

Newsletter #38 (July 26, 2010)

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What's New

New beta test version 5.0.4

A beta version has been released, available to current customers (those with updates renewals paid through at least July 2010). If you're a Campground Master customer and didn't get an E-mail about the beta last week, then it may be that your updates subscription has lapsed -- please contact us to renew.

The main focus of this beta and the upcoming release is the new PCI compliance rules for credit card processing. As such, there are a few major areas of changes:

- 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
- Fixes to some previous IC Verify issues

We also now support the use of a PIN pad for debit cards if you use X-Charge for credit card processing. If you're interested in this, contact us for details and how to get a PIN pad.

As usual we're adding a variety of other enhancements as well, including:

- "Cash back" entry for debit card payments, even if not processing them in Campground Master
- Added support for Hotmail and other E-mail accounts using TLS security
- Payments are saved immediately (can't accidentally "Cancel" them)
- Remembers the "print only some transactions" option selection
- ...see the release notes for more

Also soon to be available in the beta:

- Comprehensive audit trail, tracking all accesses and changes to reservations, etc.
- (possibly) Bulk check-out function
- (possibly) Pre-approval credit card processing function

To see a list of all changes in the current beta release:

http://campgroundmaster.com/zip/release_notes_504.pdf

PCI compliance changes

As of July 1st, new PCI compliance rules came into effect that impose stronger security restrictions than the previous PCI compliance standards. Campground Master is a bit behind on meeting this compliance, but we're currently undergoing the necessary development and compliance certification. Briefly, here is what this means to you:

If you store any credit card information in Campground Master, even if just storing card numbers whether you process the cards through Campground Master or not (e.g. for Guarantees), then your credit card company will require you to use a version that's PCI compliant.

Some of the new rules include:

- Complete audit trail for all access and modification of data, kept for 1 year.
- Stronger passwords, with a mix of letters and numbers, which must be changed every 90 days. Passwords must be encrypted and not viewable by anyone, including administrators.
- Automatic inactivity time-out of logins, of no more than 15 minutes.
- Card swipe data cannot be written to disk unencrypted, even temporarily, and cannot be stored in the software.

That last item will especially affect you if you currently process cards in Campground Master. Depending on your interface method, you will need to make the following change (all of which require the new version of Campground Master currently in beta testing):

X-Charge users -- you will need to switch to the new "XpressLink" method of interfacing, which does not involve files. This requires X-Charge 7.0 or later, which must be installed on each computer rather than just the master.

IC Verify users -- you will need to upgrade to ICVerify v4.0.4 (their PCI compliant version), and use the "ICVerify Encrypted" processing software selection in Campground Master.

Merchant Warehouse users -- you will need to use the MerchantWARE web services interface instead of the eMagic software.

IC Verify version 4.0.4 issues

If our database shows that you use IC Verify for credit card processing, then you should have already received notification of this issue. Just in case you're using IC Verify but didn't receive notice, here it is again. Be sure to let us know that you do use ICVerify so we can keep you informed.

Of course if you don't use IC Verify, then you can ignore this.

ICVerify is pushing the upgrade to their version 4.0.4 for PCI compliance. However, they have changed the interface that Campground Master depends on, making it incompatible with the current version of Campground Master (5.0) due to the new encryption used.

IT WILL APPEAR TO GET APPROVALS, BUT IT IS NOT PROCESSING THE TRANSACTION. If you see a very long Approval string (more than 50 letters/numbers), this is not a real approval code -- it's an encrypted error message.

This issue has been solved in the new beta version mentioned earlier in this newsletter. Basically you have these 3 choices for now:

1. Don't upgrade to ICVerify 4.0.4 (or go back to an older version) so it works with the current Campground Master release (5.0 or earlier) as non-PCI compliant.
2. Stop processing cards through Campground Master -- do them directly in ICVerify or through a standalone terminal.
3. Install the beta release of Campground Master, available now, so it works with IC Verify -- but keep in mind that your Campground Master updates subscription must be current.

Some additional notes:

ICVerify will not update itself automatically -- if you have not manually installed version 4.0.4 (which has been out since May), then you should be OK for now. If you're not sure, you can check Help / About ICVerify in the ICVerify terminal. 4.0.4 will show as Version 4, Release 4. Any earlier "Release" number is fine. And of course if you're still seeing the charges posted to your bank account, then all is working.

The new PCI compliance rules officially took place July 1st. However if your merchant service does not force you to upgrade ICVerify, then you could wait. (Some merchant services are mandating it or else you will be cut off, but that should be rare.) It does put you at potential risk for fines if card data is stolen, though, so it's a choice you need to make on your own. But technically you're still at the same risk even after upgrading ICVerify unless your whole business has gone through a PCI audit.

Campground Master on your iPad, iPhone, or Android phone

No, we didn't create a special version for these devices and have no plans to do so -- however, we hear that LogMeIn's new "Ignition" product works quite well on the Apple iPad. They also have versions for the iPhone and Android-based mobile phones, though I suspect the small screens will make these more cumbersome to use.

You can buy it on their site here:

<https://secure.logmein.com/US/products/ignition/>

How it works: If you're unfamiliar with LogMeIn, it's basically a "remote desktop" application -- it lets you see and control a PC remotely through an internet connection. So for instance if you have WiFi access in the park, theoretically you should be able to use LogMeIn on your iPad to access your main computer to use Campground Master as you roam the park.

Disclaimer: We haven't tried it ourselves, so we don't know how well it works. We would love to hear your experiences though!

Q & A

Moving receipt heading for window envelopes

Q: How can I move the park name and address in the receipt heading to the left side of the paper on the confirmation, statements and invoices? I would like to use window envelopes.

A: Assuming you're using version 5.0, go to Maintenance / Printing Options / Offsets. Select the option at the

bottom to "Position return address for window envelopes", and adjust the Top and Left settings if needed. This works on Confirmation letters, Quick Receipts, and the "Full Page" versions of the invoices.

Phone number on "Find Customer" results

Q: When I find a customer and it brings up more than one customer by the same name, I would like to remove city and province and put the phone number field instead.

A: The fields on the Find Customer dialogs can't be changed. However if you highlight both customers that show up on the "Find Customer" dialog and click "Merge Customers", then the phone numbers (and much more info) will be shown in the Merge dialog. Then you can either merge them or just Cancel once you decide which one to use.

Also note that in the new beta release, the phone number field has been added to the Find Customer dialog (and the list of matching customers when making new reservations). Thanks for the suggestion!

Per-person camping rate

Q: We sometimes have a scout group or something similar where we charge \$8/person and no site rate. Any recommendations on how to handle this?

A: You could create a special Reservation Type for it (see the Pick Lists), so you can set up your Rates for that Resv Type to charge \$0 for the site in the "Rental Rate" and \$8 per person as an "Add-On" rate.

Or if you wanted to get fancy, you could use the "Using Calculated Expressions for Transaction Values" functionality to have it calculate the total right in the Rental Rate. See the Rates Setup documentation for details on this, it involves Advanced Customizations so is not part of standard support. But just as a hint, using an expression for the Qty to charge for each adult and child would be: `ResvNights(Resv()) * (Resv:Resv_Adult + Resv:Resv_Children)`. Then just put \$8 in for Each.

Use map dates when making reservations

Q: Is there a way to sync the rack or map dates with the new reservation box? By that I mean, when someone calls to reserve, the easiest way to find them a site is to enter their dates directly in to the map tab. Then, we start a new reservation and we have to change the dates to match the map dates. Is there a way to sync those two automatically?

A: If you double-click on the empty site on the map to start the new reservation (instead of using the menu or toolbar), it will use the dates from the map automatically.

Likewise if you double-click on an open site cell on the rack (the open cells under the dates, not the site number itself), it will either use the From/To dates (if you have "Available only" checked) or it will use the single date that you clicked under (if "Available only" is not checked).

By the way, there are a couple settings that also affect this -- in Maintenance/ Program Options, on the Reservations tab, be sure you check the "Use date selections from the Rack" option and the "Keep the Rack and Map views on the same date" option.

Removing site number from confirmations

Q: How do I keep the site number from showing on confirmations?

A: Go to Maintenance / Printing Options / Receipts, and select: Use the Site "Type" on confirmations instead of the site name.

Automatically selecting appropriate sites

Q: Is there a setting to allow CGM to quick pick sites when a customer makes a rez? If not, the enhancement I would like to see (if it is not already there) is that CGM would pick a site for that rez using the info the customer gives. For instance if a guest needs a 50 amp pull thru with phone access, CGM would pick a site that closes fits that info.

A: In the New Reservation dialog, it will show the appropriate sites if you have "Show Available" and "Use Preferences" checked, and select the site type and other preferences you want (50A, phone, etc.). So then all you have to do is double-click in one of those sites. It also helps to use the Site Types for some things like Pull-thru vs Back-In, so you can select that easily from the drop-down list "All Site Types".

Note: You can have it always select Show Available and Use Preferences by default, under Maintenance / Program Options / Reservations.

If you don't yet have things like Phone and 50A as check boxes under Use Preferences, see this article: <http://campgroundmaster.com/news/addingoptionslike50atnew.html>

Tips & Techniques

Coloring empty sites for holidays and site type

A previous article covered how to color-code the date column headings and also the empty sites for special dates like holidays. That article used a sample custom color scheme that you can import and modify. The article can be reviewed here:

<http://campgroundmaster.com/news/coloringtherackdatesforho.html>

Note: The sample file used in the example above had a couple mistakes. The "Default scheme" selection should be "Open Sites (Rack)" rather than "Reservations". Also, the rules in the sample did not check for the "unavailable" status, which is shown below.

Now if you want to also use different colors for different site types, that's quite simple to do.

Starting with the example above, the expression for a rule for a simple holiday weekend color might be:

```
ColorStatusSite(ThisSite(), ThisDate(), ThisPeriod()) != 9 AND (ThisDate() = {7/2/2010} OR ThisDate() = {7/3/2010} OR ThisDate() = {7/4/2010})
```

Note that the ColorStatusSite() check is to make sure we don't include "Unavailable" sites in the new color rule.

Now if you want to only change the color for a certain Site Types, just add a site type check in front:

```
Site:Attrib_Site_Type = "Room" AND ColorStatusSite(ThisSite(), ThisDate(), ThisPeriod()) != 9 AND (ThisDate() = {7/2/2010} OR ThisDate() = {7/3/2010} OR ThisDate() = {7/4/2010})
```

Those are the basics. See the article mentioned above for more details, and remember to select your new color scheme for "Override empty Sites..." under Advanced Customizations / Select Global Color Schemes.

Enforce 3-day holiday weekend reservations

We plan to eventually have some "simple" way to set up special restrictions like 3-day weekends, but until we do there is a way you can do it with a customization.

Standard disclaimer: This involves Advanced Customizations, which are beyond the scope of normal tech support -- aside from this example, you're on your own with the implementation of this function and any side effects it may cause if not done correctly.

Please note that this is only going to work well with single reservations or synchronized reservations -- if you use the New Reservation dialog to make multiple reservations covering different dates, this will not check them all.

1. The first step is to add a Dialog definition that's an Add-on to the New Reservation dialog. Go to Maintenance / Advanced Customizations / Dialogs, and click "Add dialog definition".

Note: Only one Add-on definition can be active for a given dialog, so if you already had such a definition, for instance to force How-Heard to be filled in (described a previous newsletter article), then you would just add elements on to the existing one instead of creating a new one here (in which case, skip to step 3).

2. Give it a name, such as "New Reservation add-on". Then check the "Add-on" box and select "New Reservation" from the list. We're not adding any new controls to it, so the Width and Height values can remain 0.

3. Now we need to add an action to the dialog that checks the dates, showing an error message and preventing the reservation from being saved if they are not appropriate. Click "Add Element", and for the element type select "Action on data saved".

4. We don't really need a Condition for this element (assuming we always want it to enforce the rule), though you might want to add a condition so that only non-administrators are restricted, for instance. In that case you could put the following expression in the Condition box:

```
CurrentOpLevel() < 5
```

5. Now for the Action expression, which will be executed when the reservation is saved (e.g. "Done", "Continue", or any other button clicked that would normally save the reservation). We won't go into the design details, but it should be fairly self-explanatory if you look up the components in the Function Reference of the Advanced Customizations documentation. Also note that we need the Control ID of the How Heard field, which can be looked up in the Dialog Control ID reference. This can be found online here: <http://campgroundmaster.com/help/basedialogs.html>.

Basically what we're doing here is checking to see if the First Night is after July 4th or the Last Night is before July 2nd. If so then it's OK, the reservation doesn't include the holiday weekend, and we can return True (OK to continue). We're also checking the number of nights, and if it's 3 or more then we're also OK to continue and we return True. Otherwise, the dates include the holiday weekend and it's too short, so we need to tell them it's not a valid reservation and return False to not let them save the reservation.

Enter this for the Action expression:

```
IIFQ(DlgGetCtrlDate(1052) > {7/4/10} OR DlgGetCtrlDate(1068) < {7/2/10} OR  
Val(DlgGetCtrlText(1069)) >= 3, '.T.',
```

```
'B(Eval(MessageBox("Error -- Holiday weekend reservations must be at least 3
nights."), .F.))')
```

A few notes about the expression:

- It's broken into multiple lines for readability here, but it must be continuous (no line breaks) when you enter it. If copied from this text, you need to "delete" the line breaks after pasting it into the expression.
- IIFQ is used instead of IIF, because we don't want both of the result expressions to be evaluated (which would result in the error showing up no matter what).
- Every single punctuation mark and space is important. Study it very carefully if not using copy/paste. The braces around the dates are different than the parenthesis used in other places. Single-quotes are not the same as double-quotes.

6. We also need to check both of the boxes -- "Execute the action before..." and "Abort the operation...". Obviously we want to make sure this condition is met before actually saving the reservation, and if the How Heard is not filled in then we don't want to save the reservation yet.

7. Now just Save the element, and we're done with the customization for checking the How Heard field. Once you're all finished, just Save everything and try it out. Remember that if you entered the condition shown in step 4, it will still allow short holiday reservations unless you log in as a lower level operator.

If you need to check multiple dates, then it's best to add a separate element for each one (otherwise the logic gets complicated) Just use the Copy Element function to make copies of this one and change the dates in each one accordingly.