

CampWorks 3.15 New Features / Changes

November 18, 2022

Reservation Categories

You can now setup categories to assign to reservations, much like the existing guest categories, but these follow the reservation, not the guest. Create categories like Local, ATV/UTV, Hunter, Worker, Transient, Long-Term, Grey List, etc to monitor and track different types of reservations. See the Getting Started Guide for information on setting these up. In the reservation there is a new button that will change colors based on the Categories that are set. When clicked, the pop up screen with the options to select the reservation category appears so you can edit the categories for the reservation.

Current Reservation

Name: Johnson, Trent Guest ID #: 3786 Rental Space: 11 Reservation #: 6480
Address: City: Web Order #: 0
St/Prov/Reg: Zip/Postal: Country: Campsite Group Res #: 6480
Phone: () - () - () Email: Change Space Group: 1 of 1 Create Group
Group Name: N/A Manage Group

Reservation Info Charges / Discounts Payments / Credits Financial Summary Monthly Billing

Dates:
Check In Date: 11/11/2022
Check Out Date: 12/02/2022
Stay Length: 21 Night(s)
Date Made: 11/10/2022

Occupancy:
Adults: 2
Children: 0
Free Children: 0
Pets: 0

Special Options:
☐ Requested RS#
☐ Attention Required
☐ Group Contact
Hunter (highlighted)

Charge Rate:
☐ Complimentary
☐ Daily
☒ Weekly
☐ Monthly
☐ Custom
☐ Seasonal
Custom Amount: \$46.95

Rate Code: N/A

Rig / Vehicle / Boat Info:
Rig Type: # of Slides: 0
Length: Amps: 2nd AC: No
Width: Year: Change
Towing: None

Vehicle Info:
Year Make/Model Color Lic # ST

Employee: Keith

 Status: Gate Code: **Current Balance: \$968.50**

11/18/2022 10:16 AM Space Available

Find Reservations:

You can search for any reservations in these categories in the find reservation screen.

Find Reservations - Crow River Campground & RV Park

Standard Filters:
Future and Current Reservations
Future Reservations
Guests Due In
Guests Due Out
Monthly Guests
Reservations Needing Attention
Maintenance Reservations
Cancelled Reservations
Guests Checked In

Dates:
All
11/17/2022
11/17/2022

Optional Additional Filter Criteria:
Last Name: City: Space Type: Any
First Name: State: SubType:
Group Name: Country: Rental Space: **Res Category: Local** (highlighted)
Reservation #: Rig Type: Any
Web Order #: Charge Type: Any

| Res # | Web Order # | Guest ID | Last Name | First Name | MI | Check In | Check Out | Space Type | Rental Space | Rig | Group Name | Date Made |
|-------|-------------|----------|-----------|------------|----|------------|------------|------------|--------------|-----|------------|------------|
| 6469 | 0 | 3636 | Johnson | Keith | D | 11/03/2022 | 12/03/2022 | Campsite | 10 | | N/A | 11/03/2022 |
| 6481 | 0 | 3786 | Johnson | Trent | | 11/11/2022 | 01/11/2023 | Campsite | 12 | | N/A | 11/10/2022 |

Reservation Grid:

You can also put the grid in Reservation Category Color Mode so you can visually see them on your grid.

Legend:

- UTV
- Hunter
- Local
- Uncategorized
- Transient
- GreyList
- Long-Term

Color Mode: Reservation Category Color Mode

Reporting:

The reservation category filter can also be used in reporting to limit report results to specific categories.

Select Report:

Report Category: Reservation Management

Reports:

- All Reservations
- Availability Report
- Cancellation Report
- CheckIn Receipt Summary
- CheckIn/Out

Filter Criteria:

Date Selection:

Report Start Date: 11/17/2022

Report End Date: 11/17/2022

☒ All Dates ☐ Base on daily close time stamp

Guest Categories:

Guest is in of the selected guest lists:

- ☐ Black List
- ☐ Frequent Cam...
- ☐ KJTest
- ☐ Winter Texans
- ☐ Workamper

Reservation Categories:

Reservation category is of the selected categories:

- ☐ GreyList
- ☒ Hunter
- ☐ Local
- ☐ Long-Term
- ☐ Transient

Sort Criteria:

Fields:

- CheckIn Date
- CheckOut Date
- City
- First Name
- GuestID #
- Last Name

(Double click a field to add to sort list)

1) [] ASC

2) [] ASC

3) [] ASC

4) [] ASC

5) [] ASC

(Double click a field to delete it from the sort list)

View Report **Exit**

Res Status Change

We have added a new feature to help administrators deal with unusual circumstances that cause the status of a reservation to be incorrect and allow the status to be changed. There is a grey down arrow in the bottom right area of the reservation screen by the reservation Status. Clicking this arrow will pull up a selection box to change the status to the correct status. The user must have administrator rights to be able to use this feature. It is very important this is used only when all normal methods that would set the status (ie CheckIn, CheckOut, Cancellation, Guest Confirmation) are unable to set the correct status.

The screenshot displays the 'Current Reservation' window in CampWorks. At the top, reservation details for Keith D. Johnson (Guest ID: 3636) are shown, including address, contact info, and reservation number 6376. The main section is divided into tabs: Reservation Info, Charges / Discounts, Payments / Credits, Financial Summary, and Monthly Billing. The 'Reservation Info' tab is active, showing check-in/out dates, occupancy, and special options. A red circle highlights the 'Reset Reservation Status' dialog box, which is open over the 'Special Options' section. The dialog box contains a message: 'Use this feature to reset the status of a reservation to manually set confirmed'. Below the message is a dropdown menu with the following options: Blank: Not Checked In, Blank: Not Checked In (selected), Checked In, Checked Out, Cancelled, and Confirmed. At the bottom of the dialog is a 'Change' button. Another red circle highlights the 'Status' field in the bottom right corner of the reservation screen, which currently shows a grey down arrow. The bottom status bar indicates the current balance is \$269.33 and the date is 11/17/2022.

Rules

New conditions and actions have been added to the Date & Rate Rules screen. On the condition side, there is a new condition option: Part of Stay Includes a Holiday. If any day of the guests' stay falls on a date that has been designated as a holiday date in CampWorks setup, then this condition is triggered. On the Action side of the rule, there are 2 new actions: Change the required deposit & do not allow discounts. These new actions are primarily intended to aid automation of online reservations, since the deposit amount and discounts are manually controlled or overridable by the user in CampWorks, but that is not possible with online reservations. Example of Rules that might make use of these would be:

- No discounts allowed on stays longer than X days
- No discounts on certain high demand rental spaces
- Pay in full deposit if stay includes a holiday date
- No discounts if stay includes a holiday

Note that we have also laid this screen out a little different to try and make it a little more user friendly. It still is a little difficult so contact us if you need help with rules. Note if you select a rule and want to edit it, you have to hit the Edit Rule on the bottom and then edit it in the top section where it says “Selected Rule”.

Rates & Dates Rules Setup

☒ **Enable Rules** Click on New to create a new rule. To edit a rule, select the rule in the table below and click edit rule.

Selected Rule:

Rule Type: Rate **Rule Name:** PayInFullHoliday ☒ **Enabled**

Conditions:

Space Type: Campsite **Day Is:** _____

Apply to SubTypes: ☒ Premium Full Holiday ☐ Group Area ☐ Dry Camping Area

Rate Period: _____ **Rental Space:** _____

Rig Includes: _____ **Stay Length:** _____ days

Day is _____ **day of stay** _____

Total People: _____ ☒ Stay includes a holiday

Actions:

Daily Rate: _____ **Pets:** _____

Weekly Rate: _____ **50 Amp:** _____

Monthly Rate: _____ **Weekend:** _____

Extra Adult: _____ **Holiday/Event 1:** _____

Extra Child: _____ **Holiday/Event 2:** _____

Deposit: Pay In Full ☒ **No Discounts**

Hover cursor over text fields for hints on how to enter rules or actions

| Enabled | RuleName | RuleType | Condition | Action |
|-------------------------------------|---------------------|----------|--|---------------------------------------|
| <input type="checkbox"/> | 14daymax | Date | Type=Campsite | MaxStay=14 |
| <input checked="" type="checkbox"/> | Tent7daysmax | Date | Type=Campsite, SubType=Primitive Tent | MaxStay=7 |
| <input checked="" type="checkbox"/> | Pullthrough4daysmax | Date | Type=Campsite, SubType=Full Hookup Pull Through | MaxStay=4 |
| <input checked="" type="checkbox"/> | Premium2DayMin | Date | Type=Campsite, SubType=Premium Full Hookup | MinStay=2 |
| <input checked="" type="checkbox"/> | 50Amp2022 | Rate | Type=Campsite, Rate Period=2022, RigHas=50 Amps | 50Amp=5\$ |
| <input checked="" type="checkbox"/> | 50AmpLate2021 | Rate | Type=Campsite, Rate Period=2021 Late, RigHas=50 Amps | 50Amp=5\$ |
| <input checked="" type="checkbox"/> | Weekend+2 | Rate | Type=Campsite, Rate Period=2021 Late | Weekend+2\$ |
| <input checked="" type="checkbox"/> | 4 Night Min Holiday | Date | Type=Campsite, StayHasHoliday=True | MinStay=4 |
| <input checked="" type="checkbox"/> | PayInFullHoliday | Rate | Type=Campsite, StayHasHoliday=True | Deposit=Pay In Full, NoDiscounts=True |
| <input checked="" type="checkbox"/> | CabinC2NoDiscounts | Rate | Type=Cabin, Site=C2 | NoDiscounts=True |
| <input checked="" type="checkbox"/> | NoDiscounts>7Days | Rate | Type=Campsite, StayLength>6 | NoDiscounts=True |

Add New Rule **Edit Rule** **Save** **Delete** **Exit**

Guest Profile Management

We have now made it easier to find and edit guests and to clean up duplicate guest profiles. There is a new filter section in the guest list manager to help you easily filter your guests. Like when you are searching for reservations, you can enter part of a name to get all that match. You can also search by city, state, email and guest ID. Click on the headings of each column to sort results by that column. Probably the coolest new capability is that you can Merge profiles into one simply. This can help to significantly clean up duplicate and unused profiles which will help immensely when making and managing reservations. To merge profiles, select the ones that you want to merge. Note you can select all continuous profiles by holding down the shift key on your keyboard and clicking on the first and last entry that you want to select with your mouse and all in between will be selected. If you want to select non-continuous profiles or want to deselect one in the block you already selected, hold down the CTRL key and click the one you want (don't want) and it will toggle its selection. Once you have selected the ones you want to merge, click Merge Profiles. CampWorks will ask which guest ID you want to keep. It will then merge all reservations, rigs, credit cards, etc from those profiles into the selected profile. If the selected profile had blank fields in the basic information (ie name, email, address...) and any of the other profiles had data in those fields, the first one that has data for that field will be merged into the

main profile. For example, if the street address is blank in the main profile and the first profile that is going to be merged has an address of 123 Easy Street, 123 Easy Street will be merged into the street address field of the main profile. Now lets say the 3rd one that is to be merged has a different street address, it will not be merged. After the merge is complete, the “extra” profiles are deleted forever, so non-merged information will be lost. However, backups prior to the merge date will still contain the data, so if it was important to recover that old data, it would be possible as long as you retain a backup prior to merging the data. We would strongly encourage you to make sure you have a permanent backup prior to performing your cleanup operation, just in case!

Master Guest History List

Filter Criteria:

List Name: Master Guest History List Last Name: Johnson City: Email:

Guest ID: First Name: Gav State: Clear Filter Apply Filter

| Guest ID | Last Name | First Name | MI | Address | City | State | Zip | Phone | Email | Notes | Lists |
|----------|-----------|------------|----|------------------|------|-------|------|----------|--------------------|-------|-------|
| 3639 | Johnson | Gavin | D | 1413 sougorkd | Hutc | MN | 553E | (121) 21 | KDJ1413@gmail.com | | |
| 3654 | Johnson | Gavin | | 1122 Red Run Inj | Hutc | MN | 3434 | (346) 45 | K@g.com | | |
| 3719 | Johnson | Gavin | | 1413 Southfork D | Hutc | MN | 553E | (320) 58 | Gavin@viswks.com | | |
| 3712 | Johnson | Gavin | T | 516 Adams St SE | Hutc | MN | 553E | (320) 58 | Gavin@campworks.us | | |
| 3697 | Johnson | Gavin | | 1413 | Hutc | MN | 553E | (320) 58 | Gavin@campworks.us | | |
| 3704 | Johnson | Gavin | | 1333 Southfork D | Hutc | mn | 553E | (343) 44 | Gav@campworks.com | | |

Click on a row heading to sort columns. To search for an entry, click on a cell in the column you wish to search and type letters or numbers to autosearch that column.

Add Guest Delete Guest Merge Profiles Send Email Send Group Email Print Mailing Labels Print List Copy Selection Exit

We have also made improvements in list use, positioning after changes, deletion, etc to make the process of managing guest profiles easier. There also is a delete profile button right on a profile, so you no longer have to delete it from the master list. All reservations must be moved to another profile, though before you can delete the profile. That can be tedious and why the merge function is so helpful.

AutoCharge Rate Codes

There are a couple of new Rate Code options for auto charging Annual guests. This enables a long term “reservation” that will be automatically charged the current rate for that rate code automatically each year. There are 2 options (one based on anniversary date and the other on a specified date). If the recurring annual charge date is set to 1/1 (January 1), then on the first of each year a new rent charge will automatically be added to the reservation.

Monthly Statements

Monthly statements have received a few upgrades also. To make statements as clean and simple as possible, blank sections of the statement are now hidden. If you charge rent only and there is no electric meters, the electric section is hidden. Visa versa, is also true. If the monthly statement only includes electric meter readings, then the rent section is hidden.

We have also added the current balance to the Monthly Statement screen and enabled the option to mass email monthly statements.

| Select | GuestID | Rental Space | Res # | Last Name | First Name | Email | Last Stmt Date | Last Stmt Balance | Next Statement | Cur Balance | Bill To Res |
|--------------------------|---------|--------------|-------|-----------|------------|--------------------|----------------|-------------------|----------------|-------------|-------------|
| <input type="checkbox"/> | 3636 | 21 | 6403 | Johnson | Keith | Keith@campworks.us | 10/24/2022 3:2 | \$3,826.10 | 11/24/2022 | \$3,826.10 | |
| <input type="checkbox"/> | 3735 | 15 | 6387 | Johnson | Carol | Carol@campworks.us | 11/01/2022 8:1 | \$1,738.00 | 06/01/2022 | \$1,738.00 | |
| <input type="checkbox"/> | 3692 | 4 | 6388 | Johnson | Buddy | Buddy@test.com | 11/01/2022 8:1 | \$1,630.50 | 06/01/2022 | \$1,630.50 | |
| <input type="checkbox"/> | 3636 | 22 | 6404 | Johnson | Keith | Keith@campworks.us | 11/01/2022 8:1 | \$0.00 | 08/01/2022 | \$0.00 | |
| <input type="checkbox"/> | 3636 | 23 | 6405 | Johnson | Keith | Keith@campworks.us | 11/01/2022 8:1 | \$909.25 | 08/01/2022 | \$909.25 | |
| <input type="checkbox"/> | 3636 | 1 | 6408 | Johnson | Keith | Keith@campworks.us | 11/01/2022 8:1 | \$812.25 | 08/01/2022 | \$812.25 | |
| <input type="checkbox"/> | 3786 | 16 | 6462 | Johnson | Trent | | 11/01/2022 10: | \$305.98 | 12/01/2022 | \$305.98 | |
| <input type="checkbox"/> | 3636 | 22 | 6468 | Johnson | Keith | Keith@campworks.us | 11/03/2022 1:5 | \$0.00 | 11/30/2022 | \$423.75 | |

Autosave How found Out

You no longer have to press save in order to save marketing data (How Found Out). As a matter of fact, the Save button has been removed. If you make a selection when doing a search, the selection will automatically be logged. Same thing applies when making a new reservation from the grid or map.

New Reservation - Crow River Campground & RV Park

How Found Out: Repeat Visit

Rental Space Type: ☒ Campsite ☐ Cabin ☐ Boat Slip ☐ Room ☐ Storage Unit

Accommodations: Rental Space: Preferred site/cabin/room/slip/unit
Campsite Type: Or Location:
Hookups: ☒ Any ☐ Electric ☐ Water ☐ Sewer ☐ Cable ☐ Phone
Access: ☒ Any ☐ Pull Through ☐ Back In ☐ Pull In

Rig Type: Pop-Up Motor Home Tent
Length: ft. Width: ft.
Slides: Amps:
Year: 2nd AC
Plate Info:

Dates: Check In: 11/17/2022 Check Out: 11/18/2022 Stay Length: 1 Night(s)
Quick Dates: 2013 Annual 2018 2019 4th of July

Find Available Rental Spaces

Space E Amps W S C P Pets Acc Lgth Width StdOcc MaxOcc Location Notes # Avail

Reporting Updates

We have added a new financial report to view credit. The new report is called "Guest Accounts with a Balance" in the Financial Reports: General category. It will list any guest accounts that have a non-zero balance (ie balance moved from a reservation to the guest account, or credit issued to the guest's account).

Guest Accounts with a Balance

Date: 11/17/2022

| <u>GuestID</u> | <u>Name</u> | <u>City</u> | <u>State</u> | <u>Account Balance</u> |
|--------------------|----------------------|-------------|--------------|------------------------|
| 0 | Maintenance, Keith D | Hutchinson | MN | \$2,256.11 |
| 2221 | Jackson, Zelda | League City | TX | (\$523.13) |
| 2808 | Jackson, Ron | Houston | TX | (\$29.70) |
| 3636 | Johnson, Keith D | Hutchinson | MN | (\$154.64) |
| 3761 | | Franklin | MN | \$20.00 |
| 3779 | | | | (\$23.88) |
| Grand Total | | | | \$1,544.76 |

The cancellation report has been updated to include additional information and totals:

| Cancellation Report | | | | | | | | | |
|--|------------------|------------------------------|------------------|-----------------------|-----------------|-------------------|------------------|-----------------|--------------|
| Dates between : 05/01/2022 - 11/17/2022 | | | | | | | | | |
| <u>Res #</u> | <u>Last Name</u> | <u>First Name</u> | <u>Date Made</u> | <u>Date Cancelled</u> | <u>Employee</u> | <u>Deposit \$</u> | <u>Refund \$</u> | <u>Diff</u> | <u>Notes</u> |
| 6381 | Johnson | Bradley | 4/8/22 | 5/24/22 | Keith | \$159.44 | \$-138.44 | \$21.00 | |
| 6389 | Johnson | Keith | 4/11/22 | 5/24/22 | Keith | \$167.05 | \$0.00 | \$167.05 | |
| 6438 | Johnson | Keith | 8/25/22 | 10/12/22 | Keith | \$58.20 | \$-33.70 | \$24.50 | |
| Grand Totals: | | # of Cancellations: 3 | | | | \$384.69 | \$-172.14 | \$212.55 | |

As explained earlier, the report selection screen also has new filtering capability for Reservation Categories which will work with many of the existing reports. If the guest category or reservation category filter is being used, the report will include this information in the subtitle like shown below.

| All Reservations | | | | | | | | | |
|------------------|-----------------|--|-------------------|--------------|----------------|-----------------|-------------|--------------|------------|
| All Dates | | Reservation Categories: Hunter, Local, Long-Term | | | | | | | |
| <u>GuestID</u> | <u>LastName</u> | <u>FirstName</u> | <u>Rntl Space</u> | <u>Res #</u> | <u>CheckIn</u> | <u>CheckOut</u> | <u>City</u> | <u>State</u> | <u>Zip</u> |
| 3636 | Johnson | Keith | 4 | 6350 | 6/29/22 | 7/1/22 | Hutchinson | MN | 55350 |
| 3636 | Johnson | Keith | 1 | 6410 | 11/1/22 | 1/1/23 | Hutchinson | MN | 55350 |
| 3636 | Johnson | Keith | 22 | 6468 | 10/31/22 | 12/30/22 | Hutchinson | MN | 55350 |
| 3636 | Johnson | Keith | 10 | 6469 | 11/3/22 | 12/3/22 | Hutchinson | MN | 55350 |
| 3786 | Johnson | Trent | 11 | 6480 | 11/11/22 | 12/2/22 | | | |
| 3786 | Johnson | Trent | 12 | 6481 | 11/11/22 | 1/11/23 | | | |

Email

Email Templates:

Earlier this year, we added the ability to create nice looking (HTML) emails. Now we have added the ability for you to create, save, load custom email templates. Adding more capability to email marketing is something we plan to expand on in this next year, but now you can create nice looking emails with different fonts, images, colors, etc and save them so they can be reused. This way, you can open an existing one edit it slightly and then send it to a different list. Or create one for a special event and save it and then use it as your starting point for next year's event announcement.

New Email

To:

Move To bcc

bcc:

Subject:

Attachments:

Message:

Choose Font Style ...

Font Size ...

B

/

U

C

Insert Picture

Honor our Heros

Annual Memorial Day Weekend Celebration

Join us for a weekend of fun activities as we remember our loved ones and honor our heros.

Attach File

Delete Attachments

Save Template

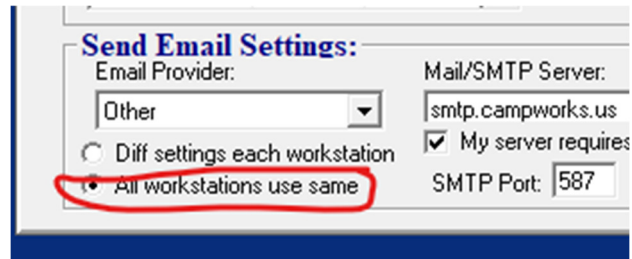
Load Template

Send

Cancel

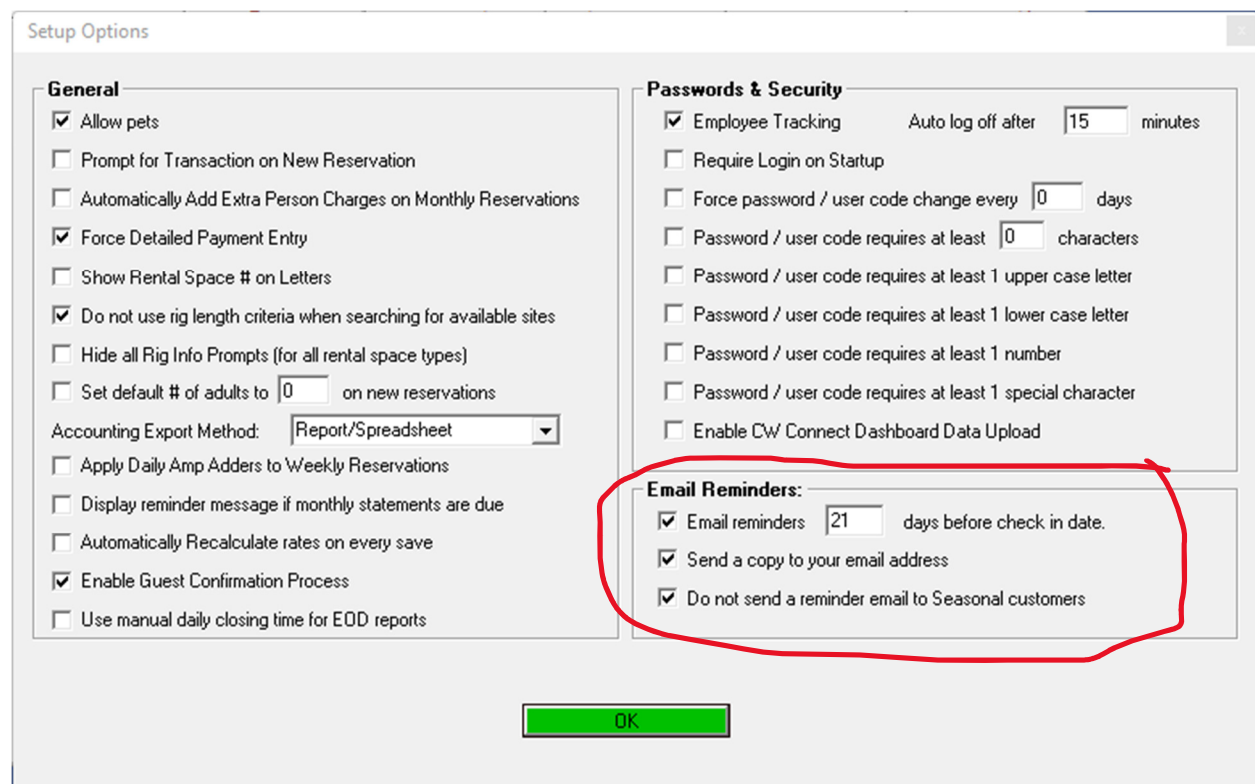
Email Setup:

We have made a slight change with email setup, to make it easier for those of you that have multiple computers and use the same email setup for every computer. The setup used to be stored on each computer, which is nice for flexibility (allows different email accounts to be used per user or per computer), but we have found that nearly everyone uses the same email setup for every computer / user. To make setup and changes easier for multiple computers or when replacing computers, if you only use one email setup, we recommend you change the setting in Setup Options, Software Options, System Admin tab to all workstations use the same.



Automatic Email Reminders:

Automatic email stay reminders are a powerful tool to avoid mistakes and to remind guests about their upcoming booking. This way you avoid the awkward conversations with guests about your cancellation policy because they forgot that they made a reservation. You can turn on automatic email reminders in Setup Options, Software Options, Program Flow Tab, Additional Options button. See the Getting Started Guide in Help for setup details.



Credit Card Processing

In order to comply with Visa/Mastercard rules, merchants are supposed to ask the card holder if it is OK to store their card information. Therefore, we have added a question prompt both in online reservations and in CampWorks asking if the card should be stored in the guest's profile. This is an important change, as you can no longer rely that you have a card on file. If a reservation is made online, the guest can say no to saving the card. The initial transaction will go through as normal, but the card will not be stored in the guest's profile and you will not be able to look up the card and process a new transaction on the card. You still will be able to issue a refund on the original transaction, however.

POS

The POS system now has a new option in setup to allow the store location to be switched. If you have more than one store (ie Campground & Marina), you can use this function to change the location of the workstation to view inventory/transactions, make transactions, etc temporarily using the new location. This is especially great for a manager's office who needs to view / edit transactions in multiple locations. Set can be used to reset the workstation and all inventory, transactions, etc to a new location (ie set or rename the existing location) and switch is used to temporarily switch to a new existing location without modifying any historical data.

VisualWorks P.O.S.

Ring Up | Inventory Manager | Cash Drawer Manager | Sale Manager | **POS Setup**

Store Location: RV Park Office **Set** **Switch** **Database Location:** C:\CW35\Code\CampWorks Current\Database\CWPOS.mdb **Change**

Hardware / Printing Configuration:

Receipt Text: Import business name and address from CampWorks. **Import**

Line 1: Crow River Campground & RV Park
Line 2: 12322 Resort Rd
Line 3: Hutchinson, MN 55350
Line 4: Phone: (324) 234-2342
Line 5: info@fortvictoria.ca

Cash Drawer: Drawer Name/ ID: 1, Cash Drawer Code: B, ☒ This cash drawer is also used for reservations.

Pole Display: COM Port: **Pass Through Device**

Charge to Reservation Printing: ☒ Print summary on reservation receipt, ☐ Print details on reservation receipt

Charge to Reservation POS Printing: ☒ Always print POS receipt, ☐ Ask before printing POS receipt, ☐ Never print POS receipt

Print Setup **Test Print** **Save**

Taxes:

| Effective Date | Tax1 | Tax2 | Tax3 |
|----------------|------|------|------|
| 10/01/2019 | 5 | 7 | 0 |

Add **Remove** **Save**

Employee Names / Codes: Double click to edit cells

| Employee Name | Code | Role |
|---------------|------|---------------|
| Admin | xxx | Administrator |
| Test Admin | xxx | User |
| Test User | xxx | User |

☐ Use CampWorks Employee Codes **Add** **Remove** **Save**

☐ Require Admin Authorization for Discounts ☐ Users can access Cash Drawer Manager
☐ Automatically Logout after _____ minutes of no activity.

Product Categories:

| Categories | Tax1 | Tax2 | Tax3 |
|---------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Gen Merchandise | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Gift Shop Merchandise | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| RV Merchandise | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Household Merchandise | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Sani-Station | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ice & Water | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Office Services | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Laundromat | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fort Victoria Consignment | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Add **Remove** **Save**

Credit Card Processing:

Payment Company: CardConnect Gateway: CardConnect Currency: ☒ USD ☐ CAD **Chip Card Reader Setup**

User Name: testing Password: **Print Setup**

Merchant ID: 800000000033 ☐ Display warning if AVS does not match ☐ Display warning if CVV2/CVC does not match ☒ Accept Tips ☒ Enable detailed logging file **Save**

Working 2:16 PM

Online Reservations

Blacklist guest identification

There is now a check to see if the guest has been banned. If the guest is on the blacklist, the guest will be notified that the online system is not able to make their reservation and they must call for a reservation.

Rules:

As described in the rules section, there are now new discount, deposit, and holiday date options to manage the requested deposit amount and whether discounts are allowed or not.

Required Fields:

Added * to indicate required fields to make it clearer for guests.

New Search Message Option:

We have added a new message option to display at the beginning of the reservation process. This is great if you need to give some important information before they even start the search process. For example, call for same day reservations. By the way, if you are not aware, we can turn off the ability for guests to make same day reservations, so they don't book a stay for the current day after you close. Just let us know if you want that set.

CampWorks Web Reservation Setup

☒ Enable Real-Time Web Reservations

IP Address: 68.84.16.111 ☐ Static Port: 31002

Charge Amount:

☐ Fixed \$ Amount: ☒ 1 Night Stay

☐ Percentage: ☐ Pay in Full

Online Discounts:

| Discount Name | Require Membership # |
|---------------|--------------------------|
| Good Sam | <input type="checkbox"/> |

Vehicle Charge:

Min quantity: 1

Customer Online Booking Fee:

Charge for online booking fee: Web booking Fee

Web Page Text Blocks Search

NOTE: Call for same day reservations. If your rig is older than 15 years, please email a picture to info@campworks.us.

CardConnect Payment Processing:

☒ Use same settings as CampWorks

User Name: testing

Password:

Merchant ID: 800000000033

Options:

- ☒ Require Rig Type Information
- ☒ Require Rig Length/Width
- ☒ Require Rig Year
- ☐ Require Pet Quantity
- ☒ Request Tow Info
- ☒ Disable Rig Width Check
- ☒ Request Slides Info
- ☒ Require Rig Plate Info
- ☐ Use Rental Space Types instead of Hookups to search avail
- ☒ Select spaces by type only (can not select specific space)
- ☐ Do not take group reservations online
- ☐ Charge Guaranteed Rental Space Fee
- ☐ Show Online Availability ONLY - Can not make Reservations
- ☒ Show rental space image / details pop-up

Booking Notifications:

Send an email to: support@campworks.us

Explanation / Text Intent:

Text entered here will appear above the main search form. Use this area to provide guests instructions about same day reservations or special instructions on rig entry for example.

Online Reservation Types:

☒ Campsite

☐ Cabin

☐ Room

☐ Boat/Slip

Appearance:

Availability Columns to Show:

☒ Site

☒ Type

☒ Elec

☒ Amps

☒ Water

☒ Sewer

☒ Cable

Online Dates:

☒ Only show availability between:

Start: 05/01/2023

End: 10/31/2023

Start: 10/31/2023

End: 10/31/2023

Links:

Your custom CampWorks Booking Site: <https://www.viswrks.com/CampWorks/WebRes/webavail.php?CID=1002>

Customer Booking Web Page: <http://www.campworks.us/online-reservations>

Pricing, Terms & Conditions: <http://www.campworks.us/policies-terms-conditions>

New Rig Information Options:

We have added the option for you to collect more rig information (License Plate, Rig Year)

The screenshot displays the CampWorks reservation interface. At the top, a progress bar shows five steps: Search, Select, Book, Confirm, and Success. A red circle highlights a note above the form: "NOTE: Call for same day reservations. If your rig is older than 15 years, please email a picture to info@campworks.us." The form is divided into four main sections: Reservation Type, Accommodations, Dates, and Rig Info. The Reservation Type section has three radio buttons: Standard (selected), New Group, and Existing Group. The Accommodations section has two text input fields: Type (with "Campsite" entered) and Hookups (with "Any" entered). The Dates section has two date pickers: Check In and Check Out. The Rig Info section contains several fields: Rig Type (Pop-Up), Length(ft) (input field), Amps (dropdown menu with "20" selected), # Slides (input field), Year (input field), Lic Plate (input field with "MN-653HEC-1/23" entered), and Towing? (dropdown menu with "None" selected). A checkbox for "Multiple A/C Units" is also present. A red circle highlights the Year and Lic Plate fields. At the bottom, a note states: "NOTE: You must use the buttons at the bottom of the screens to navigate".

Search Select Book Confirm Success

NOTE: Call for same day reservations. If your rig is older than 15 years, please email a picture to info@campworks.us.

Reservation Type

☒ Standard
☐ New Group
☐ Existing Group

Accommodations

Type
Campsite

Hookups
Any

Dates

*** Check In**
[Date Picker]

*** Check Out**
[Date Picker]

Rig Info

*** Rig Type**
Pop-Up

*** Length(ft):** [Input Field] *** Amps:** 20 *** # Slides:** [Input Field]

*** Year:** [Input Field] *** Lic Plate:** MN-653HEC-1/23 *** Towing?** None

☐ Multiple A/C Units

If your Rig has a 50 Amp plug, you must select 50 Amps

NOTE: You must use the buttons at the bottom of the screens to navigate

Support for CGNAT / Ability to eliminate need for Router Port Forwarding:

We are seeing more of our customers switch to StarLink satellite internet services. Starlink uses a newer technology called CGNAT (Commercial Grade Network Address Translation). This technology is used to solve a problem with the internet running out of Ipv4 addresses. Unfortunately, CGNAT is unable to support port forwarding, which we use to allow communication between our server and your main CampWorks computer to enable online reservations hosted from your local CampWorks install. We have found a new solution to eliminate the need for port forwarding and can now setup a private "tunnel" for secure communication that eliminates the need for port forwarding and router setup. For now, we are only using this on an as needed basis, for customers who are unable to use port forwarding, but it may become our standard going forward. Online reservation code has all been updated to allow connections using either method.