an RV site. Note that this assumes the linking type is synchronized or sub-member linking. Non-synchronized linking results in separate billing, in which case the expression shown below would not give the discount.

For the Boat Slip rate that is WITH an RV site (e.g. discounted), the Advanced Condition Expression should be::

```
LoopSum(1, ResvNumLinkedResvs(ResvLinkedMaster(Resv())), "#",
'iif(Left(FieldText(ResvSite(ResvLinkedResvAt(ResvLinkedMaster(Resv()), #)),
"Attrib_Site_Use"),2) = "RV",1,0)') > 0 OR
Left(FieldText(ResvSite(ResvLinkedMaster(Resv())), "Attrib_Site_Use"),2) = "RV"
```

and for the rate that is WITHOUT an RV site:

```
LoopSum(1, ResvNumLinkedResvs(ResvLinkedMaster(Resv())), "#",
'iif(Left(FieldText(ResvSite(ResvLinkedResvAt(ResvLinkedMaster(Resv()), #)),
"Attrib_Site_Use"),2) = "RV",1,0)') = 0 AND
Left(FieldText(ResvSite(ResvLinkedMaster(Resv())), "Attrib_Site_Use"),2) != "RV"
```

The expressions above assume that any Site Class pick list item(s) for RV sites start with "RV", for instance if you just use the default "RV's" Site Class. The expressions would need to be changed appropriately for any other situations.

Note: The expressions will be shown as multiple lines above, but make sure that any line breaks are removed if you copy/paste the expressions. If you don't copy/paste, the expressions must be exact in every way. Where you see a line break above, you should have a space (e.g. there should be a space after the commas and before & after any "=", "AND" or "OR".)

Setting up rates for 50A

Q: How should I set up sites and rates for 50A -- as an add-on or as a rental rate, and should I use an option or a different site type?

A: If you set up a separate site class/type, then it would always charge the 50A rate for that site whether they really use 50A or not. If that's the way you want your rates to work then that's the best way to do it -- as a different site type, and a corresponding rate.

However if you only charge them if they say they're going to use 50A, then you need it to be an option. If you don't already have the 50A attribute set up as a quick-preference option, this article shows how to do that: http://campgroundmaster.com/news/addingoptionslike50atonew.html

Once you're using that 50A option, you can set it up either as an add-on charge or as a separate Rental Rate. One advantage to making it as an add-on is that you generally only need one extra rate definition. If you make it as part of the rental rate, then you will have to duplicate all of your applicable rental rates to have 50A versions of each of them (if you have multiple seasons, etc. then this could be time consuming). So we usually recommend defining it as an Add-on rate. Of course the key either way is to select the 50A field in the "Applies if reservation field" part of the rate definition. This example for a cable rate has some details: http://campgroundmaster.com/news/ratesforadd_ons.html

You'll also find a specific example of a 50A add-on rate in the Rate Setup Examples: http://campgroundmaster.com/help/ratesetupexamples.html

Tips & Techniques

Networking optimization tips

One of our users has been working on some issues with their wireless network, and discovered several tips for making things run more smoothly. Most of these apply to wired networks as well, so if you're experiencing any disconnection or slow connection issues then it may be worth having your IT person review these and make the suggested tweaks.

1.) Make sure ALL the computers that are being used to make up the network have the identical "workgroup" name.

2.) Make sure the IP address is the same except for the last number. Example: The Firewall Router would normally have an IP address of 192.168.1.1, Computer One would have an IP address of 192.168.1.2, Computer Two would have an IP address of 192.168.1.3, Computer Three would have an IP address of 192.168.1.4, and so on down the line.

3.) Make sure the Subnet mask, Gateway and DNS are all the same on each computer.

4.) Make sure that each computer has a different "computer name", making it unique on the network.

5.) Make sure any wireless devices are set to the correct operating channel (I usually use one that is not as common so it will have fewer issues if there are other wireless devices in the area.)

6.) Set the Router's firewall to be able to communicate on the proper ports for outgoing and incoming traffic. I normally set this to be specific to the device, channel and IP of the equipment that is being used on the network.

7.) Do not have wireless devices broadcast the SSID, for added security.

8.) Disable the DHCP on the Router and set the devices connecting to the network with a static IP

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address to avoid any IP conflicts, also set the Router to only allow by the network MAC address of the network cards of the computers on your network to further secure your network.

If you wanted to be able to split your network from the one that you are using so that you could offer Internet service to your customers and secure your network at the same time then that is a different scenario, but can be done with a little more work.

Solving backup "temporary file" errors, Vista

Last newsletter had this procedure for XP -- here is the procedure for Windows Vista.

If you get an error message when making a backup that reports an error writing to a temporary file, it may be due to a "stuck" file in your Windows "Temp" folder. Sometimes having too many files in the temporary folder can cause a problem, or it may be due to a file marked "read only" which Campground Master can't delete.

The steps below will left you clean out your Windows Temp folder, and hopefully solve the problem. This is actually something we do on a regular basis (at least once a month), because Windows and all sorts of other programs leave garbage files behind here, and it can cause problems with your system.

Note that these instructions are for Windows Vista. A similar procedure for XP is also available, in newsletter #33.

1. If you have not rebooted your computer today (restarted Windows), reboot it before continuing.

2. Right-click on My Computer, and select "Explore"

3. Double-click on the C: drive (the first one under Hard Disk Drives) to open it. (Note: if you have trouble double-clicking, then right-click and select Explore)

4. Double-click on "Users" to open that folder

5. Double-click on the folder with your Windows user name (not All Users).

6. Here you should see an AppData folder. If not, you need to show hidden files. To do this:
-- In the menu, go to Tools, Folder Options.
-- Click the View tab.
-- In the list, under Hidden Files and Folders, select "Show hidden files and folders"
-- Click OK

7. Now double-click AppData to open it.

8. Double-click the Local folder to open it.

8. Double-click the Temp folder to open it.

9. Select all files dated prior to today, and delete them (highlight them and press the Delete key). You should have a Date Modified column -- you can click on that column heading to sort by date modified to make it easier to select the old files. Don't worry about any folders in here, just the files listed below the folders.

10. Also, if you see a file that's just the one character "~", or if it shows a file named "~.zip", then delete that one even if it's dated today.

Now try the backup and see if it works.