



CampWorks 3.11 Update Available

Dear CampWorks Partners,

After months of development and testing with partner campgrounds, CampWorks 3.11 is ready for release. Version 3.11 includes significant enhancements to help manage your business including rentals management, account credit, segmented stays, integrated support for CampWorks Connect mobile app, plus many more enhancements and features. We are excited to continue to enhance our partnership by listening to your needs and providing solutions to help you grow and improve profitability. As previously communicated, with this release, we have eliminated support contracts and are moving to a small per reservation fee that can be added onto reservations and paid for by your guests as a service fee making our services completely free to you. See our 5/21/2020 communication for complete details. Our goal is to be a great partner and to work together to grow our respective businesses.

Support Services:

This is a good time also to remind everyone of support we provide as part of our service.

Credit Card Integration: Many of you already take advantage of our partnership with CardConnect. Integrating credit card processing keeps you PCI compliant, reduces chargeback risk, can eliminate customer card contact (COVID protection), reduces accounting errors, allows you to safely keep a card on file for future processing, reduces time & speeds check in. Not only can we help you get setup, we can help you troubleshoot card processing issues and act as a liaison to CardConnect's support center. If you don't use our CardConnect integration, give it some consideration. In addition to the benefits above, CardConnect, may be able to offer better rates than your current provider.

New PC setup / Networking / Updates: Replacing or adding a second, third, etc PC? Need help getting CampWorks installed and setup or performing the update. We are happy to help you with this. Just setup an appointment with us and we can make sure you get up and going quickly.

Online Reservations: Our online reservation system has proven to be very robust. Some CampWorks customers are taking hundreds of online reservations each month. This is freeing up significant phone time helping them to provide much better support to their customers. With COVID, online reservations have become even more essential. If you haven't considered online reservations before, you may want to give it another thought. We have quite a bit of flexibility in the online system to accommodate different needs such as not allowing guests to pick a site, or to manage rig types, sizes, etc per site so guests can ensure the rig fits on the site. Online reservations are a great way to grow your revenue and the \$2 fee can be paid for by guests, so it is no cost for you.

Changes & Training:

A detailed list of all changes & fixes is available in our client center. [CampWorks 3.11 Fix/Change List](#)

We have completed several new training videos for new features in version 3.11 including dynamic pricing, account credits, housekeeping, monthly billing, rate changes, etc. We will be adding a few more in the next few weeks. You can access these through the Help, Training Videos link in CampWorks or directly on our web site: <https://www.viswrks.com/CampWorks/support-videos/>

For your reference, here is the 3.11 Basic Training video that was included in our 5/21 communication. You may want to review before you upgrade to 3.11. [3.11 Basic Training Video](#).

Update Link:

Ready to get started. Click [here](#) to go to our software updates page so you can download the update.



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