

## Newsletter #12 (Sept 10, 2005)

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### What's New

#### Recovery techniques updated

Newsletter #10 had an article "Recovering from a corrupt or missing database". Some changes have been made to this article, with more specifics in the recovery steps and adding the case of only a blank Rack view showing up. If you've printed that article for reference, you may want to print the new version.

This can be found on the web site here:

<http://campground-master.com/news/recoveringfromacorrupmiss.html>

Or you can get the PDF version of newsletter #10 again:

[http://campground-master.com/news/newsletter\\_10.pdf](http://campground-master.com/news/newsletter_10.pdf)

Speaking of recovery, we do have some customers in the gulf area that may have been affected by hurricane Katrina. We hope they are able to get back up an running soon -- and if you're one of them then please let us know if you need any help getting Campground Master going again.

## Q & A

### **Reporting annual receipts**

**Q: I need to show receipts for last year receipts for this year. How do I go about it?**

A: On the Transactions tab view (the far right tab), go to Summary Options and click the "Receipts by Payment Method" button. Then go back to Summary Options and select "Yearly" for the summ-by. Then go to More Filters, and select either "This Year" or "Last Year" from the Dates list (or any custom dates if you prefer).

If you prefer to view the receipts according to the income category, use "Receipts by Category" instead (version 3.5 recommended, earlier versions did not have this report or did not report it in the correct categories some times, since it's an interpolated report).

### **Reporting the amount received for each site**

**Q: Is it possible to pull up a report that gives the amount taken in for each site?**

A: On the Transactions tab view, drop down the "All Tran Types" list and select "All Charges". Then click Summary Options and select the "Site" option under Group Total for Each..., and check the option to "Show charges & expenses as positive values". If desired, also select a different Summarize period (e.g. if you need it monthly instead of daily). Click OK, and then change the dates at the top as needed.

Note that this will include ALL reservation charges on each site -- if you need to exclude some items like tax, propane, and other misc. sales, go to More Filters and select only the Categories of interest.

If you really need to show the amounts received (payments and deposits) by site, then you can select "All Receipts" from the list at the top instead of "All Charges".

Also note that this will report the amounts according to the date that the charges (or deposits & payments) were entered -- so if you add charges when they make the reservation instead of when they check in, for instance, then it may not be representative of their actual stay. One way to correct this is to go into More Filters and check "Use Reservation date instead of Transaction date". Now it will report the charges according to the starting date of the reservation. (However, this can cause problems for long-term guests.)

### **Showing detailed transaction amounts for reports**

**Q: I was doing a tax report for the month and I'm not sure it's correct. How do I go about finding the actual dollar amounts per guest?**

A: Uncheck the "Summarize" checkbox at the top of the report to see the details (all transactions included in the report will be shown). In general this is a good way to double-check what's included in a report, or to investigate questionable numbers.

## Changing the Check-In and Check-Out Times

**Q: How do I change the check-out time (shown on the receipts) from 1:00 PM to 11:00 AM ?**

A: That's changed in the Park record, through Maintenance / Park Setup / Parks.

If you have multiple parks defined then they can have separate check-in and/or check-out times. This can be useful if you have different times for cabins than for RV sites, for instance. You can Add another park record (being sure to copy ALL fields exactly including the Authorization Code), then change the "Short name" for identification purposes (e.g. "Cabins"), then set the check in/out times accordingly. Finally, go to the Sites setup and select the appropriate Park for each site that should be part of the new "park".

## Adding printed memos to Auto-Rates

**Q: We would like to build a memo into our monthly and weekly rates. I can add the memo easily enough on the rate set-up but it does not print out on the invoice. Is there any way to make the memo print out?**

A: Yes, assuming you have a recent enough version (version 3.5 is required for this).

In the Rates Setup, Edit the rate and click on the Category of the memo transaction (on the word "Memo" under the Category column). A drop-down arrow will appear -- click the arrow and select "Print Memo" for the category. This will also change the Type, and the memo added with this rate will now print on receipts.

## Auto-printing POS receipts only for credit card sales

**Q: We need to have the printer only print receipts automatically when a credit card is used, not for cash sales. Can I do this?**

A: In Maintenance / Program Options / POS, underneath "Automatically print receipt...", check the option "only if it's a credit card payment". If you don't see that option, you may need to upgrade to v3.5.

(This only applies to the POS option, since there isn't an auto-print function for non-POS receipts.)

## Tips & Techniques

### Using a network client offline for extended periods

With the summer season coming to an end for many parks, we're getting questions about taking a computer "offline" to use during the winter for reservations. If you only use one computer (or don't use networking and need to just copy the database back and forth between the main computer and a laptop), then this is a simple matter of using the Backup and Restore functions to transfer the database when needed.

However there is a special consideration if you're using the networking functionality and your laptop (or whatever computer you'll be using "offline" for an extended period) is a client on the network instead of the Master.

You can either make the laptop act as the Master while you're disconnected or select the "Work Offline" option under Network Functions (which would have to be done each time you use it), but the main thing is to

avoid changing "This workstation's ID" of a workstation -- this would cause problems with synchronizing data later, so avoid changing this for any reason.

The recommended procedure would be to go into the Network Setup and change the "Master (server) workstation ID" to match "This workstation's ID" (e.g. '2'). Now it won't need to connect with the old master since it's considered a master itself. of course, be sure that all computers are synchronized and up to date before doing this, and avoid using the other computers again until you're ready to connect back up as described below.

When you're ready to connect back to the original master, first make a Backup from the laptop BEFORE connecting back up to the server (otherwise all of your new data could be lost), and use the Restore function to restore the backup to the server. Then go back into Network Setup on the laptop and change the Master's ID back to 0 (or whatever it was before), and it should connect to the original master as usual.

If you don't have a way to transfer a backup from the laptop to the original master (e.g. no floppy drive), then an alternative would be to change the Network Setup of ALL of the computers so that the laptop is the new master (e.g. change the "Master ID" on all of them to '2' so they connect with the laptop -- and you will also need to change the Master's IP address to the laptop's IP address). Then it will be able to transfer the whole database from the laptop to the other computers. Once they're all in sync, you can change the network settings back to their original settings, restoring the original Master.

### Printing single labels on a Dymo label printer

The "label" printing function in Campground Master assumes that you're using a standard sheet of 30 labels on a full-page printer. However if you have a Dymo label printer (or similar single-label printer), you can use the Envelope printing function to print single labels on it.

First you need to have the Dymo printer driver installed in Windows. Then change the Envelope printing setup in Campground Master as described below.

(Keep in mind that these settings would have to be reset if you wanted to print actual envelopes or sheets of 30 labels, so keep the original settings written down.)

1. Go to File / Printing Options, Offsets.
2. Enter 0 for both Top and Left printer offsets.
3. Uncheck "Print the parks' return address...".
4. Enter 0 for "Address position for Envelopes", Top & Left.
5. Click OK.
6. Go to File / Printer Setup / Envelopes.
7. Select the Dymo printer.
8. Select the appropriate Paper size (for the labels you're using).
9. Select Landscape for orientation.
10. Click OK

Now if you use the Envelope printing functions it should print the Dymo labels -- even the batch-printing functions will work to print multiple labels. Note that the font type & size is not adjustable, but most addresses should fit on standard labels as it is.

The next major version of Campground Master will allow more flexibility and definition of Dymo label formats separate from envelopes, etc. For more information on Dymo label printers, see their web site: <http://global.dymo.com/enUS/Home/default.html>

## **Miscellaneous**

### **Is your park Satellite Friendly?**

Here's a unique publicity opportunity, if you have an RV park that has some "open sky" sites where your customers can get a satellite signal.

The web site <http://www.satellitefriendly.com> is specifically designed for people who have Datastorm satellite internet systems by Motosat, but it's likely to be useful to anyone with a satellite dish on their RV. Datastorm users in particular have a need for open sky sites to get their internet connection, and they often can't tell from a typical directory whether a park has suitable sites. This web site helps them find out, so being listed on it can help your business -- but there's a trick to getting your park listed on the site. Of course you may be listed on it already -- check the site to find out.

The web site only takes submissions from other Datastorm users through a semi-automatic system -- the park's location on the map actually comes from their unit, when they're in the park and connected to the internet. This serves as "proof" that the park does indeed have an open site. So to get listed, you first need to find someone with a Datastorm system in your park -- keep an eye out for the extra-large dishes on RV's, like the one shown on the site (it must be a roof-mount, not on a tripod). If you see one, ask them to visit the SatelliteFriendly site and add your park to the database. In addition, if they're not already familiar with the site then they'll probably thank you for introducing them to it.