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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](#).

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What's New

Version 11.4 released

On April 15, 2024, version 11.4 was released. This was a minor update from 11.3, with several bug fixes and a few new features.

If you are eligible for 11.4 but have not yet updated (use the [Help / Check for Updates](#) function to check), we strongly recommend that you do so. Nothing will change in the way the program looks or operates, and your data will be preserved.

See here for release notes detailing the changes:
<https://campgroundmaster.com/releasenotes.html>

Also note that if you did not receive the release notices (sent in April) and would like to receive future notices of updates, please let us know so we can add the appropriate E-mail addresses to our updates notice distribution, rather than just Newsletters.

Q & A

Receipts by Category vs Charges by Category

Q: What is the difference between the Receipts by Category and Charges by Category reports? Shouldn't the totals be the same? I printed out both and the totals are different.

A: Those two actually report completely *opposite* things.

Receipts = Payments, Deposits, and Refund transactions.

Charges = Charges, Taxes, and Discount transactions.

The totals for those two reports will not be the same because you don't always **receive payment** for the exact same amount of **charges entered** on the same day. For instance if you take Deposits without entering charges until they arrive (or post-date the charges), or if you enter charges before they arrive and pay, or if you do monthly billing, enter electricity charges, etc.

As far as comparing reports, the total of Receipts by Category should only be equal to Receipts by Payment Method.

See the documentation for more details:

Transaction types:

<https://campgroundmaster.com/help/transactiontypes.html>

Summary report types:

<https://campgroundmaster.com/help/summarytransactions.html>

Splitting and changing customer at a previous date

Q: A mobile home site has a new owner, but I forgot to start a new reservation at the time. So some transactions for the new customer were entered on the old customer's reservation. Now I need to split the reservation and move some of the transactions to the new customer.

A: When you "split" a reservation, it won't split the transactions along with it -- they will either all stay on the original, or all move to the new one, depending on the splitting option.

In your case, you only want some transactions moved to the new reservation (and then change that Reservation to the new Customer). You would need to select the "Not linked at all" option when you split it, so you have 2 separate reservations. However it's best to just terminate the old reservation by changing the Last Night to when they left (and check it out), and then start a brand new Reservation under the new Customer beginning at the move-in date.

So the only tricky part is to move the desired transactions to the new reservation... this can be easily done with a new feature added in a recent version.

Open the Reservation Details for the original reservation that has the transactions, and go to Transaction History. Select (highlight) ALL of the transactions you want to move to the new reservation, and click the button Move to a Different Reservation or Customer.

Then click Find Reservation, enter the new customer's name to locate it, select their new reservation on that site, and click "Use".

Then click OK -- move transactions.

If you did had used the Split function above instead of just starting a new reservation, be sure to change the customer for the new reservation (e.g. open Reservation Details for that one and "Change to a Different Customer").

Listing the sites open today

Q: How do I get a list of sites open today, for spot-checking that nobody is in them?

A: You can use the **Rack** tab for this -- with today's date in From and To, check the "Show Range" option at the top so it only shows the single day, and check the "Available only" option so it only lists the empty sites. You can then print that out if needed.

Adding 2 or more documents to E-mails

Q: Is there a way to attach 2 (or more) documents to an E-mail?

A: Yes, you can do this a couple ways.

1. When adding the first file, it does allow multiple selection at once (if they're in the same folder) using "Shift-click", and then click Open to add all selected.
2. If you already have Attached file(s) selected, click the "Browse" button again to select more (or if you're defining a Form with attachments, click "Attach File(s)" again)....

You'll see a message asking if you want to keep the current document and select additional file(s). Click Yes to confirm, and select the next file(s) to attach.

Note: If you're not yet familiar with how to attach files to E-mail, see the documentation:

When sending single E-mails:

<https://campgroundmaster.com/help/send-e-mail-preview.html>

When defining a custom Form (or to modify the standard E-mail forms to add attachments every time):

<https://campgroundmaster.com/help/editingforms.html>

Wait-listing Customers

Q: Can we wait-list customers?

A: Yes, you can select that when making the Reservation -- just click the Waiting List button. This is described in the **New Reservation** documentation:

Waiting List / Can't Book

If the customer did want to stay but you could not find a suitable vacant site, then you should use either the Waiting List button or Cannot Book button, depending on whether the customer wants to be notified if something becomes available. It's recommended that you use one of these rather than just canceling the reservation without saving it, so that you have some useful statistics later on. Also, if they call back later and you do have an opening at that time, then you already have their information and can re-activate the reservation easily (see the Non-Reserved tab view).

You can then get a list of the customers on the waiting list using the **Non-Reserved** tab:

<https://campgroundmaster.com/help/nonreserved.html>

Limiting the number of nights for discounts

Q. How can I limit a special discount rate: e.g. use the Good Sam discount for a maximum of 6 nights.

A: I'm assuming you mean that it should only apply for the first 6 nights. You can do this by setting the # days in the "Applies for a maximum" setting in the Rate Definition.

<https://campgroundmaster.com/help/rate-multipliers-and-filtering.html>

Note however that if they stay more than a week, then it could still apply it to the "Extra" days if you have a Weekly rate as well -- e.g. for a 12-day stay it could apply the Weekly rate, and then use the Good Sam daily rate for the other 5 days.

If that's not what you want and it should only apply if their TOTAL stay is 6 days or less, then you need to use the "Applies if <=" setting as well (e.g. Applies if <= 6 days).

Tips & Techniques

Automatically adding an online reservation fee

Q. Can it automatically add a charge for an online reservation fee to reservations made through Hercules (or other online reservations)?

A. Assuming you're using Auto-rates to add charges in general (that's the only way **any** charges would be "automatically" added to the reservations from Hercules, as explained in the documentation), you can create

an **Add-on** rate that adds the fee if the "Online ID" field is non-blank. This is done using the Advanced Condition Expression in the Rate definition. Just enter this exactly as shown in the Advanced Condition Expression:

```
Resv:Resv_Online_Request_ID != ""
```

That will effectively add the rate any time the online ID is not empty, which should be the case for any reservations made online.

For more details, see Auto-Rates and Rates Setup in the documentation.

Adding clickable links in E-mails

Q: How can we put a link in the E-mail confirmation text that the customer can click on?

A: All you have to do when you put the URL in the confirmation text is to make sure it has **http://** or **https://** in front, then it will be clickable for the recipient. For instance:

```
https://campgroundmaster.com
```

It's also best if it's on a separate line.

Also can use **mailto:** instead of http: to make an E-mail address clickable (it should open a new E-mail in the user's E-mail program). For instance:

```
mailto:support@campgroundmaster.com
```

Installing on a separate computer for backup, viewing, or reporting

Q: Can I put Campground Master on another computer, e.g. for viewing only, without networking them or affecting the main system?

A: You can copy your database and open it on another computer. As long as you don't to the Network Setup on that computer, it will remain separate. This is often done as a backup or for reporting purposes or for offline training.

Since they won't be networked, it will appear to operate on the new computer the same way as on your main computer -- logins will work, you can make changes, etc. -- but nothing you do on that computer will appear on your main computer (and vice versa) since it's not synchronizing. They are independent instances using separate databases, and there will not be any way to synchronize the changes between them (which is presumably what you prefer, to avoid accidentally changing something on your main system).

For the details, see this information on copying to a new computer (the process is the same as if transferring to a new computer):

```
https://campgroundmaster.com/copying.html
```

IMPORTANT: If you use **Hercules** for online reservations, you must make sure it doesn't try to synchronize from this computer. Go into Maintenance / Online Reservations / Hercules / Hercules Setup, Operations tab, and check **Never poll from this computer, regardless of its workstation ID**.

Keep hacking attempts from locking up the master

Are you experiencing networking issues where workstations suddenly can't connect, but it works again after restarting Campground Master on the Master computer?

We've seen an increasing number of cases of hacking attempts from the internet. If you have Campground Master set up for accessing remotely (and therefore have Port Forwarding set up in your router), an external hacking attempt on the port that you're using for Campground Master can cause the master to lock up.

In particular, we found that the default port 6010 is a common hacking target because it's also used for Unix systems. When an external connection attempts a hack through that port, it can lock up the master's network connection so it can't receive client communications until the program is restarted. Note that this does not pose any danger to your Campground Master data -- they cannot access your data without knowing the proprietary protocol that Campground Master uses.

To solve this, you should change the IP Port to a high number, e.g. a random port between 40000 and 60000. Pick one at random, but also check a site like this to make sure it's not used by some other system and could be a hacking target:
<https://www.adminsub.net/tcp-udp-port-finder/>

Remember that you'll need to change the port in the Network Setup of the master **and** all clients, even local ones, and also change the Port Forwarding in the router accordingly (as well as any firewalls that might be blocking specific ports).

If you don't remember the steps for setting up the networking through the internet or configuring the port forwarding, see here:
<https://campgroundmaster.com/help/networkingthroughtheinterne.html>

Handling monthly billing when reservation straddles 2 seasons

There can be issues when you're using Monthly Billing (or Auto-rates) with monthly reservations if your reservations aren't always billed for date ranges that line up with your different seasons under different rates. For instance, you have a summer rate through 11/30, then a different rate starting 12/1 -- but the billing period for the reservation is from 11/15 to 12/14.

The problem is that Campground Master can't automatically "split" monthly rates for a monthly billing period that falls only partly in each of the rate's date ranges. Furthermore, it can't apply either one of the straddled monthly rates because it can't "fit" the whole billing month into either rate.

If you want it to charge a full month at one of the 2 rates, then you need to extend the Season Dates of the rates so they will cover a full month of any reservation **starting** in the previous season that the rate should still apply to, or **ending** in the next season, to cover the overlap. For instance to charge the 11/15 to 12/14 reservation at the summer Rate, the Season Dates of the summer rate cannot end before 12/14 so it will cover a full month (eg 30 days) period starting 11/15. (It would still not apply to any reservation or billing period **starting** after 11/15, since a full month would not fit within the season dates.) It will take some planning to decide what the latest start of a billing month should be at one rate, and when the next rate should really start.

However if you are wanting to charge the winter and summer rates proportionally, e.g half of each, then you must set up pro-rated rates, as detailed in the Rate Setup Examples:
<https://campgroundmaster.com/help/ratesetupexamples.html>

If neither of these methods works for you, then you would need to handle the "straddle" month manually.

Handling a cash discount

DISCLAIMER: *This article involves Advanced Customizations, which can be technically challenging to get working and is **not** part of standard support. This is programming and must be done precisely or the results can be unpredictable. This information is provided as a service for those who have the technical skills to work through it -- we cannot help you solve any issues with getting it working. For more information about Advanced Customizations, see the full documentation:
<https://campgroundmaster.com/help/overview32.html>*

It's common to desire a 3% surcharge on credit card transactions (if your state allows it). However if credit cards are your main form of payment, you may prefer to consider that the normal rate and instead apply a 3% **discount** if they happen to pay cash. There isn't a way to **automatically** add a 3% discount when paying by cash, but this shows how to add a button to the Reservation Transactions dialog that will add a 3% Discount to the current balance.

Note that this is basically the same as using the 3% Surcharge customization provided earlier, but slightly modified for a Discount. If you actually prefer adding a Surcharge for credit cards, see that original article here:
<https://campgroundmaster.com/help/adding-3-credit-card-surcharge.html>

Important -- this assumes they're going to pay the entire amount due (since the button must be pressed before the payment is actually made) -- otherwise you will need to manually adjust the Qty of the Surcharge transaction to be the amount they will be paying.

IF YOU'RE NOT ALREADY VERY FAMILIAR WITH ENTERING ADVANCED CUSTOMIZATIONS FOR DIALOGS, PLEASE TRY METHOD 1.

Method 1 (the simple option): Import the 3% surcharge sample:

If you don't already have dialog definitions for the Transactions dialogs, then you can import the following sample Dialog and it will be done for you. (This is only available if you've installed version 9.2 or later.)

1. Go to Maintenance / Advanced Customizations / Dialogs.
2. Click the Import dialog button, and you'll get a typical Windows file dialog labeled "Import Dialogs".
3. Locate the samples folder, which is typically **C:\Program Files (x86)\Campground Master\Samples** (most likely you just need to double-click the "Samples" folder to get there).
4. Select the appropriate file, "Sample Dialogs - Credit Card 3% surcharge button", and click Open.

Now you will need to manually **Edit** the elements to change the expressions and the button text as appropriate. If you need general information see here:
<https://campgroundmaster.com/help/editingdialogs.html>

You need to make a couple modifications to the Button element in EACH of the imported dialog definitions (see the link above for details of how to edit the elements).

Edits to the Button control:

1. Change the "Control text" to "Add 3% Discount" (or showing whatever percentage you need).
2. Change the "Action Expression" to use a "Discount" type instead of "Charge", use the "Discount" category instead of "Surcharge", change the description accordingly, and insert "Other" for the discount type. You can optionally adjust the rate as well, in both the description and the value at the end. The changes are underlined in the example below, which shows changing it to a 3.5% discount as well:

```
DlgAddNewTransaction("Discount", "Discount", "3.5% cash discount", "", "", "", "Other", ResvDue(Resv()), .035)
```

Note that if you prefer, you can use a special Discount Type -- e.g. if you first add a new discount type like "cash discount" through the Pick Lists, you could use that instead of "Other" above.

Method 2 - from scratch: For versions prior to 9.2, or if you already have Transactions dialog definitions, follow these steps:

1. Go to Maintenance / Advanced Customizations / Dialogs.
2. If you already have a dialog definition for the base dialog "Reservation Transactions", Edit that dialog to add this new element. Otherwise, click "Add dialog definition", enter a name for it (e.g. "Resv Trans"), check the "Add-on" box, and select "Reservation Transactions"
3. Click "Add element".
4. Select "Add New Control" for the element type.
5. Enter a control name, e.g. "add discount".
6. Select the Control Type "Button"
7. Enter a position and size -- this can vary depending on your display settings, but for "normal" settings it should work to use Left=40, Right=245, Width=120, Height=18
8. Enter desired text for the button in Control Text, e.g. "3% Cash Discount".
9. Click in the Action Expression box and enter the following expression in the Expression Creator:

```
DlgAddNewTransaction("Discount", "Discount", "3% cash discount", "", "", "", "Other", ResvDue(Resv()), .03)
```

Pay attention to spacing, whether quotes are single or double, etc. -- it must be exact. If you're viewing this in a format where the line wraps, do not start a new line -- there should be no hard line breaks. If possible, use Copy/Paste instead of typing it.

Note that if you prefer, you can use a special Discount Type -- e.g. if you first add a new discount type like "cash discount" through the Pick Lists, you could use that instead of "Other" above.

10. Click Save.

11. Now you can use "Save & Test Dialog" to try it out. *Be aware that anything done in that test will be real transactions on whatever reservation it opens.*

Once satisfied, Save the dialog and Close out of Setup Dialogs.

Additional notes --

The above steps are just for the Reservation Transactions dialog. You can add similar functions on other dialogs (Unbound Transactions, Customer Transactions, and POS), but the expression will need to be different. Change the `ResvDue(Resv())` part according to the dialog type:

For Customer Transactions: `CustDue(Cust())`

For Unbound Transactions or POS: `DlgTransBal()` (requires version 9.2)

The button positions given are for "Normal" Windows text size. If you use different font size settings, then you will need to manually adjust the button left and Right position. See step 7 above.