Newsletter #39 (April 4, 2011)

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What's New

New version 6 released

A new version of Campground Master was released on March 2nd.   This is version 6.0, the first major release since 5.0.   This incorporates and finalizes the "beta" release that you may have heard about last year.

Here are some of the more significant changes since 5.0:

- Increased security features for sensitive data (operator passwords, credit card data, etc.)
- Support for PCI-compliant versions of X-Charge, Merchant Warehouse and IC Verify
- Support for PIN pads for debit cards, for users of X-Charge.
- Added support for Hotmail and other E-mail accounts using TLS security
- Payments are saved immediately (can't accidentally "Cancel" them)
- Comprehensive audit trail, tracking all accesses and changes to reservations, etc.
- Bulk check-out function

For important notes on the major additions and a complete list of changes, see the Version 6.0 Introduction here:
http://www.campground-master.com/version6.html

PCI compliance checklist

For those who have upgraded to version 6, you now have a version that meets PCI compliance specifications, provided that you follow the PA-DSS Implementation Guide. Since the PA-DSS Implementation Guide can be difficult to understand, we have created a checklist of the specific things you need to do in Campground Master in order to be compliant. While some of the PCI compliance issues are handled automatically, others will require due diligence on your part to enable or maintain the functions needed to be in compliance.

The checklist can be found on our web site here:
http://campgroundmaster.com/pci.html

A possible new option for Mac users

We have heard that it's possible to run Campground Master on a Mac without installing Windows on a virtual machine (like Parallels), using "Crossover" software available from CodeWeavers.com. We are unable to confirm this, but if it does work then it's a much "lighter weight" alternative if you have no other need for Windows on your Mac computer.

To find out more, visit:
http://codeweavers.com

Yogi Jellystone parks forced to switch systems

According to several of our customers, the Yogi Bear / Jellystone park franchise contracts now include a condition that all Jellystone parks must use our competitor's reservation software, Campground Manager. This takes effect for any new contracts as well as any existing parks renewing their contract with LSI. No official word has been heard on the reason for this, but unofficially it's understood that the presidents of the two companies are golfing buddies.

Regardless of the reason, we wanted to make sure our existing Jellystone park customers are aware of this, and also that you're aware of it if you're looking into the Jellystone franchise. KOA did something like this several years ago, and it stuck their parks with a system that was less than ideal with no incentive to innovate, and a lot of unhappy users. We hate to see this happen to our customers.

Q & A

Shortcut for clicking "Done"

Q: Is there a way for the Enter key to finish a POS transaction, instead of having to click the "Done" button?

A: Almost -- the combination **Ctrl-Enter** is a shortcut that will click the **Done**, **OK**, **Save**, or **Close** button of nearly any dialog in Campground Master.

You might also want to check here for other shortcut tips:
http://campgroundmaster.com/help/keyboardshortcuts.html

It's not changing the customer's credit card number

Q: I noticed that when customer gave a different credit card the program did not replace the old number under customer detail. Why not?

A: If you're talking about the Guarantee info in Customer Details, then that's correct, it won't automatically change that if they use a different card for charges later, or if you change guarantee info in Reservation Details, since that's a separate record. The Guarantee info in Customer Details is considered historical information, and won't normally be used for future payments.

In fact, it's recommended that you set the Credit Card Security Settings so that the Guarantee Info credit card is removed once they check in (see Maintenance / Credit Card / Security Setup).

Changing the credit card in Guarantee Info

Q: How do I correct the Guarantee credit card information if put it in incorrectly?

A: You can change it any time you want -- click the "..." button at the end of the Guarantee info, then click Redo Swipe to clear the old info. Now you can enter the new card.

Keeping it from running on startup

Q: How do I keep Campground Master from running on startup?

A: You need to find the shortcut in Windows that's making it run on startup. This is typically through Start / Programs / Startup. Just delete the "Campground Master" shortcut in that folder to keep it from running on startup.

Printing invoices for today's check-outs

Q: Is there an easy way to print invoices for all of today's check-outs?

A: On the **Departures** tab view, set both the From and To dates to be yesterday's date (the last night). Then right-click on any reservation, select **Print for all shown reservations / Reservation receipts or forms**. Select the receipt format you want to print and which transactions to include (usually "All"), and click **Print Receipts**.

Easily blocking sites for multiple days

Q: The option to block a site as unavailable for a day is handy, however, it would be convenient to be able to block a section of days, and block as unavailable all in one motion. Right now, I have to block each day individually.

A: You can enter a date range to lock them all at once -- right-click the site and go to Site Details, and add the range of dates in the "Special Dates Unavailable". If there are already dates there that you still need blocked, then be sure to use a comma to separate the date ranges as shown in the example on the dialog. While you're there, you could remove any past dates from that field to make things more efficient.

Reporting average daily rate

Q: How can I get a report showing the average daily rate collected?

A: There's a sample query that might help, but it has some limitations. It reports average amount paid per night, by site type and date.

1. Go to Maintenance / Advanced Customizations / Queries

2. Click the Import Query button, and you'll get a typical Windows file-open dialog labeled "Import Query".

3. You need to locate the sample Forms folder, which is typically C:\Program Files\Campground Master\Samples (most likely you just need to double-click the "Samples" folder to get there, but you may have to navigate to the C: drive first using the "Look In" drop down at the top").

4. Now select the file "**Sample Query - Average daily amt paid, by site type.csv**", and click Open. You'll see one or more queries added to the list. When done importing, click Close.

Now that query will be added to the Query tab view (that tab will be newly added in front of the Transactions tab if you didn't have any Queries before this). Just go to the Queries tab and select it from the list.

It's not perfect, but that's the closest we can come at the moment. Note that the numbers in the central grid are NOT accurate (they're intermediate totals) -- only look at the last "Average" column and bottom "Average" row. Also note that it reports as of each reservation's Last Night - e.g. if they stayed 5 nights, the average will show up only on the last night, not each night separately. Also, for linked reservations the combined total will all appear on the master site, since the transactions are combined.

Tips & Techniques

Cleaning up inventory "on-hand"

For Point of Sale users only...

We see a lot of databases where inventory items show a negative value quantity on hand. This is likely happening for items where you don't really care to track an accurate inventory, which is fine. However, we recommend that you CLEAR the "Quantity on hand" value for any items like this. The field must be empty, not "0", so it knows that there is no need to update the quantity (as opposed to an actual quantity of 0 on hand). This will prevent unnecessary audit trail entries, reduce sync errors, and generally make things run smoother.

Therefore I suggest you go through your Inventory Items and clear this field for any that you don't need to track the quantity of -- or at least ones that you use frequently (which probably show large negative quantities on hand right now).

Changing Rates but grandfathering current reservations

Lets say you need to change some of your rates, but you don't want them affect anyone who has made a reservation already (you've promised them a certain rate), even though they haven't checked in yet. In other words, the rate change is based on when the reservation was made, not when they check in.

In older versions, the only way to do that (and have it work for Auto-Rates) was to set up a separate Reservation Type, where all new reservations get a different type. However the newer versions have a way

to do this with the Advanced Condition Expression in the Rate definition. While this is "advanced", which means it gets into programming, handling this particular condition is relatively simple.

All you need to do is make another copy of each rate that's changing, adjust the charge amounts and descriptions, and then set up the Advanced Condition Expression to check the date-made field accordingly for each rate.

For instance if the cut-off for the new rate was April 1st 2011, the expression in the new rate would be:

```
Resv:Resv_Date_Made >= {4/1/11}
```

In the old rate it would be:

```
Resv:Resv_Date_Made < {4/1/11}
```

Make sure the format is precisely copied, every character counts. Be sure to use the curly braces around the date as shown. Also be sure that one and only one of the expressions includes the "=", otherwise any reservations made exactly on that date would not uniquely match either rate.

This will enable Auto-Rates to select either the old rate or the new rate depending on when the reservation was made.