



CampWorks



RESERVATION SOFTWARE

RV PARKS 📍 RESORTS 📍 MARINAS



www.CampWorks.us

Getting Started Guide

Version 3.15

VisualWorks

VisualWorks Inc.
13656 100th ST NW
South Haven, MN 55382
320 300-4157

Table of Contents

| | |
|--|----------|
| Introduction | 3 |
| Software Installation Instructions | 4 |
| Customizing CampWorks For Your Business | |
| Software Setup | 5 |
| General Info Tab | 6 |
| Program Flow Tab | 11 |
| Security Tab | 18 |
| System Admin Tab | 20 |
| Rates/Seasons Tab | 24 |
| Rental Types Tab | 27 |
| Monthly Billing..... | 29 |
| Rental Space Setup | 31 |
| Campsite | 31 |
| Cabins | 35 |
| Boat Slips, Rooms, & Storage Units..... | 36 |
| Setting / Changing Rates..... | 37 |
| Date / Rate Rules | 38 |
| Printing Options Setup..... | 41 |
| CloverConnect Credit Card Processing Setup | 42 |
| Map Setup | 43 |
| Networking Setup | 46 |
| QuickBooks Integration / Setup..... | 52 |
| Online Web Reservation Setup..... | 56 |
| Getting Started Using CampWorks | |
| Training Videos | 66 |
| Practice & Training Modes..... | 67 |
| Technical Support & Updates..... | 67 |
| Purchasing CampWorks..... | 68 |

Introduction

Thank you for your interest in CampWorks. CampWorks is a powerful, yet flexible and easy to use reservation and management software for campgrounds, RV parks, & resorts. Setup is crucial to seamless operation of the software, so please take time to read through this manual and follow setup instructions to ensure a smooth start.

About Us:

Over 25 years ago, after a poor experience at check in at a northern MN resort, Steve and I decided to team up to develop and market a software program to solve the problems we experienced. Over the next couple of years CampWorks was born. 25 years, multiple versions, and lots of cool new features later, we are proud and excited to bring you the latest version of CampWorks. We work closely with our customers throughout the US & Canada to incorporate ideas and suggestions to make our solution the most complete, easy to use reservation system on the market. CampWorks is highly tuned for campgrounds and RV Parks, but also works well for marinas, resorts, bed & breakfasts, hunting lodges, and storage facilities. We have customers with just a few cabins to large resorts with many hundreds of sites, cabins, marina, and multiple stores. No matter what your size or situation, CampWorks is flexible and affordable for your business. We get to know many of our clients personally and this enables us to work closely to develop new solutions and keeps us committed to creating a high-quality product to meet a diverse set of needs. Should you come across a problem, we want to know about it. We are not only receptive to improvement suggestions, but rely on our customer's feedback to make continuous improvement. We invite you to join the growing family of CampWorks owners and to partner with us to solve your business reservation and management software needs.

This manual provides all details necessary to setup and get started using CampWorks. Also, make sure to watch the training videos. They are great tools to learn how to use CampWorks. If you still have questions or problems, send us an email or give us a call. We will be glad to help resolve your problem as quickly as we can.

Thank you for your support and we look forward to working with you.

Sincerely,

Keith Johnson
CEO
VisualWorks, Inc.



Software Installation Instructions

1. **Validate/set PC time & date.** **Important:** CampWorks is a date sensitive program that operates off of your computer's date and time. Therefore, it is very important that your PC date and time are correct. Verify that your PC date and time are correct on all PC's that will run CampWorks. Access Windows date and time by double clicking on the clock usually in the lower right hand corner of your desktop.
2. **Download & Install CampWorks.** Download CampWorks from our download page and select run to install CampWorks. Follow the prompts to install CampWorks.
 - a. If you are upgrading from a previous version of CampWorks, select the option to import data from your old version to populate the CampWorks database with your existing data.
 - b. Networked installations: Complete the installation on the main or master PC/Server that will host the CampWorks database first. During the installation on this PC select the 1st option for a stand alone or server/master network installation. Then install CW on the other PCs selecting the network client installation option.
3. **Activate your Trial.** Start CampWorks by clicking on the icon on your desktop or selecting CampWorks from the Start, Programs menu on your server/master PC. When CampWorks first starts, CampWorks will display a form to fill out basic business information for your trial. Fill the form and press activate trial to start your trial. Note that an internet connection is required to register your software with VisualWorks and start the trial.
4. **Setup Networked Computers.** See the networking section for complete instructions.

CONGRATULATIONS: You have now successfully installed CampWorks and can either go into Practice Mode and play with CW's many features or you can go on to the setup portion of this manual to customize CampWorks for your business. To access practice mode click the yellow Practice Mode button in the upper left hand corner of the CampWorks home screen.

Customizing CampWorks For Your Business

One of CampWorks greatest strengths is its setup flexibility. We have spent over 25 years understanding the needs of various campgrounds, RV parks, & resorts. Setup features were developed to cover a vast majority of these needs. The following sections will take you through each of the major setup screens and define how to setup every feature so that you can get the most out of CampWorks.

Let's start by opening CampWorks. Once CampWorks is open, move your mouse over the *Setup Options* button. Another sub menu will appear to the right. Select *Software Options* from the menu. You will be prompted for a password. CW ships with the default password of "p". Enter "p" to gain access to the software setup screens. You will be able to set a permanent password in the following setup menus.



Software Setup Screen

The software setup screen is the primary screen to customize how CampWorks will perform for your business.

Note the tab structure across the top of the screen. This is a common structure you will see throughout several of CampWorks screens. To navigate through the tabs just left click on each of the tab names with your mouse.

| Effective Date | City | State | Bed |
|----------------|------|-------|-----|
| 02/28/2012 | 2 | 8 | 0 |
| 01/01/2016 | 2.5 | 5 | 1 |

Most setup information is stored in a central database on your master/server computer. Once the networking section in the system admin tab has been completed on each computer, setup information can be entered or changed from any of your networked computers. However, there are specific pieces of information that are computer specific. These will be pointed out through the manual and you will be instructed to set these up on each individual PC.

General Info Tab:

The General Information screen is used to specify general information about your business and to tell CampWorks how to setup other screens in the software.

1. Enter General Information

Enter the owner names, address, etc. The business name and subtitle will display on the CampWorks main screen. This information will print out on the check in receipt and letters. Most of this information was setup on the initial install and can be changed in this screen or in the purchase options screen.

The screenshot shows the 'CampWorks Setup' window with the 'General Info' tab selected. The 'General Information' section includes fields for Business Name, Subtitle, Owner(s), Address, City, State/Province, Postal Code, Country, Phone, E-Mail Address, and Web Site Address. The 'Taxes' section features a table with columns for Effective Date, City, State, and Bed, and buttons for Add, Remove, and Save. Other sections include 'How Found Out', 'Discounts', 'Locations / Areas', 'Charge Items', 'Credit Card Types', 'Guest / Res Categories', 'Accounting Integration', and 'Rental Space Naming'.

| Effective Date | City | State | Bed |
|----------------|------|-------|-----|
| 02/28/2012 | 2 | 8 | 0 |
| 01/01/2016 | 2.5 | 5 | 1 |

2. Enter Tax Information

The Tax Information setup allows you to enter up to three different taxes. The tax percentages are used to calculate taxes for correct billing information. First name your taxes by double left clicking the Tax 1 title in the top of the grid. This will make the heading editable and you can change the tax name to anything you want (ie. state, local, tourism). Repeat this for taxes 2 and 3 if you need them. The effective date is used if there is a tax rate change that you need to manage. This is pretty rare, but CampWorks gives you the ability to manage it through this screen. To add a tax line to the grid, press the add button. Next double left click the 1st row in the grid under effective date and select a date. Next double click the tax columns and enter a number. Do not enter % signs. For example, if your sales tax is 6.5%, simply enter 6.5. Click Save to save the tax. Remove a tax line by left clicking on the desired line and press remove and answer yes to the prompt.

If you do not charge any tax on monthly reservations, then check the box next to "No tax on monthly reservations". The rental space taxes will not be calculated and added to the bill for any monthly rate reservations.

3. Setup the How Found Out List

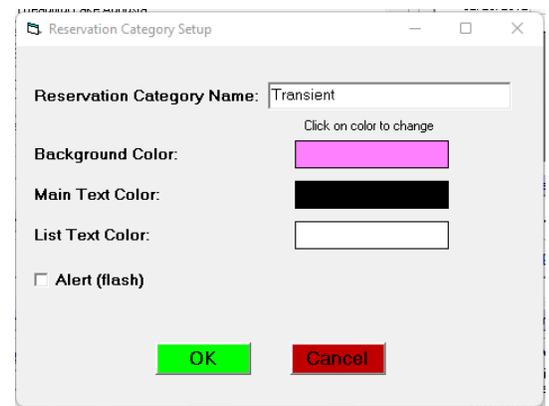
The How Found Out setup is used to enter the selections which you would like your employees to have when taking reservations and asking the question "How did you find out about our business?" To add an item to the list, select add, type the entry in the text box and press the OK button. To remove an item, select the item in the list that you want to delete by pressing the down arrow at the right of the text box and then clicking on the item in the list that you want to remove. Press the remove button to remove the item from the list and answer yes to the validation prompt.

4. Enter Locations (Areas) to be used by your business

If you group your rental spaces into specific areas, use this option to define those areas. For each rental space you will be able to select a specific location from whatever is setup in this list (ie "Lake Front Tents" or "Pet Loop"). You will also be able to use these selections when searching for a rental space for a guest. Enter the names for each group of rental spaces. Remove an item as described in item 2 above.

5. Guest /Reservation Categories

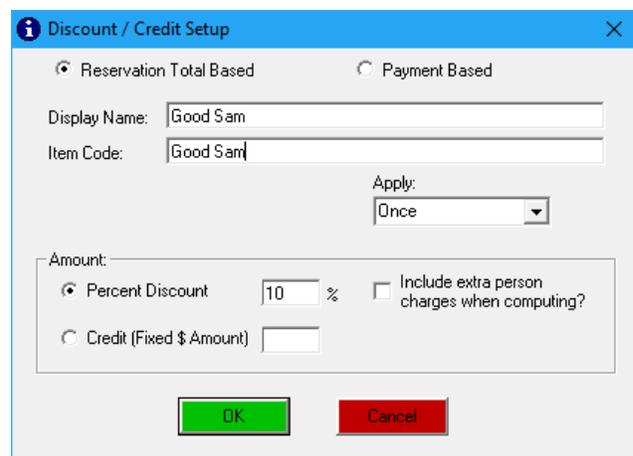
Guest and/or reservation categories can be used to identify different types of guests or reservations, raise alerts (ie BlackListed guest trying to make a reservation), and to filter data for reports. Create your own categories that you may want to use to categorize your guests and or reservations for future use (ie email groups, reporting, etc). For example, you may have some guests that are not blacklisted but you want to keep an eye on. Create a "Grey List" or "Watch List" category for them. Or maybe you want to create a list for special "VIP" guests and instruct staff to give them a free bundle of firewood. In this case you would want the alert set and maybe even the list color set so that everyone sees them on lists like the Reservations Due to Check In QuickList. Other example for tracking might be, "Transient", "Locals", "Hunters", "Long-Stays", etc. If the type is set to Guest, then it will be on the list to be assignable in the guest's profile. If set to Reservation, then it is on the list to be assigned to any reservation.



Unlike most of the other lists in CampWorks, these selections are non-exclusive, meaning the user will be able to select as many of these as they want, not just one. Once a Guest category is setup, there will be a selection to filter guests by that category in the Guest List Manager. Once a Reservation category is added, there will be an option to filter reservations by this category when using the Find Reservation screen. You will also be able to use these lists as selection criteria with many of the CampWorks reports. You can also set the reservation grid to use these colors to quickly spot different categories of reservations or guests on the grid.

6. Enter Predefined Discounts/Credits

The discount/credit setup is used to enter the selections that you would like users to have when taking or editing reservations. To add an item to the list, select add. A prompt box will appear. There are 2 types of discounts you can setup (standard reservation total based discounts, and payment based discounts). Reservation total based, simply calculate the discount based on the total due for the reservation. Payment based discounts (ie. 2% discount for cash) will calculate a discount based on



the total of the payment. For example: \$100 payment, 2% cash discount, a \$2.00 discount will be automatically applied to the reservation when a payment of the selected type is made. To setup a new discount, type the full name that will be used on receipts & for display. You can also select to add an item code (short name) for the discount, but this is not necessary. If it is a payment based discount, select the type of payment that the discount applies to. Select whether the discount will be a percentage or fixed discount and enter either the percentage or amount. Note that % discounts will recalculate if the guest total changes, where a fixed \$ Amount discount does not change based on the total. You do not need to enter the percent or \$ signs. If it is a percentage, select whether extra person charges get the discount. If not, the discount will be based only on the base rate. Use the Apply selection to define how the discount is applied (Once, daily, Monthly). If daily is selected, the discount is calculated for each day of the stay. For example, you want to give a \$2/day discount, the quantity will be set to the number of days of the stay. If the stay length is changed, the quantity will be adjusted accordingly to match the number of days to apply the correct discount. If the stay length is changed after the guest is checked in, then a new discount line will be added on the date of the change with a new quantity. This is done to keep reporting accurate by date the discount is given. If Monthly is selected the discount is added to the monthly tab of monthly/seasonal reservations. There it can be checked if it applies to the reservation. If checked, the discount will automatically be applied to the monthly statement when the new monthly statement is created. Select OK to complete. To remove a discount, select the discount from the list and press remove.

7. Enter Predefined Additional Charges

The Additional Charges setup form is used to enter the selections, which you would like users to have when taking or editing reservations. To add an item to the list, click the Add button to access this form. Select standard charge and enter the name and code you want to give the item and specify what taxes apply to this item. Select how this charge is applied (Once, Daily, Monthly). If Daily is selected the quantity of this charge will automatically adjust as the reservation # of days is adjusted. If Monthly is selected, this charge will automatically be added to the reservation each time a new monthly statement is created.

There are 3 other types of special charges (Credit Card Surcharge, Guaranteed Site Fee, and Reservation Fee).

Credit Card Surcharge: Select the surcharge option if you want to charge an additional x% to the purchase if a Credit Card is used and you are using our integration with CloverConnect. **IMPORTANT: Credit card surcharge laws vary by state and you are responsible to make sure you are complying with local regulations. We are not responsible for use of this feature in a manner that violates local laws.** To use this feature, select Credit Card Surcharge and enter the name you want displayed on the customer receipt (ie “Convenience Fee” or “Surcharge”). Enter the % of the additional charge (ie 3). NOTE the charge can only be

applied to Credit, not Debit cards. When this feature is activated, the surcharge is added to all credit card purchases in both CampWorks and POS and prompt message appear before processing to indicate how much the amount added will be so you can verify the amount with the guest before processing their card.

Guaranteed Site Fee: Select this option if you want to charge an additional fee if a guest is to be guaranteed a specific rental space. This fee is then automatically added to the reservation if the “Requested RS#” feature is checked on the reservation. Setup the fee the same as described above for a standard charge and select to apply Once.

Reservation Fee: The reservation fee is a charge that will be automatically added to every new reservation when it is saved for the first time.

Remove an item as described in item 2 above. Apply works the same way as described in the previous section, but for charges instead of discounts. Press OK to save the standard charge.

8. Accounting Integration

CampWorks can integrate with QuickBooks Desktop Pro versions 2006 and later. CampWorks can export daily totals into QuickBooks in the form of invoices and payments to keep your accounting records accurate. The integration screen enables you to link specific CampWorks Sales, Tax, and Receipts with the appropriate QuickBooks items. For complete information on QuickBooks integration, please see the section titled QuickBooks Integration. If you are not using accounting integration, you can use the second column to translate CampWorks categories into names you wish to use for a few of the accounting

reports. The main reports that use this feature are the Receipts Matrix reports. These will categories all payments into the either the CampWorks Categories or the Accounting Categories depending on which report you select. This screen will allow you to tell CW how to group the charges. For example, in the case to the right, all payments applied to electric and Misc. Additional categories in CW will be reported under the group heading of “Other Taxable Sales”. To enter a name just double click the cell in the accounting name column that you want to edit, make your changes and then press OK. Changes will be saved.

| CampWorks Category | QB Account Name or Preferred Accounting Name | QB Description |
|------------------------------|--|----------------|
| Sales | | |
| Camping | | |
| Cabin | | |
| Room | | |
| Boat Slip | | |
| Storage | | |
| Phone/Cable | | |
| Electric | | |
| Misc. Additional | | |
| PDS | | |
| Payables | | |
| Tax1 | | |
| Tax2 | | |
| Tax3 | | |
| Receipts | | |
| Cash/Check/MO | | |
| Visa | | |
| Master Card | | |
| Discover | | |
| American Express | | |
| Other CC | | |
| Advanced Payments (Deposits) | | |

9. Credit Card Types

The Credit Card Types setup is used to enter the credit card selections that you would like your employees to have when taking payments. To add an item to the list, select add, type the entry in the text box and press the OK button. To remove an item, select the item in the list that you want to delete by pressing the down arrow at the right of the text box and then clicking on the item in the list that you want to select. Press the remove button to remove the item from the list and answer yes to the validation prompt.

10. Rental Space Naming

Because CampWorks allows both numbers and characters to be used for naming of rental spaces (ie. Sites, cabins, etc) the software needs to know how to order rental spaces in grids, reports etc. If generally you use a numbering scheme (ie 1, 2, 3, 4a, 4b, ...) then specify numbers 1st. However, note with this selection if you have spaces numbered A1, A2, A3, B1, B2, B3, the spaces would actually appear in the order of A1, B1, C1...A2, B2, C2..etc. If you use a letters first scheme mostly, then select letters first then numbers and your spaces will appear as A1, A2, A3 etc. If you use a mix, you will need to select the one that is used more often and live with the others being out of sequence.

After all changes have been made select OK to save and exit this screen or click on the next tab to continue setup.

Program Flow Tab:

The program flow tab primarily sets specific options that are turned on or off or alter how CW behaves based on the selections entered.

1. Set Standard Options

Weekly Rates: If your business uses weekly rates, select this box. The weekly option will be enabled on the charge rate list when making a new reservation. Select if you want to Pro-Rate extra days or use the standard daily rate.

The screenshot shows the 'CampWorks Setup' application window with the 'Program Flow' tab selected. The 'Program Flow' tab is circled in red. The interface is divided into several sections:

- Options:** Includes 'Rate Selection Options' with checkboxes for 'Weekly Rates' (checked), 'Pro-Rate Extra Days', 'Charge Daily Rate for Extra Days', 'Monthly Rates & Billing' (checked), 'Seasonal Rates' (checked), and 'Enable Rate Codes'. There is an 'Additional Options' button.
- Credit Card Processing:** Includes fields for 'Payment Company' (CardConnect), 'Gateway' (CardConnect), 'User Name' (testing), 'Password', 'Merchant ID' (800000000033), and 'Currency' (USD selected). There is a 'Card Reader Setup' button.
- Default Transactions:** Includes 'Currency' (US), 'Adv Payment (Deposit)', 'Std Payment', 'Credit Card Hold', and 'Rate'. There is a 'Tax' checkbox.
- Check Out Options:** Includes 'Automatic' (unchecked) and 'Manual' (checked) radio buttons, and a 'Check Out Time' field set to '12:00 PM'. There are checkboxes for 'Enable detailed logging file', 'Require encrypted manual card entry', and 'Accept Tips'.
- Main Screen Messages:** Includes a dropdown menu with 'Welcome to CampWorks 3' and 'Add'/'Remove' buttons.
- Letter / Receipt Text:** Includes a dropdown menu with 'Cancellation Letter', a 'Save Text' button, and 'Email Letters' options: 'Attach as PDF' (checked) and 'Insert as text in email body'.
- Receipt Options:** Includes radio buttons for '1/4 Page Perf/Double', '1/4 Page (Center Print)', 'Half Page', 'Double Half Page', 'Full Page', and 'Custom'. There is a 'Copies' field set to '2'.

At the bottom of the window, there are 'OK' and 'Cancel' buttons.

Monthly Rates & Billing: If you have special rates for monthly reservations and/or you want to use CampWorks to do monthly billing for your monthly or seasonal guests, select this option and monthly rates & billing will be enabled.

Seasonal Rates: If your business uses seasonal or annual rates, select this box. Seasonal rates are defined as any rate for a specific time period longer than monthly. Seasons are setup and explained more in the Rates/Seasons Tab Setup section later in this manual. If this option is checked, seasonal options will be enabled on the charge rate list when making a new reservation.

Enable Rate Codes: Rate codes can be used as a separate form of billing the customer. Rate codes are used in very simple rate structures, where rates are not based on the individual rental space, more like a hotel. You may have a rate code for Seniors for example, or AAA, or GoodSam.

Click the Additional Options button to access these setup features:

Setup Options

General

- Allow pets
- Prompt for Transaction on New Reservation
- Automatically Add Extra Person Charges on Monthly Reservations
- Force Detailed Payment Entry
- Show Rental Space # on Letters
- Do not use rig length criteria when searching for available sites
- Hide all Rig Info Prompts (for all rental space types)
- Set default # of adults to on new reservations
- Accounting Export Method:
- Apply Daily Amp Adders to Weekly Reservations
- Display reminder message if monthly statements are due
- Automatically Recalculate rates on every save
- Enable Guest Confirmation Process
- Use manual daily closing time for EOD reports

Passwords & Security

- Employee Tracking Auto log off after minutes
- Require Login on Startup
- Force password / user code change every days
- Password / user code requires at least characters
- Password / user code requires at least 1 upper case letter
- Password / user code requires at least 1 lower case letter
- Password / user code requires at least 1 number
- Password / user code requires at least 1 special character
- Enable CW Connect Dashboard Data Upload

Email Reminders:

- Email reminders days before check in date.
- Send a copy to your email address
- Do not send a reminder email to Seasonal customers

Allow Pets: Enabling this feature, gives you the option to define whether or not pets are accepted on individual rental spaces. If this box is not selected, pet options throughout the program are de-activated. (gray)

Prompt for Transaction on New Reservation: This option will display a reminder message for the employee to enter a transaction when saving a new reservation. You may want this turned on if you require that a credit card or some form of payment be required for any new reservation entered.

Automatically Add Extra Person Charges on Monthly Reservations: If this option is turned on, any DAILY extra person fees will be calculated for each day of the stay for the number of people over the standard occupancy. For example: If there are 4 people on a site for 1 month with a standard occupancy of 2, a monthly rate of \$300 and a daily extra person charge of \$1. The total charged would be $\$300 + 2 \text{ extra people} \times \$1/\text{day} \times \text{days in month} (30) = \360

Force Detailed Payment Entry: Selecting this option will require the user to breakdown how the payment is applied. After entering a payment, a screen will appear, in which CampWorks tries to determine how the payment is applied (ie \$ towards rental space fees, additional charges, taxes, etc.). In most cases CampWorks will calculate it correctly, but in some cases it may need to be edited. This is usually the case if extra payment is applied, since CampWorks may not know how you want to apply this money. Detailed payment tracking is only used for the detailed Receipts Matrix reports.

Show Rental Space # on Letters: Check this box if you want CampWorks to display the specific rental space on the confirmation letter. You may not want to display the specific rental space on the confirmation letter if you reserve the right to switch guests around to different spaces prior to check in.

Do not use rig length criteria when searching for available sites: If this box is checked, CampWorks will not validate length or width to fit on rental spaces.

Hide all Rig Info Prompts: Check this box to eliminate software prompts to enter rig information. Note if you leave this unchecked you can set the option to turn on/off prompting for rig/boat info in the Rental Space Type setup screens for each individual type.

Default # of Adults: If set, this will automatically load the default # in this box as the # of adults to speed reservation entry. If left blank, the user will have to enter the # on each res.

Accounting Export Method: If QuickBooks is selected then the accounting export function will use the integration that was setup with QuickBooks to export financial detail. Use the Report/Spreadsheet option to have CampWorks export each charge (accrual system) to a report that can be exported into a spreadsheet for use in other software. Each charge in CampWorks will be broken down into a daily amount (ie Monthly charge divided by the days in the month to export a daily portion of the entire monthly charge). Contact us for more details if you would like to use this feature.

Apply Daily Amp Adders: If set, this option will charge the daily 30 or 50 Amp adder to each day of a reservation using Weekly rates.

Display Reminder Message if Monthly Statements are Due: If checked, a reminder message will pop up every time CampWorks is started and there are monthly statements that are due to be created. This is most commonly used for those clients who bill monthly on the guest's anniversary date.

Apply Daily Amp Adders: If set, this option will charge the daily 30 or 50 Amp adder to each day of a reservation using Weekly rates.

Automatically Recalculate Rates on Every Save: If set, then CampWorks will automatically recalculate the rates for the reservation every time the reservation is saved, unless the reservation has the rates locked by the lock rates checkbox on the reservation. If this option is unchecked, then rates are not automatically recalculated, but if a change occurs that could affect the rate, then a message appears to the user telling them the change could affect rates and asks if they want to recalculate rates (unless rates are locked).

Enable Guest Confirmation Process: If checked, a link is added to the confirmation letter email for the guest to click to Confirm they have read and agree to the terms. Using this option helps you to defend against illegitimate credit card charge backs if the guest violates your policies (ie no show or cancellation). Once the guest clicks the confirm link, their reservation status changes to Confirmed and their reservation bar on the grid has a dotted pattern so it is easy to identify who has not confirmed yet. Also, there is a new quicklist and report for Guest

Unconfirmed Reservations to help you easily identify guests who have not completed the process.

Important Note: The terms and conditions in the Online Reservations Setup must also be filled out to display the terms and conditions and your router and firewall must be configured to allow incoming communication (same setup used for online reservations or CW Connect app management features). If you are already using online reservations or have been setup on the CW Connect app, then you only need to add the terms and conditions and enable this setting to use the Guest Confirmation process. Contact us if you need help setting this feature up.

Use Manual Daily Closing Time for EOD Reports: Typically, this option is left unchecked and your end of day ends at midnight. This especially makes sense if you take online reservations and so your daily totals aren't truly locked until the next day. If you are using CloverConnect for credit card processing, typically batching is also set to automatically close at midnight so that way CardPointe batch totals match CampWorks daily reports for credit card processing. If you want to manually close your books and batch with credit card processing, turn this option on. Then you can manually close financial reporting at a specific time by clicking the Daily Close button under Maintenance menu on the main screen. You should then also manually close your credit card processing batch at the same time.

Employee Tracking: Employee tracking is a powerful security feature built into CampWorks. Once this feature is turned on, you have the ability to assign user codes to each employee and give them specific privileges to various operations. In any step requiring an employee name, the user will not be allowed to continue until a valid user code is entered. Turning employee tracking on also serves as a secure short cut to entering full employee names. Once codes are assigned to employee names in the security setup tab, the employee just needs to enter their code (ie KJ2) and their entire name will appear in the employee text box for that given step. More guidance is given to this option in the Security Tab setup. We highly recommend the use of this option. If turned off, employee names are not required in any step. Also, certain secure areas will ask for the "password" instead of a user code to determine if the user is allowed access to the secure feature. You may choose to keep it off if only 1 or 2 people use CW and you do not need to know who did what.

CampWorks has an auto logon and logoff feature. If you set the auto logoff minutes then CampWorks will automatically keep an employee logged until the entered minutes of inactivity. When a transaction requiring an employee code occurs after the inactivity timer is up, entering the employee code will be required to continue.

Require Logon on Startup: Requires a usercode to open CampWorks.

Force Password Change: If set, users or administrator passwords will be forced to be changed by the specified time. 5 days prior the user will be prompted that the PW is expiring.

Password Requirements: Check the appropriate boxes to set security levels on all passwords and user codes.

Enable CW Connect Dashboard Upload: Enable this feature if you plan to use the CampWorks Connect Mobile app management features. If checked, CampWorks will upload financial and operations indicators summary data hourly to our server so you can use the app to monitor what is happening at the park anywhere you are. If disabled, no financial/operations data will be uploaded and your dashboard in the app will be blank.

Email Stay 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 they made a reservation. To turn on this feature, check the first option and specify the number of days prior to their stay that you want the email to be sent. Check the 2nd box if you want your inbox copied on the email so you know if it was sent. If you do not check this, you can also look at the transaction log in a reservation to see if CampWorks logged that it sent a reminder. You can also manually send a reminder email from the reservation Letters menu. If you do not want these emails to be sent to your long term (seasonal) guests, then check the last option. Lastly, and most importantly, you need to setup the text that you want in the reminder email. This is done in the Letter/Receipt Text area on the Program Flow. Find the option called Stay Reminder Email Body and enter the generic text that you want to be in the email body. CampWorks will automatically add their Check In / Out dates. Note this process does not eliminate the need to send a confirmation letter email as it does not include all of the details that the confirmation letter does (especially financial details).

2. Set Check Out Options

Automatic Checkout: Selecting automatic checkout will automatically checkout guests the first time CampWorks is started, the reservation grid is accessed or a reservation is accessed after midnight on the day a guest was due to check out. Using automatic checkout, CampWorks cannot tell if a site is ready for occupancy by a new guest.

Manual Checkout: Select manual checkout if you would like to manually check each guest out. If you manually check out guests, you can tell if sites are ready for new guests to occupy. Guests will not be checked out until you manually check them out by pressing the check out button. New guests will not be able to be checked in until the previous guest is checked out.

Check Out Time: The time entered here is only used to print the check out time on the check in receipt. It is not used to determine if the guest will automatically be checked out.

3. Credit Card Processing

CampWorks can integrate with either X-Charge or CloverConnect to process credit/debit cards. See the section later in this manual for CloverConnect or X-Charge processing setup.

4. Select the Default Transactions

Default transactions define what the default values will be for the 1st new payment. This is especially helpful for businesses that have a policy of advanced payments or credit card info required to hold the reservation. Select which method you want to be your default (Adv payment, or Credit Card Hold). In this section you can also set your default currency and a conversion factor between US and Canadian dollar if you accept both. Note this feature is currently only used in the Point of Sale application to return overpayment in a different

currency. If Adv Payment is selected as your default deposit type, then you need to select how the default amount should be calculated. The first option is based on the daily rate and a number of night's stay. If the stay length is equal to or less than the # of days entered here, then the total due amount is requested so another small payment isn't required at check in. The 2nd option is one night stay, but calculated slightly differently (the rate for the entire stay divided by the stay length in days). Alternatively, you can select to specify a fixed amount, select a %, or select no default. If a % is selected, check the tax box if you want the % of the default transaction to be based on total with tax. If the tax is not checked, the % will be based on the pre-tax total. Enter 100% if you want the reservation to be paid in full at time of booking. If Credit Card Hold is selected, when entering a new transaction, Credit Card Hold will be the default payment type and the amount will be set to \$0.

5. Set Check In Receipt Printing Options

CampWorks has several pre-defined styles of check in receipts to choose from.

¼ Page Perf/Double: Intended to be used with a ½ sheet of 8.5" x 11" paper slit down the middle and then perforated in the middle the opposite direction. The paper size would be 4 ¼" x 11" with a perforation that will separate the receipt into two 4 ¼" x 5 ½" receipts. You will need to consult a local printing company to have them create this size & perforated paper for you. If your printer has paper guides that slide together to meet in the center, select the center print option.

Half Page: Prints 1 receipt on a ½ page piece of paper (8 ½" x 5 ½"). You can consult your local printing company to have ½ sheet paper pre-cut for you.

Double Half Page: Prints 2 ½ page receipts on 1 piece of paper (8 ½" x 5 ½") that you manually separate.

Full Page: Prints the receipt on a full 8.5" x 11" piece of paper.

Custom: Select this option, if we have modified or created a special check in receipt for you.

Default # of Copies: This is used to set how many copies you print. For the ¼ page perf/double 2 receipts are printed on one piece of paper, so you will likely want this set to one. For other options, set this setting to 2 if you want a printed copy for your own records.

6. Setup Main Screen Messages

This feature is used to send reminder messages to your staff. Any messages entered here will display across the message center on the main screen in 10 second increments. Click Add, type your message and hit OK to save the message and add it to the list. To remove, select the message from the list and press remove.

7. Disclaimer / Letter Text Setup

You can customize the text that goes into the body of confirmation, deposit request, thank you, cancellation letters, and the check in receipt disclaimer text. For letters, this text is constant and makes up the body of the letter. Specific reservation information will appear along with your standard text for each letter when a letter is printed. You will have the option when printing a

letter to add a special, customized note specific to that reservation. For the check in receipt disclaimer, this text will be displayed directly under the guest's signature. To setup a letter/receipt, select which one you want to change from the list, then type in the text of the body or disclaimer message. Press Save Text when you are finished.

After all changes have been made select OK to save and exit this screen or click on the next tab to continue setup.

Security Tab:

The security tab controls who has access to key areas of the program and which tasks they are allowed to perform. This screen is also used to setup which reports are programmed to run as end of day reports.

1. Set Passwords

If employee tracking is turned off, passwords will be used to validate appropriate access to key areas of CampWorks. When employee tracking is turned on, the user code is used to determine the users access level with the exception of getting into setup, where the administrator password is always required. User code setup will be explained in the next step.

| Employee Name | Code | Access Level |
|---------------|------|---------------|
| Bill | 9816 | Administrator |
| Carol | 1439 | Manager L2 |
| Cheryl | 666 | Manager L2 |
| Coyne | 911 | User |

CampWorks uses 4 different levels of users/passwords. In order from highest to lowest is (Administrator, Manager Level 2, Manager Level 1, User). Passwords can be set and changed for each of the 1st 3. A user access level does not require the use of any password. The default password for the administrator is set to “p”. The passwords can be changed by selecting change and entering your new password.

2. Setup Employee Names & Codes

If employee tracking is turned on in the program flow tab, user codes are used as a fast secure logon to the system for the specific task. User codes are type of password that identifies the user and security access level. User codes are typed into any text box that asks for an employee name or a prompt for a user code. When the user types in their code, CW looks up their name and security access level. It then decides if they are authorized to perform the task (if the step requires security) and if they have clearance then it logs their full name into the employee name field on the screen. To enter a new employee, just click New. Type the name of the employee as you want it to appear in the software and on check in receipts, etc. Tab to the next column and assign a code and the next column to select their security level. In the next step you will assign security levels to specific tasks. To remove an employee just click on the employee name you wish to remove and click delete. To edit an existing employee or code, just double click, make changes and then click on save.

3. Set the Access Control Assignments

You can control when passwords or various levels of security are required for several key operations in CampWorks. Behind each operation you can select a level. Any employee or password equal to or greater in level to the minimum level set will be allowed to perform that task. If user is set, no password will be required and anyone using the program can perform the task.

4. Set End Of Day Report Assignments

The last step in this section is to determine which reports you want to automatically be printed at the end of the day when the *Daily Tasks, Print EOD Reports* menu button is clicked from the main screen. Each report that is selected in the list in this setup screen will be printed or emailed in succession.

After all changes have been made select OK to save and exit this screen or click on the next tab to continue setup.

System Admin Tab:

The System Admin Tab is used to setup your database location (where your data is stored), manage how your data is backed up, modify or update zip codes and change how CampWorks appears on each computer.

1. Setup Database & Networking

Database Path: One of the most important pieces of information to know with CampWorks is where your data is stored. All of your important data (ie guests,

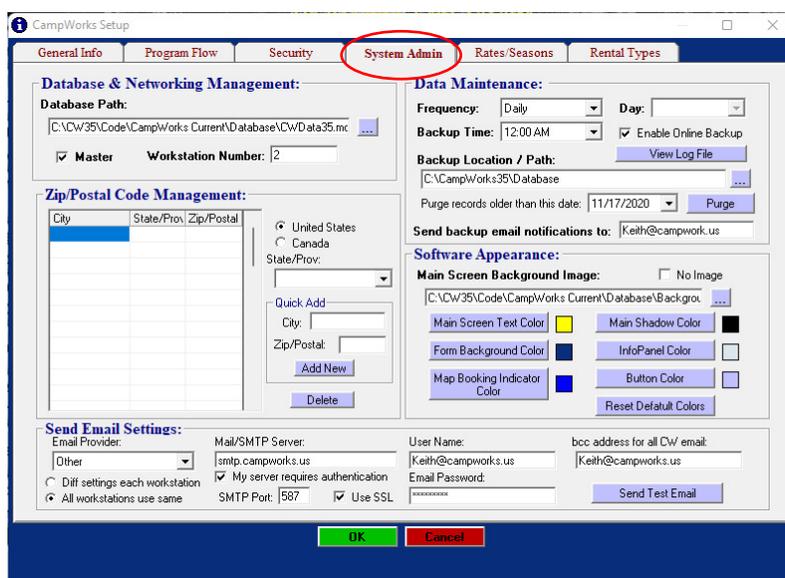
reservations, payments) is stored in a file called a database. The name of the CampWorks 35 database is CWData35.mdb. The default location for this file unless changed during setup is C:\CampWorks35\Database\CWData.mdb on the computer you installed as the Server or Master computer. If you are setting CampWorks up to run on a network, you need to have a logical drive mapped to the Master/Server computer (ie G: drive). If you do not know how to do this consult your network administrator or give us a call and we can help you get it set up. All computers running CampWorks will need to be set to point to this database. You should only have one computer which has your database installed on it. If you install the database on multiple computers and this path gets accidentally changed, data will be saved to the wrong file and the other computers will not be able to see or access it, resulting in double booking or missing reservations. *It is extremely important that this setting is correct on all PCs at all times.* The path should have been specified and setup during the install program and the program likely will not run if it is incorrect. On Server/Master or stand alone installations, the path will be set during install and should not need to be changed. On a client / network install, CW realizes it is a network install and will ask you to select the location of the database when you try to start CW for the 1st time. If you should need to change the database path, press the set path button and browse and select the "CWData35.mdb" master database.

Master: If this PC is the master /server (PC where the database is stored) check master. There are specific tasks that CampWorks only allows the master computer to do. The most notable task only performed by the master is the automated backup which will be explained in the next step. This check box needs to be unchecked for the other computers using CampWorks.

Workstation Number: Set a unique workstation number for each PC. This is used for problem tracking and PC identification. Generally, we recommend you set the master/server to 1.

2. Define Automated Backup

CampWorks can automatically backup your database on any frequency schedule you select. Data can be backed up to a USB device such as a flash drive or a portable hard drive. This will prevent against technical issues like a hard drive failure or corruption of the database file, but won't necessarily protect you against natural disasters, such as fires, floods, or tornados unless



you take the portable drive off site. CampWorks can also backup your data securely to the cloud. As of 3.11 this feature is free and automatic. If enable online backup is checked, your databases will be backed up to our server each night. Upon successful backup, it will send you an email indicating that the backup was successful. If you would like this email to be sent to a different email than your standard email address, enter the email address where you want the backup notification sent.

To setup the automated backup, specify the frequency you would like your data backed up (Never, Daily, Weekly, Monthly). If Weekly is selected, specify which day of the week. If Monthly is specified, select the monthly date. Specify the time of the backup. It is best to set this to a time when CW will not be in use to avoid any conflicts (ie. 3 am). Specify the drive and location of the folder you want CW to do a backup to. The file will be saved as CWData35 and the current date (ie CWData35 10-7-06.mdb). By dating each backup, if there is a problem, you can go back to a backed up copy on each day to determine when a particular issue occurred or to recover back to a certain date.

Important Note: Your master / main PC must remain on for automatic backup to work. Leave your PC on at night.

You can use the Purge records function to clean out your database to improve performance. Simply enter the date that you want to purge to and press Purge. All detail prior to that date will be purged. Guest contact information is not affected by this operation. Also, stay date, rental space # are maintained in the guest profile, but you will not be able to pull up any detail about purged reservations.

3. Zip/Postal Code Management

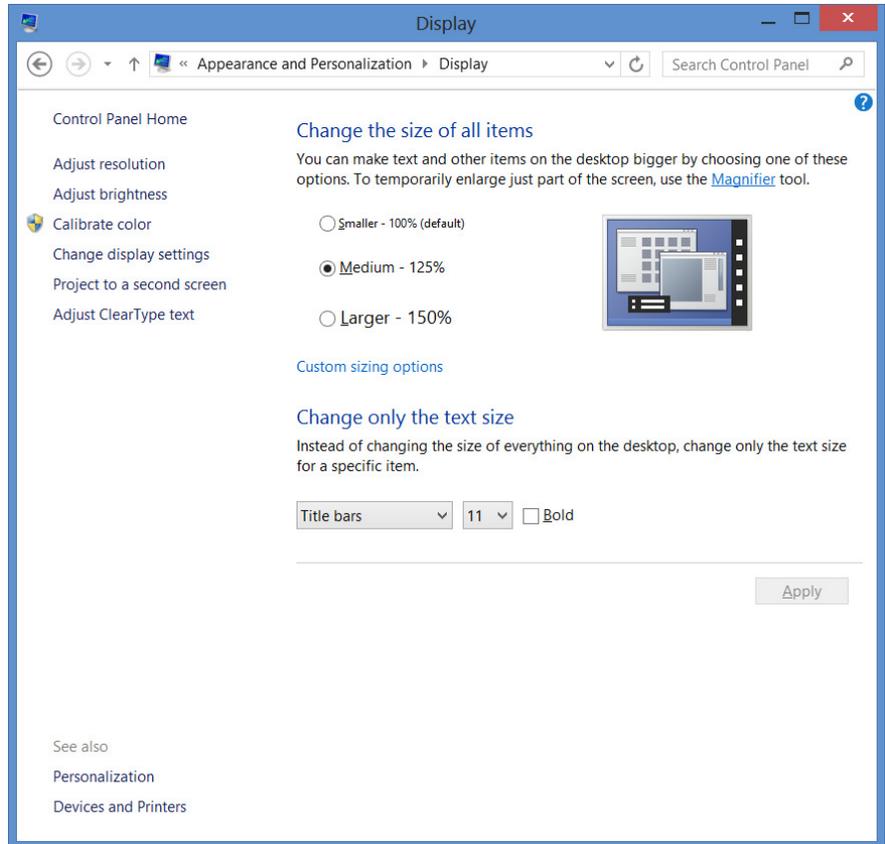
This section allows you to edit the distributed zipcode database. If you find that you need to make changes you can use this feature to add or edit a zip/postal code. Since the database is large, data is not preloaded to save on screen loading time. If you want to edit or add data, select the country and then state or province you want to add or edit then press the load data button and the data will appear in the grid to the left. Use Add New and Save to make changes.

4. Setup the Software Appearance Settings

Main Screen Background Image & Text Color: This option will allow you to change the picture on the background image on the main screen of CampWorks. You can either type the exact path and file name of the image into the text box, or you can press the set path button and find the file you want and add it to the text box. Use the various color buttons to adjust the colors of text, shadows, form backgrounds, panels, and buttons, online booking indicators to your personal preference. Use the reset to default button to set colors back to the original colors.

Change Map Booking Indicator Color: This option determines what color the booked indicator will turn on the map when a site is booked. You should pick a color that stands out from the colors used on your map so booked sites can easily be identified.

Screen Resolution: On computers with high resolution displays, CampWorks screens can look quite small. To make CampWorks appear larger you can adjust Windows as follows to increase the amount of space that CampWorks and other programs take up on the screen. Right click anywhere on open space in the Windows Desktop. Click on Personalize and then select Display. Select the size that suits you best. Typically, Medium (125%) works well for most displays.



Send Email Settings:

CampWorks has many different built in functions to send email. You can email confirmation letters, thank you letters, cancellation letters, monthly statements, send email to guest lists, email us at tech support, etc. These functions send email from your existing email account. To use CampWorks email, you need to set it up here. To setup CampWorks email send capability, you will have to enter your email settings in the spaces provided. You can get these settings from whomever setup your email provider. You can also enter an optional BCC address for all email sent from CampWorks to be sent to (ie your campground email address, so you are copied on everything that is sent from CampWorks and the specified address is put in the hidden bcc address).

If you use Microsoft Exchange as your email provider (GoDaddy hosted email for example), Select Microsoft as your Email Provider and follow the prompts to authenticate your email account to allow CampWorks to send email.

NOTE: Gmail users should use smtp.gmail.com as the server name and 587 for the port and have uses SSL and requires authentication checked. You also need to log into your GOOGLE account to create a password to allow CampWorks to send using your Google account. Follow these instructions to complete your CampWorks Gmail setup:

Gmail Setup Instructions:

1. Open a web browser and log into your google account for the email address that you to have CampWorks send from.
2. Turn on and setup 2 step verification if it isn't already on (follow the prompts to set it up)
3. Select **Security**.

4. Under "Signing in to Google," select **App Passwords**. You may need to sign in. If you don't have this option, it might be because:
 1. 2-Step Verification is not set up for your account.
 2. 2-Step Verification is only set up for security keys.
 3. Your account is through work, school, or other organization.
 4. You turned on Advanced Protection.
5. At the bottom, choose **Select app** and Select OTHER and type in CampWorks. Press **Generate**.
6. Follow the instructions to generate the App Password. The App Password is the 16-character code in the yellow bar on your device.
7. Copy this password and save it somewhere. You will have to enter it on each computer. This is a password that only CampWorks will use to send email through your gmail account. The good thing about this is that if your gmail account password changes, you won't have to change it in CampWorks also. Changing your gmail or google password shouldn't break CampWorks sending email.
8. Tap **Done**.
9. Open CampWorks and go to Setup Options, Software Options, System Admin tab. Paste the password into the email password text box. Also make sure the port is set to 587 and Use SSL is checked.
10. Press OK to exit and save and then go back into this same screen and press the Send Test Email button to test it out. It should send successfully

Tip: You do not need to memorize the password. You should only have to enter it one time in CampWorks and should not need to re-enter it to send emails.

Rates/Seasons Tab

Rates & Seasons setup is a key part of CW's flexibility to meet many different rate system requirements. Through this screen you can setup time periods that your rates for each rental space will apply to. This screen also allows you to setup a second type of rate system called rate codes that overrides the rates for specific rental space.

When creating a reservation in CampWorks, there are two methods of rate charging that can be used. The 1st method, Rate Period/Season method is the most flexible and most common method used. It utilizes rates stored in each rental space along with dates & charge rate selection (daily, weekly, monthly, seasonal), holiday/event/weekend adders and free days, standard occupancies, & extra person charges to define the charges for the reservation. The Rate Period/Season method allows for flexibility to setup special rates for any rental space for any set of dates. You can have as many different Rate Periods (different sets of dates) as you want. In this screen we set the dates and how and when to apply adders for weekends & holidays/events. The actual rates are set in the rental space setup, which is covered later in this manual. When a reservation is processed using this method, a rental space is selected and CampWorks will lookup the rate periods and rates to use based on the dates of the stay.

| Name | Start | End | 6th | 7th |
|------------|------------|------------|-----|-----|
| 2018 | 01/01/2018 | 12/31/2018 | | X |
| 2019-20 | 01/01/2019 | 12/31/2020 | | X |
| 2021 Early | 01/01/2021 | 04/30/2021 | | X |
| 2021 Main | 05/01/2021 | 09/30/2021 | | X |
| 2021 Late | 10/01/2021 | 12/31/2021 | | X |
| 2022 | 01/01/2022 | 12/31/2022 | | X |

| Name | Start | End |
|------|------------|------------|
| 2021 | 04/01/2021 | 10/15/2021 |
| 2022 | 04/01/2022 | 10/15/2022 |

| Type | Name | Apply To | Space Rate | Rate/lt | Adult Rate | Child Rate | Pet Rate | T1 | T2 | T3 |
|-------|---------------------|-----------|------------|---------|------------|------------|----------|----|----|----|
| Daily | Alamo Winnie 30 AMF | Campsites | \$24.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | | | |
| Daily | Alamo Winnie 50 AMF | Campsites | \$27.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | | | |
| Daily | Std Slip | BoatSlips | \$0.00 | \$1.75 | \$0.00 | \$0.00 | \$0.00 | X | X | X |
| Daily | Std Ice House | Cabins | \$0.00 | \$0.00 | \$45.00 | \$25.00 | \$10.00 | X | X | X |

The 2nd method, rate codes, can be used alternatively to the previous method. The key differences are that rate codes are not associated with any particular rental space. You can assign any rate code to any reservation regardless of the rental space, length of stay, etc. Rate codes also can be used to charge per person fees instead of per rental space fees. Rate codes are not quite as flexible, but serve specific purposes (such as you charge \$x / person instead of a rate for the rental space, or you have a rate for different groups of people (ie a AARP rate). Rate codes can be charged as a daily fee, Annual-Anniversary, Annual-Date, or a flat total for the entire duration of the stay (no weekly, monthly, etc). If Annual-Anniversary is selected, the rate will automatically be charged each year on the anniversary of the reservation's check in date. Annual-Date is similar, except you specify what date in the last column of the grid in month/date format (ie 12/01 for December 1st), for when that charge should be automatically charged each year. If you need weekly or monthly rates that get calculated based on length of stay or date changes you need to use the first method explained (Rate Period Method). The rate code method does not make use of the provisions for 6th or 7th day free, weekend or holiday/event adders, extra person charges. Rate codes are not compatible with monthly billing. If you plan to use monthly billing, use the Rate Period/Season method. You can setup as many rate codes is you want and you can have both methods enabled in the system, but can only use one method per reservation. The most common reason to use the rate code system instead of the standard Rate Period / Season method is if you charge per person instead of per rental space (ie.

\$25 / night / adults, \$15/ child, \$5/pet for a Campsite). Also instead of entering discounts, you might rather offer a lower rate to a certain group of customers (ie. AARP Rate Full Hookup: \$22 / night). If you want to charge by the rental space, enter a \$ amount in the Space column. If you want to charge per person/pet, enter the rates in the appropriate column. Note there is no standard occupancy for per person rates (everyone counts). Also note with this method, if you enter a rental space rate and per person rates both on one rate code, both fees will be applied (for the rental space and for each person).

If you choose to use only the Rate Code method you do not need to setup the Rate Periods & Season Dates as well as the Holiday/Event Dates, Weekend Adders & Free Days as they are not used.

1. Define Rate Period Dates

You will need to setup rate periods for any dates you want to have separate rates for. If your rates are constant for the entire year, then create a rate period for the entire year (opening date to closing date). However, if you want to charge different daily, weekly, or monthly rates at various times throughout the year, create separate rate periods for each (ie 2007 Spring, 2007 Mid Season). Rate period dates can be different for each type of rental space. For example, Campsites may have different rate periods throughout the year, but your boat slips only have 1 rate period. These rate period names will appear in the rental space setup and allow you to assign the rate for that individual rental space. Create a new rate period by selecting the rental space type in the drop down box and then clicking on New. Now double click the new name cell in the grid and type a descriptive name for the (ie. 2007), double-click the start date and select it from the calendar and then do the same for the end date (Tip: You can quickly change months or years by clicking the month or year at the top of the calendar, when it is open). The last 2 columns are designated for 6th or 7th day free. This feature allows you to only provide 6th or 7th day rate free options for certain rate periods. Check the options that apply to your situation and press Save. If you have more than one rate period that you want to set, press New again to create another one and repeat the above steps. Repeat the process for each rental space type. Note, that you will get warning messages when trying to create reservations for a future year if you haven't set the dates for future years. To create reservations for future years, you need to also put in rate periods for future years, even if the dates are the same. To edit a rate period, double left click on the cell you want to edit, make changes and press save. To delete a rate period, just select the rate period you want to delete by clicking on it with the mouse and then press delete.

2. Define Season Dates

Seasons are defined as periods of time with a flat fee (ie not daily, weekly, monthly). For example, you could have a Fall Seasonal Rate of \$500 for Sept 1-Nov 30. If Seasonal is selected in the reservation as the charge rate, you will be able to select which Season and the flat rate will be applied. This rate is independent of the other modifiers (weekend adder, extra person adder, holiday/event adder, free days, etc). For example, many campgrounds have Annual rates, where they rent out a site for the year. In this case, you would enter a new Rate Season titled 2007 Annual for Campsites. In the rate setup for the individual rental spaces you will be able to assign the rates for that particular rental space for this Season, much the same as you would for Rate Periods. Adding, deleting, and editing a Season Dates is done the same way as Rate Period Dates.

3. Setup Rate Codes

If you enabled rate codes in the Program Flow tab, this option will be enabled and you will be able to setup rate codes. Rate codes were described above in detail. To enter a rate code, press New. Double click each cell to select/enter information. Note the Duration stay option will not calculate the rate based on length of stay, where daily will. For example, you might have a rate for a specific event where most guests are staying the same length and your fee is a flat rate regardless of the actual stay length (ie Duration/Bike Rally Week std site/\$200). Press Save to save the Rate Code. Modify & delete rate codes the same way as described in the Rate Period Dates section.

4. Setup Holiday / Event Dates

Selecting holiday/event dates gives you flexibility to charge additional rates for holidays or events. CampWorks provides the flexibility to define 2 different Holiday/Event rates. You will be able to specify this charge adder in the rental space setup for each space. In this step you will define what dates pertain to each holiday/event charge adder. Click on the date on the calendar of the holiday/event to add it to the list of holidays/events. Double clicking on a date in the list will remove it. Press the clear button to clear all dates from the list.

Require Minimum Stay: Check this box if you wish CampWorks to display a message reminding your staff that you have a minimum stay length required over a holiday/event. The message will be displayed any time a reservation is being made if:

- Any day of the dates being reserved is designated as a holiday/event AND
- The length of stay is less than the number of days entered in the min stay length box

5. Setup Weekend Adders

If you want adjust your rates up on weekends, you can use this option to efficiently charge Weekend rates without modifying your base rate. Specify what days you want to consider part of the weekend rate charge by checking the days you want subject to this additional charge. You will be able to set the amount of the weekend adder for each individual rental space.

6. Setup Visitor Charges

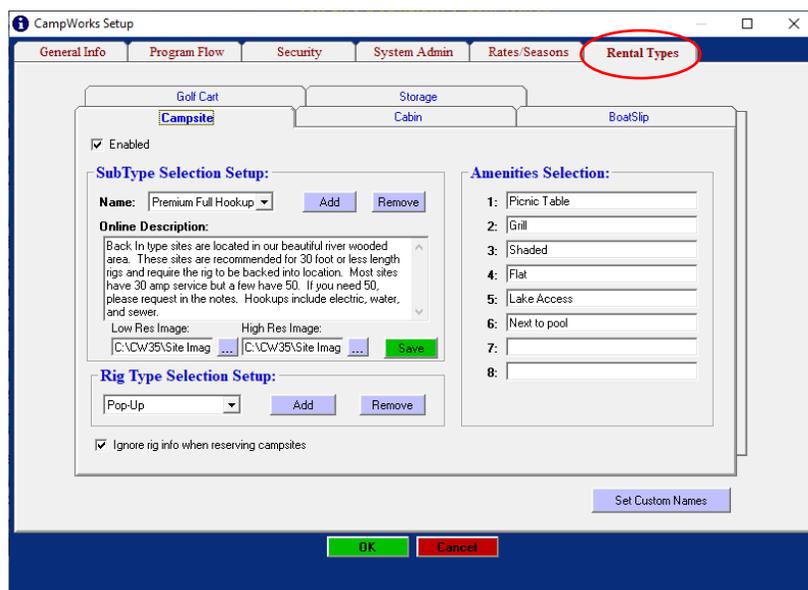
CampWorks has a Visitor Tracking feature that can be used to track and charge visitors coming to visit a current guest. It can also keep track of gate cards and issue deposits and provide refunds when gate cards are returned. If you want to use the visitor tracking features of CampWorks follow these setup instructions.

1. In the standard charge setup on the General Info tab, add a new charge item to be used as the visitor charge. Also enter another charge item for the gate card.
2. Also on the General Info tab, enter a Credit/Discount item to be used when a gate card is returned.
3. For the Daily Rate, select the charge that was setup in step 1 for the visitor charge. Do the same for the gate card charge / credit fields.

Rental Types Tab

The rental types tab allows you to define the type of rental spaces used in your business.

Names/options defined in this screen will be used throughout CampWorks and in online reservations. This allows you to use your own terminology to refer to site and rig types. Note there are separate tabs for each type of rental spaces. The entries made in these tabs, will define what selections are available when setting up each individual rental space. Click the enabled checkbox only on the types you use for your business. The disabled types will be hidden throughout the program to make CampWorks easier to use.



1. Setup Campsite Options

CampWorks allows you to define and name groups of Campsites in your terminology. These site types are used to set rates, filter grid results, search for available sites, shown on confirmation letters, and can be used in online reservations. You should add a new name for each type of site a guest could rent. Examples: Tent, Premium-Full Hookup, Premium-Back In, Water/Electric. If you plan to use online reservations and do not want customers to book, specific sites, you can type a description that will be displayed to the online guest along with the number of that type of site are available for their selected dates. If you would like to add example images for each site type to be used by online reservation guests, select the images you want to be used. The images must be edited to the requested sizes in picture editing software such as paint prior to selecting the images here. The low-res image is displayed in the table with the description. When the user clicks the image the larger image appears in an overlay to give them a better view. For best display online, the low-res image dimensions need to be set to 400x300 pixels and the high-res 1174x880 pixels. Pressing save will upload the images to our server for use with your online reservations.

Use the Add button to define what types of Rigs are allowed in Campsites. For example, you might want to have selections for tents, Pop-Ups, Pull Behinds, Motor Homes, etc. You will be able to decide in the individual site setup screen which ones are actually allowable on that particular site. Add by clicking Add and typing the name. Remove by selecting the item you want to remove and pressing remove. Lastly, type names of any amenities you want to be able to pick from for an individual site. When setting up an individual site, you can place a check next to which ones of these apply.

Setup Cabin Selections

Define types of Cabins in the same way you setup types of Campsites. For example, maybe you have Camping Cabins, Traditional Cabins, and Full Housekeeping Cabins. Setup amenities and descriptions the same as described for Campsites.

2. Setup Boat Slip Selections

Setup the same as Campsite Rig Types. Enter types of boats acceptable. You will be able to select which of these are acceptable for a given slip. Amenities are defined in the same sense as Cabins and Campsites.

3. Setup Room Selections

Define types of Rooms, much as you setup types of Cabins. For example, maybe you have Double No Smoking, King Smoking, etc. Specify any amenities the rooms may have.

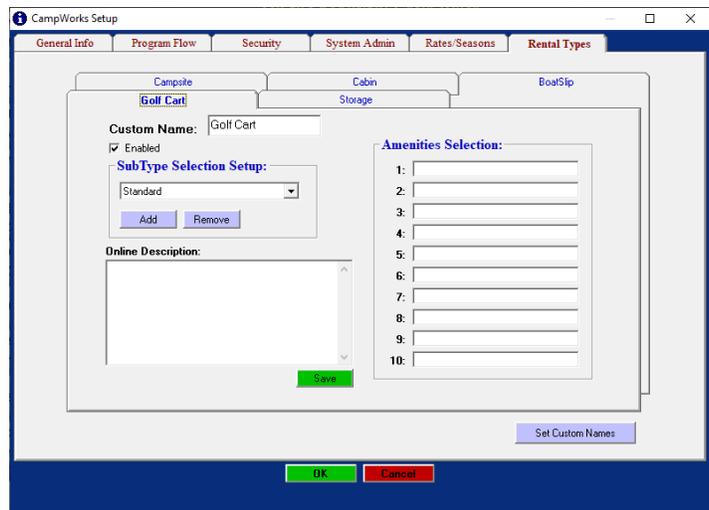
5. Setup Storage Unit Selections

The only selection for Storage Units is the Storage Unit Type. Specify types that you want to group by. For example, Large, Medium, Small.

NOTE: For campsites and boat slip types you can check the checkbox to ignore rig info if that is not important to making reservations for that type (ie all sites exactly the same and can fit any rig).

6. Assign Custom Names

Boat slips, Storage, Rooms now can be assigned a custom name. In the example to the right, Rooms have been assigned a custom name of Golf Cart. This will appear throughout the program and reports now anywhere Room was used. This way you can manage reservations for custom types.



After all changes have been made select OK to save and exit this screen.

Monthly Billing

If you plan to use CampWorks to keep track of monthly billing for space rent, electric meter charges, phone charges, etc, use this section to setup how CW will create monthly charges. If you do not use monthly billing you can skip this section.

1. Enter the Monthly Billing Date Calculation Method.

If Anniversary Date is selected, the monthly statement billing period will be from the check in date through the end of one day previous to the same date next month (ie. 5/1/07 - 5/31/07). If same date each month is selected, the billing period will always end on the same date each month. You enter the date that statements will be created each month in the Bill Date box. (ie. 10 for the 10th of each month).

| | City | State | Bed |
|------------------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> Rent | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Cable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Electric | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Phone | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Basic | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Long Dist | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2. Select the Payment Due Date Calculation Method.

Select the first option if you want the payment to be due x days after the statement date. (ie, 10 if they have 10 days to pay). Select the second option if payment is always due by the same date each month (ie. 15 for 15th of each month).

3. Select the Monthly Site Billing Method.

Select the first option if you want them to pay one month at a time. The first month rent is always charged at check in. Select the second option if you want them to pay all camping charges up front. This option will calculate the site rent for the entire stay and apply it up front. You can still do monthly billing for utilities & misc additional charges. For extra days, either at the beginning or end of the billing cycle, CampWorks can either charge a pro-rated daily rate based on the monthly rate and the number of days setup in the general information screen, or it can charge the standard daily rate, depending on which option you select.

Check the Auto Create Statements if you want CampWorks to automatically create monthly statements. If this feature is on, CampWorks must be left running overnight and on the main screen. Between midnight and 6 am CampWorks will check to see if there are any statements due on that date. If so, any assigned monthly charges & discounts are added to the reservation for the new month, rent is charged for the upcoming month, and the new statement is created. Note statements are not automatically printed in this mode, but can be selected for emailing or printing through the Maintenance, Monthly Billing menu.

4. Enter the Cable Rates.

Enter the standard default dollar amount for basic cable charges. This amount will be the default amount for each monthly bill, but can be changed at the time of billing.

5. Specify Electric Meter Rates.

Base Rate: If your campground charges a base rate each month for electric meter billing enter the dollar amount in the base rate box.

KW-Hour Rate: Enter the electric rate per KW-hour rate in dollars (ie. .04).

Rollover Reading: The max number on your meters before they roll over to zero (ie. 99999)

Automatically Charge Deposit: Select this check box if you want to have CampWorks automatically request a deposit from the guest at time of check in.

Default Amount: Enter the default amount of the requested electric meter deposit.

Note: You can change rates at any time. The new rates will be applied anytime a new meter reading is entered.

6. Enter Telephone Rates.

Enter the standard default dollar amount for monthly basic phone charges. This amount will be the default amount for each monthly bill, but can be changed at the time of billing. Enter the long distance rate you charge per minute if you keep track of minute usage / account (ie. .15 for \$0.15 / minute

7. Select Taxes Applied on Monthly Reservations.

Specify which taxes will be applied for rent and each utility charge. The tax amounts and names of taxes are setup in the general information screen. If you are required to collect a different tax structure for monthly/seasonal reservations than shorter term reservations, you can override the tax structure specified in the rental space setup, by checking the box next to rent. Check the taxes in the rent column that should be applied to monthly/seasonal reservations and these tax rates will be applied on every monthly/seasonal reservation instead of the tax rates specified on the rental space. For each utility, select the taxes that are applicable.

After all changes have been made select OK to save and exit this screen or click on the next tab to continue setup.

Rental Space Screen

You can access the Rental Space Setup in CampWorks by selecting *Setup Options* → *Rental Spaces* from the main menu. If employee tracking is turned on, you will be asked for your user code. If employee tracking was not turned on in setup, you will be asked for the correct password to gain access to the Rental Space Setup, based on the setup options previously entered.



In the Rental Space screen, you will be able to create, modify and delete individual rental spaces for each rental space type (Camp RV/Site, Cabin, Boat Slip, Room, Storage Unit).

Like the software setup screen this screen uses a tab structure to change between the rental space types. The following pages will go through the setup of each rental space type tabs. If your operation doesn't use a specific rental space type, you can skip that tab section.

Campsites Tab

In the Campsites tab you will be able to define and customize each of your Campsites, including rates.

1. Create a New Site

Press New. Enter a name or number for the site. You must have a unique number or name for each site. Alpha-numeric values are OK (ex. 123A, or C19).

2. Select Site Type

Select the site type from the list.

The selection list is populated by what was entered in the Software

Setup Screen, Rental Types tab setup options for Campsites. Setting this selection allows you to search for available sites, display this info on the guest confirmation letter, set rates by site type, and for allowing online guest to select sites by type. NOTE: Any sites not set, will not show up in search by type queries or will not be available online if searching by site type.

Check the Group area space box if you want this space to allow multiple reservations at the same time. This is useful if you have a large area with unlimited spaces such as an overflow area, or dry camping area that you want to allow unlimited simultaneous reservations on this specific area only. If you want to only allow a single group to make unlimited reservations, then uncheck the Allow multiple groups checkbox. If checked the site is completely unlimited. If

| Name | Daily | Weekly | Monthly | Seasonal |
|------------------|---------|----------|----------|------------|
| 2022 | N/A | N/A | N/A | \$0.00 |
| 2021 | N/A | N/A | N/A | \$0.00 |
| 2020 | N/A | N/A | N/A | \$0.00 |
| 2022 | \$45.95 | \$300.00 | \$750.00 | N/A |
| 2021 Late | \$44.95 | \$280.00 | \$700.00 | N/A |
| 2021 Man | \$45.95 | \$300.00 | \$750.00 | N/A |
| 2021 Early | \$41.95 | \$295.00 | \$600.00 | N/A |
| 2019 4th of July | N/A | N/A | N/A | \$0.00 |
| 2018 | N/A | N/A | N/A | \$3,000.00 |
| 2019-20 | \$30.00 | \$200.00 | \$500.00 | N/A |
| 2018 | \$0.00 | \$180.00 | \$450.00 | N/A |
| 2013 Annual | N/A | N/A | N/A | \$2,000.00 |

unchecked, then the site can have unlimited reservations, but only reservations from within the group will be allowed. The site will remain unavailable for any guest not part of the group.

3. Select Site Hookups

Select the types of hookups that are on the site by clicking on the box next to the hookups with the left mouse button. To remove a check, click again. Enter the amps of service for electric sites.

4. Select the Site Access

The site access feature is used to describe in what way the site can be accessed (pull through or back in). Pull through means that the guest will be able to drive straight through without having to do any backing up. A site described as having back in access means that the guest will not be able to drive through. They will either need to back in or back out if they drive in.

5. Select Site Location

The site locations displayed in this frame are those which were established in the Software Setup Screen, General Info tab. Site locations can be used to divide your campground into logical areas. Select the location that defines the group of sites that this site belongs.

6. Select Allowable Rig Types

Select the types of rigs that can be put on this site. You may select as many options as apply. The options you put in this screen will help the person taking the reservation by displaying a warning message if the site is not supposed to accept a certain rig type and the employee tries to make a reservation for that rig type on that site.

7. Select Site Amenities

The site amenities frame can be used to indicate what amenities the site has. The selection list is populated by what was entered in the Software Setup Screen, Rental Types tab setup options for Campsites. This information is not mandatory.

8. Enter Site Rates (optional)

You can choose to enter rates now or do a mass rate change in a later section to set all rates at the same time. If you have many sites that are nearly all the same, you can enter rates now and use the duplicate button to make copies of this site with a new site name/number. In the grid, there should be entries for each of the rate periods and seasons that were setup for Campsites. Double click on the grid cell you wish to enter a rate in and type the new rate. Also enter the standard occupancy, extra person charges for adults and children, and charge for any pets on the rental space. If you do not distinguish between children and adults for extra person charges, you should enter the same amount for both the adults and children extra person charges. This will ensure that charging is correct whether the extra persons are entered as children or adults. Standard reservations will be charged according to the number of site occupants above the standard occupancy. Any number of adults and children over the standard occupancy will be charged the extra person charge either for an adult or a child. If your standard occupancy is setup by adults and children (ie 2 adults, 2 children), you can enter an amount in the children standard occupancy box. For the example shown, you would enter 4 for standard occupancy (which is the total), and 2 for child std occupancy. This will calculate extra adult charges for any more than 2 adults and additional child charges for any more than 2 children.

If you charge an additional fee for weekends or holidays/events enter the amount in the extra weekend charge box and additional Holiday/Event charge box. Holiday/Event dates and weekend charge days are defined through the Software Setup, Rates/Seasons Tab. Note 2 different Holiday/Event adders can be setup. For a holiday that falls on a weekend, extra weekend charges are ignored and the holiday extra charge is used.

Example daily rate setup: Weekday rate: \$20, Weekend: \$22.50, Holiday/Event: \$25.00 Enter \$20 dollars for site rate, \$2.50 for weekend, and \$5.00 for the Holiday/Event.

If the Campsite has more than one amperage of hookup (ie 20,30,50 Amp service) you may want to charge a daily rate based on the type of hookup the guest is using. CampWorks allows adders (upcharge) to be added based on the amperage of the rig. For example, if your standard rate is for 30-amp service and the site has 30/50 capability, you can put in \$2 for the 50 Amp Adder and if a rig with 50 Amp service is put on that site, CampWorks will charge the standard rate + \$2/day for the 50 Amp service. In this case CampWorks would show Daily-50 Amp as the rate code and if 30-amp is \$35/day it would show \$37 as the rate.

9. Select Site Restrictions

Enter the site restrictions - maximum width or length in feet that this site can accept. This information is not required, but you may find it helpful in screening what rigs will fit on what site and eliminating costly mistakes. The rig length & width will be checked against this value and the employee will be warned if the length/width is longer/wider than the length/width allowed in the site. This does not prohibit the employee from making the reservation.

If you set the CampWorks up to allow pets through the software setup screen, the 'allow pets' check box will be activated. Check this option to designate this site as available to have pets.

10. Select Applicable Taxes

Select which taxes are applicable for this particular site. The tax names & rates are setup in the Software Setup, General Info Tab.

11. Enter Site Notes

Enter any specific notes about this site. An example might be: "Large flat site, best to group with 63 and 64." You can also use this space to identify less attractive sites or use first sites. These notes are only for internal use. Guest's do not see these and can also help you to track things like maintenance issues to a site.

12. Optional – Select a Photo of the Site

You can add an image of each site for your records, ease of employees describing the site over the phone, and for use with online reservations. Click Insert Photo and select the image you want to use. Images should be 400x300 pixels and must be edited separately in photo editing software to the proper size before selecting them in this step. If you have online reservations enabled, a copy of the image will also be uploaded to our server for online reservations.

13. Save and Duplicate

Press the save button to save the site. Select the Duplicate button to create another site identical to this one. This button is very useful for quickly adding sites which are all the same. After pressing Duplicate, you will have to enter a new site name/number. If you want to create a new one from scratch, use the New button instead. Repeat until all sites are entered.

Managing This Space Online

If you are using our integrated real-time online web reservations, you can hide sites from displaying online. If you do not want online reservations to be made on this site, then check Hide. If you do not want it to show up during certain dates, then select the starting and ending dates that you want it to be hidden for.

If you have the online reservation option to show the detailed pop-up box enabled, when a user clicks on a site a pop-up with the image and site details will appear. The additional details text will then also be available for the guest to view. This gives you the opportunity to display other details to the guest that were not able to be seen in any other view.

Navigation

You can use the Previous and Next buttons to navigate through the different sites or use the Find button to quickly jump to a specific site. Press Delete to delete the current site you are viewing.

Press Exit to leave the Rental Space Setup or click on another tab to setup different rental spaces.

Cabins Tab

The cabins tab allows you to specify details about each of your cabins. It is very similar to the Campsites screen therefore we will only cover the differences. Refer to the Campsite Tab info above for complete details.

1. Create a New Cabin

Press New. Enter a name or number for the cabin. You must have a unique number or name for each cabin. Alpha-numeric values are OK (ex. 123A, or C19).

2. Select Cabin Type

Select the cabin type from the list. The selection list is populated by what was entered in the Software Setup Screen, Rental Types tab setup options for Cabins. The value selected here will be displayed on the confirmation letter to describe the cabin to the guest.

3. Fill In Room Information

This area is just used to describe the number of total, bedrooms, and bathrooms. Total rooms are displayed on the cabin selection grid when creating a new reservation.

4. Select the Type of Access for the Cabin

Simply specifies whether or not the Cabin is handicapped accessible. This selection is used when searching for a cabin when making a reservation.

5. Select Cabin Location

The cabin locations displayed in this frame are those which were established in the Software Setup Screen, General Info tab. Locations can be used to divide your resort into logical areas. Select the location that defines this cabin's location.

6. Specify Sleep Arrangements

Sleep arrangements indicate how many and of what size beds are in the cabin and how many the cabin sleeps in total.

7. Select Cabin Amenities

The cabin amenities frame can be used to indicate what amenities the cabin has. The selection list is populated by what was entered in the Software Setup Screen, Rental Types tab setup options for Cabins. This information is not mandatory.

8. Enter Rates (Optional at this time)

Rates are entered in the exact same way as Campsites. See the previous section for details.

| Name | Daily | Weekly | Monthly | Seasonal |
|-------------------|---------|--------|------------|----------|
| 2013 Season | \$0.00 | \$0.00 | \$0.00 | N/A |
| 2012 High Season | \$99.00 | \$0.00 | \$1,199.00 | N/A |
| 2012 Winter Rates | \$99.00 | \$0.00 | \$1,199.00 | N/A |
| 2011 High Season | \$95.00 | \$0.00 | \$1,195.00 | N/A |
| High Season | N/A | N/A | N/A | \$0.00 |
| 2011 Winter Rates | \$80.00 | \$0.00 | \$960.00 | N/A |

| Std Occupancy: | Total | Child |
|---------------------|-------|-------|
| Holiday: \$10.00 | 4 | 2 |
| Weekend: \$0.00 | | |
| Extra Adult: \$5.00 | | |
| Pets: | | |
| Extra Child: \$2.00 | | |

9. Select Restrictions

For cabins, the choices are only No Smoking or whether pets are allowed. If you set the CampWorks up to allow pets through the software setup screen, the 'allow pets' check box will be activated. Check this option to designate this site as available to have pets.

10. Select Applicable Taxes

Select which taxes are applicable for this particular cabin. The tax names & rates are setup in the Software Setup, General Info Tab.

11. Enter Notes

Enter and keep any specific notes about this cabin. These notes may be used to keep track of maintenance needs, further describe the site, etc.

12. Optional – Select a Photo of the Cabin

If you have a digital camera, you can take pictures of each of your cabins and put them in your computer. Selecting the Insert Photo button will place a copy of that picture in your c:\program files\CampWorks\temp folder and will display the image in the picture box. This is useful for your employees to be able to describe a particular cabin for the guest over the phone.

13. Save and Duplicate

Press the save button to save the cabin. Select the Duplicate button to create another cabin identical to this one. This button is useful for quickly adding cabins which are all the same. After pressing Duplicate, you will have to enter a new cabin name/number. If you want to create a new one from scratch, use the New button instead. Repeat until all cabins are entered.

The Web Hold section is used for specifying dates to hold this cabin for online reservations. See the section on web reservations later in this manual for further details.

You can use the Previous and Next buttons to navigate through the different cabins or use the Find button to quickly jump to a specific cabin. Press Delete to delete the current cabin.

Press Exit to leave the Rental Space Setup or click on another tab for another rental space type.

Boat Slips Tab

The boat slips tab allows you to specify details about each of your slips. The boat slips tab is identical to the Campsites tab and operates nearly identical. Refer to the Campsite Tab info above for info on setting up boat slips.

Rooms Tab

The rooms tab allows you to specify details about each of the rooms at your resort. The rooms tab is identical to the cabins tab and operates nearly identical. Refer to the Cabins Tab section above for info on setting up Rooms.

Storage Units Tab

The storage units tab allows you to specify details about each storage unit at your facility. The storage units tab is similar to the other tabs. Refer to the Cabins Tab section above for info on setting up units.

Setting & Changing Rates

Select *Setup Options, Change Rates* from the main menu to access the change rates screen. You will either need to enter your user code or a password with appropriate access in order to access this screen. Access levels depend on how you assigned security and access control in setup. In this screen you will be able to do a mass rate change across multiple rental spaces at one time. The screen has various filtering selections to narrow or widen the scope of your changes. You can always go into a particular rental space and tweak the rates on that individual site.



1. Select Filter Criteria

Select the rental space type and subtype (ie Campsite, Premium Full Hookup) that you wish to change rates for. Optionally select only a specific location that you wish to change. Select the hookups and amps that you want to change rates for. Note that rates will only be changed for the specific hookups and amps you select. Select “Any” for all hookup configurations. Selecting “All” for amps will change rates for all amp service ratings. If you do not select any hookups, rates will be changed on no hookup rental spaces. If cabins, rooms, or storage units were selected hookup information is replaced by cabin, room, and unit type selection. Select which rate period you want to change or you can leave this blank and select a season if you want to change Seasonal rates.

A screenshot of a 'Change Rates' dialog box. The dialog is titled 'Change Rates' and has a close button in the top right. It is divided into two main sections: 'Select Criteria' and 'Set Rates'.
Select Criteria: This section is for filtering rental spaces. It includes:

- Rental Space Type:** A dropdown menu with 'Campsite' selected.
- Site Type:** A dropdown menu with 'Full Hookup Back In' selected.
- Location:** A dropdown menu with 'Any' selected.
- Hookup Configuration:** A list of checkboxes: 'Any' (checked), 'None', 'Electric', 'Water', 'Sewer', 'Phone', and 'Cable'.
- Amps:** A dropdown menu.
- Rate Period:** A dropdown menu.
- Season:** A dropdown menu.

Set Rates: This section is for entering new rates and tax information.

- Daily:** A text input field containing '49.95'.
- Weekly:** A text input field.
- Monthly:** A text input field.
- Seasonal:** A text input field.
- Standard Total Occupancy:** A text input field.
- Standard Child Occupancy:** A text input field.
- Extra Adult Charge:** A text input field.
- Extra Child Charge:** A text input field.
- Weekend Adder:** A text input field.
- Holiday/Event 1 Adder:** A text input field.
- Holiday/Event 2 Adder:** A text input field.
- Pet Adder:** A text input field.
- Use These Taxes:** A group of checkboxes: 'City' (checked), 'State' (checked), 'Bed' (unchecked), and 'No Taxes' (unchecked).

At the bottom of the dialog, there are two buttons: 'Change Rates' (blue) and 'Exit' (red).

2. Specify New Rates

Enter the new rates that you want to change. If you want to set the rates for a Season, enter the seasonal rate and select the Season from the drop down box. If you do this, the Rate Period must be blank on the Filter side. If you leave a rate blank, it will not get changed from the current rate. You do not need to enter the \$, just the numbers and decimal. Select which tax rates apply to these sites (mandatory). Select No Taxes if you do not want taxes added to the rates for these rental spaces.

3. Change the Rates

Once all information has been entered, press the Change Rates button to change the rates. A dialog box will appear explaining all changes about to take place and asking you to confirm this is correct before proceeding. Answer OK and a message box will appear indicating a successful rate change. Repeat steps 1-3 until you have set/adjusted rates for all rental spaces.

4. Modify Individual Rental Space Rates

You can change the rates of any one specific rental space by following the instructions in the Rental Space setup for entering rates. You can also verify all rate changes were successful and none were missed by paging through rental spaces and verifying the rate information.

Date & Rate Rules

If you have special circumstances and the standard setup can not completely satisfy your needs, you can use the Date & Rate Rules feature to modify rates based on specific circumstances. This is an advanced feature and should be used with caution as it is very powerful and should be tested very thoroughly both inside of CampWorks and with Online reservations to ensure your rules are applying the correct rates and date restrictions. Just a few examples of what can be done with this feature include:

- Minimum stay of 2 days for cabins during peak season
- \$2 reduction on base rate for campsites on Tuesdays or Wednesdays
- 10% Rate reduction in Late Fall Season for campsites
- \$5 additional charge on campsites if Rig has 2nd AC

To access the Rate & Date Rules Setup click on Setup Options, Date / Rate Rules from the CampWorks main menu. Your setup password is required to access this screen.

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:** 50Amp2022 Enabled

Conditions:

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

Apply to SubTypes: Premium Full Ho Group Area Dry Camping Area

Rate Period: 2022 **Rig Includes:** 50 Amps **Stay Length:** _____ days

Rental Space: _____ **Day is:** _____ day of stay

Total People: _____ Stay includes a holiday

Actions:

Daily Rate: _____ **Pets:** _____

Weekly Rate: _____ **50 Amp:** =5\$

Monthly Rate: _____ **Weekend:** _____

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

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

Deposit: _____ % 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

To enable / disable all rules click the checkbox at the top. The table in the bottom half shows all of the rules that have been created. Click on a rule to show the rule details in the fields in the top portion of the form. If you want to make changes to the rule, click Edit Rule button, make changes in the fields for the selected rule, and then press save.

Creating your first rule: Click Add New Rule at bottom left. Select the type of rule (Date / Rate). The type defines what the actions will be if the rule applies (restricting dates or modifying rates). Different fields are available depending on which type is selected. Next give the rule a name and check enabled.

Set Conditions: Now you select what conditions you want to invoke an action. All conditions must be met before the defined action will be performed. If any condition is not true then the rule is skipped (not applied). There are several conditions you can select:

Rental space type: Self explanatory

Rental space sub type: If none are selected, then the rule will apply to any subtype. If specific subtypes are selected then the guest's reservation is compared to see if it is one of the checked subtypes.

Rate Period: If a rate period is selected, then the rule will only be applied to the part of the stay during the rate period (ie increase rates during days that are in the Peak 2021 Season rate period). If no rate period is selected then the rule is assumed to apply to all rate periods (ie Always apply 2 day minimum on cabin reservations)

Rental Space: If a specific rental space is selected, then the rule will only apply to reservations on that rental space. If no Rental Space is selected then the rental space of the reservation is not considered.

Stay includes a holiday: If any day of the stay is setup in CampWorks as a holiday date.

FOR RATE RULES:

Day Is: If the current day of the reservation is one of these then apply the action. (ie \$5 off on Tuesdays). Enter days using 1st 3 letters of the day separated by /. For example: Tue/Wed/Thu

Rig Includes: Select one of these options to apply an action (ie if Rig has 2nd AC, then increase DailyRate by \$5)

Stay Length: Apply actions if stay length meets criteria (ie if staying > 5 days, reduce daily rate for all days by \$2)

Day is nth Day of Stay: Apply actions only on days that meet this criteria (ie set rate to \$80 on Cabin 2 during peak season on 7th and greater day of the stay)

Total People: Apply an action based on total people on the reservation (Cabin rate normally based on 6 people, reduce rate if only 2 or less people staying in cabin)

FOR DATE RULES:

Booking Date: If the booking date meets this criteria then apply action. (ie Only allow reservations check in / out days if booking after a certain date).

Set Actions: Now that you have defined the Condition, you can specify what actions you want performed. Any items with values will be executed.

Rate Actions: Rate actions are used to modify rates if the condition is met. All rate actions use the following format. First character is one of (+, -, =), Middle section is the amount, last character is either \$ or %

- Use + to increase a rate
- Use - to decrease a rate

- Use = to set the rate to a totally different value
- Amounts can be any numeric value (ie 5,5.00, 2.25)
- For the last character use \$ to modify the rate amount in dollars
- For the last character use % to modify the rate amount by X%

Examples:

+5\$ Increase rate by \$5 from normal rate
 +5% Increase rate by 5% from normal rate
 =50\$ Set rate to \$50

You can use this method to modify any of the various rates (daily rate, weekly rate, monthly rate, extra adult charge, extra person charge, pet charge, 50 amp adder, weekend adder, holiday 1 adder, holiday 2 adder

If the rule is to increase the DailyRate by \$10 on Campsites during the Peak 2021 Rate Period and the normal rate is \$40, then during peak 2021 season campsite base rate would be calculated as \$50 and then any normal adders are applied after that point if they haven't been modified by a rule (extra people, pets, 50 amp, etc)

To modify the deposit required (ie pay in full if stay includes a holiday date), select the deposit required and % or \$ amount if applicable.

If you want to disable discounts (ie No Discount if stay >6 days), check the No Discounts box.

Date Actions: There are 4 date actions that can be used. In CampWorks the date actions will invoke a message, but allow the user to continue anyway so you can override the condition if you want. However, for online reservations the action can not be overridden.

Min Stay: Require minimum stay of ___ days

Max Stay: Maximum reservation stay length of ___ days

Check In Only On: Only allow check in on specific day(s) of week. For example, if you have cabins where you only rent by the week and check in is always on Friday during peak season, you can specify Fri as the only check in date allowed. If you allow multiple days use the / separator. (ie Fri/Sat)

Check Out Only On: Only allow reservations to be made with checkout on a specific day of the week. Same method as above but applies to check out.

Press save to save your rule. You can also select a rule and press delete to remove it. Also, you can disable individual rules as needed. This can be useful also for testing purposes to make sure rules are applying properly. Be cautious of developing rules that contradict each other. If online reservations are enabled, the same rules will apply to online reservations and will be set when you exit this setup screen.

Printing Options Setup

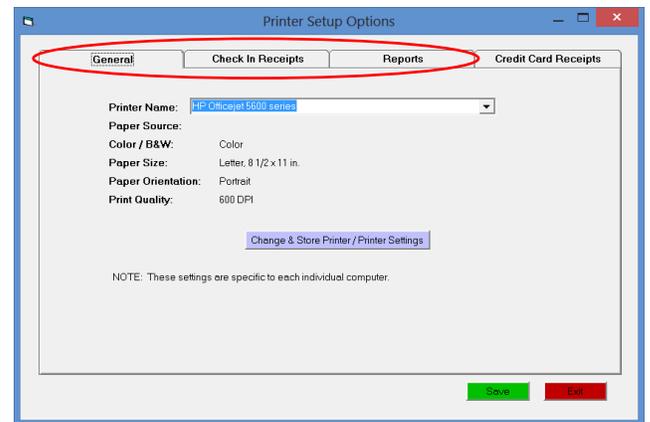
The printing options setup controls CampWorks printing functions. You can specify the printer & settings to be used for credit cards, reports, check in receipts, and general printing (all other printing within CW). For example, you might have a printer with 2 different trays. You use 1/2 sheet paper size for receipts, but use whole sheets for reports. Using the printing options setup you can tell CW to use Tray 1 for any receipt printing jobs and tray 2 for report printing. This feature eliminates having to adjust printer settings or manually switch printer trays before each type of print job. These settings are specific to each computer using CampWorks and will need to be setup on each computer.



General, Check In Receipt & Report Printer Setup:

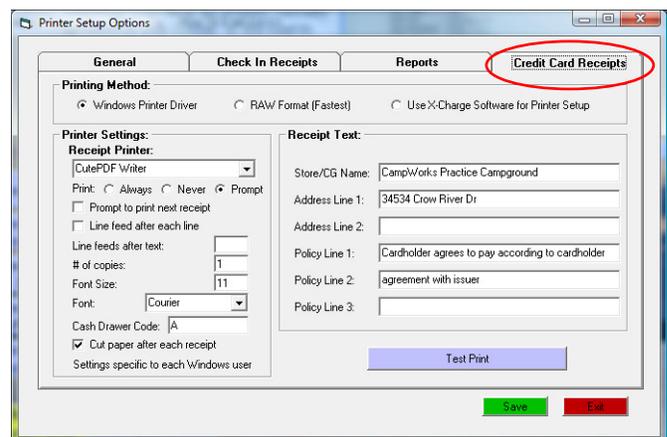
The General, Check In Receipts, and Reports tabs all use the same format. First select the printer that you want to use from the printer name selection box. These selections come from the printers currently installed on your system. If you want to assign a new printer, it must be installed within Windows before it will appear in this selection. This will load the Windows printer setup dialogue screen specific for the selected printer. While there are many options in the printer setup, only the listed parameters (Paper Source, Color/B&W, Paper Size, Paper Orientation, & Print Quality) will be saved and used for the specified type of printing.

NOTE: You must press the Change Printer Settings button to save a printer selection.



Credit Card Receipt Printer Setup:

Select a receipt printer the same as above. There are 3 options for printing credit card receipts (Always, Never, or Prompt which will ask the user if they want to print a receipt). Checking line feed after each line will place an additional character feed or line space after each line. Line feeds after receipt will add additional space between receipts. # of copies determines how many to print and font size will adjust the fonts used on the receipt. These settings are specific to this computer. You may need to test different settings with your specific printer to determine which settings work best. Fill out the receipt text that you want displayed on each credit card receipt. This text is not specific to this computer. The policy lines will display below the cardholder signature.



CloverConnect Payment Card Processing



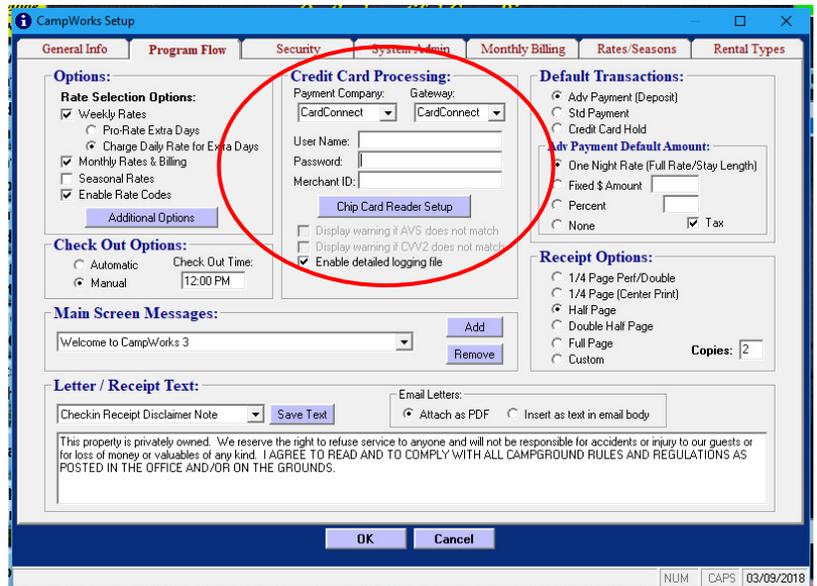
Our integration for payment card processing is with CloverConnect. CloverConnect provides a well-rounded service with the best combination of processing technology, cost, and technical support. They offer the latest technologies such as (such as point to point encrypted chip card equipment) and a clean and simple CardPointe web reporting interface so you can easily see the status of your transactions and account. CloverConnect is seamlessly integrated into CampWorks and is fully PCI compliant. All sensitive data is stored at CloverConnect and not on your system, keeping CampWorks and your business PCI compliant. To find out more information on whether CampWorks integration with CloverConnect is right for you and to get started, visit <https://integrate.clover.com/partner/campworks>

Setup Instructions for CloverConnect Payment Processing:

Once you have decided to utilize CloverConnect as your payment processor setting up the integration with CampWorks is pretty simple. You will fill out an application with CloverConnect who will then setup an account for you and will provide us with the credentials necessary to process payment cards. We will test the credentials and will then send you the welcome email with your credentials to enter into CampWorks so you can begin processing credit cards.

1. Setup CampWorks Integration

From the main screen, select Setup Options, Software Options and click on the Program Flow tab. Select CloverConnect as your payment processing company and CloverConnect as the gateway. Enter the UserName, Password, and Merchant ID provided in your welcome email.



Address verification and CVV are managed via your CardPointe

Administrator panel directly with CloverConnect and are disabled in our setup. Leave detailed logging off unless instructed by VisualWorks.

If you want your employees to be able to accept Tips via credit card check Accept Tips.

2. Hardware Setup

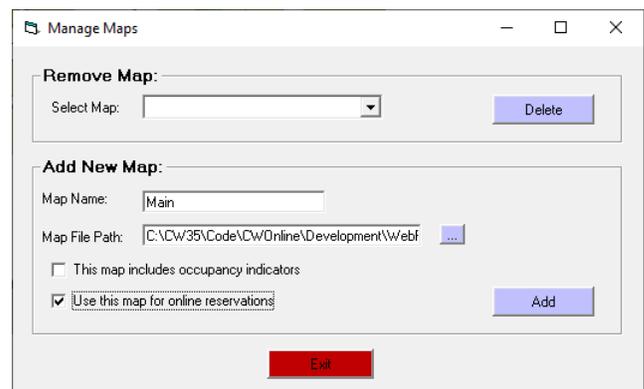
If you only plan to manually enter credit cards or to use an encrypted USB card swiper, then no further setup is required. If you will use a chip card reader provided by CloverConnect, click on the Chip Card Reader setup button and enter the credentials provided in your welcome letter for the chip reader hardware and the Hardware Serial Number displayed on your chip card reader's screen.

Map Setup

CampWorks includes a mapping feature that will visually show the status of individual rental spaces for the selected dates. The following instructions will help you to create the map file and hot spots on the map.

1. **Create/preparing the map file.** You can have as many different maps as you want. If you have a large number of rental spaces, you may want an overall map as well as maps of each section of your property to provide more detail. If you only have a paper copy of your map, you can use a scanner to digitize the image. If you have an existing digital map file, you can use an editor such as Windows Paint or free software such as Gimp or other picture editing software to crop and edit the image as necessary to create the map files. Lastly if you do not have an existing map, you will have to create maps from scratch using Paint, Gimp, or any other drawing program.
 - a. Cropping instructions for Windows Paint:
 - i. Open the file
 - ii. Use the selection tool to select the desired region 
 - iii. Copy the selection
 - iv. Open a new Paint file and paste the selection in
 - v. Save the new file as your cropped map. If you plan to use this map as your online reservation map (can only use one map for online), then the format MUST be saved as a PNG image (.png file extension)
 - b. Resizing instructions for Windows Paint: You may need to resize the image to best fit your monitor. The map form resizes to the size of your monitor, so there is no one best resolution we can recommend to make your map files. You should experiment with this to determine what looks best on your monitor. It is very important, however, that you get the size the way you want before you setup the map hot spots. Resizing the map after hot spots have been created will result in hot spots in incorrect locations and they will have to be redone.
 - i. Open the file
 - ii. Select Image, Resize/Skew
 - iii. Adjust the % for both vertical and horizontal to the desired size
 - iv. Save the image (png format if planning to use online)
2. **Place your map files correctly.** Your map files need to be stored in a location that all networked computers can access. This location is in the images folder that is in the same folder as your main database folder. The default install location is C:\CampWorks35\Images. Copy all map files into this folder.

3. **Assign Maps in CampWorks.** Now we are ready to load your map files into CampWorks and tell CampWorks where each rental space is on the map file.
 - a. Select Reservation Grid/Map, Reservation Map from the main menu.
 - b. The following screen will appear. Enter the name for the first map.



This will be the name that is shown in the drop down box that users will use to select a map.

- c. Next select the map file for this map. You can use the icon to the right of the filename box to browse for the map file. If you followed instructions from the previous step, your files should be in the CampWorks35\Images directory.
 - d. Leave the first checkbox unchecked. Legacy maps where the occupancy symbols were drawn onto the map when the map is created should have this option checked.
 - e. If you plan to use this map as your online reservation interactive map then check the second box. The file format must be a png format. Note: You can only use one map for online reservations.
 - f. Click Add to save the map setup. Do this for each map.
4. **Setup Rental Spaces on Maps.** Now we are ready to tell CampWorks where each rental space and indicator is on each map.
- a. Select the map that you want to work on in the drop down box.
 - b. Click on edit mode.
 - c. Define the 4 coordinates of the corners of each rental space. This will be the region that when clicked will invoke an action on that rental space (edit space, display space details, create reservation). With your mouse, click on one corner of the first rental space. Now click on the next closest corner. Click on each corner of rental space until the 4th point is selected. At this point a new window will appear.



- d. Select the type of rental space. Select the rental space number/name from the dropdown selection.
- e. Set the fill indicator position. Click on the Select button by Fill Indicator Coordinates. Use your mouse to position the crosshairs of the cursor on the position of where you want the indicator circle to be shown. The circle can be anywhere you want. It does not have to be completely inside or outside the 4 points that you defined as the clickable area for the rental space. See image below for example of completed map in edit mode showing fill circles and click hotspots. Click the left mouse button to select the position. Coordinates should appear in the X & Y text boxes.
- f. Complete this procedure for all rental spaces until all hot spots and indicators are setup. If you need to edit an individual point, double left click inside the hot spot to open the hot spot editor and make appropriate changes.

Example of completed map:



- g. If this is the map you want to use online, click the Upload button (top right) to upload your map and map coordinates to our server for use in online reservations. Guests will have an option to see availability results and select sites either using the table or the map view.

Networking Setup

Networking computers for CampWorks is a fairly easy process assuming you already have a functional network. There are 4 main steps to this process.

1. Setting up User Accounts in Windows on each computer
2. Setup a sharing & security on the master/server computer
3. Map a network drive on each slave/networked computer
4. Set the network path in CampWorks on each slave/networked computer

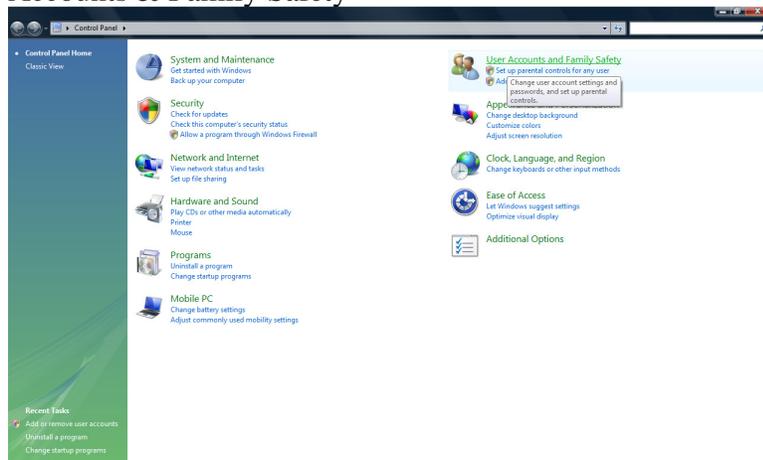
NOTE: The screen shots in this guide are from Vista, however, the process is very similar in all versions of Windows (including Windows 10)

1. Setup User Accounts in Windows

In order to properly network your computers and run CampWorks smoothly, it is important that you setup appropriate user accounts. For the best security we suggest that you setup 1 standard user type account for your employees to logon to windows for each computer. You will also need to have 1 administrator account. However, if you do not have employees or are not concerned with controlling administrative privileges you can just use the administrator account. We do not recommend having multiple user accounts for different front desk users, employee tracking in CampWorks will monitor individual users.

CampWorks stores all information in either of 2 places (database or system registry). CampWorks stores the important shared data (reservations, guest info, etc) in the CWDData35.mdb database file, which can be accessed by all computers and users on the network. Computer/user specific data (printer settings, grid display preferences, etc) are stored in the windows registry settings for each user. What this means is that these settings have to be setup for each different user.

To setup Windows user accounts, go to the Windows Start icon and open Control Panel, select User Accounts & Family Safety

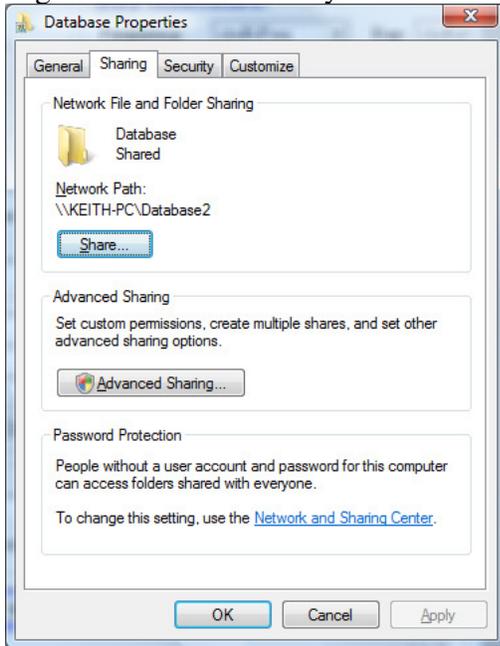


Select Add or Remove User Accounts. Create a New Account. Give the name such as FrontDesk-User and select Standard User and then Create Account. Now select the new user account and setup

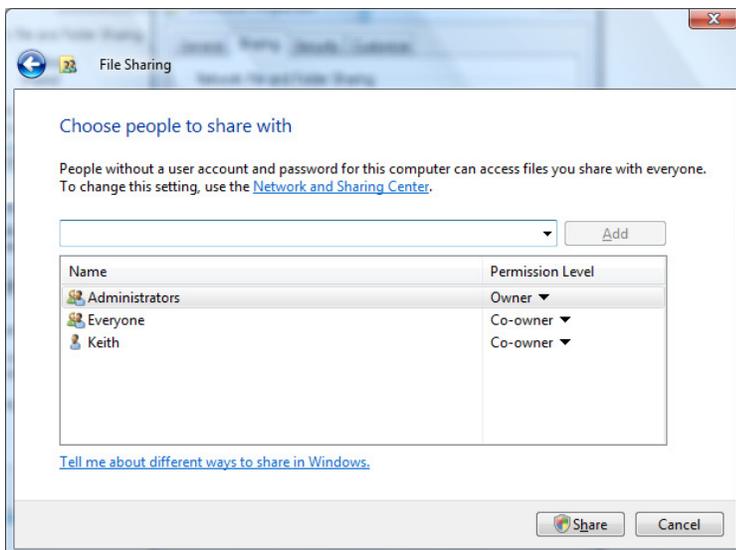
a password for it. Note this information for your employees. This will be the standard account they will log on to and password to enter if they need to startup the computer.

2. Setup sharing & security on the master/server computer

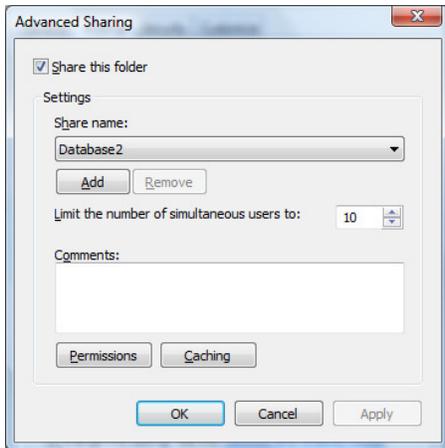
To setup sharing, first logon to the master/server computer with an administrator type account. Right click on the folder you want to share and select properties. Click the sharing tab.



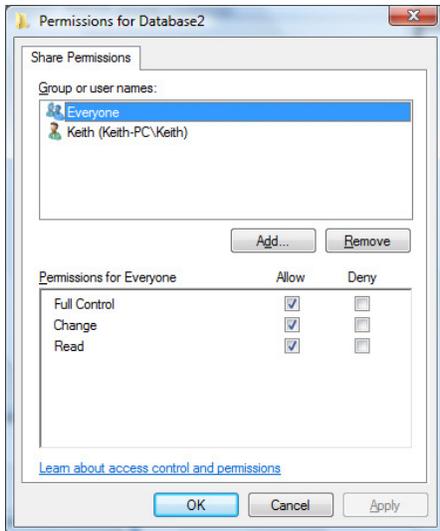
Select share. If Everyone isn't on the list type it in the box and press Add. The default will be set to Reader access. Change this to Co-Owner. Click Share at the bottom.



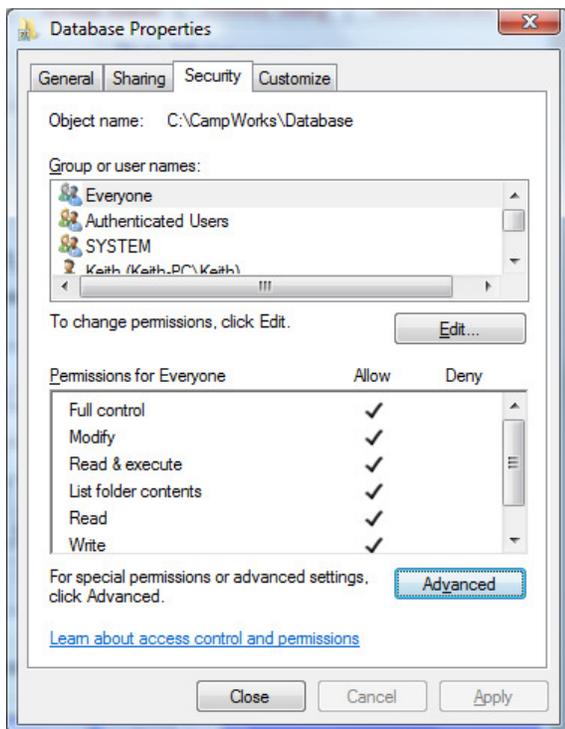
Click on advanced sharing



Select Permissions. Click on user Everyone and make sure Full control Allow is checked. Press OK.



Click OK back to the main database properties window and click on the security tab. If everything was done properly you should see that Everyone has full control set to allow.

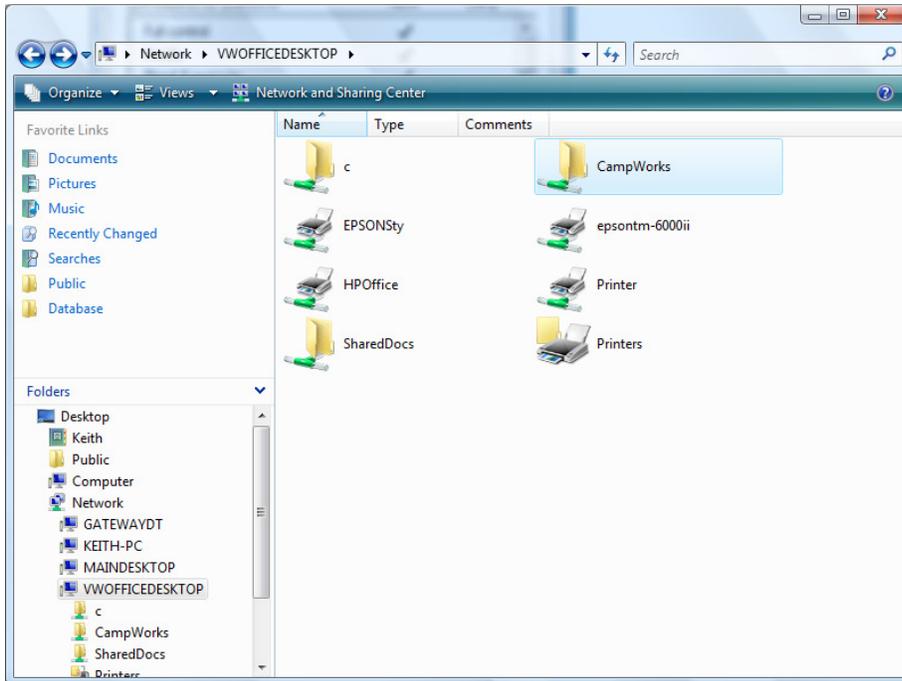


Now every computer on your network should have access to the database folder and be able to access the CampWorks database.

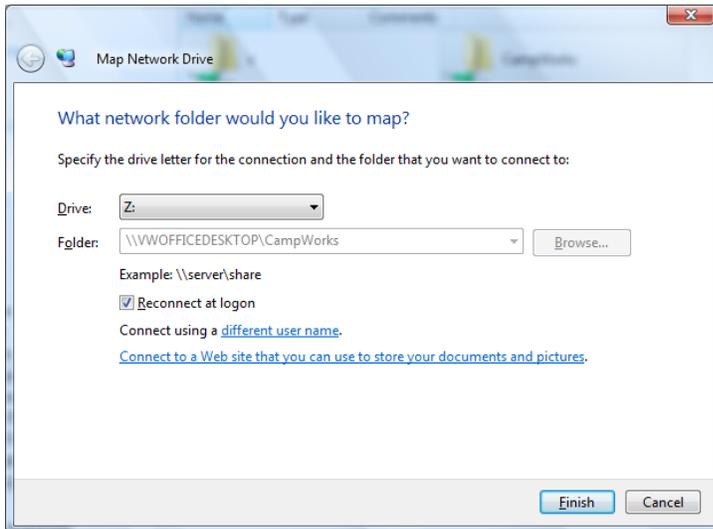
3. Mapping a network drive

Now, in order to easily access the shared directory, we need to map a drive letter to this network connection so we can easily refer to it as if it is another disk drive (ie G: drive) on each networked computer. On the networked computer, log on with the account that will run CampWorks (ie. FrontDesk-User).

Click on Network from your windows start menu. You should see a list of computers on your network. Select the master/server computer. You should then see any folders/printers, etc that have been shared. In the list you should see the CampWorks folder that we setup above. Right click on the CampWorks directory and select Map Network Drive.

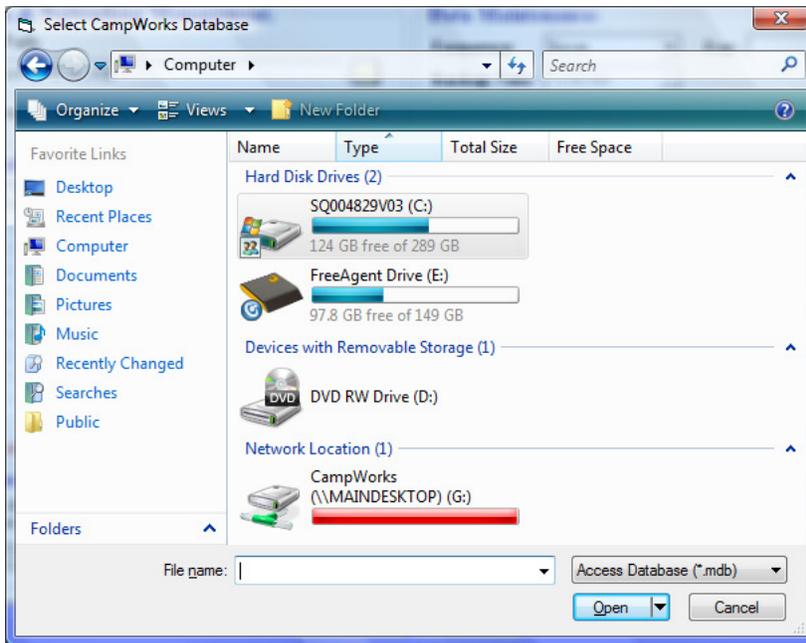


Select the drive letter that you want to use for this connection and make sure that reconnect at logon is checked. Press Finish.

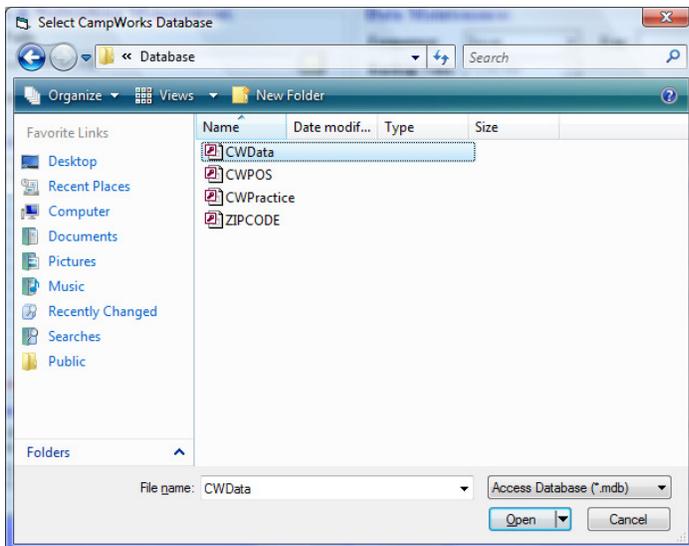


4. Setup network path in CampWorks

On each networked/slave computer go to Setup Options, Software Options. Select the System Admin tab. Click the ... to the right of the network path box. A new window will open where you should be able to select the new drive we just mapped. It should be at the bottom under network locations.



Click it then navigate to the database folder and select the CWData35 file.

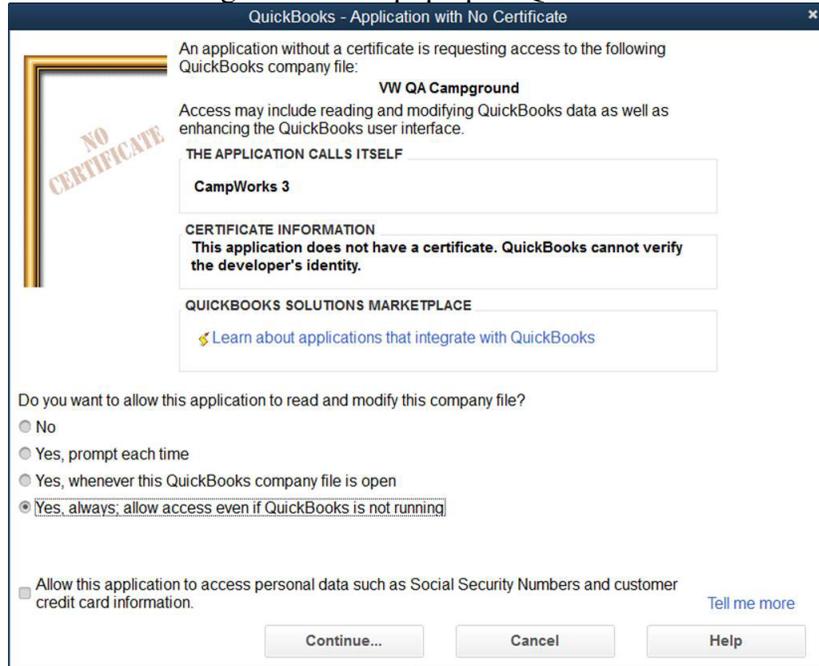


Press Open. And then OK in CampWorks to save the changes. This computer should now be networked. If you go into the Reservation Grid, you should see the same reservations as the master/server computer. Repeat steps 3 & 4 on each networked computer.

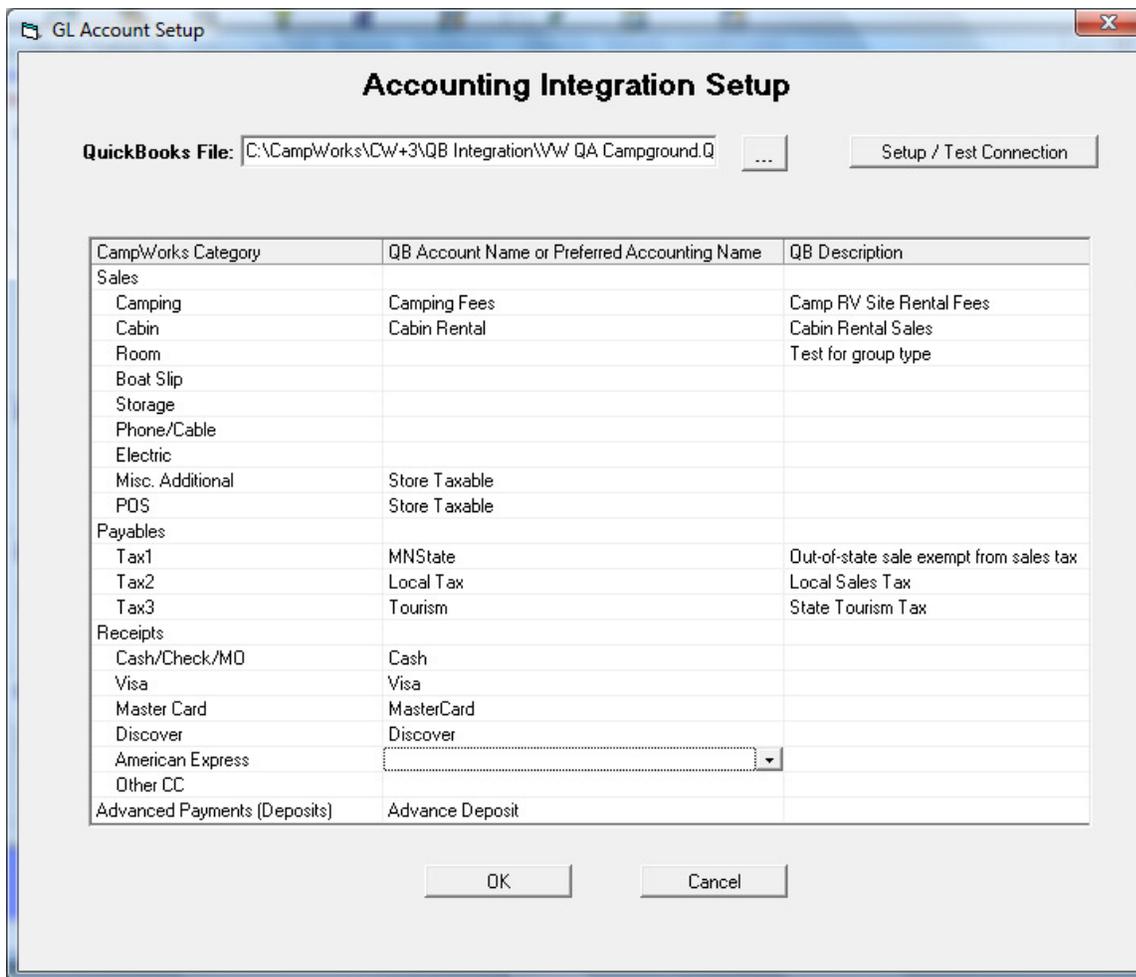
CampWorks QuickBooks Integration / Setup

CampWorks is compatible with QuickBooks 2010 and later desktop editions. Follow the instructions below to setup integration between CampWorks and QuickBooks. It is important to follow the steps exactly and completely for the integration to be successful.

1. Download and install the QuickBooks integration library from our software updates web site. <http://www.campworks.us/index.php/support/software-updates>
2. Open CampWorks by right click on the desktop icon and selecting **run as administrator**.
3. In CampWorks from the main menu select Setup Options, Software Options and the General Info tab. Click the button in the Accounting Integration to open the integration setup screen. Select your QuickBooks file and press Test/Setup Connection. This should be the first time connecting with QB, and therefore a prompt should appear. Follow the directions in this prompt to now open your Quickbooks software by right clicking and selecting to **run as administrator**. Open your company file if it didn't automatically open.
4. Now switch back to CampWorks and click on OK in the prompt that was open.
5. The following box should pop up in QuickBooks:



6. Select Yes, always allow access and leave the bottom option unchecked. Click continue.
7. Click Yes, then Done.
8. CampWorks and QuickBooks are now connected and on “speaking terms”
9. Now in the open CampWorks Accounting Integration Setup screen you can link CampWorks categories to any corresponding item in QuickBooks. When you click in the QB Account Name... column, a drop down selection should appear with all QuickBook Account Items that can be mapped to the CampWorks category. Select the item appropriate for each CampWorks Category. For example, CampWorks Camping Sales might be mapped to the category in QuickBooks called Camping Fees. The description is also pulled in from Quickbooks. Under the POS section, there should be one entry for each POS category entered into the POS module. You may want to keep this in mind when setting up your POS categories.



That completes the CampWorks / QuickBooks integration setup.

In QuickBooks you can manage your connection to CampWorks by selecting Edit, Preferences, Integrated Applications, Company Preferences, then select CampWorks 3 and edit properties / enable or disable access. If you ever have problems connecting, you should verify that CampWorks is still enabled in this area in QuickBooks.

Daily Use:

Whenever you want to transfer information to QuickBooks, go to the main screen of CampWorks and select Management Tools, Daily Tasks, Export to Accounting Software. CampWorks will show you the last date transferred. You can select what dates to transfer and if you want to transfer transactions for each date or as one complete entry (for example if you were closed for that period of time and there was no data, CampWorks could do just one 0 entry instead of every date of zeros.) Once you press Export the data will transfer and should be available in QuickBooks.

For each transfer period (usually each day) and each different payment type (cash, Visa, Mastercard, etc), a payment will be put in undeposited funds. So if you took in a total of \$800 in cash for that day and \$300 on Visa, there will be 2 payment entries from CampWorks entered into QuickBooks, one for \$800 currency type cash, the other for \$300 Visa. Below is an example. Again the customer and memo fields are filled out for tracking purposes.

CampWorks Real-Time Online Web Reservations

CampWorks supports real-time online reservations through your own web site as an optional subscription option. This feature enables you to take reservations 24 hours / day, 365 days / year automatically through your web site. The system shows an accurate current rental space availability list to your web site guest, allows them to search and pick a rental space or type of rental space, enter all important information, pay for it, and automatically books the reservation right into your CampWorks system. All you have to do is watch for the blinking indicator in CampWorks that a new online reservation has been created and to review and confirm the reservation by clicking on send confirmation letter. Note that at this time the online reservation system only supports daily and weekly reservations. Monthly or Seasonal reservations should be encouraged to contact you directly.

To use integrated online web reservations there are several key requirements:

1. You must have an internet connection & router.
2. You must leave your master/server computer on at all times with our Web Reservation Service running silently in the background.
3. You must use one of our integrated credit card processing to take payments.
4. You need to have your own web site to display our online reservation booking screens.

Online Reservation Setup:

Through the web reservation setup screen you have complete control over the web reservation process, payment methods and amounts, colors, and display text and items. Access the setup screen through the button found in Setup Options menu.

Enable Real-Time Web Reservations

Enable Real-Time Web Reservations

IP Address: 68.84.16.111 Static Port: 31002

Charge Amount:

Fixed \$ Amount: 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: WebBookingFee

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 Request Tow Info

Require Rig Length/Width Disable Rig Width Check

Require Rig Year Request Slides Info

Require Pet Quantity 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

Online Reservation Types:

Campsite

Cabin

Room

BoatSlip

Appearance:

Availability Columns to Show:

Campsite

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>

1. **Enable Real-Time Web Reservations:** Clicking this will enable or disable whether web reservations will be available on your web site. Note this does not turn off your subscription. To turn off your subscription to online reservations, you must go into the purchase options and uncheck the web reservation option, which will also disable the background web reservation service running on your PC.
2. **Enter IP & Port#:** Enter your external facing IP address. You can find this by opening a web browser and typing www.whatismyip.com. A web site will appear that displays your IP address. Enter this address here. Next you must select a port number that CampWorks will use to communicate with the web site to pass reservation information back and forth. You can use any unused port number. To find a port # to use type cmd in the Windows Start menu. This should open up a window where you can type a command. Type netstat and press enter. A list of numbers should appear in the window. The list will have IP addresses and port numbers that are currently being used. The IP address is the part before the : and the port number is after the : For example 127.154.6.21:20010 would have a port number of 20010. Pick a number that is not being used. We recommend using a number in the 20000-30000 range as they are seldom used by other programs and will help to avoid any other conflict. Type the selected number into the Port field. If you have a static IP and your IP address will never change, click the Static IP checkbox and CampWorks will not look for changes to your IP address.
3. **Charge Amount:** This specifies how much of the total fee is to be collected at time of booking for this web reservation. If you select fixed amount, make sure that amount can never be more than the potential amount due at booking or you may owe the guest a credit at check in. Other options include a % of the total (enter just the number no decimal or % sign, 50% is entered as 50).
4. **Credit Card Processing Setup:** If you are using CloverConnect, you can select the option to use the same account as CampWorks, or to enter parameters for a new account if you want to track online reservation payments separately.
5. **Online Reservation Types:** Check each type of rental space that you want to be available for online reservations. Note you can further refine whether each specific rental space is shown or not by checking the “hide” checkbox on the setup screen for each rental space you wish to exclude. See the rental space setup section for more information.
6. **Online Discounts:** Click add to enable a discount to be selected and applied by an online guest. After pressing Add, click on the Discount Name selection list in the new row of the table to select what discount you want to allow online. See the section on discount setup earlier in this manual to setup CampWorks discounts. If you want to require guests to enter their membership number select the checkbox. Note, CampWorks does not connect to any external systems to verify validity of the discount. This is up to you to validate. If no selection is made for online discounts, the discount selection will not appear in the online form.
7. **Vehicle Charge:** If you have a per vehicle charge, you can set it up here. First make sure it is setup as a standard charge item in CampWorks (see Standard Additional charges section

earlier in this manual). Any standard charges in CampWorks will be available on the selection list. Select your per vehicle charge from the list. If every reservation will have at least one vehicle charge (mandatory), enter 1 for the Min quantity. If you want to allow your guests the option to enter 0 for vehicles and not be charged a per vehicle fee then set it to 0. If any item is selected for the vehicle charge, the online reservation form will require an input for # of vehicles. If no vehicle charge is selected, # of vehicles will be hidden.

8. **Customer Online Booking Fee:** If you want to charge an online booking fee to your guests, you can enter it here. If you choose to use this fee it can offset some or all of the cost we charge you for the online booking service. You can even choose to set it at a higher amount than our charge to you if you want to make an additional profit on these reservations. To setup an online booking fee, you must first go back to the Software Options, General Info tab, Charge Items section and create a new standard charge for the amount you want to charge. Set the description to how you want it to display to your customer (ie “Online booking fee”). After that charge item has been setup, you can come back to this screen and selection list and select the item you just created. After this is setup, an online booking fee will automatically be charged to the guest for each new online reservation.
9. **Options:** Check the options that apply.
 - **Require Rig Type Information:** If you want to make sure the guest’s rig/unit type matches up with the rig types accepted on an individual site, then select this option. The guest will be required to select the rig type they are bringing (ie motorhome, 5th wheel, etc). When they search availability online, only rental spaces that allow the selected type will be shown. If all sites are the same and accept all types of rigs, you can leave this option unchecked and rig info will not be shown on the online reservation form.
 - **Require Rig Length/Width:** If checked the online guest will be prompted to enter their rig width and length and only rental spaces that fit their unit will be shown as available. If all your sites are large and the same, you can leave this unchecked and the rig length/width will not be shown on the online reservation form.
 - **Require Rig Year:** If checked the guest is required to enter the year of their rig.
 - **Request Tow Info:** If checked the guest is required to select what they are towing.
 - **Disable Rig Width Check:** Check this if all of your spaces are wide and there are no width restrictions. This way the guest will not have to enter their rig width.
 - **Request Slides Info:** If checked the guest must enter the number of slideouts.
 - **Require Rig Plate Info:** If checked, the guest must enter something in the plate field. Note there is no verification that the entered plate information is accurate.
 - **Require Pet Quantity:** Check if you want to require the guest to enter the quantity of pets on the online reservation form. If left unchecked, number of pets is hidden on the online form.
 - **Use Rental Space Types instead of Hookups to search:** Check this if you defoned the site types for rental spaces (ie Premium Full Hookup) and want to allow your guests to select by site types instead of specifying the exact hookups they need.
 - **Select spaces by type only:** If you do not guests to reserve a specific rental space and only able to reserve a type of space, check this option. Instead of listing all available rental spaces, the online search will return the number of each type of site available

and the description (ie Premium Full Hookup, description of what Premium Full Hookup is, 15 available).

- Do not take group reservations online. If you want to turn off the ability to make group reservations online, check this feature and the group options will not be shown to online guests.
- Charge rental space guarantee fee. If checked and you have a fee setup if a guest wants to ensure they get their selected rental space, then the fee is automatically added and charged at during the booking process.
- Show online availability only. If set, customers will be able to see availability on your website, but can not book online.
- Show rental space image / details pop-up. If checked, then when a guest clicks on a rental space to select it, a new form pops up with images and additional details (if setup in the rental space setup). If the option to book only by type is set, then images of the site types will appear and clicking will show the higher resolution image.

10. **Notifications:** Enter an email address if you want CampWorks to send you an email when a new web reservation is made.

11. **Appearance:** The CampWorks online reservation forms will appear inside your web site template in a special pane called an iframe. You can set the colors of the backgrounds and text used in the iframe to match your site's color scheme. This way it will look like it belongs and was designed as part of your site giving users a rich experience. Click each button and use the color picker to set the desired colors. After your site is launched, you may want to come back and adjust these to get the perfect color.

12. **Web Page Text Blocks:** You can easily control all of the text that is displayed in each key area of the web site forms that display on your web site through the booking process. The first text block "Introduction" appears on the screen with rates after a guest has selected a space. Note the default text includes a warning that we are only holding the space for 10 minutes (this is hard coded into CampWorks). When a guest selected a rental space, a temporary reservation was made to hold the rental space for 10 minutes to allow them to complete the rest of the process and make sure no one else books that rental space. If the process is not completed within 10 minutes the reservation will be automatically deleted by CampWorks and the rental space made available for others to book it. The other text blocks are self-explanatory. We suggest you put your general rate information in the availability text. This text displays just above the list of available rental spaces. By having the general rates listed above the rental space availability grid, guests shouldn't need to check rates on each space by selecting a rental space and pressing get rates. We also recommend you state in the Thank You section your policy about sending guests a confirmation letter (ie 24 hours, we do not send confirmation letters, etc).

Terms & Conditions: If text is setup for terms & conditions under web page text blocks, then online booking will display a popup form with your terms and conditions which is provides a better flow than being taken to a separate page (as per the legacy link method in 14 below). Guests will have to check they agree to terms a& conditions before continuing.

13. **Availability Columns to Show:** Use the checkboxes to select which columns you want to show on your website when a customer searches for a rental space. You can set these for each type of rental space.
14. **Links:** The first item is the link to your custom booking site. Enter the page on your website that the customer would use to book a reservation on your site. This is the page that your customers would go to when they press a Reserve Now button on your web site. This link is used in group confirmation letters for the group host to forward to others in the group, so they may make reservations. Terms & Conditions link: The following instructions still can be used, but the Terms & Conditions method above in item 12 is newer & provides a better guest experience and should be used in place. If text is entered in the terms & conditions in item 12, this link is ignored. If no text is entered in terms & conditions in 12 then this applies: If you want to require guests to review your policies before making an online reservation, enter a link in the Pricing, Terms & Conditions text box to a page on your website that explains your terms and conditions. If a link is entered in this text box, the online form will display a link to review the terms and conditions for the reservation and will require the guest to check a box that they agree to the terms and conditions before being allowed to book an online reservation.

After all selections have been edited/entered, click OK to upload your changes to the web site.

Setting up your Router: A router is required to enable communication between your master/server computer and our web site portal. Your router needs to have “port forwarding” setup in order to enable the connection. Below are the basic steps to setup port forwarding, but each brand of router is different so you will need to consult the internet or your manual for specific steps for your router. You will need to forward the port you selected earlier in step 2.

- **Open your router’s config page.** Enter your router’s IP address in the address bar of a web browser. For most routers, this will be 192.168.0.1, 192.168.1.1, or 192.168.2.1. However, if you want to figure out the IP, you can open a command prompt and enter ipconfig /all. The router’s IP address is usually the same as the Default Gateway.
- **Login to your router.** Enter your username and password. If you've already configured the security settings for your router, enter the username and password you chose then. If not, here are some of the most common default logins:[2] •On Linksys routers, type "admin" for both the username and the password.
 - On Netgear routers, type "admin" for the username and "password" for the password.
 - On other routers, try leaving the username empty and entering "admin" for the password.
 - You can visit sites such as RouterPasswords.com and enter in your router’s model to find the default password.
 - If you've forgotten your login information, you can press the reset button on your router to reset it to factory defaults. You can then look up the factory default settings online.
- 3. **Find the Port Forwarding section.** Each router will be slightly different. Common labels are Port Forwarding, Applications, Gaming, Virtual Servers. If you don't see

one of these or something similar, try Advanced Settings and look for a Port Forwarding subsection.

- Create a custom entry for port forwarding.** Each router will have a slightly different way of doing this, although the required information is the same for any router:
 - Enter “CampWorks WebRes” for the name of the service.
 - Set the service type to BOTH. This will enable either TCP or UDP
 - Enter the port you wish to forward in and the port you selected earlier for your local computer (ie 20100). If there is a start and end port field enter the same value in both fields to only open one port.
 - Select the internal IP address to assign the port forwarding to. This is the IP address of your master/server computer that stores the database and also is running the Web Res web service. To find this IP address you can go to start in Windows and type CMD to get a command prompt window on the master/server computer. Type IPConfig to get the IP address of that computer.
- Save your changes.** Click Save or Apply to store the changes. The router will likely reset to implement the changes. The example below is how a properly configured setup should look for port 30200.

| Port Forwarding List (Max Limit : 32) | | | | | | |
|---------------------------------------|---------------|------------|--------------|------------|----------|---------------|
| Service Name | Source Target | Port Range | Local IP | Local Port | Protocol | Add Delete |
| WebRes | | 30200 | 192.168.1.29 | 30200 | TCP | + - |

Apply

- Reserve a local IP address:** Routers typically run a service called DHCP Server that assigns IP addresses to each computer on the network. Unless you tell it to use a specific IP address, it can reassign a different IP address each time your PC connects to the router. If this happens then the port forwarding will no longer work and the web res service will not function. To solve this we tell the router's DHCP Server to keep the Master/Server PC on the same IP address by reserving an IP address. Look for a section in your router that controls DHCP settings and to assign a static IP or to Reserve and IP address. It might be under LAN (Local Area Network) and the DHCP Server. Setup your master PC to use the same IP address that was used in the previous step (192.168.1.28). You may need to use IPConfig to get your MAC (hardware) address to identify your master computer. It should look something like this:

| Manually Assigned IP around the DHCP list (Max Limit : 64) | | |
|--|----------------------|---|
| MAC address | IP Address | Add / Delete |
| <input type="text"/> | <input type="text"/> |  |
| 00:22:FA:1D:73:94 | 192.168.1.28 |  |

Apply

Setting up your Firewall: To ensure communication is not blocked by your firewall or antivirus software you will need to enter an exclusion to enable the CampWorks web service to communicate freely with the CampWorks web site. Two common firewalls are Windows Firewall that comes built in with Windows and Norton. Instructions for both are listed below. If you are using a different firewall, instructions should be similar. Consult your manual or search the internet for instructions for your particular firewall.

Norton360:

1. Select Security, Manage Firewall, Traffic Rules
2. Add a new Rule
3. Select the following settings:
 - Allow connections that match this rule
 - Connections to and from other computers
 - Only the computers and sites listed below (Add www.campworks.us)
 - Connections: TCP & UDP, Apply the rule only if it matches the ports listed below (Add local port and the port number you selected during the Web Res Setup...ie 30100 in the example above)
 - Check to apply this rule when packet is from NAT traversal
 - Name it "CampWorks 3.6 Web Res Service"
4. Click Finish to apply the rule.

Windows Firewall:

1. Open Windows Firewall by clicking the **Start** button , and then clicking **Control Panel**. In the search box, type **firewall**, and then click **Windows Firewall**.
2. In the left pane, click **Advanced settings**.  If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
3. In the **Windows Firewall with Advanced Security** dialog box, in the left pane, click **Inbound Rules**, and then, in the right pane, click **New Rule**.
4. Follow the instructions in the New Inbound Rule wizard. Setup the following:

Rule Type: Port

Protocols & Ports: UDP, Specific local port and enter the port number you selected during the WebRes setup and you put in your router (ie 30100 in the example above)

Action: Allow the connection

Profile: Domian, Private, Public

Name: "CampWorks Web Res Service"

Linking your website to our online booking service: To setup your link to our reservation booking engine you just need to insert the following iframe html into your web site at whatever location you want our forms to display. Likely this is a new page in your web site. You may also then want a menu item or button elsewhere on your site labeled something like Make Reservation that takes you to this page. This HTML code will create an iframe inside of your site where the web booking forms appear. Your website administrator should be able to do this for you in just a couple of minutes. The address of your personalized web portal will show up at the bottom of the web reservation setup screen. It should look something like "<https://www.viswrks.com/CampWorks/WebRes/webavail.php?CID=1112>". The code that needs to be put into your web site is shown below. Replace the ##### with your customer ID as shown on the link in the web res setup screen. Please note that this ID number is assigned after purchasing CampWorks, so this feature will be unavailable to test until you have purchased CampWorks.

```
<iframe  
src="https://www.viswrks.com/CampWorks/WebRes/webavail.php?CI  
D=#####"></iframe>
```

To try before you buy, updated information and a complete demo of the customer user interface is available on our web site at <http://www.campworks.us/online-reservations> where you can test the system and make your own reservations. To make test reservations, use the following fictitious credit card account information:

Card #: 4111111111111111

Exp: 12/23

Security Code: 123

Note: We do not monitor the test reservations and send out confirmation emails, so you may not receive a confirmation email through our demo.

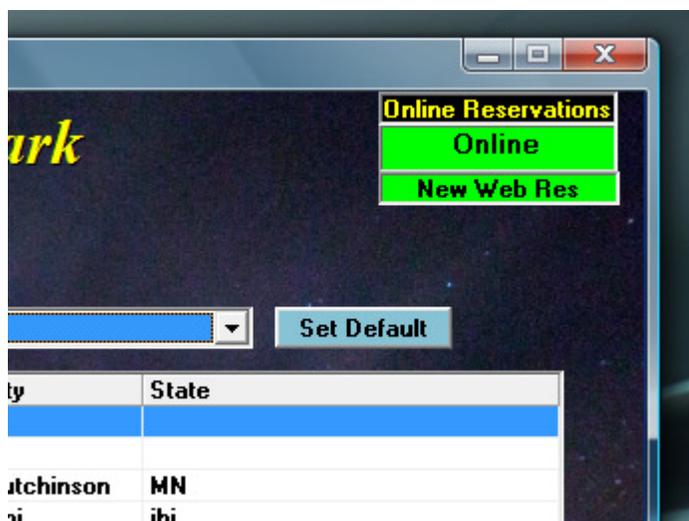
Testing Your Site: Once your web reservations are completely setup there is a way for you to test to make sure everything is working properly. Follow the procedure below to test the system.

1. Go to your web site and click on your link to Make Reservations
2. Our booking forms should appear on your site in the new iframe. Click somewhere in the displayed form (it doesn't matter where). Press CTRL-Y on your keyboard and a test mode password text box will display.
3. Enter the password that you use to enter CampWorks program setup.
4. Step through the reservation process as normal. When you get to the rate details page, note that the amount due at time of booking will be set to \$1.00 regardless of what your settings are for deposit / payment amount. Enter your credit card info (note for your live install you have to sue a real credit card # to test the system, not the fictitious one above, and why we set the value to \$1.00).

5. Once you have completed the process and received a reservation number, switch to CampWorks and on the main screen. You should see the New Web Res indicator blinking. Double click it and the Web Reservations – Not Confirmed quick list should appear. You should see your new reservation on the list.
6. Open it by double clicking and send the confirmation letter.
7. Now check your email to make sure you received the confirmation letter.
8. Delete the test reservation. All test reservations will start with the last name Test to make it easy to find and delete. Note that whatever last name you put in the web form will be appended after test.

There is no fee for processing test reservations.

Monitoring Reservations: When a guest makes a new online reservation, your new web res indicator in the upper right hand of the main screen will flash. Each new online reservation will show up in the QuickList “Web Reservations – Not Confirmed” After you confirm the reservation by sending a confirmation letter the reservation is removed from this list, but will still show on the Web Reservations- All Future list. You should monitor this list daily and send out confirmation letter emails. Should you decide not to honor a web reservation, you will need to refund the appropriate amount to the guest and cancel the reservation. In addition to the quicklist, you can print reports of your online booking reservation activity. Reports can be found in the CampWorks reporting system under the category of Reservation Management.



Troubleshooting: The most important aspect of accepting online bookings is that your web reservation service is running on your master / server computer at all times and this computer is connected to the internet. Any time this computer is down or the service is not running, your customers will not be able to make online reservations. As a visual indicator we have added a service indicator on the top right of the home screen in CampWorks. When you first start CampWorks it will be yellow and say “Checking” to validate that the service is running. After about 30 seconds, it should turn green and say “Online”. If it turns red there is a problem. If it is red it will either say “Service Off” or “No Comm”, which means you have an internet connection, but your web reservation service is not running or is having a problem on the master / server computer. If this message appears do the following:

1. On the master/server computer make sure you are logged in as an administrator. Open a file browser window and right click on My Computer or This Computer and select Manage.
2. Next select Services & Applications and then Services. A list of services should appear.
3. Click somewhere in the list of services and press the W button on your keyboard to scroll to the entries starting with a W. Find the one called WebRes.

4. If it says it is stopped, click on start to restart it and make sure it says running. If this doesn't resolve the problem, try rebooting the PC.
5. Check to see if your port is open on your router and visible from the web. To do this goto www.portchecker.co. Enter the port number and press check. If the router is forwarding the port and the firewall settings are correct, you should receive an OPEN response. If it says closed, check your firewall and router settings as described above.
6. If these steps fail, contact CampWorks tech support.

If the indicator is red and says “No Comm” then there is either a problem with your internet or with our web server in that the service is unable to connect with our system. If this issue appears and your internet is working, contact CampWorks technical support.

In the unlikely event that your web reservation service fails (PC problem, internet problem) while a guest is in the process of confirming a reservation it is possible that the payment can be received by your processor, but the reservation can't be finalized in your CampWorks database on your computer. If this happens, the guest is notified with an error message indicating that their payment may have been submitted, but the system was not able to complete the reservation transaction and their reservation has not been booked. They are instructed to contact you to confirm status of payment and the reservation. You will also receive an email indicating the error and with information about the booking. If this particular instance happens, you should double check if the booking appears in CampWorks and to check your payment merchant portal to validate if the payment was actually created or not). You may then have to enter the reservation and payment manually.

Monthly Payment: Online reservations are an optional monthly subscription fee. The fees are per reservation with a monthly minimum charge. At the end of each month, your usage from the last month (excluding test reservations) will be calculated and automatically charged to the credit card on file. You will receive an email summary of your monthly billing activity as your receipt. This receipt will be sent to the email address listed in the purchase options screen.

Getting Started Using CampWorks

Training Videos

We highly recommend that the best way to get started using CampWorks is to watch the training videos. Videos can be found on our web site or from within CampWorks by clicking Help, Watch Training Videos from the main screen. The computer video tutorials will show you how to do many common tasks. These videos are extremely helpful for learning the software and training new employees. New videos are added periodically to our web site. Below is a list of current videos.

List of Videos:

- Using Quicklists
- About Reservation Screen
- About Guest Profiles
- About the Reservation Grid
- Making a New Reservation for a Returning Guest
- Creating a New Guest Reservation
- Making Reservations on the Grid
- Creating a New Group Reservation
- Add New Reservation to a Group
- Using the Reservation Grid to Make Reservation Changes
- Adding Charges and Discounts
- Entering Payments
- Checking a Guest In
- Deleting a Reservation
- Cancelling a Reservation
- Changing Guests on a Reservation
- Changing Rental Spaces on a Reservation
- Monthly Reservation Process
- Sending Letters
- Overriding Standard Rate Calculations
- Searching for Reservations
- How to Make a Maintenance Reservation
- Changing Rates
- Using BlackLists
- Creating Map Hot Spots
- Edit ResMap Hot Spots

Practice & Training Modes

In addition to the Training Videos, there are 2 other key features used to self learn or to train someone on CampWorks. Use practice mode to learn and test in a separate database than your normal reservations are stored, so no real reservations are impacted. Enter practice mode by pressing the “Enable Practice Mode” button on the lower left hand corner of the main screen. Practice Mode is clearly displayed on each screen so that the user doesn’t accidentally enter real reservations when in practice mode. While in practice mode, users can do anything they normally would in normal mode, but the data is saved in the CWPractice35 database instead of your normal database. For this reason, when you setup CampWorks, the setup information and rental spaces will not be in the practice database. Practice comes setup with a few sites, cabins and some reservations for you to test with.



The second key feature is the Training Wizard mode. When turned on, the training wizard will pop up with text at various points to guide you through certain processes, such as making a new group reservation, creating a new guest reservation, etc. The training wizard can be turned on or off by clicking either the training wizard check box on the main screen or by disabling it through the training wizard text box.



Technical Support & Updates

CampWorks automatically checks to see if there are new updates available each time the software starts up. If a new update is available, CampWorks will display a message and offer to link you to our support page to download the new update. You can also check out our web site at www.CampWorks.us and visit our support page.

If you find a problem and would like to report the problem to us, you can use the *Help, Report Bug / Request Support* button to create an email to us. The email will attach an error log file that we can use to troubleshoot your problem. If you use security software such as Norton, you might have to tell it to allow CampWorks to send the email. If you want to suggest an improvement, select the *Help, Submit Improvement Suggestion* button to email the suggestion.

If you are still having problems, give us a call. We’d be glad to assist you in any way we can. For some problems, we may need to connect to your computer and control it remotely to solve the problem. If this needs to be done, we will walk you through the process of how to connect to us and give us permission to control your computer remotely.

Support Email: Support@campworks.us
Support Phone: 1-320-300-4157

Purchasing CampWorks

Purchasing CampWorks

Select Setup Options, Purchase from the main menu and enter your setup password to access the purchase screen. Follow the directions to create your user profile in our client center and to purchase CampWorks. Orders, invoices, payments are done through our client center.