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## Newsletter #22 (Apr 10, 2006)

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### What's New

#### **Networking errors caused by WinSock problems**

We have encountered a couple cases where the networking doesn't work and all of the normal things don't help. One particular symptom is that the Network Diagnostics on the master (server) shows that it's receiving messages, but messages aren't getting back to the client.

The cases of this that we've seen have turned out to be a problem with the Winsock configuration in Windows -- most likely caused by spyware or other errant software. One of our customers found an easy way to fix this, in a program specifically designed to do this called WinSockFix. You can find this in several places on the web, but we're also making it available from our web site. If you encounter a sudden network problem that doesn't seem to be related to IP addressing issues or security software, just download this program and run it. It will automatically correct any problems it finds.

Go to the downloads page of our web site (link below), and look for "Winsock Fix" at the very bottom.  
<http://campgroundmaster.com/downloads.html>

Note: This program isn't written by us, so use it at your own discretion. A full system (hard drive) backup is always a good idea before running software that makes changes to the system like this.

## Reservation Friend correction

An issue has been found with the handling of online reservation requests from Reservation Friend, in particular when more than one site is reserved by the same person. They come in as separate requests, but because their ID is the same Campground Master will think one is a duplicate (already processed).

However you can fix this by adding a couple parsing rules so that the site number is added to the order number parsed into the "Unique ID" field.

Go into Maintenance / Online Setup / Online Reservation - Parsing Sets, and Edit the parsing set definition that's there for Reservation Friend.

Add these two rules (or better yet, Insert them *after* the existing 2 rules for the field Resv:Resv\_Online\_Request\_ID, about the 6th line -- click on the Resv:Resv\_Status field and then click Insert Rule):

1st rule:

Where to look: **Anywhere in the text**

Parsing action: **Set Field to a fixed value (always)**

Set Value to: -

(yes that's just a minus sign, as a separator)

Field descriptor: **Resv:Resv\_Online\_Request\_ID**

Append to any previous text in the same field: **YES** (checked)

2nd rule:

Where to look: **Anywhere in the text**

Parsing action: **Extract Field Value**

Text before field: **spacedescription:**

Text after field: **\r**

Field descriptor: **Resv:Resv\_Online\_Request\_ID**

Append to any previous text in the same field: **YES** (checked)

Trim an extra leading and trailing spaces: **YES** (checked)

Make sure that the field descriptor is typed correctly (it should look exactly like the ones already in there on lines 4 and 5), and that the "Text before field" is exactly as typed (it should be same as text in the previous rule for Resv:Resv\_Online\_Friend\_Site, on line 3). Also make sure you use the correct slash character in the "Text after field".

That should fix it, but also be aware that any prior request E-mails retrieved again or re-processed now will appear as new even if they've been processed before, since the unique ID's will look different -- so clear out your E-mail box and "Delete all Downloaded Requests" to avoid re-processing old ones.

## Q & A

### **Alphabetical listing of all customers**

**Q: How can I get a report or list of all customers in alphabetical order, to check for duplicates, etc.?**

A: Just go to Customers / Find Customers, and uncheck the "Filter by" check box so it shows all customers. If you find duplicates, highlight them (use Ctrl-click to select each one) and use the "Merge Customers" function. Press the F1 key on that dialog to open the Help if you need more details.

### **Pre-dating transactions and previous customer balances**

**Q: We want to enter current reservations into the database that have pre-paid before we started using the software, and show that they are paid. However when we put it in as a payment, it shows in the reports as new income. How can we put in a previous balance without showing any transactions?**

There are a couple ways you could carry over a payment/credit balance. You still have to enter it as transactions, but you can keep those from showing on current reports.

One way would be to go ahead and enter it as a payment, but change the payment date (e.g. to last year) so it doesn't show on "current" transactions reports. Likewise any previous charges you enter should be back-dated, so nothing will show on reports for this year.

To back-date transactions, see this previous newsletter article:  
[http://campgroundmaster.com/news/back\\_datingtransactions.html](http://campgroundmaster.com/news/back_datingtransactions.html)

The other option would be to use the "Credit" transaction type instead of Payment. This won't show on reports for "Receipts", even if you don't back-date it (but it does show on some types of reports, so you may still want to back-date it to be safe).

### **Entering credit card payments without processing**

**Q: I need to record a credit card payment in Campground Master that was already processed externally, but we're set up to process cards automatically through X-charge. How can I show the payment as a credit card payment without processing it again?**

A: You just need to disable the credit card processing functionality temporarily, then enter the payment like you normally would a cash payment but select the appropriate credit card payment type anyway (the "Process Card" option will not be there so it just goes in as a simple payment). Then re-enable the processing.

To disable and re-enable the processing, go to Maintenance / Credit Card Processing Setup and check or uncheck the "Enable" box. Administrator access is required for this by default -- if you want to give Managers access to do this, you can change the access required through Maintenance / Park Setup / Access Levels.

## Printing the credit card number on receipts

**Q: Is there a way that I can show the whole credit card number on customer statements, invoices etc.?**

A: According to merchant rules the full credit card number cannot be shown on the printed receipts, so we won't include it in the standard forms. This is a fairly recent change in the rules that required most businesses to buy all new credit card terminals (unless of course they were processing credit cards through the computer instead of using a separate terminal).

Though it is possible to print the full card number by creating a custom form (in the upcoming version or the current beta release), it's not recommended and could subject you to fines by the credit card company.

## Entering payments of two different types

**Q: A customer wants to put part of his bill on his credit card and pay the rest with a check. Can we do that?**

A: Sure -- when entering the first payment on the Enter Payment dialog, just change the "Amount to pay" to the amount to be paid with one payment method, instead of using the default full payment. Complete that payment with the appropriate Payment Method selected, then enter another payment for the balance.

## Changing the customers in group reservations

**Q: After I make a group reservation (or any reservation for more than one site), how can I change the customer information for one site without changing it for all of the others?**

A: They need to be "non-synchronized" in order to have different customers, which will also separate the billing. The primary way to correct this is to use the "Change to a different customer" button under the Reservation Details. This allows you to select or add a new customer for that site's reservation, and will automatically make it non-synchronized. If the reservation is a "Group" type, there will be a shortcut to this function ("Change customer") on the right-click menu.

Note that you may need to go into the Transactions of each reservation afterwards to actually correct the charges (depending on your auto-rates options), and possibly transfer a portion of the deposit or payment to the other customer's reservation.

You might also consider making future reservations as non-synchronized to begin with. To do this in the New Reservation dialog, uncheck the "Synchronized with" box before adding each site.

## **Tips & Techniques**

### **Disabling the login prompt**

This is actually covered in the manual (under the Maintenance / Park Setup / Operators), but since we still get asked this occasionally we'll repeat it here.

If you're the only person that will ever use the program, you may want to set it up to automatically log in with your operator name when the program starts. You will have to decide whether it's worth the risk (e.g. if anyone else has access to the computer, they would have complete access to the database), but this option is provided for convenience.

To set up automatic login, you will need to add two parameters to the "command line" of a shortcut icon to the program. To do this, right-click on the Campground Master icon on your desktop (or wherever you start the program from), then click on the Shortcut tab. The Target edit box should contain the full path of the CampgroundMaster.exe file, which is the command line. Go to the end of the line and add the following text, replacing [login] and [password] with your appropriate login and password:

```
/Operator=[login] /Password=[password]
```

Note the capitalization of Operator and Password, the direction of the slashes, and make sure there is a space before each slash, including the first one. For example, to log in with the default administrator and password, add this to the command line:

```
/Operator=Administrator /Password=Password
```

### **Quicker credit card payments**

If you handle credit card processing through Campground Master, or at least enter the credit card information for your records, there's a new feature that can speed things up. (Version 3.6 is required for this.)

Once you're in the Transactions (or POS Sales Entry) dialog, just press the F7 key. It will open the payment screen with the cursor already in the credit card number field. Don't worry about the Payment Method -- once a credit card number is entered or swiped, that's selected automatically anyway.