
Newsletter #9 (Aug 1, 2005)

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What's New

Bug - crash when rearranging customer transactions

A bug has been reported in version 3.5 that will cause the program to terminate if you use the Move up or down functions in the Transaction History from Customer Details. This does not affect moving transactions through Reservation Details (where it's most likely to be needed) -- only from Customer Details.

In case you're not familiar with this feature, this was a new feature in version 3.5. It's primarily used to change the order that payments and charges are listed in a customer's Transactions (usually only necessary to correct "Uncategorized" entries on the Receipts by Category report).

The bug will be fixed in the next release.

Q & A

Checking out early (without a refund)

Q. Is there a way to do post an early check-out who does not get a refund for leaving early? If I try to check them out on the day they leave, the program wants to make the day they are leaving the actual check-out day.

A: The program wants to show them checked out on the day they actually leave so the site is open for new visitors if necessary and your reservation data is accurate. The best way to do this is to adjust the "Last Night" first (through Reservation Details, or by right-clicking them on the previous date on the Rack and using "This is new last date"). Then do the check-out and it won't complain about the date.

However if you're using auto-rates, the other issue is keeping it from adjusting charges (removing 1 or more days rent) when you change the date. To avoid the adjustments, go into Reservation Details *before* changing the Last Night and check the box "Disable automatic rate re-calculations".

Entering credit card information without a payment

Q: How do I record a customer's credit card details without actually entering a Payment transaction (we get this information when they make a reservation in case we need to charge a cancellation fee).

A: This is what the "Guarantee" function is used for in Campground Master. When you Guarantee a reservation, it will show an entry dialog for all of the credit card information (and other notes if necessary). If you don't actually do the Guarantee step, you can also enter this information through Reservation Details -- click on the small "..." button at the end of the Guarantee Info field to get the individual credit card entry fields.

Entering the credit card security code (CVV2 or CVC)

Q: When I enter credit card details, is there a way I can also enter the CVC code from the back of their card?

A: Yes, there is an option you can enable so it will show a CVC/CVV2 entry box when it prompts for other credit card details. Go to Maintenance / Credit Card Processing Setup, and check the box for "CVV2/CVC enabled". It will be one of the few options on that dialog that are still available even if you don't enable credit card processing.

Tips & Techniques

Printing a report of reservations made each day

Most of the reports show reservations based on the reservation start or end dates, rather than the date it was made. Campground Master does track the date a reservation is made, so it's possible to print a list of reservations made on a certain date -- for instance at the end of the day you can print a list of all reservations made that day.

You can do this using the Find Reservation function:

1. Go to Reservations / Find Reservation (or press Ctrl-F).
2. Check "Filter by date", and select "Date resv made".
3. Make sure the "From" date is what you want (the "To" date can be in the future -- it won't hurt anything if you're just wanting "today's" reservations).
4. Uncheck the "Filter by" box. Now it should show all reservations made today (or whatever dates are selected).
5. Click "Print list" to print it out.

Note: If there are some columns you don't need printed, you can shrink a column to nothing by dragging the right edge of its column header over to the left.

Also note: The "Filter by" and "Filter by date" checkbox selections will be remembered the next time you open Find Reservation. So you may want to put them back the way you normally use them before closing the dialog.

Making multiple dates unavailable at once

The "Make site unavailable this date" function on the Rack's right-click menu is handy for single dates, but there may be times when you want to block many days in a row. Instead of a lot of right-clicking, there is an easier way to do this.

To block multiple nights at once:

1. Right-click on the site.
2. Select Site Details.
3. Add the dates to the Special Dates Unavailable field as a range. For instance, "7/3/05 to 7/10/05".
4. Click Save.

Note: If other dates already exist in that field, add the range to the end (with a comma before it). If there are a lot of dates in the field already, click to put the text cursor in the field and press the **End** key to get to the end. It will scroll as needed when you type in the new date range.

While you're in there, you should also clear out any dates that are already in the past. It will help speed things up.

Tip: If you need to do this for multiple sites, don't forget you can copy/paste text. Select/highlight the date range after you type it for the first site and press Ctrl-C to copy it. Then get to the Site Details for the next site (the "Next" button in Site Details can be handy for this if they're consecutive sites), put the cursor where it's needed, and Ctrl-V to paste. If you're new to copy/paste, this may take a few tries to get used to the sequence.