# Contents

**A couple quick reminders:**

**Make Backups!**  It's so sad when we hear from someone whose computer has crashed and they have no backup of their data to restore from.  It's so easy to make a backup to a thumb drive, there's really no excuse for not doing it at least once per week, if not daily.

**Re-installing / Installing on a new computer** -- This is the number one support question we get, even though we've put the information everywhere we can possibly put it: in the documentation, in the Support menu on our web site, and directly on the Help menu in the program.  You'll need this information eventually, so make a note of how to find it now so you don't have to ask later.  See our web site under Support / Installing on a new computer.

# What's New

## TLS 1.2 support for credit card processing

Most parks have already gotten up to speed with the the new TLS 1.2 requirements that started in July for credit card processing.  However if you're a seasonal park that was closed in the summer, then this might still be an issue for you and could disable your credit card processing if you don't have the update.  This affects users of both MCPS / TGate and Cayan / Merchantware processing in Campground Master.  (X-Charge users will need to get the update from X-Charge / OpenEdge, and also must be using Campground Master version 9.0 or later.)

Support for this was added in version 9.1 last fall, so as long as you're staying current with Campground Master updates then you're already covered.  If you don't have at least version 9.1, contact us for an upgrade.

# Q & A

### How to do a credit card refund when there's no balance

**Q.** I entered a credit card payment on the wrong reservation, and need to do a refund.  However it has a $0.00 balance and won't allow the Refund.

**A.** The easiest way to do this is to enter a Credit transaction for the same amount, so it has a credit balance. Then you can do the Refund to refund the credit card, and finally Delete the Credit transaction.  Make sure that if it automatically added a "Deposit Applied" transaction with the Credit, delete that also.

### How to Separate Refunds-by-Check on Reports

**Q:** On the Receipts by Payment Method, it's subtracting the refunds we give by check from the checks received, making it hard to follow what's actually deposited in the bank.  How can we show refunds separately?

**A:** One way would be to filter it -- after doing Receipts by Payment Method, go to More Filters and exclude Refund from the Transaction Types list (Ctrl-Click on "Refunds" to un-highlight it).  However that means doing a separate report to get the refund checks, and it also means that cash and credit card refunds would be excluded.

The better method is to add a new Payment Method for the refund checks, and use that when doing refunds.

1. Go to Maintenance / Pick Lists / Payment Methods, and check the "Allow editing of fields" box.

2. Click New Record.

3. Enter the desired name, e.g. "Refund Check" in each of the fields.  Make sure you set Enabled to "Yes".

4. Move that entry up to the desired order, e.g. next to Check, with the Move Up button.  Click Close when done.

Now when you enter a Refund, select the new payment method instead of "Check".  It will be shown separately on the Receipts by Payment Method report.

### How to find Transactions entered through Customer Details

**Q.** We think that some reservation transactions were entered through Customer Details by mistake, instead of Reservation Details/Transactions.  How do we find them easily so we can correct them?

**A.**  You can locate them with the Transactions report.

1. Go to the Transactions tab view (the far right tab, or go through Transaction Reports).
2. Click the Detail Options button, and then click Reset the view to details / all transactions so you see all individual transactions.
3. Set the From and To date as needed.
4. If you don't see a "Site" column, go back to Detail Options and select  the "Site" field.
5. Click on the Site column to sort by site, and click again to sort backwards.  Any transactions that were not done through a Reservation will show "(No Resv)" instead of a site number.

6.  If you also do Unbound transactions, you can hide those by going to More Filters, and uncheck the 3 options under "Unbound transactions" in the lower right corner. If you also have POS transactions, you can hide those by unchecking the box at the top "Include POS transactions".

Now you should have all of the ones you're looking for at the top, and of course you can right-click on any of them to get to the Transactions dialog. Once you're there, if you're not sure which ones are the non-Reservation ones, then check the "Show Details" box and scroll over to the "Reservation" column. It will be blank for any transactions entered on the Customer instead of a reservation.

For more details on how to correct Customer vs Reservation balances, see here:
http://campgroundmaster.com/news/resolvingcustomerbalancesno.html

## Reporting pre-payments made for next year

**Q.** How can I get a report of all pre-payments made in 2018 for 2019 reservations?

**A.** Here's what I would suggest to get the pre-payments made for the prior period:

Start with the Receipts by Payment Method quick-report (Reports / Transactions, click <u>Receipts by Payment Method</u>).

Go to <u>More Filters</u> to get to the Transactions Filter, then click on the <u>Sites/Reservations</u> button in the lower right, check "Filter by Date" and select "Start Date", and put the desired reservation dates (e.g. 1/1/2019 to 12/31/2019). Click <u>OK</u> to get back to the Transactions Filter.

In the Transactions Filter, uncheck all 6 of the "balance" boxes underneath the Sites/Reservations button (to exclude any non-reservation transactions like Customer or Unbound).

Click <u>OK</u> on Transactions Filter.

Optionally, click on <u>Summary Options</u>, and change the Summarize period e.g. to Monthly, and click <u>OK</u> (don't click the quick-report again, that will clear the filters).

Finally, select the From and To dates of the transactions to report to bet the Transaction date range (not the Reservation dates) -- e.g. 1/1/2018 to 12/31/2018.

Now you should be showing the total payments made in 2018 for 2019 reservations. If you want the details of course you can uncheck Summarize.

Note: This can only be done with the Receipts by Payments report, not with Receipts by Category, due to the filters needed.

## "Discounts" vs. "Discount Used"

**Q.** What is the difference between the "Discounts" fields in Customer Details and the "Discount Used" on Reservation Details?

**A.** First of all, always remember that Reservations are separate records from Customers. If you want the technical details on that, see here:
https://campgroundmaster.com/help/databaseorganization.html

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The "Discounts" fields in Customer Details are a list of "possible" discounts that the customer has.  These are a "storage" area for any discounts and their details like member ID's.

The "Discount Used" selection in Reservation Details is the one actually "used" for the reservation -- in particular, if you're using Rates, that can determine which Rate is actually selected (or available) for the reservation.

When a new reservation is made, it will use the first customer "Discount" by default as the "Discount Used" for the reservation.  However if you set "Discount Used" in the reservation at a later time, it does not assume that it should be saved for later, and thus will not add it to the Discounts list in Customer Details.

## Cleaning Out Old Transactions  & Balances

**Q:** We have a lot of old junk and unreliable transaction information in our system, with a ton of reservations showing balances that shouldn't be there.  It would take forever to go through and fix everything shown incorrectly in the Payments Due report.  Is there an easy way to just clear out all of those transactions and start over as of a certain date?

**A.** Version 9.2 has a new "Extreme" option on the Purge Old Data function that can help.  Normally a Purge will not remove anything with a balance, but the "Extreme" options ignore balances and do a clean sweep of everything prior to the date you select.  You should select the Extreme options under both Transactions and Reservations (in addition to the other options in those sections) to remove the reservations prior to the selected date as well -- otherwise some might still have balances due to transactions straddling the cut-off date.

See here for details:
https://campgroundmaster.com/help/purgeolddata.html

## Renumbering Sites

**Q:** I want to renumber some sites, but I get a warning when I do that in Sites Setup.  What is the correct way to renumber sites?  Should I delete them and start over?

**A:** You want to avoid Deleting sites (in fact it won't let you delete sites previously used), but you can change the numbers as needed.  Yes, it will give you warnings if you (temporarily) have 2 sites with the same number, so perhaps that's the warning you're talking about.  Just keep going, and once you have them all changed then the warnings should go away.

Of course if you change the number (e.g. in Abbreviation or Site Name) on a record in Site Setup, then any reservations linked to that site record will appear to have changed to that new site number -- in other words, the site record is assumed to represent a physical location, so changing the Abbr/Name of a Site record changes the number assigned to a physical site location.

If you're not actually wanting to change the numbers for physical sites, but rather just changing the site organization on the Rack or something, then just Move the sites as needed in the Sites Setup list.  Likewise you could Insert sites if you now have more physical sites.

## Finding Canceled Reservations

**Q:** Is there was a way that we can see in one report all the reservations that have been canceled or the Mistake button was clicked on?

**A:** Yes, just click on the "Non-Reserved" tab view, and select the type you want to see.  The you can adjust the From & To dates for prior or future reservations (note this uses the reservation start date, not the "date made").

If you're not seeing the Non-Reserved tab, then it may have been disabled or deleted.  Go to Maintenance / Advanced Customizations / Tab Views.  If you see Non-Reserved listed, make sure it shows "Yes" for the Enabled field (Edit it if needed to re-enable it).  If you don't see it at all, then click the button Add the default tab views to add it back in.  (You'll probably need to delete any duplicates after doing that.)


## Paid-Thru date getting set to the Last Night incorrectly


**Q:**  Sometimes, e.g. for weeklies and monthlies, the paid-thru date is set to the end of their stay instead of what they're paying for.  Why does that happen and how to fix it?

**A:**  There is a setting under Maintenance / Program Options / Functions, "Automatically set paid-thru date when a reservation is paid in full", which is probably set that causes it to happen -- bu there is more to it than that.  This option is usually desirable, so we don't recommend disabling that.

However, if you're manually adding charges for only part of a stay, and they pay that balance in full, Campground Master sets the Reservation as paid in full (assuming that option is set) because it has no way of knowing the time period you've entered charges for, and thus is has to assume you've added charges for the full stay as usual.

To avoid it, assuming you want to keep that automatic option enabled, you need to either:

1. Enter the charges for the *whole* stay, not just part (so they aren't paying in full, in which case you have to manually set the paid-thru date), or...

2. Don't make the reservation's Last Night all the way out -- only set the Last Night to what they're being Charged for (and paying for).  That way it will automatically set the Paid-Thru correctly to that Last Night.  You can use the "Block To" date to block the site for them for the remainder of their expected stay, and adjust the Last Night each time they pay another portion.

Monthlies do have some other considerations, but ONLY if you set the Reservation Type to "Monthly".  A detailed explanation was added to the manual recently:
https://campgroundmaster.com/help/monthlyextended-stayreserv.html


# Tips & Techniques


## Adding custom Pick Lists (using v9.2's User-Defined Tables )


One of the powerful new features added in version 9.2 was "User-defined Tables", along with "User-defined Relationships".  Together, these allow you to add your own Pick Lists that you can easily use in any of the other tables / dialogs, and also modify the list whenever you want like regular Pick Lists without having to go back and modify all of your custom code.

The complete documentation or custom tables is here:
http://campgroundmaster.com/help/overview47.html

However, that's a lot to dig through to figure out how to just add a pick list.  Here is a step-by-step guide for adding a pick list, in this case for adding a "Category" pick list to the Work Orders (which also makes use of the new ability to modify the Edit Work Order dialog).

*Disclaimer: As with all Advanced Customizations, this is a highly technical function and must be done very precisely to avoid problems.  Customizations are not covered under standard support, so we won't be able to help you with this process without an extra support fee.*

### Step 1 -- Adding the Table

First we need to add the table for the pick list. In this case we're going to call it "Work Category", but use whatever name you need.

1.1. Go to Maintenance / Advanced Customizations / User-defined Tables

1.2. Click Add table definition.

1.3. Enter "Work Category" in the Displayed Name field.

1.4. Enter "WorkCategory" (no spaces) in the Internal Name field.

1.5. Enter "WCat" (no spaces) in the Short Name field.

1.6. Check the Pick List checkbox.

1.7. Enter "100" for the ID (assuming this is the first table you're adding, else use the next number available).

1.8. Click Data Field Definitions.  This will create the default fields needed for a Pick List.  You probably don't need to add any more, so just click Close.

1.9. Drop down the Unique Identifier Field list and select "Selection Name".

1.10. Click Edit Raw Data if you want to add some entries now.  As with any table or pick list, you'll need to check Allow editing of fields, and use New Record to add entries.

1.11. Click Save to save the new table.

### Step 2 -- Adding the field to the Work Orders table

Before setting up the relationship, we need to add the field that relates to the pick list.  Again, our example is "Work Category" in the Work Orders table, but use whatever fits your needs.

2.1. Go to Maintenance / Data Field Definitions / Work Order Fields.

2.2. Click Add New Field.

2.3. Enter "Category" for the Field Identifier.

2.4. Select "Pick List Item (Enum)" for the Field Type.

2.5. Enter "Category" for the Field Name, Short Label, and Report Heading.  Make sure Enabled is checked.

2.6. Click Save to save the new field, and Close to exit the Data Field Definitions.

### Step 3 -- Adding the Relationship

Now we're ready to tell it that the new field is linked to the new pick list table.

3.1. Go to Maintenance / Advanced Customizations / User-defined Relationships

3.2. Click Add relationship.

3.3. Select "Work Orders" for the From Table.

3.4. Select "Category" for the From Field.

3.5. Select your new table, "Work Category", for the To Table.

3.6. Select "Selection Name" for the Display Field.  In case you're wondering about the relational technical aspects, the "Record ID" (the Field_Index field) is always the "To Field" for relationships, so there's no need to select it here.

3.7. Click Save.


That's it as far as setting up the pick list.  BTW, it won't appear in the standard Pick Lists menu, so any time you need to ad or edit items in the list, you would go to Maintenance / Advanced Customizations / User-defined Tables, select your table, and click Edit Raw Data.  But we'll also show you how to add a shortcut so you can edit the list right from the Work Order dialog.


**Step 4 -- Adding the list to Edit Work Order**

Now we need a way to set the category for the work orders.

4.1. Go to Maintenance / Advanced Customizations / Dialogs

4.2. Click Add dialog definition.

4.3. Enter "Work order" for the Dialog name.

4.4. Check Add-on, and select "Edit Work Order".

4.5. Click Quick-add fields.  Enter 150 for the Starting top position, 180 for the Label left position, 240 for the Entry field left position.  (These are arbitrary just to get it in a usable position, you can modify as needed later).

4.6. Click "Category" in the Data Field list, and click the --> button to add it to the Fields Selected list.  Click Done.

Now for the button to edit categories:

4.7. Click Add element.

4.8. Select "Add New Control" for the Element Type.

4.9. Enter "Edit Cat" for the Control Name.

4.10. Select "Button" for the Control Type.

4.11. Enter 400 for the Left position, 150 for Top, 60 Width, 20 Height.

4.12. Enter "Edit" for the Control Text.

4.13. Click Edit Action Expr..., and then enter the following expression:

```
ShowRawData("WorkCategory")
```

4.14. Click Save twice to get back to Edit Dialog Definition.

4.15. Now you can use Save & Test Dialog to try it out.

4.16. Save & Close all the way out.  That's it!

Note that when you View Work Orders, your custom fields are automatically added to the list, in front of the Notes.  However this is pretty unique -- adding a Customer or Reservation field does not automatically add it to the associated reports, for instance (that could get out of hand), so it would be up to you do create Queries to use custom fields in reporting (covered elsewhere).


## Avoid "Saving Database" delays each time you make a change


The original default action for Campground Master is to immediately save the database after every change.  However, as databases get larger and take longer to save, this can start causing annoying delays as you try to quickly enter transactions, etc. one after another.  If you suspect this is causing your delays, look for the "Saving Database" message in the Status Bar at the bottom of Campground Master.

Since there are other safeguards that make complete recovery possible even if computer crashes before the database is saved with your new changes (recovering from an auto-backup and log files), it's not strictly necessary to immediately save the database after ever change.  Therefore we're now recommending that you change the setting so that it waits for at least 60 seconds of inactivity before it saves the database.

To change this, go to Maintenance / Program Options / Database (you must be an Administrator of course). Change the number in "Wait for ___ seconds of inactivity" to 60 seconds to start with.  You may want to increase that if you find that it's commonly in the middle of saving the database just as you start to do something.


## Handling different Dialog sizes on different Workstations


If you have set up custom Dialog Definitions with new or moved controls (fields), you may find that on other networked workstations things don't appear the same, possibly causing overlapping or missing fields.  This is due to the Windows display settings being different (e.g. using Large fonts instead of normal fonts, etc), which will automatically change the standard dialog sizes and positions, but not the customized controls.

Obviously the easy way to fix it is to make sure you're using the same Windows display settings on each computer.  But just in case that's not practical for your situation, then the alternative is to modify the Dialog Definition to accommodate the different sizes.

What you would have to do is edit the custom Dialog definition, make a Copy of EACH custom control element that's causing the position problem, and change the Top/Left positions in one copy to account for the different font size, and then include a check for the Workstation in each one.  Note that this also assumes that the workstation ID's don't change on each computer (which of course they shouldn't under normal operations).

For instance, if the problem Workstation is #2, then one copy (with the modified positions) would have this in the Condition expression:
```
Workstation() = 2
```

...and the other control (original positions) would have:

```
Workstation() != 2
```

If there is already something in the Condition, though, you need to "AND" that with any existing expressions in the condition).... e.g.

```
(existing expression) AND Workstation() = 2
```

Be sure to wrap the existing expression in parenthesis as shown.


## Modifying the sample Rent Roll with specific categories


Many people ask for a "rent roll", but we have yet to implement a standard one because everyone seems to have slightly different needs, which would make implementation terribly complex to accommodate everyone. Usually this requires customization, but there are some Sample Queries of rent rolls which might work or be good starting points for many users.

The "Sample Query - Rent Roll (new, filtered categories)" is currently the most advanced option available (added as a sample in version 9.1), which reports like Receipts by Category (older samples simply reports Charges, not Receipts by Category), and also adds columns for Electric and Water.  However, this uses specific Transaction Category names which may not match your setup.  You may also need to add additional category columns.

First of course, you need to Import the sample mentioned.  See the documentation for details: http://campgroundmaster.com/help/queriessetupdialog.html

*Be aware that since this is part of Advanced Customizations, out standard technical support will not be able to help you if you have questions about this process.  This is highly technical, involving computer programming techniques.  If you need additional help, contact us for a quote to customize it for you.*

Once you've imported the sample, you can Edit the query.  You will see a list of columns, including things like "Daily", "Weekly", "Monthly", "Water", and "Electricity".  Those are the ones that are category-specific.  For instance, the "Monthly" column will use the category named "Monthly Rate".

**Changing the category name:**  A simple change would be to change the category name -- for instance it you use "Monthly Rent" instead of "Monthly Rate".  Select the "Monthly" line, and click Edit Column.  You will see "Monthly Rate" in the 2nd line if the Field/Expression box -- click there to put the edit cursor there and carefully change the name as needed.  Be sure to leave the quotation marks in place!  Nothing else should be changed.  Click Save when done.

**Adding a new category:**  To add a new column, select an existing one, e.g. "Daily", and click Copy Column. A new copy will appear at the bottom.  Select it and click Move Up to get it where you want it.  Then follow the instructions above to change the category name.  Also change the "Column Heading" field as needed.

**Combining categories:**  This is where it gets tricky.  Say for instance that you have categories "Lot Rent" and "Slip Rent" that you want to both include in the "Monthly" column.  Now you need to have it do some math to add the 2 categories.  Hopefully you're good at "copy/paste" operations to copy text, so you don't have to type so much.   So, here's the beginning of the initial expression for the "Monthly" column:

```
    LoopSum(1,NumTran(Resv()),"<i>",'-TranPmtAmtForCat(ResvTran(<i>), "Monthly
Rate", .F., .T.)',
```

(I'm leaving out the rest for brevity)

The important part is:

```
    '-TranPmtAmtForCat(ResvTran(<i>), "Monthly Rate", .F., .T.)'
```

You need to add 2 different categories (but actually each must be negative), so with the new category names that will change to:

```
        '-TranPmtAmtForCat(ResvTran(<i>), "Lot Rent", .F., .T.) -
TranPmtAmtForCat(ResvTran(<i>), "Slip Rent", .F., .T.)'
```

**Important!**  The single-quote characters must appear only once, at the start and end of that segment.  Also, if these are showing more than one line, don't actually press Enter anywhere in the expression. And of course, that's not the entire expression.  The rest should remain unchanged.

You can add any number of categories the same way.  Just make sure you're inserting each part inside the single-quote segment, separated by " - " (a minus sign with spaces on each side).

Hopefully this will help you create the Rent Roll you need.