Campground Master Quick-Start Guide

This guide contains several short tutorials that will step you through common situations using the Campground Master software, using the included sample database. This is intended to show how easy it is to use the software once it has been set up with your campground information, and as a quick introduction to some of the basic functions.

You can browse this guide as an introduction to Campground Master, or you can work through the tutorials with the software running to actually perform the operations demonstrated. If working with the software, you can either have it open in a separate window while using the software or print topics from this guide (use the Print button on the toolbar), depending on which method you are more comfortable with.

Tutorials in this Quick-Start Guide:

- Starting the Demo / Guide
- Logging In
- Taking a reservation
- Viewing reservation Quick-Info
- Changing a reservation start date
- Checking in a customer arriving today and entering charges
- Checking out a customer
- Extending a stay
- Blocking extra days
- Changing customer information

Starting the Demo

All examples use the sample database, which is in the file "demo.prk". If you start the software using the "Sample Database" icon, this database will be loaded automatically. The installation procedure should open the Campground Master icon group window in addition to this guide, so you can simply click on the "Sample Database" icon if Campground Master is not already running.

If you don't see the Campground Master icon group window, follow this procedure to start the Sample Database:

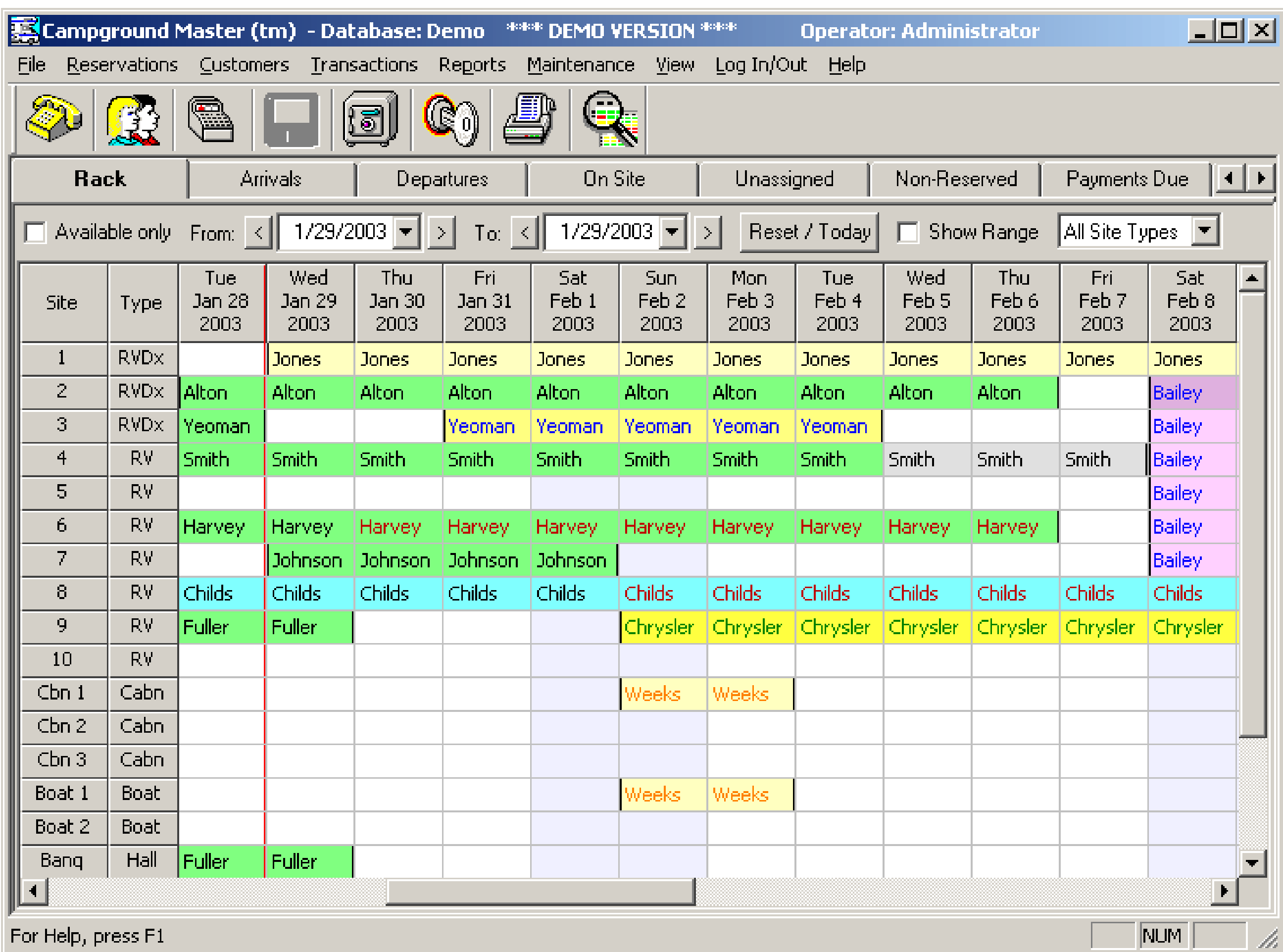
1) Click the "Start" button on the Windows task bar to open the Start menu.

2) Click on "Programs" to open the Programs menu.

3) Click on "Campground Master".

4) Click on "Sample Database".

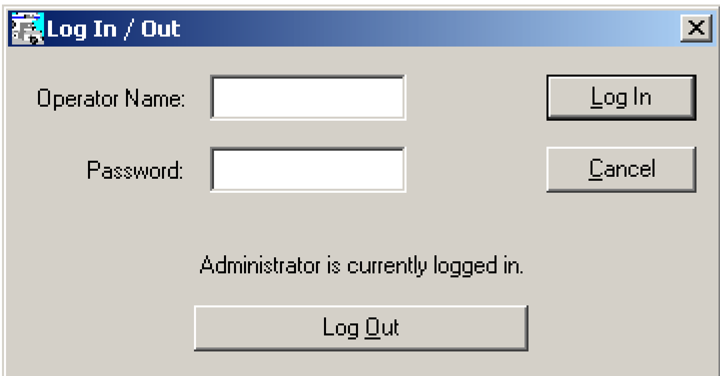
Now you should have the sample database opened, and should see a window similar to this:



Logging In

In order to use Campground Master, you will need to be logged in. You should be automatically logged in upon starting the sample database. Click "OK" to continue and go to *Taking a Reservation*.

If you are not automatically logged in, you will need to log in manually. The Log In/Out dialog looks like this:



If you don't see the Log In/Out dialog box, click on "Log In/Out" in the main menu, or click the "key" button on the toolbar.

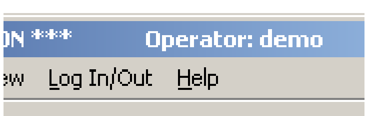
Once you see the Log In/Out dialog box, follow this procedure:

1) Type the word **demo** in the <u>Operator Name</u> field.

2) Press the **Tab** key

3) Type the word **demo** in the Password field. You will see "****" in the field instead of the word you typed.

4) Press the **Enter** key. You should now be logged in, and "Operator: demo" should appear in the caption.

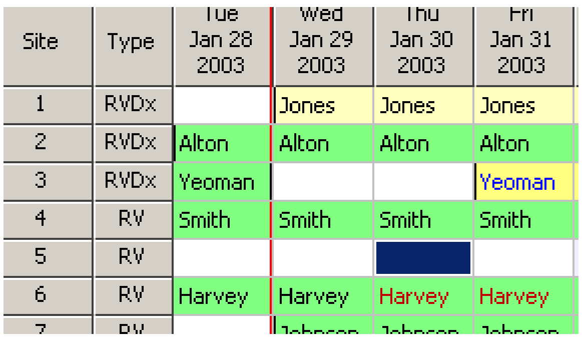


Taking a Reservation

The simplest reservation must have a First Night, Last Night, and a customer's Last Name. Typically you would also assign a site to the reservation as well, but this can be done later if you prefer more flexible reservations.

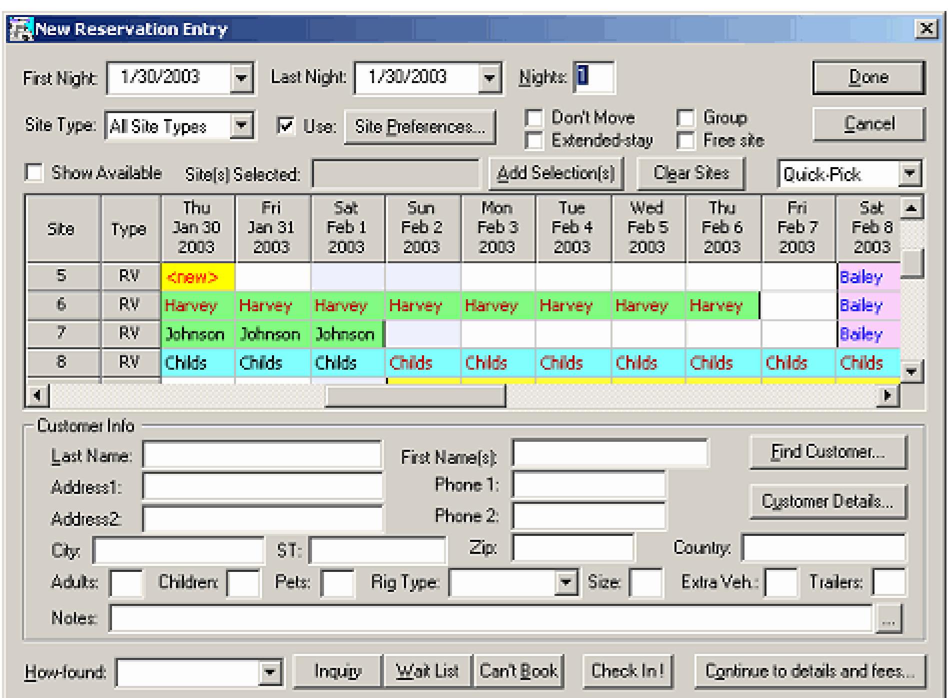
Let's say that Mr. Able calls to say he will be arriving tomorrow, staying for 2 days, and would like normal RV site. You know that Mr. Able has been here before and don't need any guarantee, so you just want to make sure a spot is saved for him.

1) You can see on the Rack view that site 5 is open for tomorrow and the next day, so double-click on tomorrow's cell for site 5 (the one highlighted in blue here, but it won't be highlighted on your screen):



By the way, notice the red vertical line -- that's the divider line between yesterday and today. By default, the Rack view shows yesterday in the first column so you can see who might still be on site in the morning (and who hasn't checked out yet). This helps you avoid placing people in those sites until you're sure the current occupant has left.

The New Reservation Entry dialog should appear:



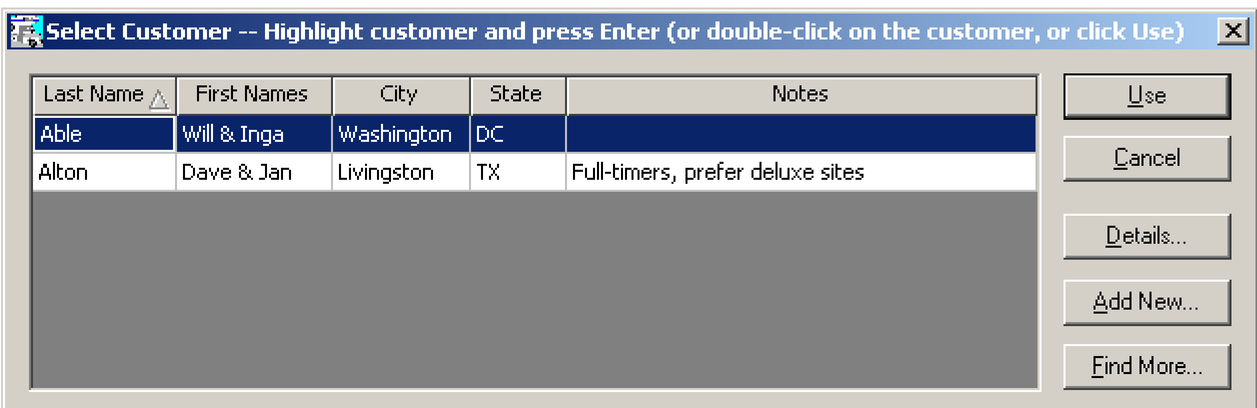
Notice that the Site(s) Selected and the First Night are already filled in, and one night is assumed so far.

2) The keyboard focus is already in the Nights field, so now just press the "**2**" key to change the number of nights to 2. The <new> indicator in the display should show that there are now 2 nights reserved.

Site	Type	Thu Jan 30 2003	Fri Jan 31 2003	Sat Feb 1 2003
5	RV	<new>	<new>	
6	RV	Harvey	Harvey	Harvey
7	RV	Johnson	Johnson	Johnson

3) Now we just need to enter the customer information. Whenever you enter a Last Name (or part of one) for a new reservation, Campground Master will check to see if it has anything matching that in the customer database. So, first click in the Last Name field (or you can press **Alt-L** to jump to it), enter the letter **A** and press **Tab**.

The Customer Selection dialog will appear, showing any matches (in this case, any that start with "A").



4) Now just double-click on the name **Able** (or since this is the first name showing and already highlighted, you can just press **Enter** to use that one). The dialog should go away and Mr. Able's information should now be in the New Reservation Entry dialog.

The Customer Info portion of the dialog should now look like this:

Note that How-found has been automatically set to "Return visit", since they were a previous customer.

5) Now click the Done button in the upper right corner if the dialog to finish the reservation. (Note that if they were a walk-in customer and ready to check in, you could click the Check In! button instead to immediately check them in.)

Mr. Able should now appear as a pending reservation on the Rack, shown in a light yellow color, like this:

Site	Type	Tue Jan 28 2003	Wed Jan 29 2003	Thu Jan 30 2003	Fri Jan 31 2003	Sat Feb 1 2003
1	RVDx		Jones	Jones	Jones	Jones
2	RVDx	Alton	Alton	Alton	Alton	Alton
3	RVDx	Yeoman			Yeoman	Yeoman
4	RV	Smith	Smith	Smith	Smith	Smith
5	RV			Able	Able	
6	RV	Harvey	Harvey	Harvey	Harvey	Harvey
7	RV		Johnson	Johnson	Johnson	Johnson

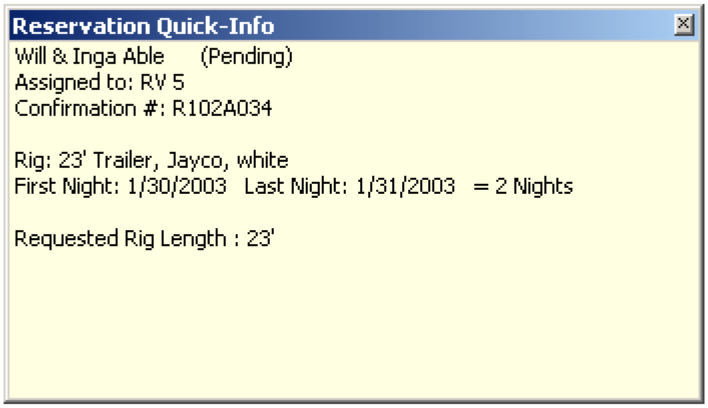
That's it! You have made a reservation!

Viewing Reservation Quick-Info

There is a simple way to see most of the information about any reservation:

Just double-click on the reservation in the Rack (for instance on "Able", the name of the customer you just made a reservation for).

The Quick-Info window should appear:



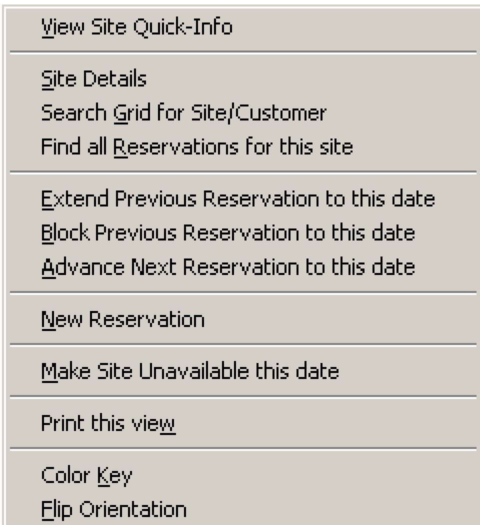
You can see the name, reservation status, site, first & last nights, rig type, and requests (automatically carried over from the existing customer information). If you made any notes with the reservation, they would also show up here.

To clear the Quick-Info window, just click anywhere outside the window or press the **ESC** key.

Changing a Reservation Start Date

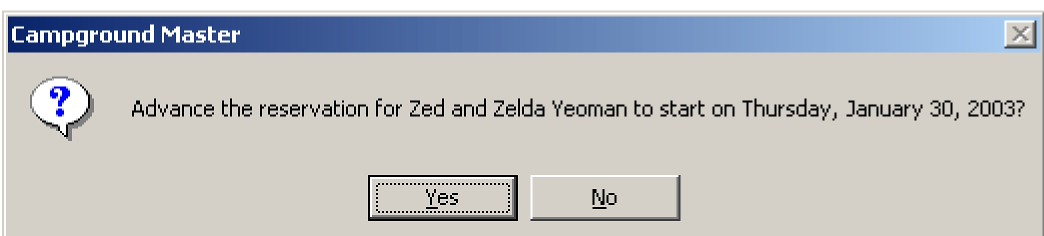
Let's say Mr. Yeoman called and said he's going to arrive a day early. Now you need to change the start date for his reservation. This is easily done with a couple clicks on the Rack

1) Right-click on the cell one day ahead (to the left) of Yeoman's reservation on site 3. This menu should appear:

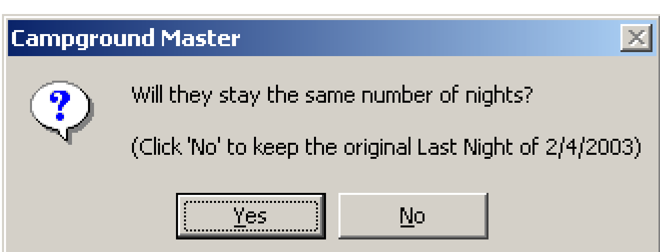


Click on the option Advance Next Reservation to this date (or you can press the letter **A** as a shortcut).

A prompt will appear to confirm the change, something like this:



2) Click on Yes (or press the **Enter** key) to confirm. Now you will have a choice of whether to keep the number of days the same, or leave the last night the same:



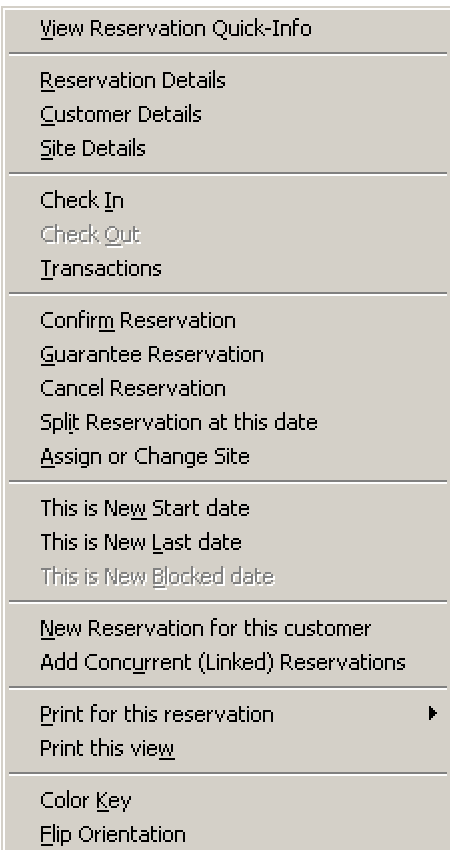
3) Just click your choice, depending on what they want to do. (If you're not sure, click No so the reservation doesn't end earlier than they expect, and you can change it when they check in.)

That's it, the Rack will update with the change automatically.

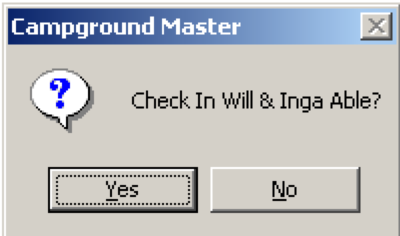
Checking In and Adding Charges

Let's say Mr. Able decided to get an early start and arrived at your campground today instead of tomorrow. Now you need to change the start date for his reservation and check him in. You could use the previous procedure to change the start date first, or you can just check him in. Since Campground Master knows that you don't normally check people in until they're here, you can save a step.

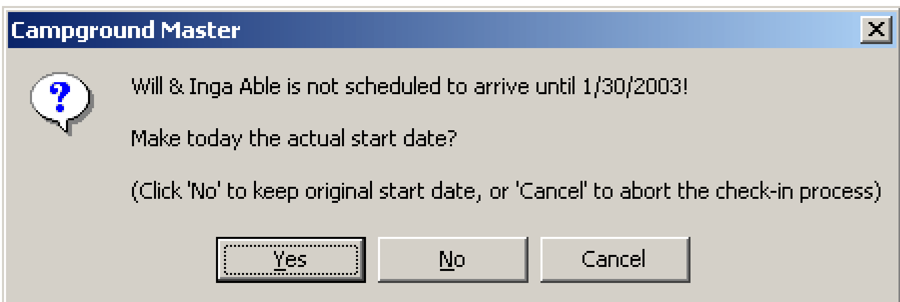
1) Right-click on Able's reservation on the Rack (it doesn't matter which part of the reservation for this operation). This menu will appear:



2) Click on Check In. This prompt will appear:



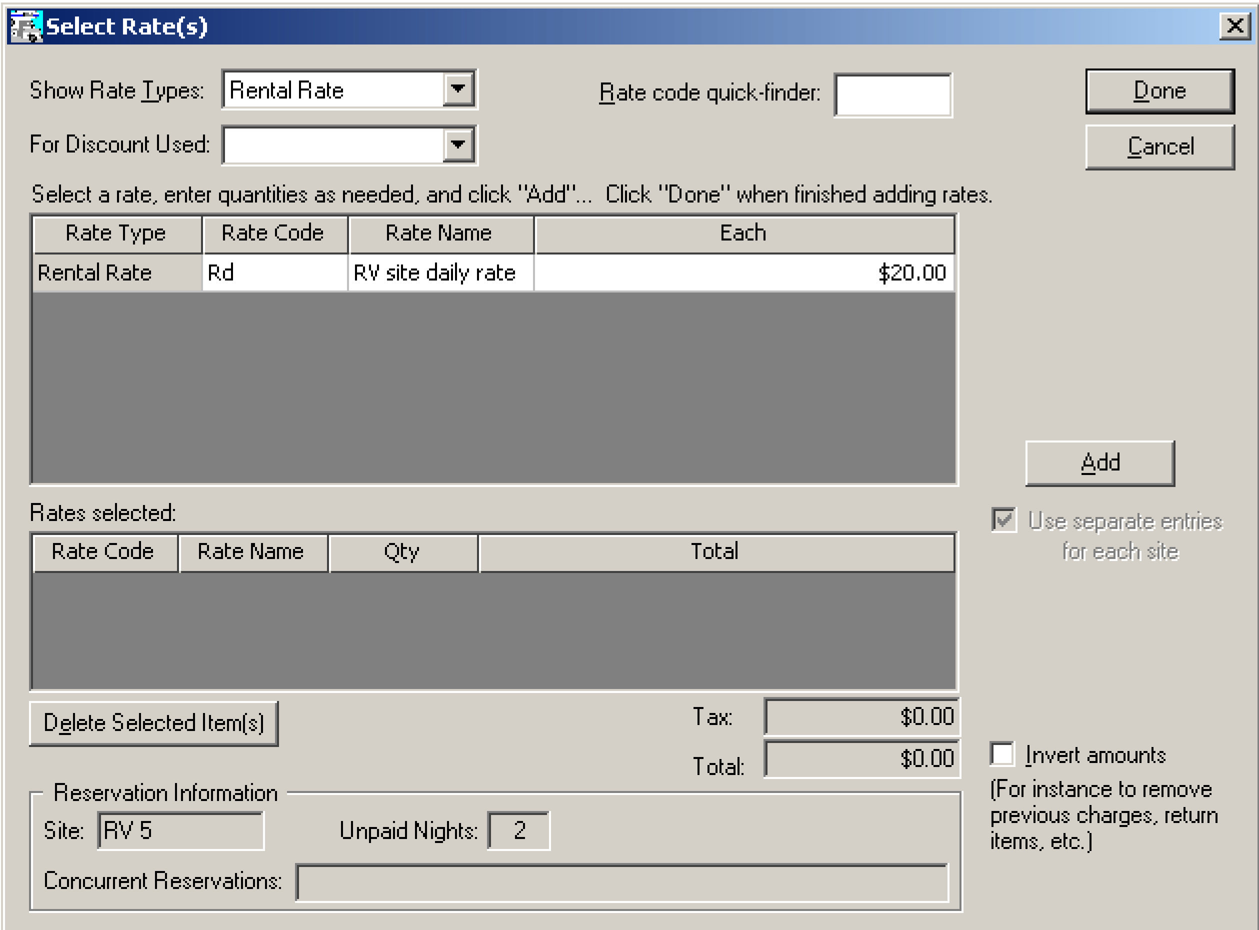
3) Click Yes (or press the **Enter** key). Since they're not scheduled to arrive today, you'll see an extra prompt that you wouldn't normally see:



4) Click Yes (or **Enter**), and you'll be asked if they're staying the same number of days, as in the previous example.

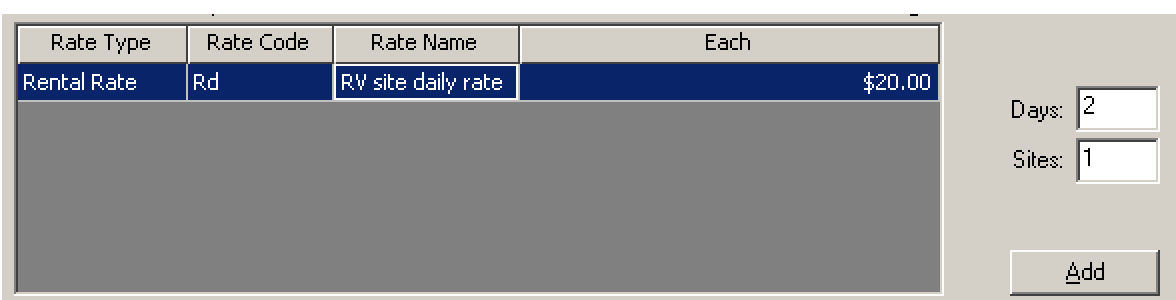
5) Click Yes (or **Enter**) to have them stay the same number of days.

Now you will be taken to the Select Rate(s) dialog:



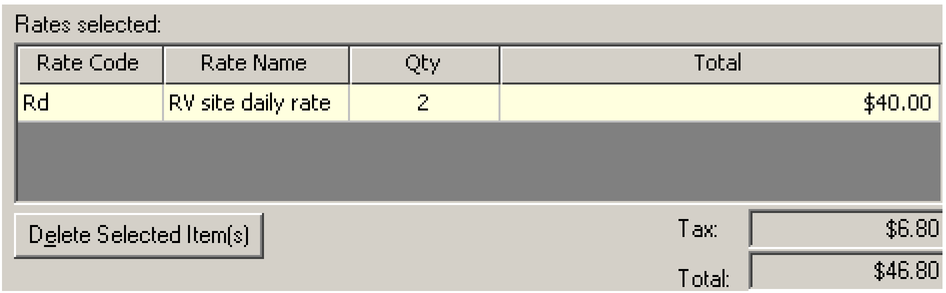
Campground Master has figured out the most applicable rate(s) for this site and the length of stay, and no discount used. In this case there is only one that works, but there would be others if a discount is used, or if the stay is a week or longer.

6) Click on the rate in the list (e.g. on the cell "RV site daily rate"). It will be highlighted, and a couple more fields will appear to the right:

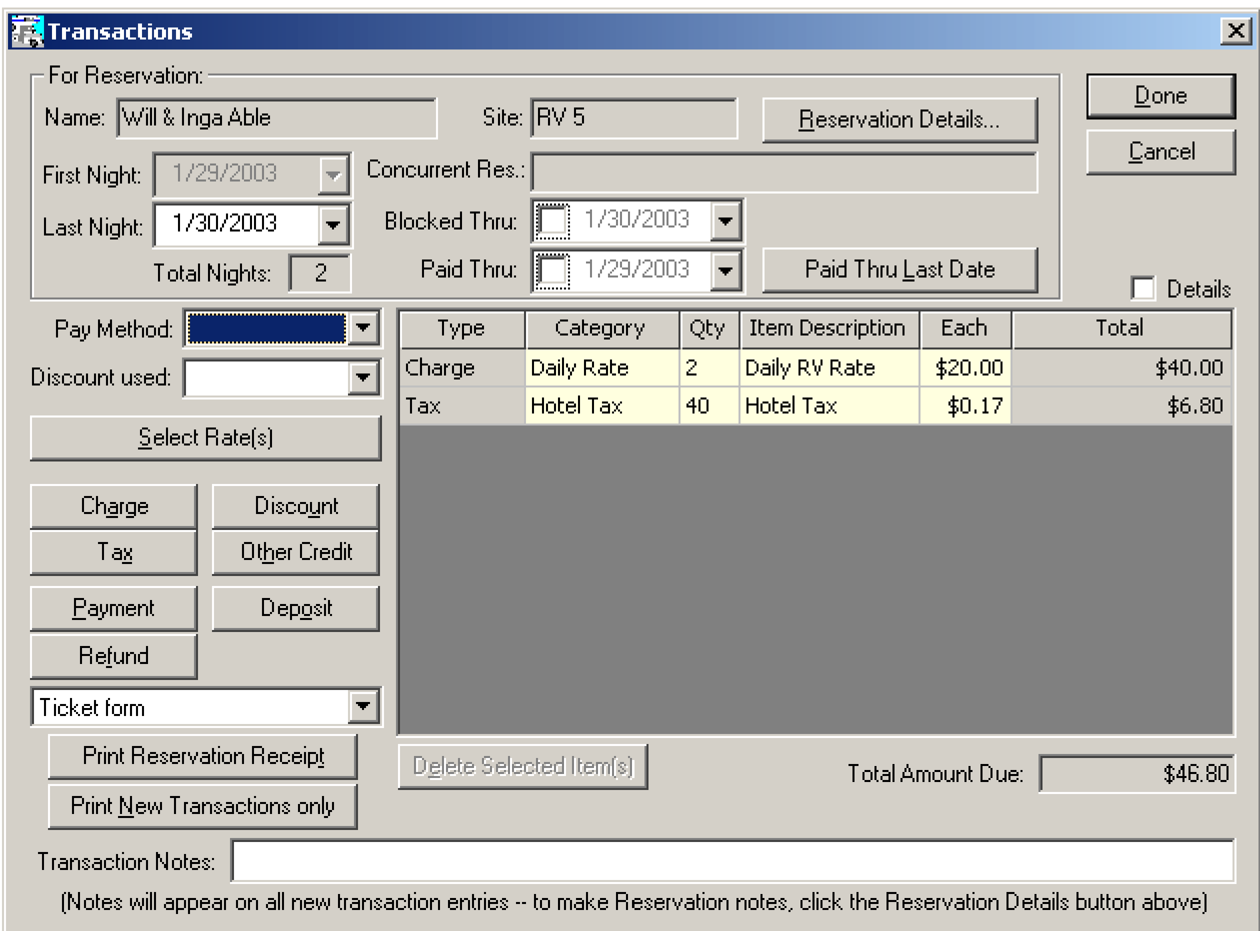


7) Campground Master has already filled in the appropriate Days and Sites, so all you have to do is click Add.

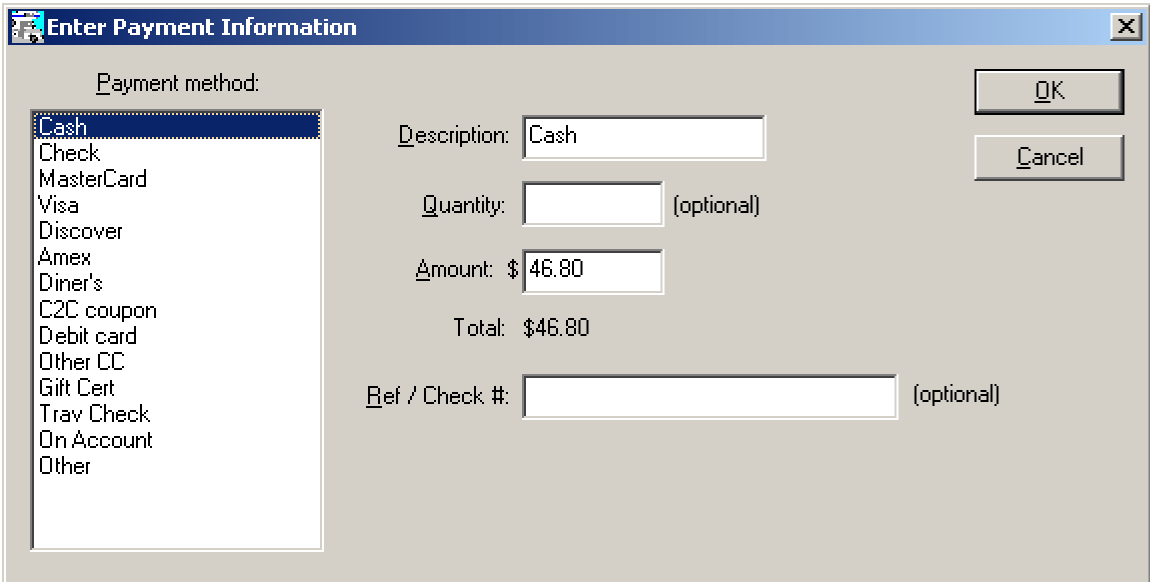
The Rates selected list at the bottom will now have the rate, and the Tax and Total will be updated:



8) Click Done to finish adding Rates. Now you will be taken to the Transactions dialog, and the appropriate charges for the rate you selected will be added automatically:



9) Now assuming he's ready to pay the bill, we just need to enter the payment. Click the Payment button, and a Payment Entry dialog will appear:

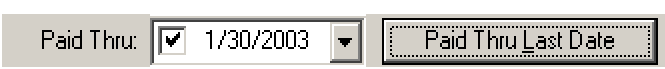


10) Notice that the amount is already filled in, and Cash is selected. Lucky for you , they're going to pay the full amount, and in cash, so all you have to do is click OK. (If they were paying by another method, you would just select the appropriate payment method, and you could enter check or credit card details in the Ref / Check # field if you want to keep track of it.)

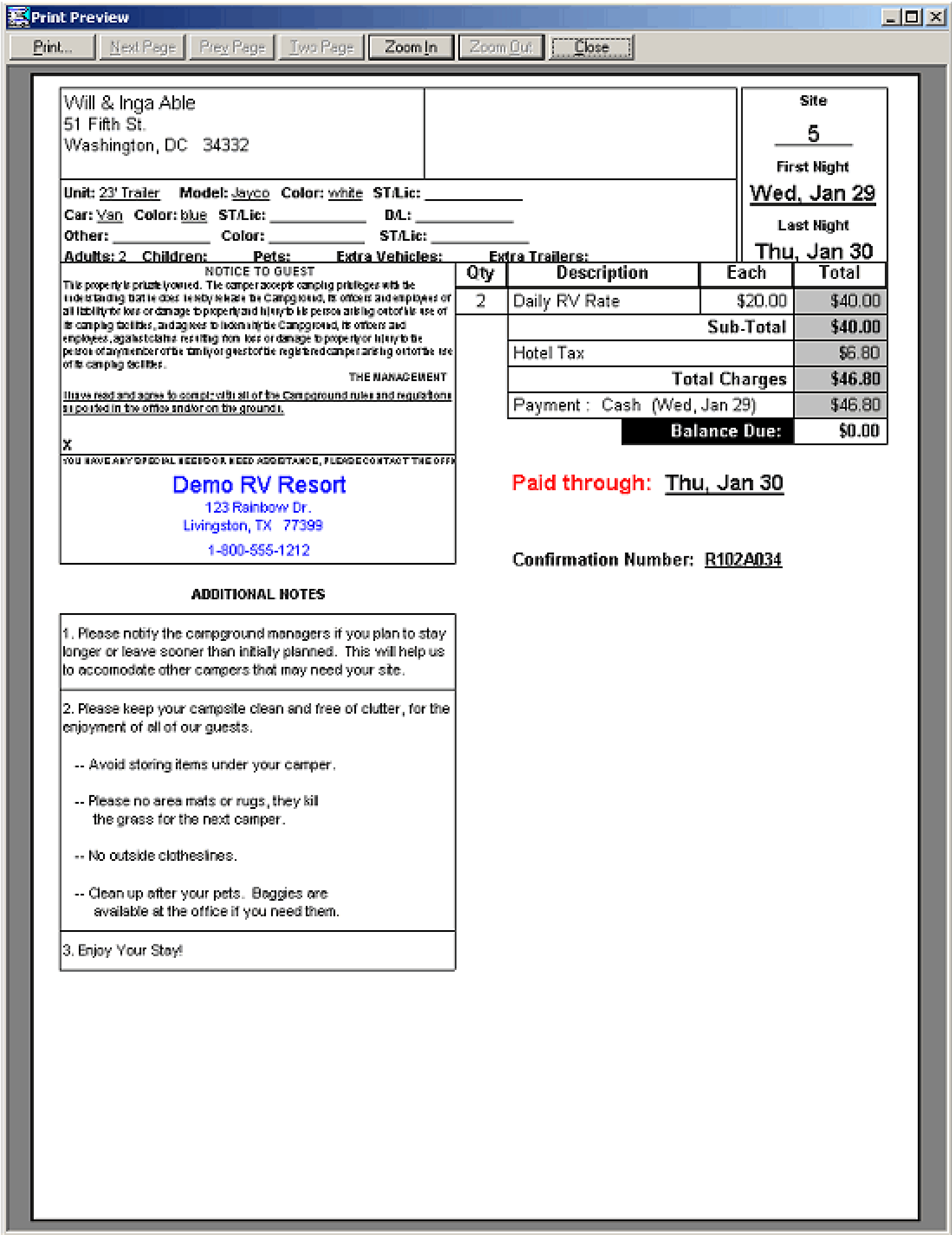
The payment will be added to the transaction list:

Type	Category	Qty	Item Description	Each	Total
Charge	Daily Rate	2	Daily RV Rate	$20.00	$40.00
Tax	Hotel Tax	40	Hotel Tax	$0.17	$6.80
Payment	Payment		Cash	$46.80	$46.80

11) Now that they have paid in full, you should update the Paid-Though date. Just click the Paid Thru Last Date button to automatically set the date.



12) They probably want a receipt, so you need to print one. Click the Print Reservation Receipt button, and a preview will appear:



If you have a printer connected, you can go ahead and click the Print button, and then you'll see Windows' normal Print dialog. Click OK to print it out. Otherwise, just click Close on the preview window to cancel the printing.

13) Now back at the Transactions dialog, click Done to finish up. Mr. Able's reservation will now be shown in green to indicate that he's checked in:

Site	Type	Tue Jan 28 2003	Wed Jan 29 2003	Thu Jan 30 2003	J
1	RVDx		Jones	Jones	Jo
2	RVDx	Alton	Alton	Alton	Al
3	RVDx	Yeoman		Yeoman	Ye
4	RV	Smith	Smith	Smith	Sn
5	RV		Able	Able	
6	RV	Harvey	Harvey	Harvey	Ha

That's it, he's checked in and paid in full.

Checking Out

Checking out generally much easier than checking in, because they're probably already paid in full. Campgrounds don't usually require customers to stop at the office to check out, but you still want to update the reservations' status to mark them as checked out (this helps in reporting and also as a visual indicator that they're already gone).

You can check them out any time you know they've left -- if they let you know they're leaving, or if you see them leave, for instance. This can be done easily with the right-click function on the Rack.

However, toward the end of the day you will want to review the reservations due out today to make sure you have checked out everyone who actually left.

1) Click the Departures tab to view the departures report:

Rack | Arrivals | **Departures** | On Site

Pending only From: 1/28/2003 To: 1/29/2003

Last Night	Site	Type	Name	First name(s)
Tue, Jan 28	RV 3	RVDx	Yeoman	Zed and Zelda
Wed, Jan 29	RV 9	RV	Fuller	Monty
Wed, Jan 29	Banquet	Hall	Fuller	Monty
Wed, Jan 29	(Day Pass)		Day Pass Customer	
Wed, Jan 29	(Day Pass)		Smith	Mike & Carol
Total: 5				

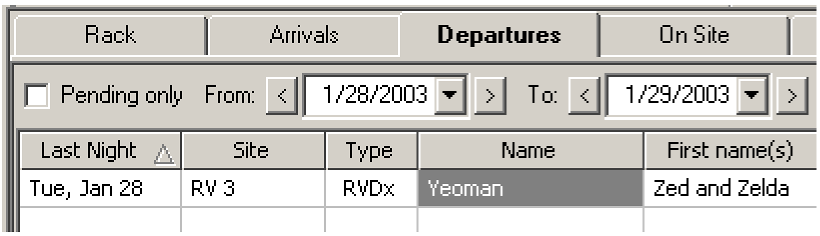
Notice that it shows two days by default -- yesterday and today. The reservations are sorted by date (and by site if there is more than one on the same day), with a gap between the days. This makes it easy to see who should be gone today, and also who's going to be leaving in the morning.

You can see here that Yeoman's last night was yesterday, so he should be gone today. After checking their site you see that they are, so you want to check them out.

2) Right-click on their name, and select Check Out from the menu. (You know what the menus look like already.)

3) A simple Yes/No confirmation prompt will appear -- click Yes.

That's it, they are now checked out. Their status color will change to indicate "checked out":



Extending a Stay

Let's say Mr. Able really likes your campground and has decided to stay 2 extra days, so we need to extend his reservation.

This procedure is simple enough, we don't need to repeat the pictures....

1) Starting from the Rack view, right-click on his new expected leaving date (2 cells past his current ending date).

2) Click "Extend Previous Reservation to this date" in the menu.

3) Answer Yes to the confirmation prompt.

4) Since they are already checked in, the Transaction dialog will appear so you can add the extra charges. Just click Select Rate(s) and the same steps as in the *Check In tutorial* to add the additional charges, make the payment and print a new receipt. If you wish, you can use Print New Transactions Only for the receipt so that the earlier transactions aren't duplicated. Click Done, and the changes are finished.

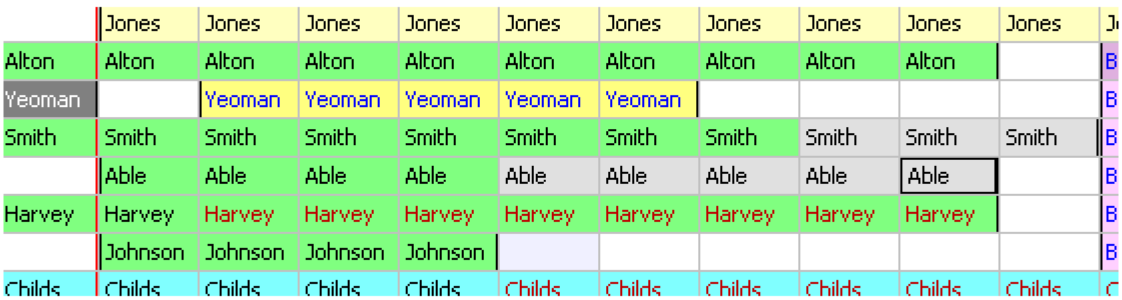
Blocking Extra Days

Mr. Able also says that he may even stay another 5 days but he's not sure (meaning that he doesn't want to pay the extra days until he's sure he will stay). Since you don't have a new reservation for that site for at least 5 days later, you agree to save the site for him for 5 extra days until he decides.

1) On the Rack view, right-click on the cell 5 days after the end of his reservation.

2) Click Block Previous Reservation to this date in the menu.

3) Click Yes in the confirmation prompt that appears. The Rack will immediately be updated, showing the blocked dates in gray:



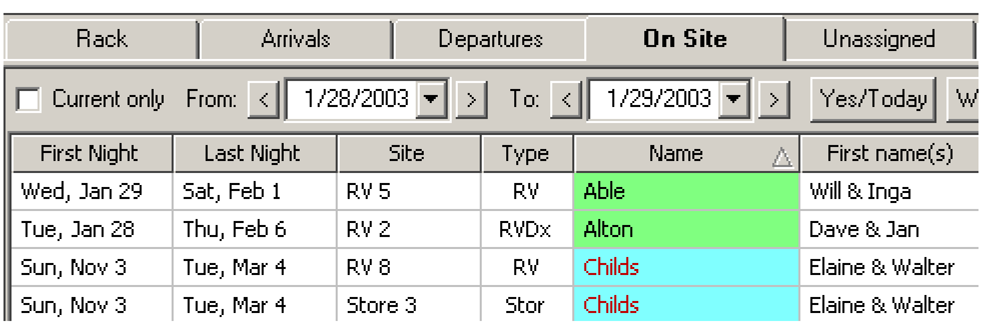
If he does decide to stay the extra days, you will just repeat the *Extending a Stay* procedure. If not, you can clear the block (right-click on the last blocked date), or just check him out when he leaves and the blocked dates will be cleared automatically.

Changing Customer Information

Mrs. Able noticed that you don't have their phone number (since it was blank on their receipt), and would like you to have it on file in case of an emergency.

There are a lot of ways to get to the Customer Details entry (just right-click on their reservation on the Rack, for instance.) But let's pretend that you have 200 sites so they're not so easy to find on the Rack, and she can't remember their site number at the moment. We can find them easily with the On Site report.

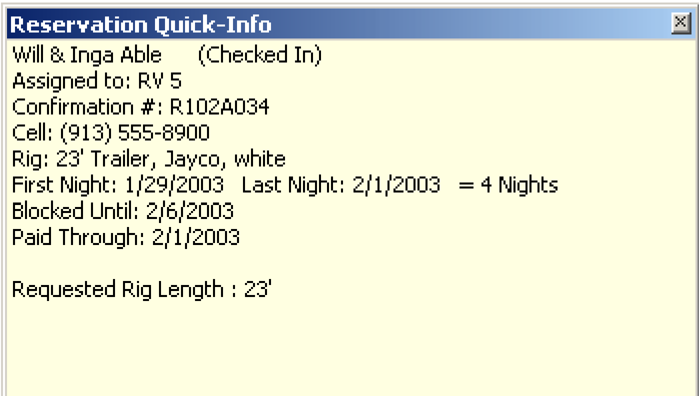
1) Click on the **On Site** tab to see the list of currently staying customers, and then click on the Last Name column header to sort by last name:



Luckily, Able is now at the top since they're now sorted alphabetically!

2) Right-click on Able's reservation cell, and select Customer Details. A dialog will appear with all of their details -- just enter the phone number and any other information needed, and click Save.

Now when you double-click on their name to see the reservation Quick-Info window, it will also include their phone number:



(Also notice the Blocked and Paid-through dates from previous operations.)

Congratulations, you're practically an expert now!

You can see that the right-click menu is the most powerful tool, containing nearly every function you need to perform on reservations. As you use the software more and browse the user's manual or help file, you will learn other short-cuts and features that will come in handy.

Enjoy!