

# RVPark

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## Application Overview

### RV Park Help



#### IMPORTANT NOTES:

- 1) If you will be using Maps, there is a limitation of 1000 Sites or Properties. The Software was designed for a small to medium sized park or property management activity (1 to 300, or so, sites). More than this will slow down the software when loading the Reservation Grid and Park Maps. We have a Customer with over 700 Sites that is using the Software, but we think this is a little too many. You need to be the judge of the Software's responsiveness if you have a large park.
- 2) If you are using Windows Vista, 7 or 8, the Compatibility settings MUST be set to Windows XP SP 2 or 3. The install program may set them for the Install User, but be sure that ALL User's RV Park program instances are set correctly. This should be done and verified you have done it correctly before running the program or setting things up. See [HERE](#) for more information.
- 3) RV Park Software does NOT interface with any other software that we are aware of, other than E-Business related applications. That is, it does NOT process Credit Cards or interface with a Cash drawer. Most Parks use a Credit Card machine to process Credit Cards. It is designed for Printing to your Default 8.5" X 11" Printer. It does NOT print to a 3" or 4" Printer.

#### Application Overview

This application was developed to provide a simple, yet powerful, tool to manage the Reservations, Billing, and Tax reporting of an RV Park, Hotel, or other Property Management. There are a few steps to setting up the application so that it reflects your RV Park, but after that, almost everything you need to run the RV Park is on a single panel.

First, use the [Setup](#) option to enter your [Park Information](#), appropriate Taxes, and Electric kilowatt hour charge rates. **NOTE: It is highly recommended you invest in an external Hard Drive to [Backup RV Park](#) automatically.**

Next, enter your [Site Information](#). Defining the Site type, size, amenities, and rental fees for Seasonal daily, weekly and monthly rates, as well as, 3, 6, and 12 month billing cycles. You can also define an Alias for the site number with alpha characters that will be displayed on the Reservation Grid window. **NOTE: If you do NOT use Seasonal Rates, just enter Summer Rates and leave the Winter Rates "0".**

**TIP: When setting up the Sites, you can define 1 site that has most of the characteristics of the majority of your sites and use the Copy Site feature to define as**

many sites as needed. Please Note the Site Alias field. This field can provide a Custom feature of Alpha characters with the Site Numbers. Some Parks may rent more than one Type of "Site" like RV sites and Boat Slips. You can prefix the Alias with RV or BS and the number to start with, and the Copy Site feature will facilitate that series (example: RV001 or BS001). See [Site Setup](#) for more information.

Also, you may want to set the QuickBook Account and Type. These can be used to filter the Tax/Revenue report, or when Exporting Excel data from the Billing table.

And lastly, define [Other Charges](#) you may want to charge a Guest during their stay and determine whether or not the charges are taxable. These can be positive numbers like a late fee, or negative numbers like giving a Guest credit for some work they may have performed or a refund for something. The assumption in the application is any positive charges are revenues in and negative charges are revenues out or lost. They will be separated on reports. What isn't tracked is any discounts you use. If a Guest is affiliated with any accepted discount membership, their rent is reduced by 10% (checking a box on the Guest Panel) and the reports do not reflect it. The Other Charges can also be used as a Point of Sale tool if you are wanting to track sales of Items in a Park Store. With the use of a Barcode Scanner, it can be quick and easy to sell Items from a Store.

**NOTE: If you had a Computer Based approach to managing your Park before RV Park Software, you can also use an external program to Import your Guests, Sites, and Other Charges called DataImporter. See [Import Old System Information](#) for additional information.**

Once all of your Park information has been entered and you want to use the Park Maps feature, you can use the external program "MapMaker" to create your Park Map(s). See [Park Maps](#) for additional information.

The process for a Guest renting is:


- 1) Use the Reservation Grid and Select the Arrival thru Departure date of an open Site by dragging across the Grid and holding down the Left mouse button (or you can use the Map with Arrival and Departure Dates entered and select an open Site) ;
- 2) Enter a few characters of a returning Guest's name and press the Enter Key to get a List of Guests to choose from or if it is a New Guest enter the Guest's information;
- 3) Generate a Bill when appropriate, by entering a date the Bill will be paid through. This will be printed on your 8.5" X 11" Default Printer;
- 4) Mark the Guest Paid when the Bill is Paid;
- 5) Repeat steps 3 & 4 for as long as the Guest remains in the Park;
- 6) After the Last Bill has been paid, check the Guest out when they leave the park, returning the Site back into the available pool of Sites.

**NOTE: Failing to "CheckOut" the Guest will cause issues on the Grid.**

You can also go directly to the Guest Panel, find the Guest or enter a new Guest, enter Arrival & Departure dates, and find an available Site. The Grid or Map approach is just easier.

### Entering Existing Guests

Once the RV Park is setup, using the above steps, all that remains is entering your Guests and assigning them to a Site. This is handled on a single form, the [Guest Information Panel](#). If you already have Guests and you are setting this up for the first time, you can enter their information in the upper left portion of the panel, provide their vehicle or RV information, select their method of payment (daily/weekly/monthly/3 month/6 month/12 month), and enter their arrival and departure dates.

 **TIP: If this is an old Guest, remember to enter a few characters of their Name and press Enter to get a list of previous Guests.**



**NOTE:** If this is an existing Guest, you may want to enter their arrival date as the time they last paid or their "paid through" date. This will simplify their next Billing, otherwise, the application will attempt to Bill them for previous rent.

Then press the AvailSites Button and select their site from the list. Always remember to SAVE the Guest before going to another guest, Site, or New Reservation ... or you may lose your work. Once the Guest is Saved, the Site is no longer available for those dates..

### **Billing**

When you are ready to create a Guest Bill, double-click in the Pay Thru field on the Guest Information Panel and select the date the Guest will be paid up to. If there are "Other Charges" you need to Bill them for use the drop-down list to select up to 5 Other Charges. You may want to change the Quantities of the Charges, if so, make those changes. Look for a red **Prorated** piece of text just above the Form of Payment button in the lower right corner of the window. This will happen if the time frame is NOT exactly a week or 30 days for a month, etc. If you do not want the Bill to be Prorated, simply check the Do Not Prorate checkbox to the left of the Generate Bill Button. If you are billing the Guest for Electricity, make sure you have entered the Current Meter Reading in the Current Meter field on the Panel and the Bill Elect checkbox is checked. The Electric Charge will automatically be entered on the Bill. If the Guest should receive a 10% (or whatever you determined) Discount on their rent, you should make sure the Discount checkbox in the Guest Information portion of the panel is checked.

If the Billing is only for Electricity or Other Charges in between their Rental charge, use the "This is an Interim Bill" checkbox to provide Billing before their next Rental is due.

Once you are satisfied with the information on the Panel, press the Generate Bill Button and a paper form will be printed on your Default printer. Once the Bill has been printed, be sure you DO NOT make any changes to the guests information. Making changes will cause discrepancies between the Bill printed and the information being captured. You should make changes if there are things incorrect on the Printed Bill, but remember to re-print the Bill for the Guest once they are corrected.

### **Receiving Payment (Bill Paid)**

When the Guest provides payment for the Bill, you need to press the Bill Paid Button on the Guest Information Panel. Pressing the button will set the Current Meter reading to the Last Meter reading and Pay Thru date to the Last Paid date in the guests database record, making them ready for the next period or Checkout. This button also registers the information to the Billing table for subsequent Reports.

### **Checkout**

When a Guest is ready to leave the RV Park, this button is used to release the Site. It is best to have the Bill Paid completed before using the Checkout Button. Generally, the Guest has paid their Bill and are paid up thru the date of departure. On the Guest Information form, the Current Meter field value is 0 and the Paid Thru date is blank. Then the Checkout Button can be pressed. NOTE: There are times where the Guest may leave without paying their Bill, if that is the case DO NOT use the Bill Paid Button. Doing so will falsely add revenues to the Billing table. In this case, simply press the Checkout button and pick Yes on the popup panel asking if the Bill has been paid. In this case you may also want to flag the Guest as a Do NOT Rent for future stays (remember to Save the Guest).

### **Reservations**

When making reservations, make sure the Guest Information Panel has been Cleared (use the Clear Button on the bottom of the panel). At least enter a name and phone number for the Guest Reservation. Select the type of site (Cabin, Camper, Boat, 5th Wheel, or Motorhome). Enter an Arrival and Departure Date and press the AvailSites button. A list of available sites will be provided. NOTE: If the list has other Guests on the lines, the Site is or will be used by another Guest and should be reviewed for potential conflicts. The more information you provide, the more detailed the search for available sites will be processed. If you provide the length and/or

width of the RV, it will be used to determine if the site can accommodate the unit. Likewise for Water, sewer, electric, etc. Once the Site is selected, Save the Guest and the Site will be allocated for this period of time.

That pretty well covers the overview of the application. There are 2 search fields on the Guest Panel worth mentioning. The Name field in the Guest Information section is a search field, simply enter a string of characters for someone's name and press Enter. A panel will be displayed with all of the Names that match the entered string. Selecting one of the Guests from the panel will load their information (**NOTE: Before doing this, be sure you saved any former Guest changes**). The other search field is the Site No field in the Site Information area. Enter a Site number and the site can be retrieved. This does depending upon the situation (whether or not an entered Site is already rented or not). If the Site number entered has already been rented, you need to press Yes on the popup panel to view it or No to cancel.

**NOTE: If you have entered information for a New Guest that has NOT been Saved, and you press Yes to view a Site, you will most likely loose your entered information for the New Guest not yet Saved.**

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## Software Registration

### RV Park Help



#### Software Registration

This software is a licensed copy of an application developed by E-Business Made Simple. It is NOT Freeware. One may use it as a trial version for 30 days without the use of a KEY. After the 30 Day Trial Period, the software must be provided the KEY to be a fully functional application again. For more Information see [Software Registration Panel](#).

If you need additional time, a 30 day extension key can be provided by going to:

<https://rvparksoftware.us>

or Emailing your request. You can also request a second 30 day extension (a total of 90 days) to evaluate the software. This requires another key and contacting us. We want you to be happy with the software before you purchase.

During the trial period, there are no references to the trial except during the initial launch of the software. A license can be purchased from E-Business Made Simple at:

<https://rvparksoftware.us>

Email us at

[sales@e-businessmadesimple.com](mailto:sales@e-businessmadesimple.com)

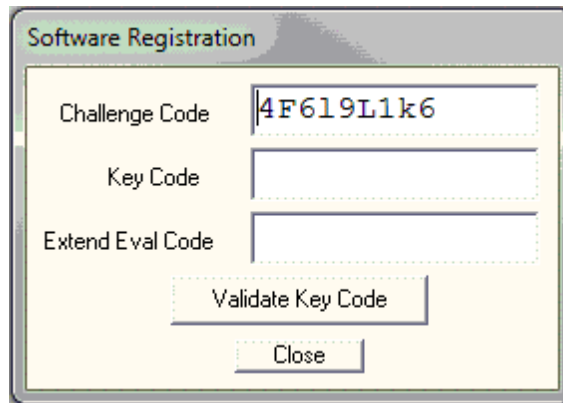
or

E-Business Made Simple  
PO Box 70  
Howard, CO 81233-0070  
Phone: 719-239-9768

#### Register Process:

Once you have purchased the Software by providing the Challenge Code, you will receive a

Email with the License Key. [Copy & Paste](#) the License Key into the Key Code field of the Software Registration panel and press the Validate Key Code Button.



The image shows a 'Software Registration' dialog box with a yellow background and a grey border. It contains three text input fields: 'Challenge Code' with the value '4F619L1k6', 'Key Code', and 'Extend Eval Code'. Below the fields are two buttons: 'Validate Key Code' and 'Close'.

Thanks for your patronage!

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## Setting Up RV Park

### RV Park Help



#### Setting Up RV Park

There are 4 basic steps in setting up the application:

1) Defining the [RV Park information](#) - general type information like the Name of the park, address, phone numbers, etc., but also Taxing information and Electric kilowatt hour rates and what is to be taxed. This is also where you provide any announcements you want your Guests to have, which are printed on the Billing Statements. Please carefully review the [RV Park information](#) Help when doing this step.

2) Defining the RV Park Sites - All sites are numeric, that is, the Program uses a number to address the site internally. However, you can use an Alias that the User will see, which can contain alpha characters. In this area you will define each site and it's size and what type of Site it can accommodate, plus the daily, weekly, monthly, quarterly, bi-yearly, or yearly charging rates for each site. There is also a way to standardize the rates by using default rates when the [RV Park information](#) settings are made. Please use the [Site Setup](#) Help for a more detailed overview of this step.

**NOTE: While you are setting up your Sites, please note there is a Rate Adjustment button on the panel that will allow you to define any Rate Adjustments you may want. The Rate Adjustment is for ALL Sites and applies for whatever period the Guest is staying. That is, if they are Daily stays, the Rate Adjustment is applied to each Daily Rent price; Weekly stays, it will apply to each weekly rental price. This is nice if you want to charge \$2 extra for 50amp daily, or give a Senior a negative \$2 per day discount. See [Rate Adjustments](#) for more info**

3) Other Charges - You can define as many "Other Charges" as you want. Remember, only up to 5 Other Charges can be used on a Billing Cycle through the Guest panel, but you can use the [Bill Costs Other Than Site Related](#) button from the Main panel.

4) All that is left is to enter your Guest Information and assign them to a Site.

5) Use the [MapMaker](#) application included with RV Park Software to define up to **4** Park Maps. This is optional, if you don't want to use Park Maps, you don't need to do this.

The first 3 steps are accessed through the [SetUp Panel](#). The fourth step is in the [Guest Panel](#) and the last step is a separate application, but can be launched from the SetUp panel.

 **TIP: RV Park Software runs better (and is easier to Network Multiple computers) if it is in the Root Directory.**

RV Park normally is installed in the "Program Files (x86)" environment, and as such, is more difficult to network and may be forced into the Windows Virtual file structure (where RV Park does **NOT** run properly). Installing it in the root directory "C:\RVPark" directory is much better. If you change the install path during the initial installation to "C:\RVPark", everything is great. If you want to move it there **AFTER** installing it in the "C:\Program Files (x86)\RVPark" you need to follow these steps:

- 1) In File Explorer, select the Program Files (x86) directory in the left pane to list it's directories in the right pane.
- 2) Move the Left Pane slider so that you can see the C: drive in the left pane.
- 3) Then move the right pane slider so you can view the RVPark sub-directory in the Program Files (x86) directory.
- 4) Using the left mouse button, click down and hold on the RVPark directory on the right pane and drag it over the C: drive in the left pane and let the left mouse button go. This will MOVE the RVPark directory from the Program Files (x86) directory to the root C: directory.
- 5) Go to the RV Park Desktop Icon and right click it, select Properties from the bottom of the pop-up listing.
- 6) In the Properties panel change the Target and Startup lines to reflect the moved program (C:\RVPark). If you have all 4 programs on the desktop, you may want to correct each of the 3 remaining ones also:  
MapMaker  
Calendar  
DataImporter
- 7) Go to the C:\RVPark directory and find the "Path.txt" file and delete it. It has the previous location's path in it which will create an error when you launch the program.
- 8) Start TV Park Software for it to create a new Path.txt file and then re-launch it and it should run fine.

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## Site Alias Naming

# RV Park Help



## Site Alias Naming

One of the really important features of this tool is the ability to create unique Names for your Sites or Properties, called Site Alias. **Before** creating all of your sites, you may want to think about how you want to organize your Park or Properties. There are several factors that may change how you decide to Name the Sites. Sites don't have to be just numbers, they can have Alpha characters before and/or after a number. You are limited to 7 characters.

**Site Features** - You may want to use Alpha characters to designate something about a Site like "Pull Thru" or "Shade", or other "Features". To do this, you can use the Site Alias to reflect these Features like: 004P or 008S or even 006PS ...

**Site Types** - There are also times when you may have different Site Types you want to manage like not only RV Sites, but Storage Units; Slots; Boat Slips; or whatever ... Here you can use a few Characters in the beginning of the Site Alias to key the Site Type like: RV001 or ST005 or BS045

**NOTE:** In the Examples, we are showing 3 characters for the number "004". This is because the lists will be Alphanumerically sorted. If you numbered RV1 ... RV32 ... RV112, the listing in

the Reservation Grid would look like this: RV1; RV11; RV12; RV13; ... RV2; RV21; RV22; ... Not really what you would want.

**Addresses** - You may also want to use an Address as the Site Alias, as long as they are all Unique.

When you first set up the Sites, there is a Copy Site tool that can help set the Site Alias names if you are using an Alpha Prefix like "RV". Please see [HERE](#) for help using this.

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## Define Existing Guests

### RV Park Help



#### Define Existing Guests

Once the RV Park is setup, all that remains is entering your Guests and assigning them to a Site. This is handled on a single form, the [Guest Information Panel](#). If you already have Guests, you can enter their information in the upper left portion of the panel, provide their vehicle or RV information, select their method of payment (daily/weekly/monthly,etc.), and enter their arrival and departure dates.

NOTE: If this is an existing Guest, you may want to enter their arrival date at the time they last paid or their "paid through" date. This will simplify their next Billing, otherwise, the application will attempt to Bill them for previous rent.

NOTE: If the Arrival Date is before today's date, you will have to press Yes when the Warning message appears.

Then press the AvailSites Button and select their site from the list. Always remember to SAVE the Guest before going to another Guest, Site, or New Reservation ... or you may lose your work. Once the Guest is Saved, the Site is no longer available for those dates.

NOTE: When using the AvailSites button, remember it is checking the database for a matching criteria of the information on the Guest panel for the Guest. That is, the type of guest (5th Wheel vs Motorhome); Electric, Water, Sewer, Length, and Width of the RV. If you haven't setup the Sites with all of their information the Search may not provide what you need. **You may simply want to use the Assign New Site button and enter their actual site.**

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## Registering a Guest

### RV Park Help



#### Registering A Guest

There are several steps needed to Register a Guest.

##### Manual Input:

1) Enter the Guest's information - the amount of information you enter is up to you. The only required data is their Name. Everything else is added for your requirements. If you want to take a deposit, you may enter the amount in the Guest Information area. Later, the Deposit can be applied to their final Bill.

NOTE: You can add an UpChg to Deposit transactions. The Guest MUST be set to using a Credit Card and the UpChg is "turned on". A receipt can be generated for the Guest and

either printed or Emailed.

2) Vehicle Information - the only important item is what type of Vehicle they have. This is the radio buttons at the bottom. They may limit the sites available depending upon how you defined the sites. If you have entered Maximum Length and Widths for the sites, and enter numbers into the Vehicle Information areas, this too may limit the sites available. Other than that, the program doesn't use the information, so it can be blank.

3) In the Site Information area - you must enter an arrival and departure date for the Guest, choose the type of stay via the radio buttons (day, week, month. etc.), and a site must be selected for the Guest. This may have already been selected via the Reservation Grid, or you can simply enter it in the field, or you can use the AvailSites button to determine a site. Again, if you have entered the Electric Amps, Water, and/or Sewer; your sites available may be limited based on how you set up your sites.

4) After the first 3 steps are complete, you should be able to use the Save button to complete the Registration.

#### **On-Line Reservation Input:**

This is only available to those who have a website and have properly setup the On-Line Reservation portion of the software. See [On-Line Reservations](#) for more information.

1) Get an Email Notice that someone has Registered On-Line.

2) Go to the Guest Panel and press the Get Internet Guest From Web button (see [here](#) for setup info)

3) Assign a site for the stay. Save the new Guest & reservation.

4) Use the Email Reserv button to notify the Guest of their reservation.

5) Use the Remove Internet Guest from Web button for the next on-line reservation.

**NOTE: No moneys are generally calculated until you enter a Paid Thru date. This field can be double-clicked to get a calendar to select the date with.**

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## Making a Reservation

### RV Park Help




#### **Making a Reservation**

There are 4 ways to make a Reservation.

1) Manual Entry From the Guest Panel

When making reservations, make sure the Guest Information Panel has been Cleared (use the Clear Button on the bottom of the panel). At least enter a name and phone number for the Guest Reservation.

 **TIP:** If the Guest has been there before, you can enter a few characters of their Name in the Name field and press Enter and you will get a list of Guests with that String in their Name to select from.

Select the type of site (Cabin, Camper, Boat, 5th Wheel, or Motorhome). Enter an Arrival and Departure Date and press the AvailSites button. A list of available sites will be provided.


**NOTE:** If the list has other Guests on the lines, the Site is or will be used by another Guest and should be reviewed for potential conflicts.

The more information you provide, the more detailed the search for available sites will be processed. If you provide the length and/or width of the RV, it will be used to determine if the site can accommodate the unit. Likewise for Water, Sewer, Electric, etc. Once the Site is selected,

Save the Guest and the Site will be allocated for this period of time.

## 2) From the Site Grid Panel

Simply select a Green Cell on the day of Arrival, and you will be taken to the Guest Panel to complete the registration similar to what is provided in option 1.

 **TIP:** You can also Click on the Arrival Date and keeping the Left Mouse button depressed, Drag the mouse to the Departure Date. This will transfer both dates to the Guest Panel for registration.

## 3) From the Park Map Panel

If you have set up the Park Maps using the MapMaker tool (see [Park Maps](#)), you can use the Park Map Panel to make a reservation by entering the From & To dates and selecting an Open or Available site (shown in Green). Enter the Guest information and Save the new Guest.

## 4) From an On-Line Reservation

If you have a Website, RV Park Software offers a FREE service for on-line reservations. Once properly set up, all you need to do is press one button and the Guest Information is automatically loaded from our database into your Guest form. You assign the site they will have and contact them for a deposit (or not). Then you Delete in information on our site with another click of the mouse on the Guest panel. See [On-Line Reservations](#) for a more detailed overview.

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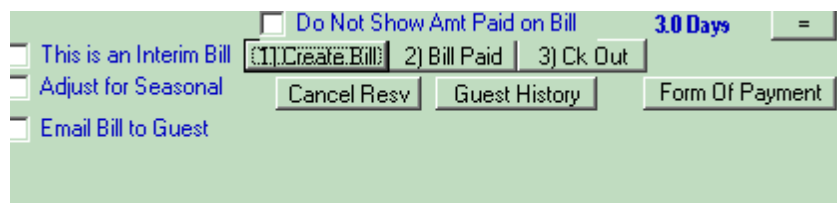
## Cancelling A Reservation

### RV Park Help

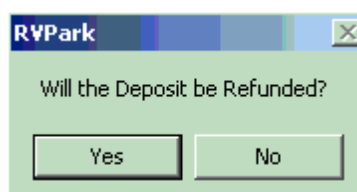


### Cancelling A Reservation

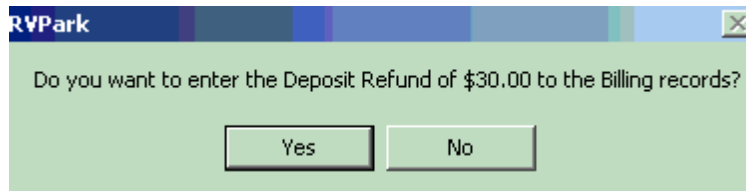
In the Event you need to Cancel a Reservation, simply find the Guest by entering a portion of their name in the Name field on the Guest Information Panel (and if required, select them from the pop up panel). Then simply press the Cancel Resv button. Providing there has been no bills created or Paid, you can Cancel the Reservation.



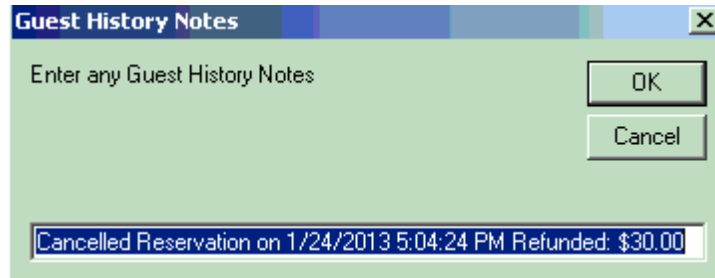
If there was a Deposit, you will be asked if the Deposit will be refunded.



If you press Yes, you will then be asked if you want the Deposit will be added as a Loss to the Billing database.



Then you will be asked to provide a Note to the Guest History relative to the Cancellation. The Note is pre-drafted, but you can enter anything you want.



Then the Reservation will be Canceled.

**Note:** If there was a Refund made you cannot cancel the Cancellation.

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## Creating a Bill

### RV Park Help




#### Creating a Bill

Billing is a 3 Step Process, and the Buttons are labeled with the numbers 1, 2, & 3. If a Guest is staying through multiple Billing cycles, you will only use Step one & two until they are actually ready to leave.

Step one; **enter the Pay Thru Date** and press the **1) Create Bill** will print out the Bill for the Customer to review.

 **TIP:** You can press the Pay Thru Label to enter the set interval of Days to the Last Paid or Arrival date for a quick input, if the Pay Thru date is blank. Otherwise, it will simply add one day to the Pay Thru date entered.

 **TIP:** This particular output is actually tied to the screen resolution. What that means is if your screen resolution is set small (example: 800 X 600) so that the Windows are big, the Billing Statement output will be cutoff. If your screen resolution is set to something larger (example: 1280 X 768 **or more**), you should get all of the Billing Statement form output. See [System Requirements](#) for how to set your Screen Resolution.

 **TIP:** When RV Park won't accommodate you charging scheme, you can OverRide the Site Rate. See [OverRide Site Rent](#) for more information.

When a Bill is created and you have not set a Payment Type, you will be given a chance to exit



before the Bill is printed and set the Payment Type.

Step two; **2) Bill Paid** is where the information is actually saved in the Billing database and MUST be done to assure proper tracking and is done when the money is received.

Step three: Once the last Bill is paid and the Guest is leaving, pressing **3) Ck Out** will return the site to the availability pool.

When you are ready to create a Guest Bill, double-click in the **Pay Thru field** on the Guest Information Panel and select the date the Guest will be paid up to. If there are "Other Charges" you need to Bill them for, use the drop-down list to select up to 5 Other Charges. You may want to change the Quantities of the Charges, if so, make those changes. There can also be [Rate Adjustments](#) and [Discounts](#) you may want to apply.

**NOTE: The selected Other Charges will be saved with the Guest.**

Look for a red Prorated piece of text just above the Form of Payment button in the lower right corner of the window. This will happen if the time frame is NOT exactly a week or 30 days for a month. If you do not want the Bill to be Prorated, simply check the Do Not Prorate checkbox to the left of the Generate Bill Button. If you are billing the Guest for Electricity, make sure you have entered the Current Meter Reading in the Current Meter field on the Panel and the Bill Elect checkbox is checked. The Electric Charge will automatically be entered on the Bill. If the Guest should receive a 10% Discount on their rent, you should make sure the Discount checkbox in the Guest Information portion of the panel is checked.

If the Amount Paid is not the same as the Amount Due, you can press the "=" button just below the Amount Paid field to make them Equal. If they are paying less than the Amount Due, select the Amount Paid field and enter the correct amount being paid.

Once you are satisfied with the information on the Panel, press the **1) Create Bill** Button and a paper form will be printed on your Default or selected printer. Once the Bill has been printed, be sure you DO NOT make any changes to the Guest's information. Making changes will cause discrepancies between the Bill printed and the information being captured.

**NOTE: If you have the Guest's Email Address, you may wish to Email the Billing Statement to long term Guests. Simply Check the "Email Bill to Guest" checkbox and select whether you want to generate a paper output also; then Save the Guest to retain those preferences. They will receive an HTML formatted Email very similar to the printed Bill. YOU MUST SETUP THE EMAIL Billing Statement parameters - see [HERE](#) for more information.**

**NOTE: The Guest Email can only have ONE Email address in the Guest Email field!!!**

The screenshot shows a section of a software interface with several checkboxes and buttons. The 'Email Bill to Guest' checkbox is checked and highlighted with a dashed yellow border. Other checkboxes include 'This is an Interim Bill' and 'Adjust for Seasonal', both of which are unchecked. To the right of these checkboxes are two buttons: 'Generate Bill' and 'Checkout'. At the bottom of the section are two radio buttons: 'PrintOut' (which is selected) and 'NO PrintOut'.

😊 **TIP:** You can change the Printer to a PrimoPDF type output and save a PDF file on your computer for Record purposes. PrimoPDF can be downloaded at: <http://www.primopdf.com/download.aspx>

If you have made an error or need to make changes on the Printed Bill, simply make your changes and re-print the Bill for the Guest once they are corrected.

See [Receiving a Payment](#) for how to flag the Bill as Paid.

**Understanding the Bill:**

If a Billing Period for Daily, Weekly, or Monthly crosses the Seasonal Rate Dates you may have entered, the Site Rate Line on the Statement will be a little different. A "WS" or "SW" designation will be added to the phrase "SiteRate". If it is "WS", it means the Billing Period started with Winter Rates and then went to Summer Rates. Likewise if the Site Rate text has "SW" added, it means the Billing Period started with Summer Rates and then went to Winter Rates. The Rate value will show both of the rates in the order stated, with a "/" between them. The Number of Days, Weeks, or Months field will also show the respective times with a "/" between them. Due to the complex nature of the calculations, the Total Space Rent amount (even though it is correct) may not be a simple multiple of the rates and time frames. If the Billing has been prorated for extra days, then Prorated will be to the right of the time Billed. By selecting the various checkboxes on the Guest Form, one may be able to provide the Bill you need.

**NOTE:** The software only figures amounts based on the Billing Type selected. That is, if you have selected weekly; the software assumes Site Rates are based on a week (i.e. 7 days). So if you select a Weekly Type and span 8 or 9 days, the software prorates the extra days in terms of a week. If you selected a 9 day period, it will figure 9/7 of a Week. If you Prorate it, it will drop the extra days and figure only 7. If you want to charge the Guest one week and 2 days, you will need to issue 2 Bills (one at a time). The first one for a weekly rate, and the second (after you have completed the Bill Paid option) for the 2 days under a Daily Rate Type.

Date: 12/26/2010

---

Guest Name   
 Address   
 City, State Zip

---

Site Number  Billing from  To

Billing is Monthly

You are billed Monthly.

|                |                                      |                  |                                      |                 |                                    |                                     |
|----------------|--------------------------------------|------------------|--------------------------------------|-----------------|------------------------------------|-------------------------------------|
| Site Rate: WS  | <input type="text" value="250/300"/> | Number Of Months | <input type="text" value="1.0/1.1"/> | <b>Prorated</b> | Outstanding Balance                | <input type="text" value="-50.00"/> |
| Electric Meter | <input type="text" value="0"/>       | Previous Reading | <input type="text" value="8102"/>    | Rate /WH        | <input type="text" value="0.095"/> | Total Space Rent                    |
|                |                                      |                  |                                      |                 |                                    | <input type="text" value="588.33"/> |
|                |                                      |                  |                                      |                 |                                    | Total Electric                      |
|                |                                      |                  |                                      |                 |                                    | <input type="text" value="0.00"/>   |
|                |                                      |                  |                                      |                 |                                    | Total Taxes                         |
|                |                                      |                  |                                      |                 |                                    | <input type="text" value="0.00"/>   |
|                |                                      |                  |                                      |                 |                                    | Total Due                           |
|                |                                      |                  |                                      |                 |                                    | <input type="text" value="538.33"/> |

Denotes a Bill that crosses the Seasons (Winter to Summer )

Prorated will be shown if the Bill is Prorated.

Rates & Months are shown in the Order of how it crosses the Season. This is Winter to Summer (WS).

NOTE: The Number of Weeks or Months shown are approximate & may not always be easily calculated for the Total Space Rent.

Your Total amount is due and payable no later than 5 days from your anniversary date.

If you have provided a Discount, it will be shown on the printed Bill as shown below.

|   |        |                   |           |                       |           |                        |         |
|---|--------|-------------------|-----------|-----------------------|-----------|------------------------|---------|
| Site Number:  | 002    | Billing from:     | 2/20/2013 | To:                   | 2/20/2014 | You are billed Yearly. |         |
| Site Rate:  | 3600   | Number Of Years:  | 1.0       | Outstanding Balance:  | 0.00      |                        |         |
| Electric Meter:   | 0      | Previous Reading: | 0         | Rate KWH:             | 0.095     | Total Space Rent:      | 3240.00 |
| Taxes and Fees  |        |                   |           | Total Electric:       | 0.00      |                        |         |
| Sales Tax:  | 0.0825 |                   |           |                       |           |                        |         |
| Electric Tax:   | 0.09   |                   |           |                       |           |                        |         |
| <b>Your 10% Discount Amounted to: \$360.00</b>  |        |                   |           | Total Taxes and Fees: | 0.00      |                        |         |
| Your Total amount is due and payable no later than 5 days from your anniversary date. |        |                   |           | Total Due:            | 3240.00   |                        |         |

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## Adding/Removing Other Charges

# RV Park Help

### Adding/Removing Other Charges

When getting the Bill ready, you may want to add Other Charges to the Bill. Use the Other Charges area on the Guest Information Panel by picking the drop down list and selecting from the list (Shown Below).

Other Charges

Select Charge ▼

- Late Fee
- Meter Charge
- My Charge
- Park Maintenance
- Wash RV

The item will be added and the Other Charge field to the right will reflect the charges. The quantity field on the left of the Other Charge can be altered to add a new Charge or if you double-click on the Other Charge Name/Description it will be removed from the Bill.

Other Charges

Select Charge ▼

|   |              |       |
|---|--------------|-------|
| 1 | Late Fee     | 25.00 |
| 1 | Meter Charge | 12.00 |

Chg Qua
Delete Line

**NOTE:** One can change the Quantity to alter the Total Other Charges. You cannot change the Amount for the Other Charge.

**TIP 😊:** If you want to create a "Flexible Other Charge", just define an Other Charge with the Amount of \$1.00, then you can use a Decimal Quantity like "14.97" to create a charge of \$14.97.

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## Receiving a Payment

### RV Park Help



#### Receiving a Payment

When the Guest provides payment for the Bill, you need to press the **2) Bill Paid** Button on the Guest Information Panel. Pressing the button will set the Current Meter reading to the Last Meter reading and Pay Thru date to the Last Paid date in the Guest's database record, making them ready for the next period or Checkout. This button also registers the information to the Billing table for subsequent Reports.

|   |                |               |           |
|---|----------------|---------------|-----------|
| <input type="checkbox"/> Do Not Show Amt Paid on Bill | 1) Create Bill | 2) Bill Paid  | 3) Ck Out |
| <input type="checkbox"/> This is an Interim Bill      | Cancel Resv    | Guest History |           |
| <input type="checkbox"/> Adjust for Seasonal          |                |               |           |
| <input type="checkbox"/> Email Bill to Guest          |                |               |           |

Do NOT press the **3) Ck Out** Button until you are ready to release the Site and the Guest is leaving.

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## Making a Refund

### RV Park Help



#### Making a Refund

There are times when you may want to provide a Guest with a Refund for something other than just their Deposit. This may be a Guest that initially paid for a Month, and due to some acceptable event, you elect to let them pay for a Week and need to refund the balance. This can be used for other situations, but for this example lets assume the Guest has already paid their \$400 for a month and you pressed the **Bill Paid** button to register the payment into the Billing database.

There are 2 approaches. 1) Edit the Billing Table and delete the transaction so you can start over ... or 2) Create a second Bill that shows the negative transaction, which is what I would do to preserve the History. Our example will use option 2:

- 1) You need an "Other Charge" called Refund Partial Rent (or whatever you want to call it) that may have -\$100 as a value.

- 2) Go to the Guest that is leaving early that you want to give a refund to
- 3) You can use the Reset Date button to set the Last Paid Date to yesterday if you want. (All this does is change the Guest's Last Paid date to yesterday so you can enter Today's date for the refund. It does NOT change the Billing transaction date.) Otherwise you will be entering the day after the Last Paid Date.

- 4) Select the Weekly option on the top, so the Type of stay will be Weekly.
- 5) Check the **This is an Interim Bill** box so No Dollars will be charged.
- 6) Use the Other Charge dropdown to get the Refund Partial Rent other charge. Edit the Amount to a minus \$225 (if that is what you need). You can also apply any deposits to the Bill at this time.

Site Information

Site No   Daily  Weekly  Monthly  3 Mo  6 Mo  Yearly

Electric Amps   Water  Sewer

Arrival Date  Departure Date

Last Meter  Current Meter   Bill Elect

Other Charges

Select Charge

|   |                     |         |
|---|---------------------|---------|
| 1 | Refund Partial Rent | -225.00 |
| 1 | Refund Deposit      | -100.00 |

Prev Balance

Site Rate

Other Chg

Electric

Taxes/Fees

Amount Due

Reset Date

Last Paid  Pay Thru  Amount Paid

Do NOT Prorate  Do Not Show Amt Paid on Bill  =

This is an Interim Bill    **Prorated**

Adjust for Seasonal

Email Bill to Guest

- 7) Press the Create Bill button then once you have given the Guest their refund, press the Bill Paid button to register the refund in the database and then press the Checkout button to return the site to the available site pool.

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## Entering Payment Type Information



### Entering Payment Type Information

In the Guest panel, you can determine the Guest's typical Payment information. This is used in the Email Confirmations and tracked in the Billing records.

Form of Payment

Cash  Check  Credit Card  Other  UnDo

Credit Card Information

Name on Card

Card Number

Expiration Date  Security Code  Credit Card UpChg

MC  VISA  AmExp  Disc  Other

**NOTE:** A Guest's Credit Card information is not used for anything in RV Park. It is simply a way to retain the Guest's Credit Card information, if you so choose to do so.

**Credit Card Up Charge** - This is a special field that will automatically add the entered percentage to the Guest's Bill as an Other Charge if their Form of Payment is set to Credit Card and a percentage has been entered. **The percentage is for ALL Guests that are set to Credit Card payments and their is only one percentage.**

**NOTE:** Once set, enter **0** in the field and use the **Save** button to **remove** the Up Charge.

**Caution:** Please read your Credit Card Agreement, some States have banned Merchant Surcharging. If your business operates in any of the 10 states (CA, CO, CT, FL, KS, ME, MA, NY, OK, TX) whose state laws prohibit surcharging, you may not charge checkout fees in that state. However, if you do business in multiple states, you may still surcharge credit card transactions in those states where the practice is not banned.

Hawaii, Illinois, New Jersey, and Rhode Island all have legislation pending that will ban surcharging if passed.

Finally, there is a loophole in these state laws which allow you to offer a discount to customers who pay by cash or check. Many gas stations, for example, already engage in this practice.

If you use the Check option, a Check Number may also be entered. The Check Number will be on the Print-Out and saved in the Billing Table records for tracking purposes. Also, there are up to 16 characters available for the check number, so you can enter 2 Example: 1234/5673

**NOTE:** Once the **2) Bill Paid** button is pressed, the **Check Number** will be cleared for the next Billing cycle. The **Check Number** can be retrieved from the **Edit Billing Database Setup** option in the **Payment Form** field or through a **Re-Print of the Bill**.

The screenshot shows a dialog box titled "Form of Payment". It contains two main sections. The first section, "Form of Payment", has five radio button options: "Cash", "Check" (which is selected), "Credit Card", "Other", and "UnDo". The second section, "Check Number", is a text input field containing the number "4444". At the bottom of the dialog box, there are two buttons: "Save" and "Close".

The UnDo option will reset the Form of Payment to "Unknown" when selected and Saved.

The **Unknown** Form of Payment is used when the Park has no need of knowing what form of payment was received. This has a 25 character field with it to track Payment variations like some in cash & some in a check. Just note, there are only 25 characters available so abbreviate.

## Making Multiple Reservations for One Guest

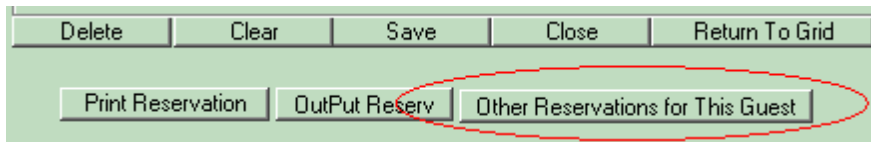
# RV Park Help



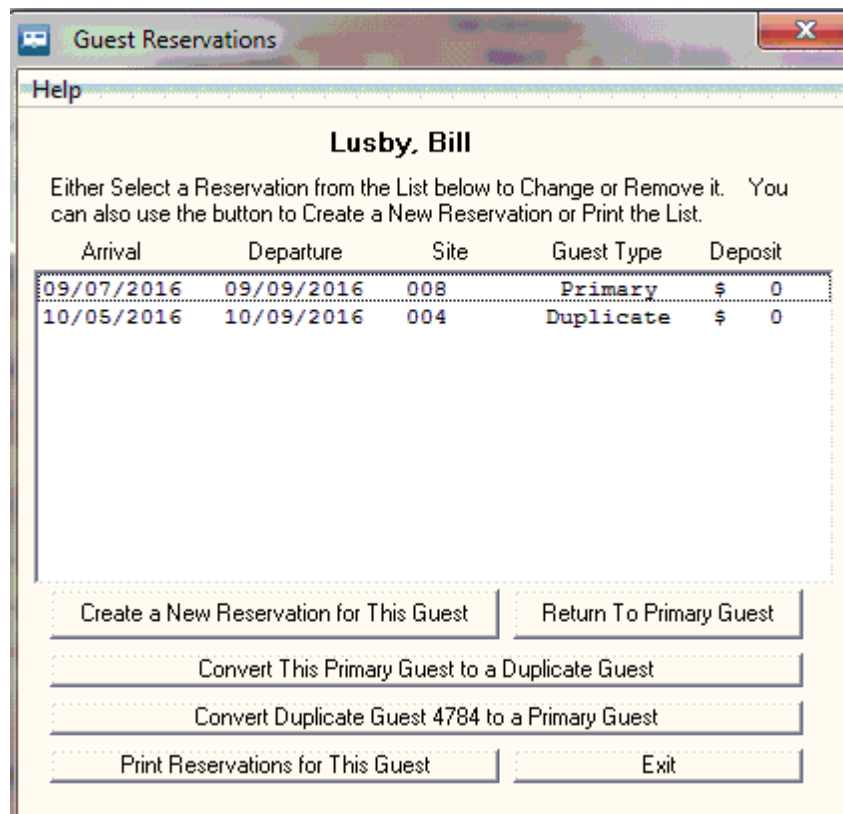
### Making Multiple Reservations for One Guest

Because of how the RV Park data structure was initially developed, a Guest can only have one Arrival & Departure date and Site assigned. Therefore, once a Guest is entered initially, they are considered the **Primary Guest**. You then need to use the Multiple Reservation tool. The Multiple Reservation tool will automatically create a **Duplicate Guest** and all you will need to do is enter their Arrival and Departure dates and the Site they will be assigned and save it. When the **Primary Guest** is Checked Out, the next **Duplicate Guest** (based on their Arrival date) information will be updated in the **Primary Guest** and the **Duplicate Guest** will be deleted automatically.

To access the Multiple Reservation tool, just press the Other Reservations for This Guest button at the bottom left of the Guest panel.



A new panel for Multiple Reservations will be displayed.



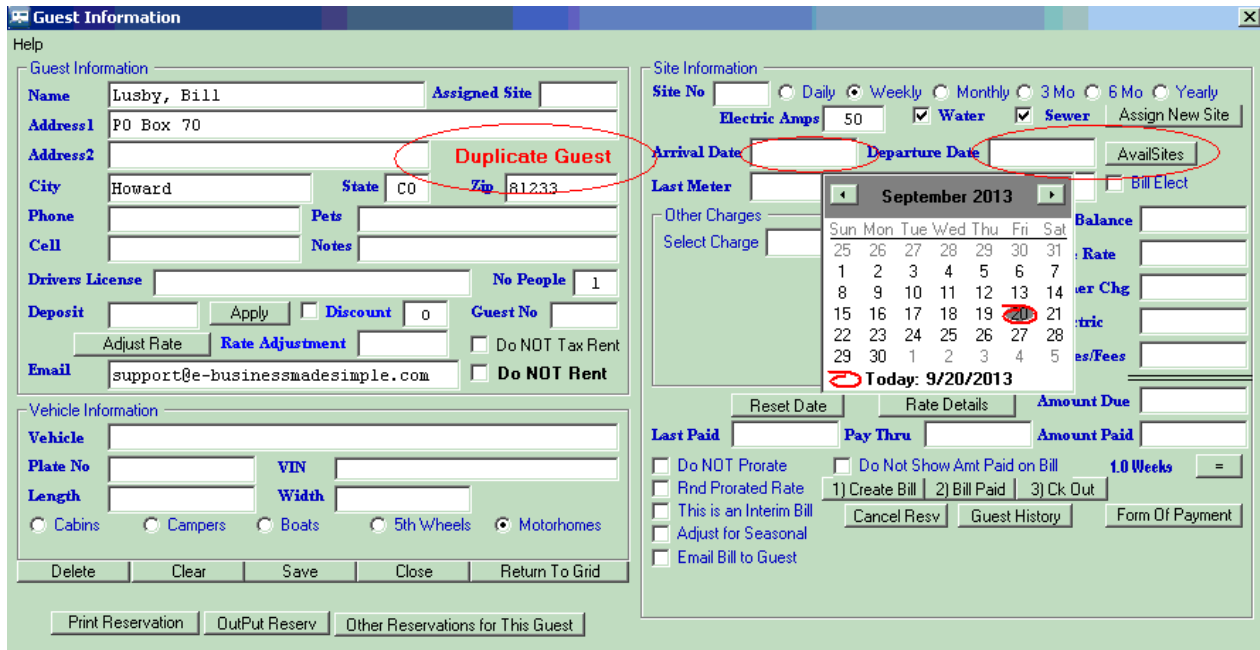
Simply press the **Create a New Reservation for this Guest** button, and the current Guest information will be used to create a new reservation. It is **NOT** saved, so you have to enter an **Arrival** and **Departure** date and select a **Site** for the Duplicate Guest before saving them. **NOTE: You can enter a Deposit and/or Rate Adjustments, and when the Primary Guest is Checked Out, that information will transfer back to the Primary Guest automatically.**



As you add more future Reservations, the list in the Guest Reservation panel will grow, providing you with all Reservations for this Guest.

When the **Primary Guest** is Checked Out from their current stay, the next **Duplicate Guest** Reservation will automatically update the **Primary Guest** and delete the **Duplicate Guest**. NOTE the **Duplicate Guest** in Red as opposed to the Green **Primary Guest** notification.

**NOTE:** If you have a **Duplicate Guest** displayed a new button will allow you to change it to a **Primary Guest**.



Just enter the Arrival & Departure dates and select a Site for the future Reservation, Save it and your done. See [Multiple Reservation Panel](#) for more information.

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## Sending an Email Reservation Confirmation



### Sending an Email Reservation Confirmation

On the Guest Panel there is a button labeled "OutPut Reserv" toward the bottom of the panel. Using the button will provide a pop-up with 3 choices: Print a Confirmation; Save a Text file with the Confirmation; or Email the Confirmation.

**NOTE:** To use this feature for sending an Email, you must properly setup the [Email Settings](#) for the Program.

There must be a Guest Email Address and a site assigned properly before this will operate. It is also beneficial to show a Deposit in the upper part of the panel so the Email will be better formatted. If the Guest has paid by Credit Card, Check, etc. and you have entered the information with the Form of Payment button, that will also be provided on the Email. The Email will be created and you will have a chance to edit whatever you want before Sending.

## Checking Out a Guest

### RV Park Help

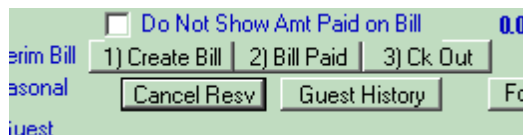


#### Checking Out a Guest

When a Guest is ready to leave the RV Park, this button is used to release the Site. It is important to have the Bill Paid completed before using the [Ck Out](#) Button. Generally, the Guest has paid their Bill and are paid up thru the date of departure. On the Guest Information form, the Current Meter field value is 0 and the Paid Thru date is blank. Then the [Ck Out](#) Button can be pressed.

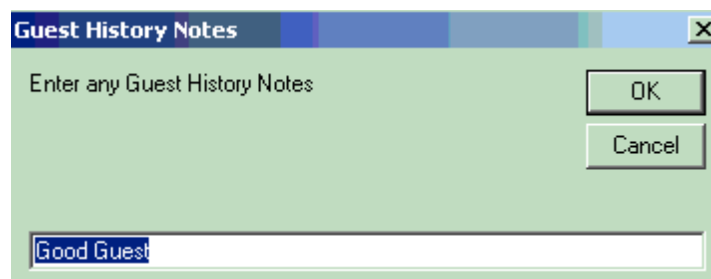
**NOTE:** There are times where the Guest may leave without paying their Bill, if that is the case **DO NOT** use the **2) Bill Paid** Button. Doing so will falsely add revenues to the Billing table. In this case, simply press the Checkout button and pick Yes on the pop-up panel asking if the Bill has been paid. In this case you may also want to flag the Guest as a DoNOT Rent for future stays (remember to Save the Guest).

**Also NOTE: The Guest's Credit Card data will be removed when they are Checked Out.**



During the [Guest Check Out](#) process you **MAY** be asked if you want to change the Departure Date. This is Only if the Departure Date doesn't match the Last Paid date. Typically, the 2 dates should match. If they should match and you don't keep them correct, the UnOccupancy Report will NOT be accurate. [One can retain the Departure Date if desired by not letting the program change the Departure Date.](#)

Also, you will be asked for any Notes on the Guest's stay.



This is where you can Note if the Guest had any problems or issues that may influence a future reservation, like:

- Slow Pay
- Excessive Noise
- Would not clean up after pet
- Caused problems with other Guests
- Excessive Complainer
- Etc.

You may elect to flag the Guest as a Do Not Rent (see [HERE](#)) to avoid future rentals

**TIP:** 😊 - You can also use the Arrival/Departure Grid panel to Check Out the Departing Guests more easily. See [Checking Out Multiple Guests](#)

**NOTE:** If Guests are NOT properly Checked Out, you may see a Warning when RV Park is first launched. Please see Guest Check Out Warning

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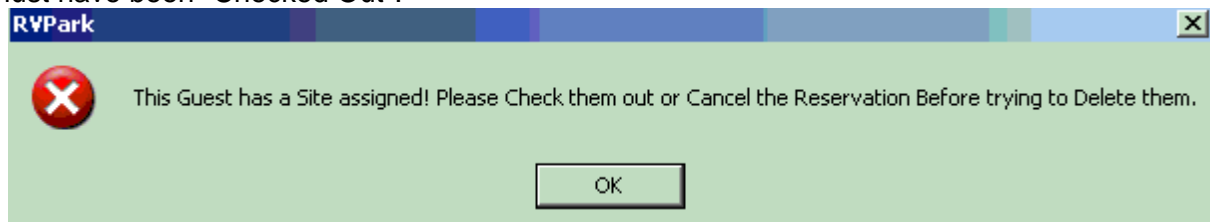
## Delete A Guest

### RV Park Help



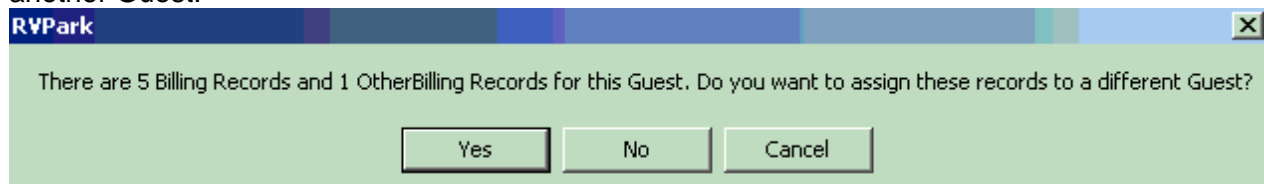
#### Delete A Guest

Typically, you don't want to Delete a Guest, but if you have created multiple Guests with the same Name (for [Multiple Reservations](#) or other purposes) you may want to Delete them. In this situation, there may have been Billing Records that should be linked to one of the remaining Guests with the same name. In this way, you will be able to easily create reports of ALL Billings for a Guest. The Guest being Deleted cannot have a Site assigned when Deleting them; they must have been "Checked Out".

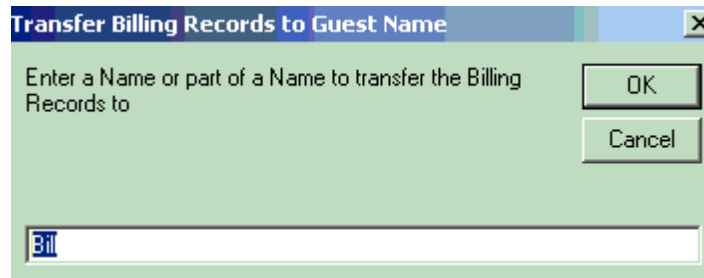


#### Process:

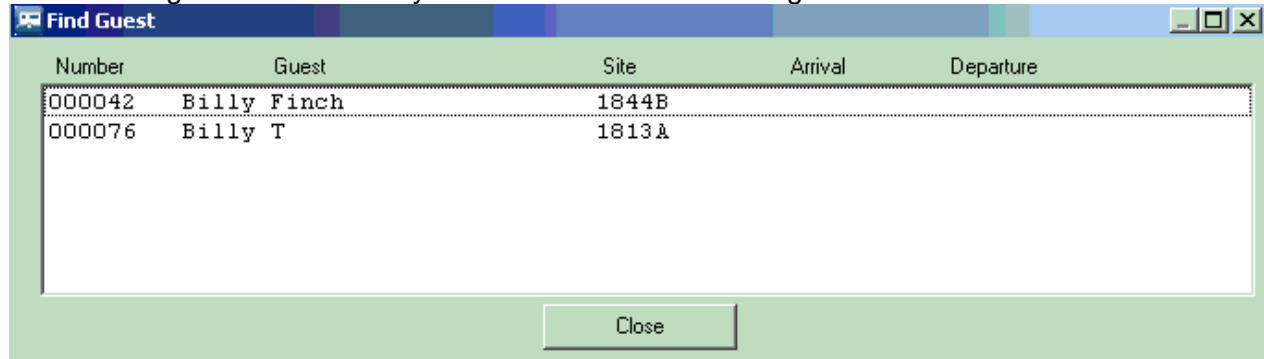
- 1) First, you must have entered the Database Password or you cannot Delete a Guest.
- 2) Press the Delete button on the Guest panel. If the Database password hasn't been provided, you will have to enter it here.
- 3) If there are Billing Records associated with the Guest Number, you will get a message describing how many Billing Records are assigned and asking if you want to reassign them to another Guest.



If there were no Billing Records associated with the Guest being Deleted, a message will be displayed saying there were no records. If you select the Cancel Option, the Guest will **NOT** be Deleted. If you select the No Option, the Guest Name will be added to the associated Billing Records, but the Guest Number will NOT be changed (leaving these Billing Records with NO Guest ID associated to them). If you select the Yes Option, you will be provided with a pop-up to enter a Guest Name string.



Enter a string to find the Guest you want to transfer the Billing Records to.



Select the Guest to Reassign the Billing Records to or press Close to cancel the transfer. If you select number 42 Billy Finch, you will see:



If there is any Guest History, you will then see:



Lastly, the Guest "Billy Finch" will be loaded into the Guest Panel.

This will make it possible to run a Guest Report for Billy that will include all of the records reassigned. Again, if you do not reassign the Billing Records to another Guest, they are still in the database, and be part of the Tax Revenue Reports.

## Daily Site Occupied List

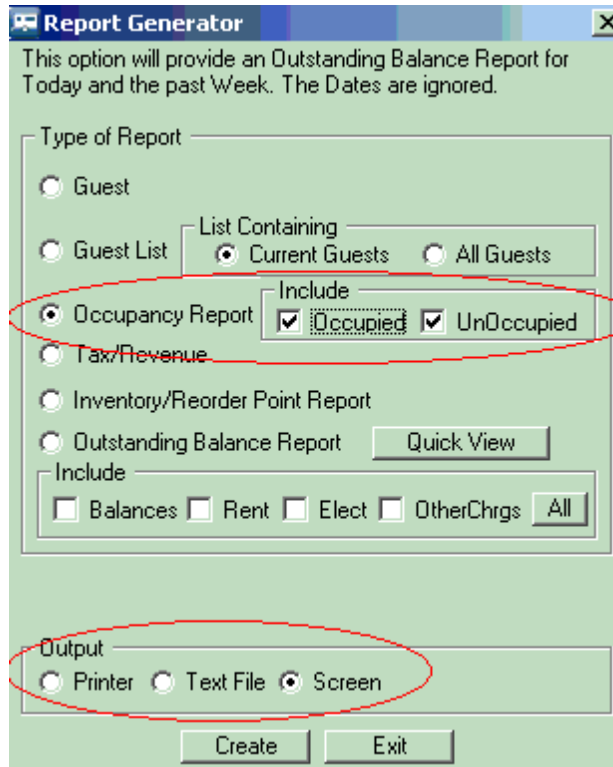
# RV Park Help



## Daily Site Occupied List

There are times when you need a List of which Sites should be open and which sites have a Guest there. You may want to check the Park in the morning to verify those sites that should be vacant are unoccupied. There is a Report that does this for the current day. The List can be just

Unoccupied or Vacant Sites or can be just Occupied Sites or you can have both Unoccupied and Occupied on the list. The List can be displayed on the Screen with color (and a screen image printed); output as a Text File; or sent directly to your Default or selected Printer.



Occupied Sites where the Guest is arriving Today, are **Bolded** to stand out, because the Site may be Vacant if the Guest hasn't arrived just yet.

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## Flagging a Guest as Someone You Don't Want Again



### Flagging a Guest as Someone You Don't Want Again

There are times where the Guest may leave without paying their Bill or they have been determined to be unwanted as a return Guest. In that case, simply check the Do NOT Rent check box in the Guest Information Panel and press the Save Button on the bottom of the Panel.

**😊 TIP: There is also a Guest History tool that will provide a Guest's transactions over time that can be helpful. If a Guest has Canceled numerous reservations or has been slow to pay, these attributes can be captured and noted through the Check Out process and then reviewed before or during their next reservation.**

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## Prorating A Weekly or Monthly Bill



## Prorating A Weekly or Monthly Bill

Prorating is much simpler than not prorating and charging a daily rate for extra days. Sometimes in a Monthly situation you must turnoff prorating ... when a month is more or less than 30 days. In that case you need to pick the Do NOT Prorate check box and use the correct day (same day as last Billed or Arrival Day) before Generating Bill.

To prorate a Weekly or Monthly Bill simply uncheck the Do NOT Prorate check box and the application will prorate the Weekly or Monthly charges.

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## Change or Charge a Weekly or Monthly Guest to Daily

### RV Park Help



### Change or Charge a Weekly or Monthly Guest to Daily

There are many times when a Guest needs to stay over a few days after being set up as a Weekly or Monthly pay. The reverse is also true, someone may pay for a few days and then want to go to a Weekly or Monthly pay rate. Either situation is easily handled by simply changing their Pay type after their previous Paid Thru Date Billing has been processed. Remember, you follow the normal steps; enter a Paid Thru Date, and then press the 1) Create a Bill button; followed by pressing the 2) Bill Paid (receive the money) button. After the transaction is completed, you can then change their Type of Stay to Daily (as shown below) and Save the Guest and you are ready to start charging them as a Daily Guest.

The screenshot shows a form titled "Site Information" with a red box around the "Select Daily & Save" button. Below the title, there is a "Site No" field with the value "38". To the right of the site number are radio buttons for "Daily", "Weekly", "Monthly", "3 Mo", "6 Mo", and "Yearly". The "Daily" radio button is selected and circled in red. Below these options are checkboxes for "Water" and "Sewer", both of which are checked. There is also a field for "Electric Amps" with the value "50" and a button labeled "Assign New Site".

The same holds true for a Daily Guest that wants to begin staying and Billed as a Weekly or Monthly Guest. Basically, you can change their Type of Stay anytime you want, but you may have rules at your Park governing when and if you can change a Guest's Type of Stay.

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## Not Prorating when Guest stays longer than the Week/Month

### RV Park Help



### Not Prorating when Guest stays longer than the Week/Month

Some Parks do NOT want to Prorate a Guests stay. That is if a Guest stays for a few days more than a week or a month, they do NOT want to charge the Guest a prorated amount for those extra days. Instead, they want to charge the Daily rate for those days in excess of the normal period.

In this example a Guest is staying Weekly and wants to stay 2 more days.

|   |  |
|---|--|
| Site Information  |  |
| Site # <input type="text" value="3"/> <input type="radio"/> Daily <input checked="" type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> 3 Mo <input type="radio"/> 6 Mo <input type="radio"/> Yearly  |  |
| Electric Amps <input type="text" value="50"/> <input checked="" type="checkbox"/> Water <input checked="" type="checkbox"/> Sewer <input type="button" value="Assign New Site"/>  |  |
| Arrival Date <input type="text" value="7/10/2016"/> Departure Date <input type="text" value="8/05/2016"/> <input type="button" value="Avail Sites"/>  |  |
| Last Meter <input type="text" value="0"/> Current Meter <input type="text" value="0"/> <input type="checkbox"/> Bill Elect  |  |
| Other Charges<br>Select Charge <input type="text"/>   | Prev Balance <input type="text" value="0.00"/><br>Site Rate <input type="text" value="257.14"/><br>Other Chg <input type="text" value="0.00"/><br>Electric <input type="text" value="0.00"/><br>Taxes/Fees <input type="text" value="0.00"/> |
| <input type="button" value="Reset Date"/> <input type="button" value="Rate Details"/>   | Amount Due <input type="text" value="257.14"/>   |
| Last Paid <input type="text" value="08/05/2016"/> Pay Thru <input type="text" value="8/14/2016"/>   | Amount Paid <input type="text" value="200.00"/>  |
| <input type="checkbox"/> Do NOT Prorate <input type="checkbox"/> Do Not Show Amt Paid on Bill <input type="text" value="1.3 Weeks"/> =<br><input checked="" type="checkbox"/> Bill extra days <input type="button" value="1) Create Bill"/> <input type="button" value="2) Bill Paid"/> <input type="button" value="3) Ck Out"/> <b>Prorated</b><br><input type="checkbox"/> Rnd Prorated Rate <input type="button" value="Cancel Resv"/> <input type="button" value="Guest History"/> <input type="button" value="Form Of Payment"/><br><input type="checkbox"/> This is an Interim Bill<br><input type="checkbox"/> Adjust for Seasonal<br><input type="checkbox"/> Email Bill to Guest |  |

The program automatically prorates the Weekly Site Rate of \$200. Just check the box for Bill extra days, and the weekly rate of \$200 plus \$35 for each of the 2 extra days are billed.

|  |  |
|--|--|
| Site Information   |  |
| Site # <input type="text" value="3"/> <input type="radio"/> Daily <input checked="" type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> 3 Mo <input type="radio"/> 6 Mo <input type="radio"/> Yearly   |  |
| Electric Amps <input type="text" value="50"/> <input checked="" type="checkbox"/> Water <input checked="" type="checkbox"/> Sewer <input type="button" value="Assign New Site"/>   |  |
| Arrival Date <input type="text" value="7/10/2016"/> Departure Date <input type="text" value="8/05/2016"/> <input type="button" value="Avail Sites"/>   |  |
| Last Meter <input type="text" value="0"/> Current Meter <input type="text" value="0"/> <input type="checkbox"/> Bill Elect   |  |
| Other Charges<br>Select Charge <input type="text"/>  | Prev Balance <input type="text" value="0.00"/><br>Site Rate <input type="text" value="270.00"/><br>Other Chg <input type="text" value="0.00"/><br>Electric <input type="text" value="0.00"/><br>Taxes/Fees <input type="text" value="0.00"/> |
| <input type="button" value="Reset Date"/> <input type="button" value="Rate Details"/>  | Amount Due <input type="text" value="270.00"/>   |
| Last Paid <input type="text" value="08/05/2016"/> Pay Thru <input type="text" value="8/14/2016"/>  | Amount Paid <input type="text" value="270.00"/>  |
| <input checked="" type="checkbox"/> Bill extra days <input type="checkbox"/> Do Not Show Amt Paid on Bill <input type="text" value="1 Wks/2 Days"/> =<br><input type="button" value="1) Create Bill"/> <input type="button" value="2) Bill Paid"/> <input type="button" value="3) Ck Out"/> <b>Chg for X Days</b><br><input type="checkbox"/> This is an Interim Bill <input type="button" value="Cancel Resv"/> <input type="button" value="Guest History"/> <input type="button" value="Form Of Payment"/><br><input type="checkbox"/> Adjust for Seasonal<br><input type="checkbox"/> Email Bill to Guest |  |

## Database Management


# RV Park Help



### Database Management


The RV Park Database Management options are designed to make it easier to perform a few needed options in maintaining a better set of records. The options are located on the Setup Panel.

**Compress Database** - Periodically, you will need to Compress the [Park.MDB](#) database (weekly? monthly? depending on the frequency you are using the application and if a lot of deletion is occurring). This will help keep the database smaller and the program performing faster.


 **TIP:** You can also set the Database to automatically Compress when you terminate the program in the evening in the Park Information panel.

**BackUp Database** - Again, how frequent you do this will depend on how much it is being changed ... If you want to be *really* safe, back it up daily.

**NOTE:** The backup only provides 7 days, if you backup daily. Each Backup has the Day as part of it's name. This way you don't get hundreds of copies of your Database, but it also means you will at some point begin replacing one of the daily backups with a newer one.

 **TIP:** You can also set the Database to automatically BackUp when you terminate the program in the evening in the Park Information panel.

**Replace Current Database** - This is used to restore an old version of the database you Backed Up.

 **TIP:** This can be done by hand if the database is so corrupted that the application won't start. Just go into the Directory the Application was unloaded (**C:\Program Files\RVPark**) and delete the **Park.MDB**, then rename the most recent BackUp to **Park.MDB** and restart the application.





**Archive Last Years Records** - provides a simple way to move Billing records to an Archive Database, or bring them back from the Archive Database.

**Edit Billing Database** - allows you access to change or delete Billing records.

**LogOff Database Access** - This Locks the Database Replacement, Archiving and Editing features, so unauthorized changes can't take place. It also will lock the OverRide Site Rate Changes password, if it was set.

**Change DB Access Password** - lets you change the Database Lock password and/or the OverRide Site Rate changes password.

**NOTE:** If you forget your password, you can Email us at [support@e-businessmadesimple.com](mailto:support@e-businessmadesimple.com) and we can provide you with a secret password that will allow you to change your password back to something you know.

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## Exporting Data to QuickBooks or Other Applications

### RV Park Help



#### Exporting Data to QuickBooks or Other Applications

You can Export a MS Excel or CSV (comma delimited) file for QuickBooks, other applications, or just to have a spreadsheet with information from one of the RV Park Database Tables with the Fields you want in the order you prefer. Once you specify the Spreadsheet format, you can save that Export Report Format for repeated use.

**NOTE:** If you are Exporting to QuickBooks, there are several fields that may be required depending on what you are trying to Import. Those required fields are: Name; Type; and Account. Please refer to your QuickBooks documentation for information on these fields. Accounts may require setup in QuickBooks and then entry into RV Park Software so the Titles are identical.

For additional information on the Export capability, please refer to [Data Export](#).

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## Printing Electric Meter Collection Sheets

### RV Park Help



#### Printing Electric Meter Collection Sheets

Using the Electric Meter Management Panel (accessed from the SetUp area), you can print a list of either Sites that are paying for Electric, or ALL Sites. You can use the sheets to gather the current Electric Meter Readings. Once the Readings are collected, you can enter all of them in a single form, making it a lot quicker than entering it into each Guest individually. For more information see [Electric Meter Mgt](#).

**This will be output to your Default 8.5" X 11" Printer. You can also specify which printer you want; see [Printer Control](#).**

## On-Line Reservations

### RV Park Help

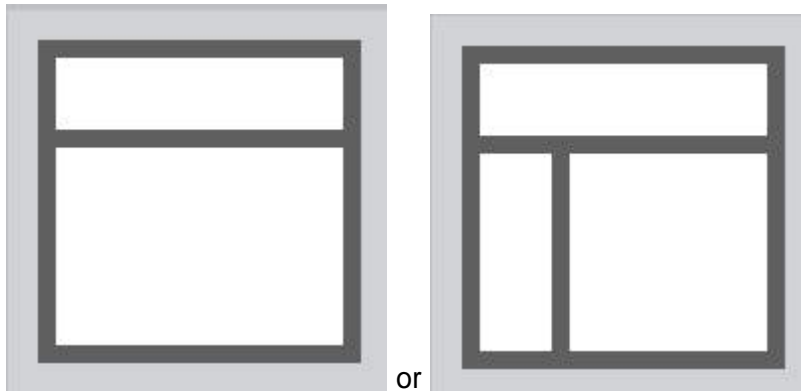


#### On-Line Reservations

RV Park offers FREE On-Line Reservations capability. All you need is a website; add 3 pages; register your preferences; and change a setting in the RV Park Software. You will need your Challenge Code to implement the on-line reservation piece of the tool which can be found [HERE](#).

 **NOTE: This can only be used after purchasing the software. Sorry, we cannot provide this service in the Trial Period.**

You can download example HTML web pages [HERE](#) and enter the specifics in them for your site, so that they look like the rest of your site. There are 2 examples for the Reservation page using tables and an IFrame. They use the following structure:



The other 2 pages needed are where you want the Guest to be routed for a Successful Registration or Cancelling the Reservation.

Once you have your 3 pages defined on your site, you will need to go to the [RV Park Software Site](#) and set your preferences. Your preferences constitute:

### New Reservation Registration

**Park Name**

**Email**

**Table Border Thickness**  0=No Border

**Table Border Color**  [Color Help](#)

**BackGrnd Color**  [Color Help](#)

**Text Color**  [Color Help](#)

| Set the Items you want on the Form |   |
|------------------------------------|---|
| Show Electric on Form              | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Show 20 Amp on Form                | Yes <input type="radio"/> No <input checked="" type="radio"/> |
| Show 30 Amp on Form                | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Show 50 Amp on Form                | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Show Water on Form                 | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Show Sewer on Form                 | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Show Camping Types                 | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Show RV Type                       | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Show Tent Type                     | Yes <input type="radio"/> No <input checked="" type="radio"/> |
| Show Cabin Type                    | Yes <input type="radio"/> No <input checked="" type="radio"/> |
| Show BoatSlip Type                 | Yes <input type="radio"/> No <input checked="" type="radio"/> |
| Show Storage Type                  | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Show Room Type                     | Yes <input type="radio"/> No <input checked="" type="radio"/> |
| Show Other Type                    | Yes <input checked="" type="radio"/> No <input type="radio"/> |
| Show Form Cancel Button            | Yes <input checked="" type="radio"/> No <input type="radio"/> |

**CheckOut Time**

**Return Pg Cancelled**

**Return Pg Successful**

Note: This page could contain PayPal buttons to charge a deposit or Daily Fees.

**Message at Top of Email sent**

**Message at Bottom of your webpage**

Then, all that is left is setting the Software to access the Reservations. Go to the Network Settings area of the Park Information panel and check the 'Use the On-Line Reservation System' Checkbox.

Networking Settings

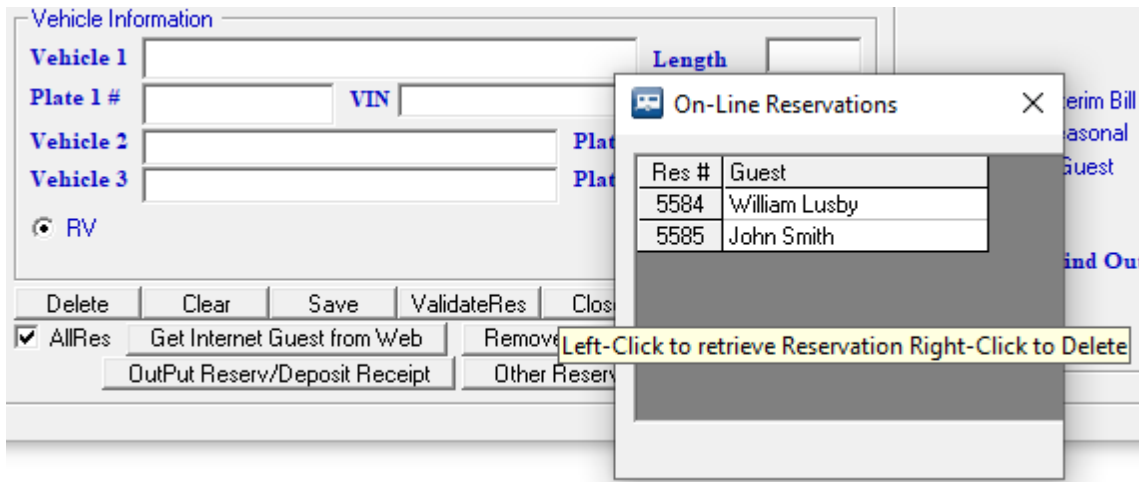
Single Computer
  Running Multiple Computers
  **Use the On-Line Reservation System**

By doing so, 2 buttons and a checkbox will be available on the Guest Panel. There is a [AllRes](#) checkbox, the [Get Internet Guest from Web](#) and [Remove Internet Guest From Web](#) Buttons.

You should get a Blind Copy of the Email a Guest receives from their registration process, flagging you there is a new On-Line Reservation.



If the AllRes checkbox is checked, you will get a list of ALL Reservation made for your Challenge Code from the On-Line database. The List will be similar to this:



You can Left-Click a line to retrieve the Guest information or Right-Click to delete the reservation.

If the AllRes checkbox is not checked, you will retrieve the First Reservation from the database.

The Process:

- 1) Go to the Guest panel and press the Get Internet Guest from Web button. If the AllRes checkbox is checked, In a moment, ALL Reservations will be listed; pick the desired reservation ... or if not checked you will retrieve the First reservation entered. That new reservation information will be loaded into your Guest form.
- 2) Select a Site that will accommodate their unit
- 3) Save the registration
- 4) Use the OutPut Reserv/Deposit Receipt button to provide them with a Confirmation.
- 5) Use the [Remove Internet Guest From Web](#) button to delete that information from the On-Line database. **NOTE: This is Important. If you don't Delete this Reservation from the On-Line system, it will be the only one you will ever retrieve. The retrieval tool always pulls the oldest Reservation, unless the Checkbox is checked.**

Overview Of What is Happening:

The nice thing is your site needs no special code to do this. What happens is, everything is handled from the [rvparksoftware.us](http://rvparksoftware.us) site. There is a reservation database that holds the reservation until you delete it. When someone makes a reservation, an Email is sent from [rvparksoftware.us](http://rvparksoftware.us) that looks like it came from your Email to the Guest and you for notification purposes. When you get the Email, you can retrieve all of their information using the [Get Internet Guest From Web](#) button; set the reservation; and use the RV Park Software Reservation Notification tool to let them know their reservation is secured. Then you use the [Remove Internet Guest From Web](#) button and delete that reservation record in the database. Nothing is kept on our site after you delete the reservation, and **you must delete the reservation to be able to access the next reservation that will be made.**

There is also an on-line tool for you to see all of the reservations you may have on our website.

Just use the following link with your Challenge Code:

<http://rvparksoftware.us/ResTest.asp?cocode=YourChallengeCode>

The tool just lists any and all reservations that were made to see the information and has a Delete capability for each line.

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## Running Multiple Computers

### RV Park Help



#### Running Multiple Computers

The application can be run from multiple computers that are on a network or linked together. One of the Computers will be the Hosting Computer (**this MUST be the Computer you got the Key Code for**), where the databases are located.

**Important Terms:** The **Hosting PC** is the RV Park Licensed PC, and the **Client PC** is the one(s) that will be using the License and Database of the Hosting PC.

These are the steps to accomplish that:

**Simple Approach:** Assumes you have the Computers Networked and know the "directory path" to the the Hosting PC's RVPark directory.

- 1) It is highly recommended the Hosting PC's RVPark directory is in the root directory (i.e. C:\RVPark NOT C:\Program Files (x86)\RVPark). This is because setting the Security Privileges in the Program Files area is much more difficult that in a non-Windows controlled area.
- 2) On the **Client PC** you must Download and Install the Full version of RV Park Software from <http://rvparksoftware.us/Download.asp?DL=F>
- 3) After installation, and the software is running correctly, go to Setup and 1) Campground Information panel. In the General Settings section, change the DatabasePath field, you need to enter the directory path to the Hosting PC's RVPark directory (example: \\hostingpc\rvpark).
- 4) In the Network/Other Settings area, set the Running Multiple PC's radio button, this will refresh the Grid more frequently. This should also be set on the Hosting PC's Campground Information panel.
- 5) Save the panel data and use the No option if you know the path is correct and you are properly networked to the directory.
- 6) If you are using the Maps Feature, you will need to copy the Map Images to the Client PC's RVPark directory

Done!

#### More Detailed Information:

- 1) Link to and download the full version of the software: <http://rvparksoftware.us/Download.asp?DL=F> This is the FULL software package.
- 2) Copy the software to a blank CD (in the zipped or unzipped form ... i.e. the setup.exe file).

3) Before finishing the CD also write the following 2 files to the CD (noting their difference ... i.e. the same files are in the zipped file):

- a. [Other.MDB](#)
- b. [Park.MDB](#)
- c. Any [Map Images](#) you may have developed, if you are using the [Map feature](#).
- d You may want to also copy [RVPicture.jpg](#) if it is a special image you are using for the Main Menu. This needs to be on ALL Satellite Computers also (each can be different).

4) Install the software onto the "new computer" from the Setup file. This is needed to have all of the Libraries and configuration files on the New computer.

5) Create a "Shortcut" in the Desktop that points to the computer's RVPark.exe file. Be sure the [path.txt](#) file in the Client PC's RVPark directory points to the Hosting computer's directory (example: \\hostingpc\rvpark). See [Path File](#) for more information.

6) You should be able to launch the Client PC's shortcut that will run the Client PC's RVPark software and use the Hosting computer's database and License.

7) On the Park Information Panel in the Network Settings area, set the Running Multiple Computers radio button and Save the Settings. This will force a refresh of the Reservation Grid Panel whenever it is displayed, thereby keeping it in sync with the other computers when changes are made. **NOTE: This does slow down the Grid Panel refresh if there are many Sites defined and if you leave the Reservation Grid up and changes are made, you will not see them dynamically ... i.e. the Grid Panel must be periodically refreshed to see the changes. This is also true for the Park Maps, they should be refreshed before making a new reservation.**

**NOTE:** If the 2 computers are not linked (hard wired or wireless networking) the 2 databases will NOT stay in sync. If they are networked, there is a file that has the database path in it you can change to connect the two instances of the software to the same database. The file is called "[path.txt](#)" and may have the line similar to the following "[C:\Program Files \(x86\)\RVPark](#)". If it was networked, the path might look something like this: "[\\Laptop\SharedDrive\Program Files \(x86\)\RVPark](#)"

Where [Laptop](#) – is the machine name of the computer you are connecting to; and [SharedDrive](#) – is the name of the drive you are sharing to the networked computer. You can also Map a Network Drive with the proper Securities settings, that will provide a Path like: [R:\RVPark](#), where R is the Mapped Network Drive and RVPark is the directory in R where the databases are located. **One Important point that should be made is; you may want to install RV Park in it's own directory on the Hosting Computer in the C Drive by itself, as opposes to, in the Program Files directory structure to avoid some of Windows Security issues. Example: [C:\RVPark](#) **NOT** [C:\Program Files \(x86\)\RVPark](#)**

**If this seems too confusing you may want to hire a computer person to help with the installation.**

When Updates are preformed, the Update Setup.exe file must be run on the Hosting Computer, as well as, ALL Client PCs.

NOTE: RV Park potentially uses 3 directories to accomplish Networking. 1) The Application Directory, 2) The Archive Directory where Archived data is stored, and 3) The Database Directory. Wherever the application resides, is the Application Directory, and the [path.txt](#) file defines where the Databases reside. In a non-networking setup both Directories are the same. In a Networking implementation, there are 3 sperate locations where data is kept. This is how it works:

Application Directory must contain:

- RVPark.exe - the application
- [path.txt](#) - the text file containing the path to the directory with the databases

RVPark.chm - the Help files

rvpicture.jpg - a 640 X 480 JPEG Image for the Main Panel display.

Also, whenever a Satellite Computer generates any reports, they are saved to the Satellite Computer's file structure.

Database Directory must contain:

RVPark.exe - the application

path.txt - the text file containing the path to the directory with the databases

Park.MDB - the database with ALL of your information, Billing, Guests, etc.

ArchivePark.MDB - the database where your previous years Billing data can be saved, leaving your current database more responsive.

Other.MDB - the Software's key file (this is a inaccessible file)

ZipCodes.MDB - the Software's USA Zip Code database.

PostalCodes.MDB - the Software's Canadian Postal Code database.

RVPark.chm - the Help files

rvpicture.jpg - a 640 X 480 JPEG Image for the Main Panel display.

Map Images, if you are using the Maps feature of the software.

**One Last Note of Caution:** When running in a Multiple Computer Networked environment, if the Archive Path in the [Path.txt](#) file is different on different computers, you can be Archiving your Billing information in different areas. This could present a problem. It is recommended you always Archive to ONE [ArchivePark.MDB](#) database. It is also important to note that running multiple computers may cause an error when Compressing or Backing Up the database. If you get an error, just make sure there is only one computer using the database (one instance of RV Park running) when trying to perform these operations.

With all of that said, you can also run the software across the Internet to connect to the Hosting computer's database. See [Run RV Park Remotely](#) for additional information.

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## Path File Info

### RV Park Help




#### Path File Information

The [Path.txt](#) file is a required file for RV Park Software that provides the Directory location of the Database and where your Backups of the Database will be accomplished. This file is automatically created when you first launch RV Park with the Application Directory in both lines of the tool. The file contents are but two lines that may look like this:

```
c:\program files (x86)\rvpark
```

```
c:\program files (x86)\rvpark
```

 **Windows 7 & 8 & 10 Compatibility Setting** If you are using Windows 7, 8 or 10, you need to set the RV Park program's Compatibility settings. This should be done and verified you have done it correctly before doing anything else. See [HERE](#) for more information.

Again, the first line is where the Databases ([Park.MDB](#); [Other.MDB](#); and [ArchivePark.MDB](#)) are located. This line can be altered to point to a Hosting Computer so that you can run RV Park on multiple computers in a Network environment. The second line is where you want your Backups of the [Park.MDB](#) database to be placed.

The file can be modified by 2 different means: 1) You can simply edit the file directly, typing the

paths for each purpose and then saving the file. OR 2) You can use the [Park Information Panel](#) and enter the proper paths in the fields and press the Save button. The [Path.txt](#) file will be recreated with your information included. **NOTE: If RV Park cannot find the Databases, you will get errors and the program will terminate.**

It should also be NOTED that the Park Information Save operation saves the changes to the Application Directory. This means that if you are on a Satellite Computer the Save changes the Satellite's [Path.txt](#) file **NOT** the Hosting Computer's file.

If you are trying to run RV Park on Multiple Computers, one Important point that should be made is; you may want to install RV Park in it's own directory on the Hosting Computer in the C Drive by itself, as opposes to, in the Program Files directory structure to avoid some of Windows Security issues. Example: C:\RVPark **NOT** C:\Program Files\RVPark

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## RV Park Updates

### RV Park Help

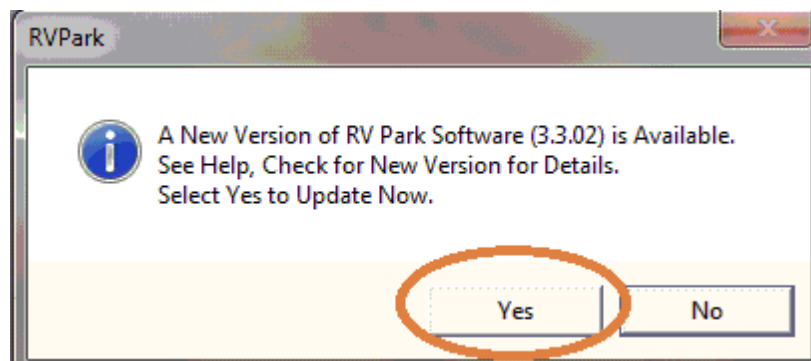


#### RV Park Updates

With your payment you will be allowed 12 months of updates free. After that, there is a small yearly Maintenance Fee of \$100. Whenever a new version is released, you can go to the E-Business Made Simple website and download the latest version. Be sure you download the UPDATE and NOT the FULL version. If you re-install the Full version over an existing installation, you may overwrite your database and loose your information. If you have made a database backup, you can recover, but please just download the Update. The current version is available at: <https://rvparksoftware.us/> All you really need to do is use the [Check for Updates](#) feature of the Software located in the Help options in the upper left corner of the Main Panel.

**When Updating, remember to Close RV Park BEFORE running the RVParkUpdater program.**

You can use the Update Notice Pop-Up to Update to the next release too:



😊 **TIP:** RV Park Software automatically checks for new versions whenever it is initially loaded. This makes it easy to know when a new version is available. However, if this is unwanted, you may go to the Park Information Panel and uncheck the Show New Ver Pop-Up box to turn off this feature.

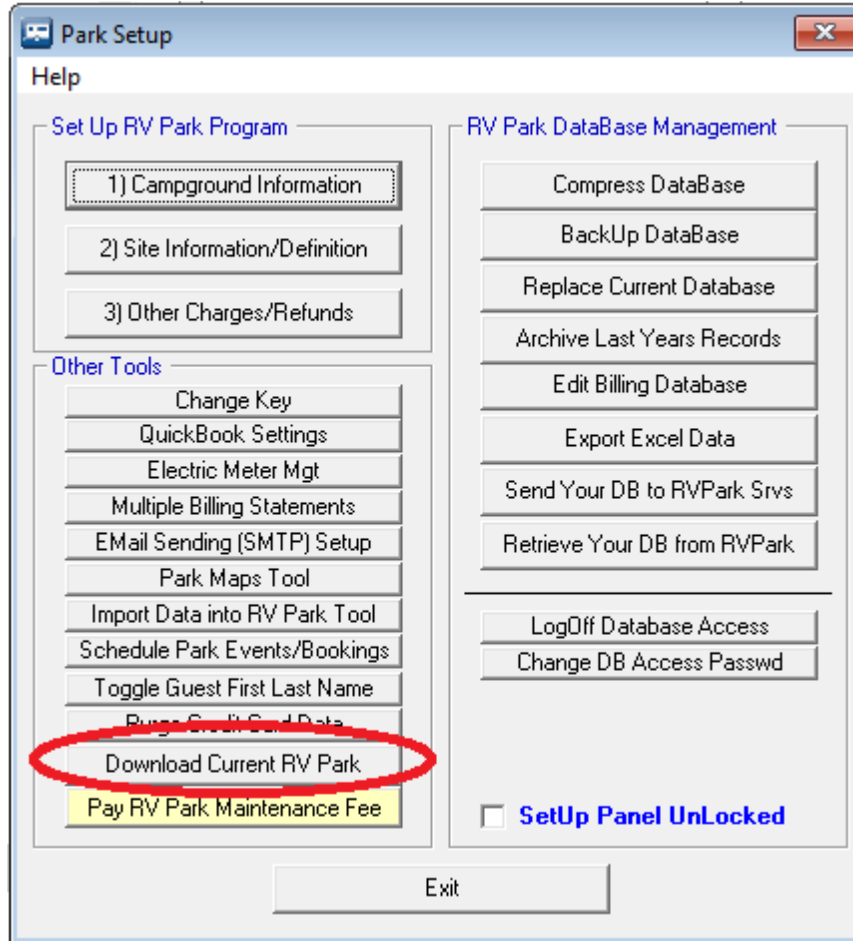
If you find any bugs or need an enhancement, please contact us at: [support@e-businessmadesimple.com](mailto:support@e-businessmadesimple.com)



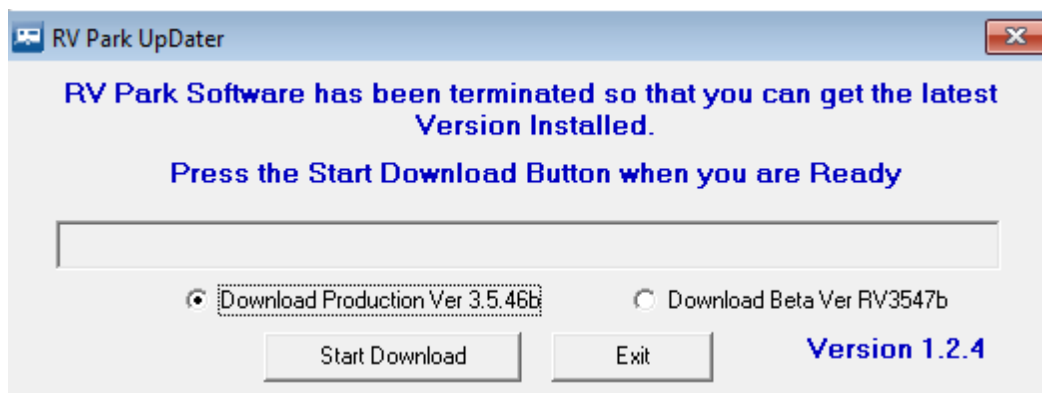
Our downloads are in WinZip format, if you do not have the WinZip tool, you can get it at: [http://www.oldversion.com/download\\_WinZip\\_8.0.html](http://www.oldversion.com/download_WinZip_8.0.html)

or, for the latest version <http://www.winzip.com/index.htm>

You can also go to the Setup panel and use the Download Current RV Park button:



This will cause RV Park software to close and the Software Download tool will be launched:



You can select either the current Production or (if available) a Beta version. Just select the version and press the Start Download button. You should be provided with an Install program to update the software. If not, simply check your RVPark directory for the RVParkUpdater.zip or RV35xxx.zip file to double-click and launch the executable inside that file.

## Other Features

### RV Park Help



#### Other Features

**Main Panel Image** - there is an image on the main panel that can be replaced with an Image of your choosing. The image file is in your RV Park main directory and named RVPicture.jpg The Image is a 640 X 480 JPEG Image. Simply create your own Image with the same dimensions and use the same name (RVPicture.jpg), replacing the current image in the RV Park directory and your image will be displayed on the Main Panel.

**Database Location** - there is a text file in the RV Park main directory named Path.txt In this file is the path or location of where the database is stored. This file allows you to have your database in a different area or computer. See [Running Multiple Computers](#) for more information.

## Point Of Sale Activities

### RV Park Help



#### Point Of Sale Activities

If you have an RV Park Store or sell items other than space rentals and other space related charges, you may like the Point of Sale features of the Software. If you want to speed up the Sale, an inexpensive Bar Code Scanner for "ringing up" the Sale, entering store inventory, and managing items. I found an Opticon OPT-6125 USB scanner for less that \$20 that can read the UPC codes from the merchandise, and if you have your own unique items that don't have UPC bar codes, you can download the True Type Code 39 at <https://rvparksoftware.us/IDAutomationCode39.zip> After installing the font, you can create your own bar codes for affixing to your items. Just precede and terminate your bar code with the asterisk character "\*" so the scanner can read it.



The actual bar code read is **NOW34ADCHR6**

Before Selling, you will need to set up your inventory in the [Other Charges](#) area. Here you can set up your inventory, reorder points, and remaining inventory, as well as, establishing the UPC codes for sales.

After setting up the inventory, you can use the [Enter Charges Other than Site Related](#) area to Sell items in a Point of Sale type solution. The sales can be associated to a Guest or to a non-Guest.

If you are keeping an Inventory, the Sale of Items will be tracked and you can create an Inventory Report

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## System Requirements

# RV Park Help



## System Requirements

RV Park will run on any IBM compatible computer running Windows 95 or greater Operating System. RV Park is a 32 bit program, but runs well on both 32 and 64 bit Windows Operating Systems.

On Windows Vista, 7, 8 & 10, the Compatibility Mode for all of the RV Park applications MUST be set to Windows XP Service Pack 2 or 3. This is due to the Virtual environment Windows Vista, 7, 8 & 10 provide that needs to be turned off for RV Park. See Important Note 2 in the [Application Overview](#) area or the [Windows Vista, 7, 8 & 10 Compatibility Files](#) area.

**Hard Drive Space** - RV Park Software will work on any version of windows. You need about 16 meg of Hard Drive space to start with, the database will grow as you use it. You can archive old information (probably yearly). RV Park shouldn't ever exceed about 20 – 24 meg of your Hard Drive space.

**RAM Memory** - RV Park runs well on 2 gb of RAM for an average size Park (less than 300 sites). RV Park is a 32 bit program and as such too many gigabytes of additional RAM may not buy you much. In 32 bit processing a Windows computer can only map 4 gb of RAM, so anything over 4 gb will not provide much to programs in the 32 bit world. If you intend to use other programs in the 64 bit arena, additional RAM will be a good choice. NOTE: RV Park will run on a 64 bit Windows operating system, it will just be in a 32 bit mode.

**Processor** - Virtually any processor will run RV Park Software. The faster the processor, the faster the program will run.

**Other Requirements** - The Program is designed to operate with an active Internet Connection for On-Line Reservations, sending Email confirmations or Bills, and checking for new versions. The Internet Connection will also provide a mechanism for Software Updates. RV Park can operate without the Internet Connection, you will just not be able to use some of the functionality.

Not required, but HIGHLY RECOMMENDED is an external hard drive for auto-backup. You can get one for around \$50 and may be the best \$50 you ever spent should your computer crash. See [HERE](#) for more information.

Another requirement is a Default Printer to generate receipts, output for reports, and Billing Statements. Almost any printer will work, but inkjet and laser printers will most likely provide speed. By design this is a standard **8.5 X 11 inch printer**. **RV Park does NOT support 3" or 4" type printers.**

The last requirement is only valid if you choose to use the Point of Sale capability of RV Park, and that is a Bar Code Scanner. A Bar Code Scanner can be purchased for as little as \$20 to \$30 on-line and greatly enhances the Point of Sale experience. A Bar Code Scanner is really not a requirement, it just simplifies the use of the Point of Sale capability. See the Help Files for additional information.

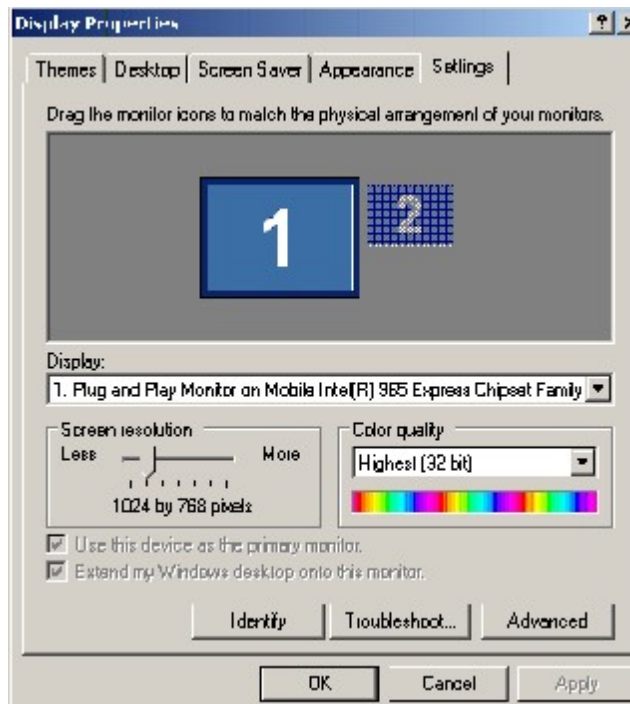
## Screen Resolution -

**NOTE: If using Maps, there is a limitation of 1000 Sites or Properties. The Software was designed for a small to medium sized park or property management activity (1 to 300 sites). More than this will slow down the software when loading the Reservation Grid and Park Maps. We have a Customer with over 700 Sites that is using the Software, but we think this is a little too many. You need to be the judge if you have a large park.**

There is also a minimum Screen resolution of 1024 X 768 display setting. This is important because the Billing Output printout is restricted by the screen Resolution. If your screen resolution is too small (making the windows panels larger), the bottom of the Billing Statement may be cut off.

To set the screen resolution:

- 1) Right-click anywhere in your desktop screen area and select the Properties option.
- 2) In the Display Properties panel select the Settings Tab:



And change the Screen Resolution to a minimum of 1024 X 768 as shown above, and click OK. The application doesn't require much other than that. If you have problems, please let us know.

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**Check for Updates or Buy RV Park**

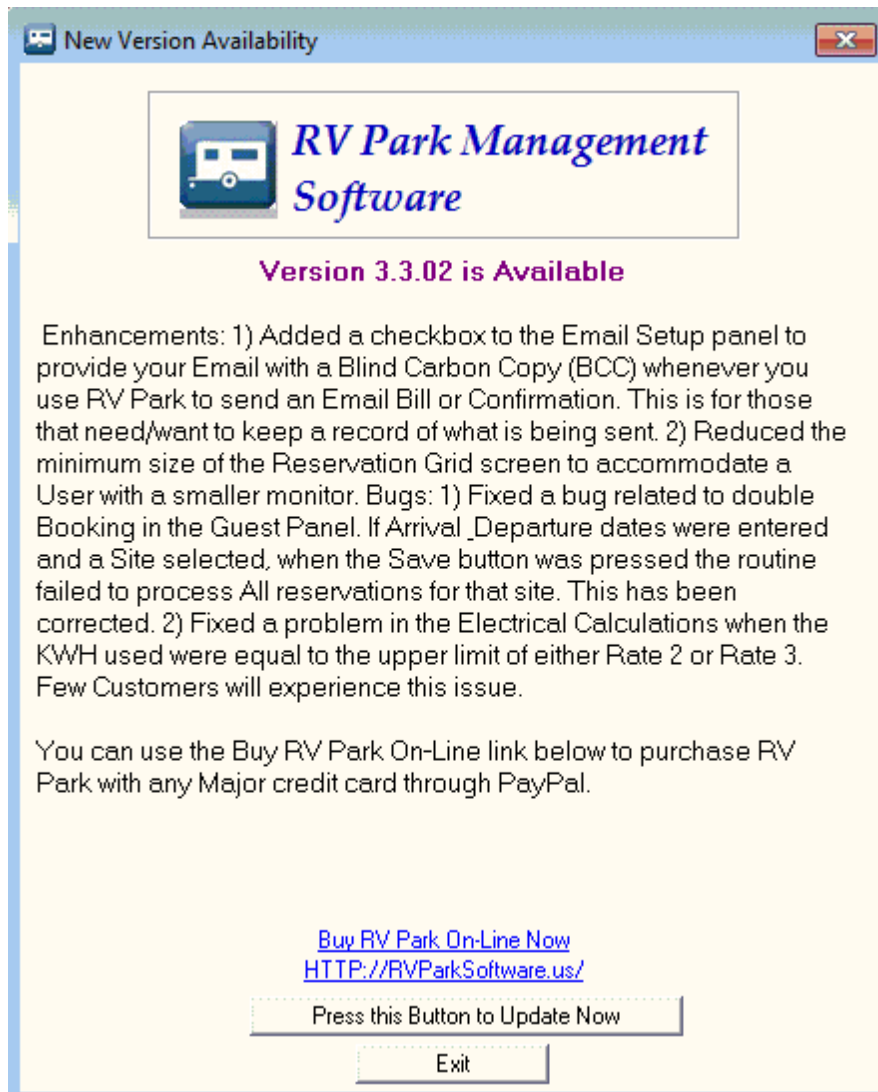
**RV Park Help**



## Check for Updates or Buy RV Park

On the Main Panel of RV Park, one can select on the Help option in the upper Left corner of the Panel and Click on the "Check For New Version" option. The Software will check our website and let you know if you have the latest version. If you don't, you will be provided a link to download the new version. Remember to exit the RV Park Software before trying to run the Update.

If you have not yet purchased the software, a link will also be provided to purchase the software. You can also Email us and we can Invoice you from PayPal, or you can send us a check in the mail.



If there is a New Version available, you can Update from this panel with the [Press this Button to Update Now](#) to get the latest version without going to the website and downloading it manually.

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## End User License Agreement

# RV Park Help



# End User License Agreement

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- the Software will perform in substantial accordance with the Documentation.

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- ✍️ repair or replace the RV Park Software or media that does not meet the foregoing warranty if it is returned to us with a copy of your receipt.

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## Program Will NOT Run

# RV Park Help

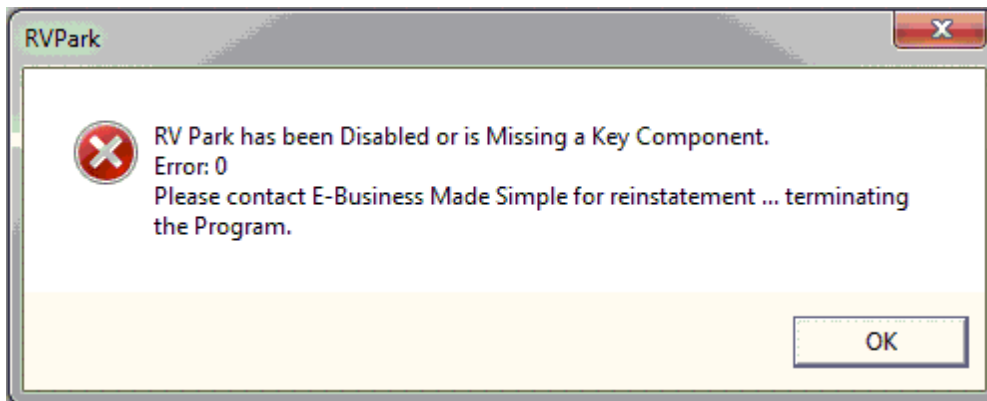


## Program Will NOT Run

There are 2 possibilities:

### 1) Incorrect Key Code:

If the RV Park Program will not run and you get the following pop-up:



More than likely, you have attempted to enter an incorrect Key Code and disabled the Program. Please contact E-Business Made Simple for assistance.

Email us at

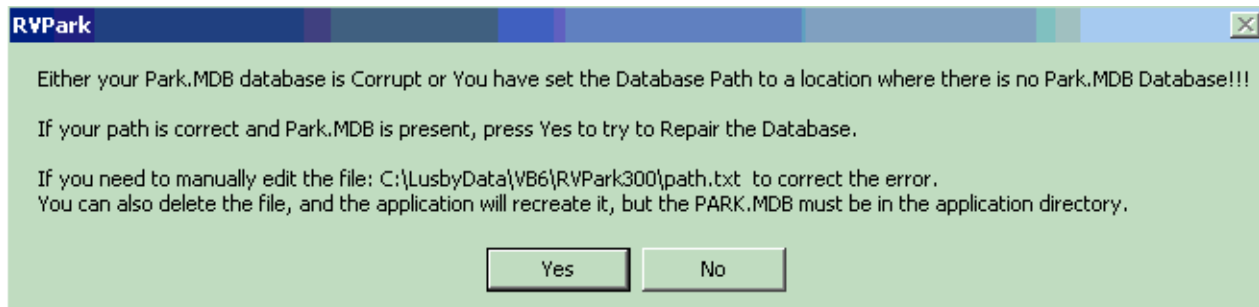
[sales@e-businessmadesimple.com](mailto:sales@e-businessmadesimple.com)

or

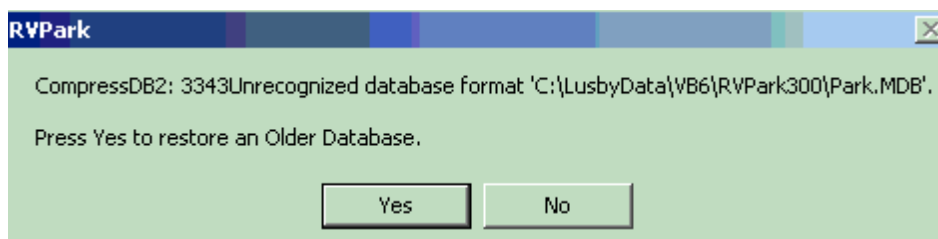
E-Business Made Simple  
PO Box 70  
Howard, CO 81233-0070  
Phone: 719-239-9768

### 2) A Corrupt Database (Park.MDB)

You may see a pop-up similar to this:



If you have version 3.2.9 or greater, there will be a "Yes" button to attempt repairing the database. If the database can be repaired, you will get a message telling you so and to restart the program. If the database could not be repaired, you will get the following message:





Pressing Yes will allow you to select your Newest Backup Database from a list to replace your corrupt Park.MDB.

To manually replace the **Park.MDB** database with the most recent Backup (hopefully, you have RV Park set to auto-backup) by following these steps:

- 1) Go to the RVPark directory where your **Park.MDB** file is located and verify it is there
- 2) Go to the RVPark directory where your Backups are being saved (Generally this is the same directory where **Park.MDB** is stored).

| Name         | Size   | Type    | Date Modified      |
|--------------|--------|---------|--------------------|
| Park_Mon.MDB | 640 KB | Micr... | 7/15/2013 11:21 PM |
| Park_Sun.MDB | 640 KB | Micr... | 7/7/2013 2:38 PM   |
| Park_Thu.MDB | 640 KB | Micr... | 7/25/2013 11:57 AM |
| Park_Tue.MDB | 640 KB | Micr... | 7/16/2013 8:59 PM  |
| Park_Wed.MDB | 512 KB | Micr... | 7/24/2013 11:29 PM |

**Park\_Thu.MDB** is the most recent in this example.

- 3) Save a copy of the latest date Backup "Park\_**Day**.MDB" (where **Day** is the day of the week) into your RVPark directory is stored.
- 4) Rename your **Park.MDB** to **BadPark.MDB**
- 5) Rename your Park\_**Day**.MDB to Park.MDB
- 6) Restart RV Park Software. You may need to update any changes since the Backup.
- 7) It is recommended you send a copy of your BadPark.MDB file to [support@e-businessmadesimple.com](mailto:support@e-businessmadesimple.com) for us to try and see if we can determine what happened.

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## Windows 7, 8 And 10 Compatibility Files

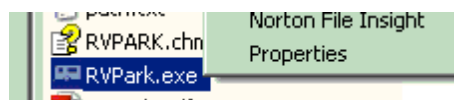
### RV Park Help



#### Windows Vista, 7, 8, and 10 Compatibility Files

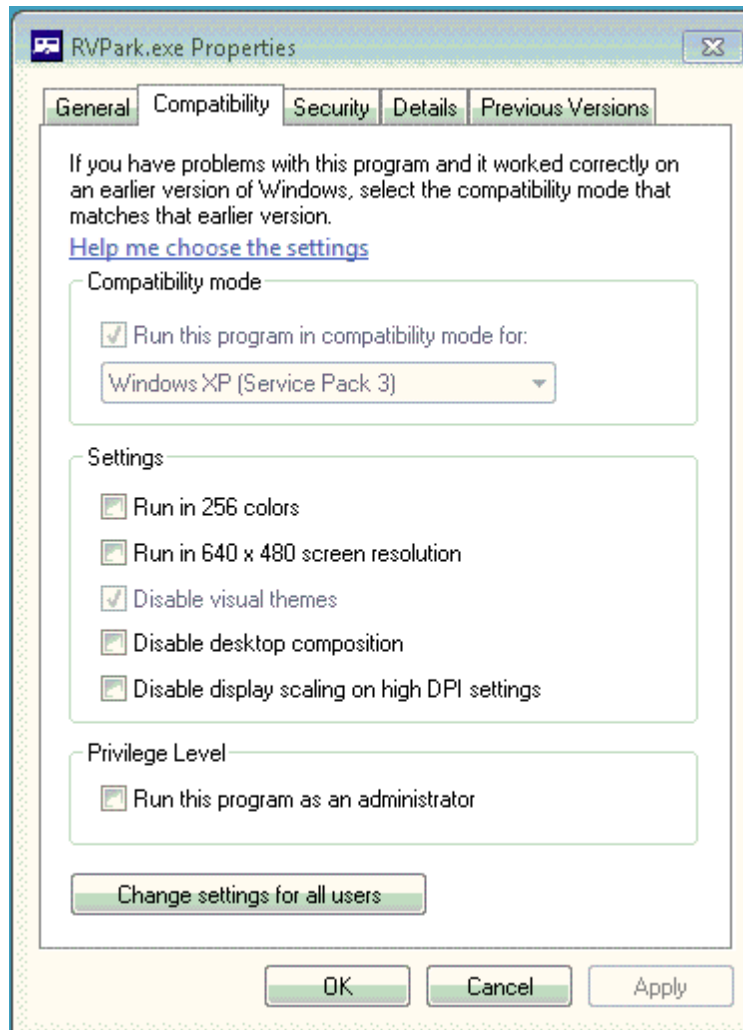
When RV Park is installed in Windows Vista, 7, 8 or 10, without any special settings, it may use the Windows Vista/7/8/10 Compatibility File feature. This "feature" may make it more difficult for see and manipulate the Files used by RV Park. You need to set the Compatibility settings of the RV Park Program to eliminate these issues. **The Setup program attempts to set these properly for the Installer User, but you should verify them for ALL Users of the software to assure the Compatibility settings are properly set.** The following procedures can be used to properly set the Compatibility settings for RV Park Software:

- 1) Access Windows Explorer via the Start Globe and select the Computer option
- 2) Navigate to the C Drive; Program Files (x86) folder; and the RVPark directory.
- 3) Right click the RVPark.exe file and select Properties:



- 4) In the Compatibility Tab, select the Run this program in compatibility mode for ... and use the Windows XP (Service Pack 2 or 3) option. **Move down if you are using 8.**

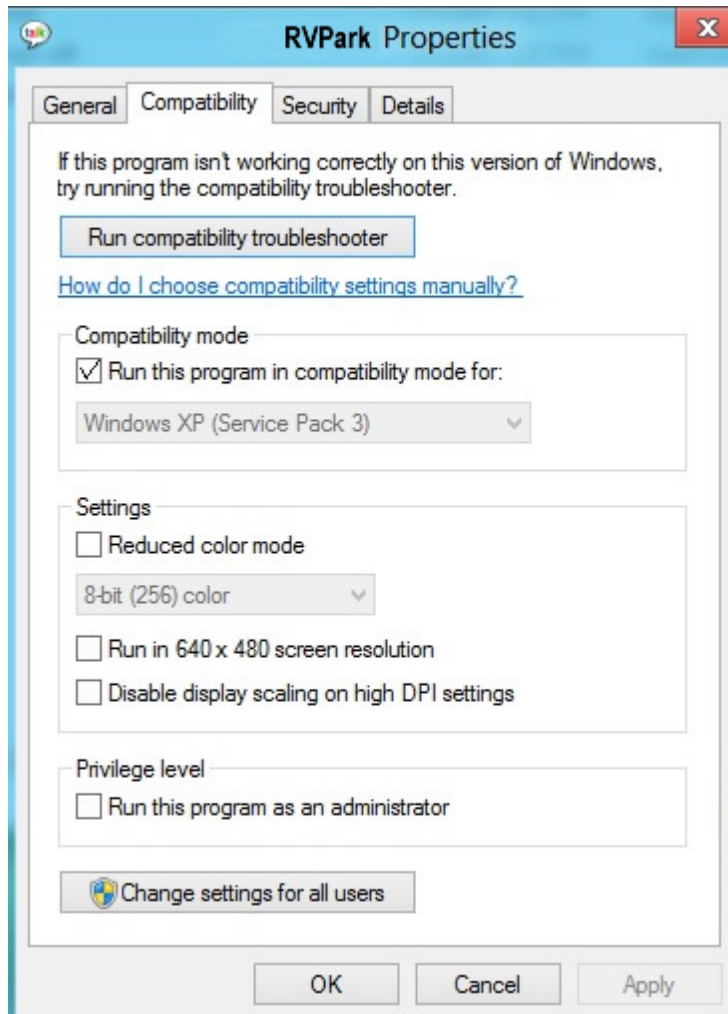
#### Windows 7 Compatibility Panel



Also Check the Disable visual themes option. If multiple Users run the program, use the Change settings for all users button. Then pick OK.

This should eliminate the Virtual Directory issues.

### Windows 8 and 10 Compatibility Panel



If multiple Users run the program, use the Change settings for all users button. Then pick OK. This should eliminate the Virtual Directory issues.

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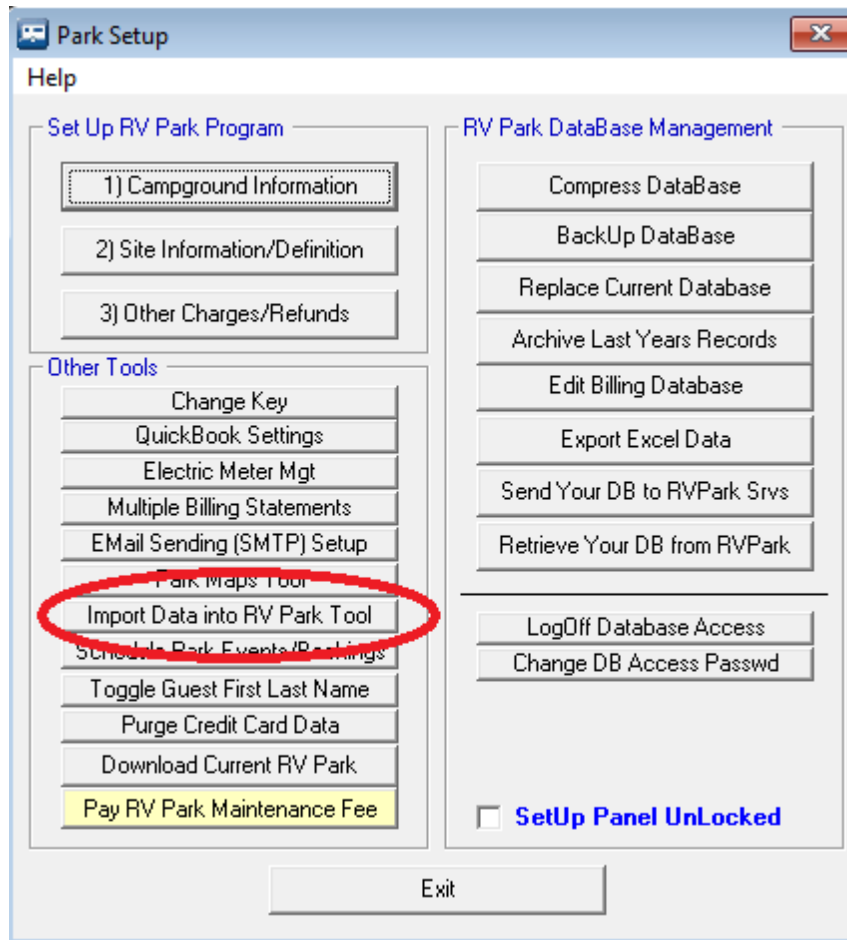
## Import Old System Information into RV Park Database

### RV Park Help



#### Import Old System Information into RV Park Database

A New External program has been developed to make it possible to Import data from a previous Property Management system into RV Park's database. This is to save time when initially setting up RV Park if you had a previous computer program to manage your Park. Just access it from your RV Park Software directory ... it's called DataImporter.EXE or you can access it from the SetUp panel:



Please read the [Data Importer Help](#) files for additional information.

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## Set Rates Globally by Site Type

### RV Park Help



#### Set Rates Globally by Site Type

This is a new feature added to aid in setting new rates for any Site Type. There are times when you want to change the Rates on a particular Site Type. This new feature will allow you to do this. Generally, a Site may have multiple Site Types assigned to it, so, you may need to use this carefully. Many sites may accommodate Campers, Travel Trailers, and Motorhomes, which don't help much, but if you have created Site Types like: 30 Amp; 50 Amp; Motorhome; Tents; Boat Slips; Cabins; etc. that may need Rate Adjustments, this feature could be very helpful.

In the bottom right corner of the Park Information Panel, one can determine Default Values for Site Rates. The [Set All Sites to Default Rates](#) button makes it quick to set ALL Sites Rates to One Standard Rate. RV Park Software does provide the capability for Each Site to have Unique Rates, but this button would allow ALL sites to have the same rate. Just below that button is a tool to select the Site Type you want (Like Cabins) and change the Default Rates above for All Cabins Default Rates and press the [Set Site Type to Default Rates](#) button, changing only Sites that have the Cabins box checked.

| Default Site Rates |   |                              |                              |                                |                              |                              |
|--------------------|---|------------------------------|------------------------------|--------------------------------|------------------------------|------------------------------|
|                    | Daily   | Weekly                       | Monthly                      | 3 Month                        | 6 Month                      | Yearly                       |
| Summer             | 30  | 150                          | 500                          | 1200                           | 2000                         | 3600                         |
| Winter             | 0   | 0                            | 0                            | <input type="checkbox"/> Tax   | <input type="checkbox"/> Tax | <input type="checkbox"/> Tax |
|                    | <input type="checkbox"/> Tax  | <input type="checkbox"/> Tax | <input type="checkbox"/> Tax | Set All Sites to Default Rates |                              |                              |
| Site Type          | Cabins  |                              |                              | Set Site Type to Default Rates |                              |                              |
|                    | <ul style="list-style-type: none"> <li>5th Wheels</li> <li>Boats</li> <li><b>Cabins</b></li> <li>Campers</li> <li>Motorhomes</li> </ul> |                              |                              |                                |                              |                              |

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## Run RV Park Remotely Over an Internet Connection

### RV Park Help



#### Run RV Park Remotely Over an Internet Connection

There is a way to link two Internet Connected Computers and run RV Park Software on a Local computer using the Remote computer's RV Park Database. This may be of value to a Park Owner or Manager that needs to monitor a Park's activities when they are not on site. I once had a Customer that owned a Park in one State and lived in another and wanted to access the Park's records interactively. I recommended they use LogMeIn's ® Free service to remotely access the Park's Computer and run it remotely just like he was sitting in front of the computer. This approach does provide access, but the Park cannot use the computer while the Owner is working and the Park personnel can watch everything the Owner is doing. Therefore, this wasn't what he wanted. He wanted to use his Local computer and work off of the Remote (Park's) database. Besides, he didn't want to pay for another license and if he could link to the licensed computer through the Internet, he could avoid buying a second license and the hassle of keeping the two computer's databases in sync. One word of caution, I don't know how stable this approach is, there is always a possibility that something could happen and your database could be affected. With that in mind, you may want to back-up your database prior to playing with this.

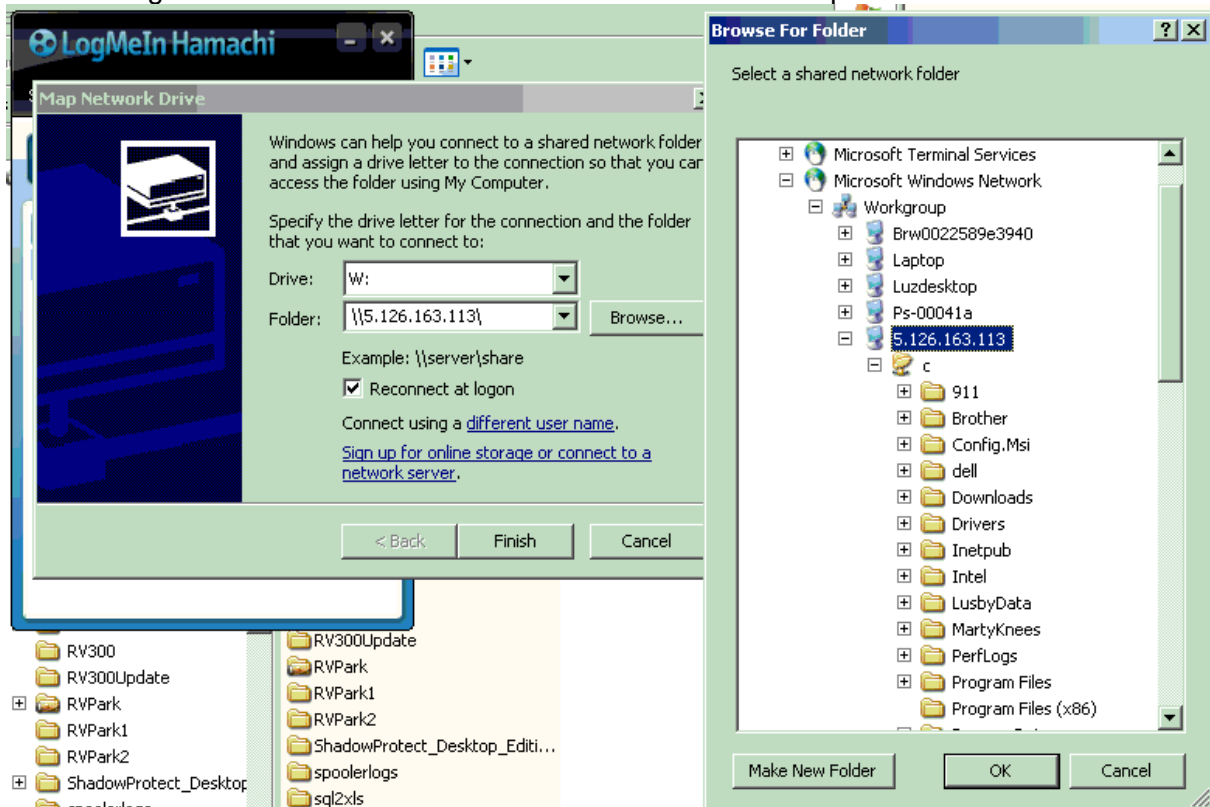
There is a fairly simple way to link to RV Park over the internet using another LogMeIn ® Free Tool. This will allow up to 5 computers or Clients to be in the Network you are going to create. The tool is called LogMeIn Hamachi ® and can be found here:

<https://secure.logmein.com/products/hamachi/default.aspx>

Steps to create the VPN over the Internet Connections is briefly (you may need additional research and/or help from an IT person):

- 1) You will need to create a LogMeIn ® account  
<https://secure.logmein.com/Registration/Registration.aspx>
- 2) Your Windows environment must be configured to allow File Sharing. See this for your system <http://help.logmein.com/SelfServiceKnowledgeRenderer?type=FAQ&id=kA030000000DGHZCA4>
- 3) Next you will need to download the LogMeIn Hamachi tool  
<https://secure.logmein.com/US/products/ignition/LogMeInIgnition.msi> on both the Remote and Local computers and set them up in the same network.
- 4) Set up the Network with **Your Network Name** and a **Password**, once the tool is setup on Both Computers within the same network you can get the IP Address from the Computer that has the database and set up a network drive to path directly to the Database. The first computer setup will create/define the Network and the second will simply Join the Network. The Hosting computer \*(with the database) should be setup first.
- 5) Create a Network Drive in Windows Explorer Tools/Map Network Drive option by

entering the Hamachi IP address as shown below and then press the Browse button.



You will need to enter 2 backslashes before the IP address and one after, then locate the Directory you have shared out (usually in the Root C directory called RVPark). **NOTE:** Windows usually installs programs in the Program Files or Program Files (x86) folder. If you are going to run multiple computers, it is recommended you install the program in a C:\RVPark Directory. In this example, "W:\\" will be the database path for the Local computer in step 6, but "\\5.126.163.113\C\RVPark" would have also worked fine.

- 6) Change your settings in your Local RV Park Information Panel to point to the Network Drive you established and Save the changes. The next time you launch it you should be on the Remote Computer's database.
- 7) LogMeIn Hamachi tool should always running on both computers, which can you will see in the current items of the Task Bar, usually in the lower right hand corner of your screen.

You can also use the connection to move a copy of Park.MDB over to your Local Computer's RV Park Database Directory to keep it current locally and not risk any issues using the database over an Internet connection. Once Hamachi is setup, it will automatically launch and connect whenever the computer(s) are booted up (both computers must be running on an internet connection for this to work).

There is a lot of the details left out of this overview, if you are not familiar with these concepts, please seek professional assistance.

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## Really Cool Internet Tools

### RV Park Help



Really Cool Internet Tools

We normally don't advertise or endorse other company's Products, but LogMeIn has an excellent set of products that can really help RV Park Software Customers. Here are 3 situations that I have had and easily solved with LogMeIn products.

- 1) Have you ever wished you could easily & securely access your Office computer from Home?
- 2) Or, need Help from someone on a Computer issue over the phone and they couldn't see what you were doing?
- 3) Or, want about running RV Park over the Internet at Home securely without additional Licenses or interfering with the Office's use of the Program?

Well, LogMeIn has Free Tools that can help with these types of issues. I travel quite a lot being retired, but need to have access to my Desktop computer at Home from time to time.

So, in the case of #1, I use the Free version of LogMeIn on my Desktop and Laptop computer to Log Into the Desktop computer from my Laptop computer and run it just like I am sitting in front of it. The Pro version has tools to move files between the 2 computers and a few other capabilities, but I can handle about 95% of what I need to do with the Free version. Visit <https://secure.logmein.com/products/free/register.aspx> to register and download the tool.

For #2, LogMeIn has a product called Join.Me. Once you have downloaded the mini-application you can share your screen with whomever you need to get help from. They can observe what you are doing or you can let them drive. Visit <https://beta.join.me/> to download the tool. There is also a tool called TeamViewer that can be used for Free if you are doing so as an individual and not as a company. This is available at: <https://www.teamviewer.com/en-us/download/windows/>

#3 is a LogMeIn product called Hamachi. This tool creates a Virtual Private Network (VPN) between 2 computers across an Internet connection. Through this connection you can access the RV Park databases and run a copy of RV Park remotely without any additional Licenses. It's just like being locally networked to the Host computer. Visit <https://secure.logmein.com/products/hamachi/> to register and download the tool.

**Need a **Free Spreadsheet program**, WPS has a wonderful Suite of Office programs that are not only great, but Free or less than \$30 for the Premium version. You can download the software [HERE](#).**

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## Other Charge Item Inventory Management

### RV Park Help



#### Other Charge Item Inventory Management

In the Other Charge Item panel there is a button to open an Inventory Management Panel. It is the Check Inventory button near the bottom of the panel.

Once you press the button you will get the Inventory Management panel.

| Item | Name        | QuaOnHand | ReorderPoint | OrdQua | QuaRecd | Cost   |
|------|-------------|-----------|--------------|--------|---------|--------|
| 1    | My Charge   | 6         | 5            | 5      | 0       | \$4.00 |
| 8    | Over Stock  | 50        | 5            | 10     | 0       | \$1.50 |
| 9    | Under Stock | 1         | 10           | 20     | 0       | \$3.20 |

The Inventory Management panel provides 2 functions:

- 1) Determining what Other Charge Items need to be ordered and create a Spreadsheet of those Items,
- 2) Update the quantity of On Hand Items when you receive your order.

The panel when it launches defaults to displaying all Items that have a Reorder Point. Each Item is color coded per the Legend and can be filtered by the What to List radio buttons. The resulting list can also be sorted with the other radio buttons on the right side of the panel.

See the [Inventory Management Panel](#) for additional information.

## Holding a Reservation for an Existing Guest

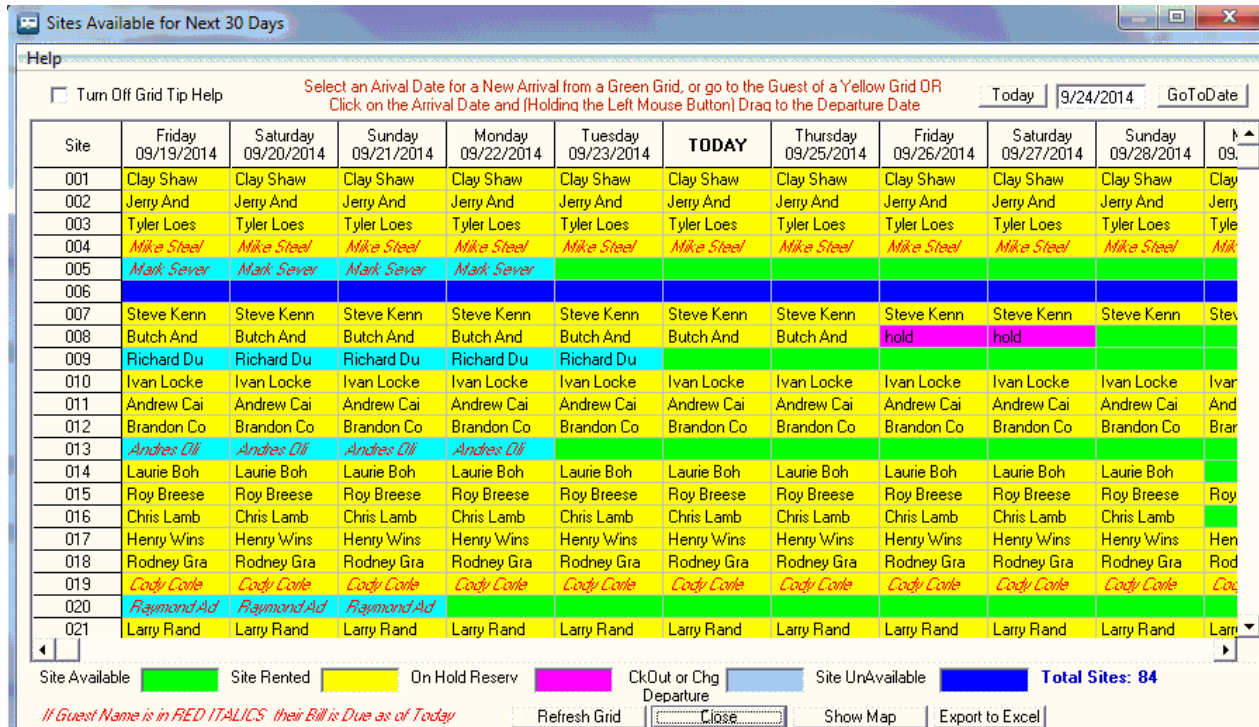


### Holding a Reservation for an Existing Guest



There are times when a Guest may want to extend their stay, but they aren't sure. This feature simply adds a new Magenta color to the Reservation Grid panel to help Flag the site as a HOLD Reservation type. All that is really necessary is to enter the Guest Name of Hold and Save the standard Reservation, and because the Guest Name is Hold, the Reservation Grid will show that reservation with a Magenta background.

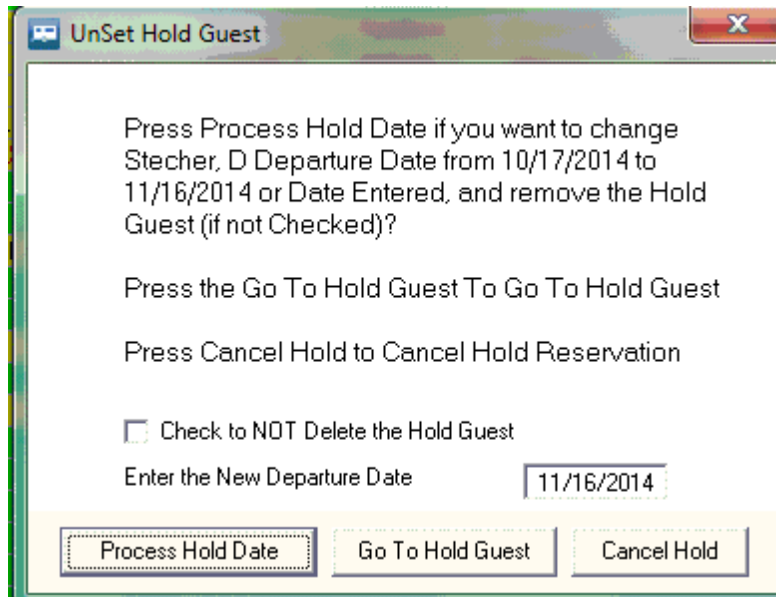
Note the "Turn Off Grid Tip Help" checkbox to stop the pop-up instructions when the mouse is over the Grid area for this secession.



The suggested approach is to create a Reservation for the Guest for the Arrival and Departure dates that the Guest will be staying. Then if the Guest MAY want to stay longer but is not sure, create a Reservation for the additional days (it is suggested to use the Reservation Grid Panel and click on the Day after the Guest's Reservation and drag to the date they MAY want to leave). When you go to the Guest Information panel enter the Guest Name as Hold and simply Save the reservation. When you return to the Reservation Grid panel the Background will be Magenta and you will know the previous Guest MAY extend their stay.

The Guest may decide to stay or leave. Either way, it is recommended you Cancel the Hold Reservation.

**How To UnSet the Hold Reservation** - simply Left-Click the Hold Reservation. You will get a pop-up:



If you press **Process Hold Date**, the Guest to the Left of the Hold Reservation will have its Departure Date changed to the Date in the New Departure Date field. The Date in the field **MUST** be within the Hold Guest Arrival and Departure Dates. Once pressed, the Date entered will replace the Departure Date of the Reservation to the Left of the Hold Reservation. If you enter a Date between the Hold Arrival and Departure Date, the Hold Reservation can be adjusted so that the Arrival Date will coincide with the Departure Date of the Left. If the Check Box is checked the Hold Guest Reservation will **NOT** be deleted.

The **Go To Hold Guest** button takes you to the Hold Guest for review or changes.

The Cancel Hold option will Cancel or Delete the Hold Guest reservation.

If you don't want to do anything, just press the **Red X** in the upper right of the panel.

**NOTE: When you enter a Guest Name and press Save, RV Park creates a new Guest in the database. You may want to Delete "Hold" Guest Names periodically that don't have a Site assigned periodically just to keep the Guest database table clean.**

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## Turn Off Guest Rent Taxes

### RV Park Help



#### Turn Off Guest Rent Taxes

Even though you have set a Site Rate to be Taxed, there are situations where some of those Guests should **NOT** be Taxed, or only Taxed with one or two of the appropriate Taxes. This is like a Guest is initially charged State, County, and a Lodging Tax, but after some time they only need to pay Lodging Tax. Another Customer in Florida said she needs to Tax Monthly Guests that are staying less than 6 months and being Billed Monthly, but those staying more than 6 months and Billed Monthly should **NOT** be taxed for their rent. For this situation, there is a check box in the Guest Panel to Choose which taxes should be charged or just turn off all Taxes on Rent at the Guest Level.

|                   |             |                          |                          |
|-------------------|-------------|--------------------------|--------------------------|
| Guest Information |             | Assign'd Site            | 054-LPT                  |
| Name              | Bill Lusby  | <b>Primary Guest</b>     |                          |
| Address1          | PO Box 70   |                          |                          |
| Address2          |             |                          |                          |
| City              | Howard      | Province                 | CO                       |
|                   |             | PostCode                 | 81233                    |
| Phone             |             | Pets                     |                          |
| Cell              |             | Notes                    |                          |
| Drivers License   |             | No People                | 1                        |
| Deposit           |             | Apply                    | <input type="checkbox"/> |
|                   |             | Discount                 | 0                        |
|                   |             | Guest No                 | 4382                     |
|                   | Adjust Rate | Rate Adjustment          |                          |
| Email             |             | <input type="checkbox"/> | Flag Guest On Grid       |
|                   |             | <input type="checkbox"/> | Choose Rent Taxes        |
|                   |             | <input type="checkbox"/> | <b>Do NOT Rent</b>       |
| Member #          |             | Reservation Date         | 6/18/2016 12:33:11 AM    |

Once you check the **Choose Rent Taxes** box, the Text will turn **Red** so you will remember it is checked and a panel similar to the following will be presented.

**Guest Rent Taxes**

If You need to charge Taxes differently for this Guest, Select the Taxes that should be active. This may be due to long term residency Taxing differences.

Select which Taxes to Apply to this Guest

State Tax

County Tax

**Lodging Tax**

Simply select taxes you want charged or uncheck all boxes for No Taxes to be charged this Guest and press the Save button. The Guest panel will then look like this:

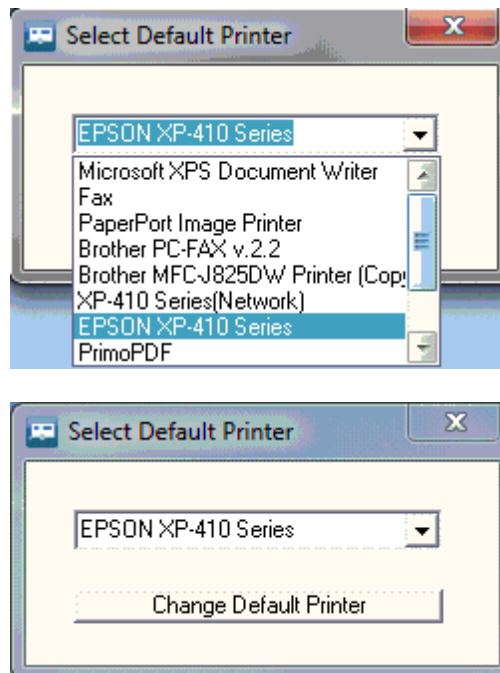
|                                     |                          |
|-------------------------------------|--------------------------|
| <input type="checkbox"/>            | Flag Guest On Grid       |
| <input checked="" type="checkbox"/> | <b>Choose Rent Taxes</b> |
| <input type="checkbox"/>            | <b>Do NOT Rent</b>       |

## Change Default Printer



### Change Default Printer

In the upper left hand corner of the Main Panel, you can select the Set Default Printer menu option. You will get the following pop-up with your current Default Printer selected. Simply use the drop-down list and select the Printer you want to be your Default Printer and then press the Change Default Printer button and the printer will be set.



Also See [Printer Control](#)

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## Printer Control

# RV Park Help

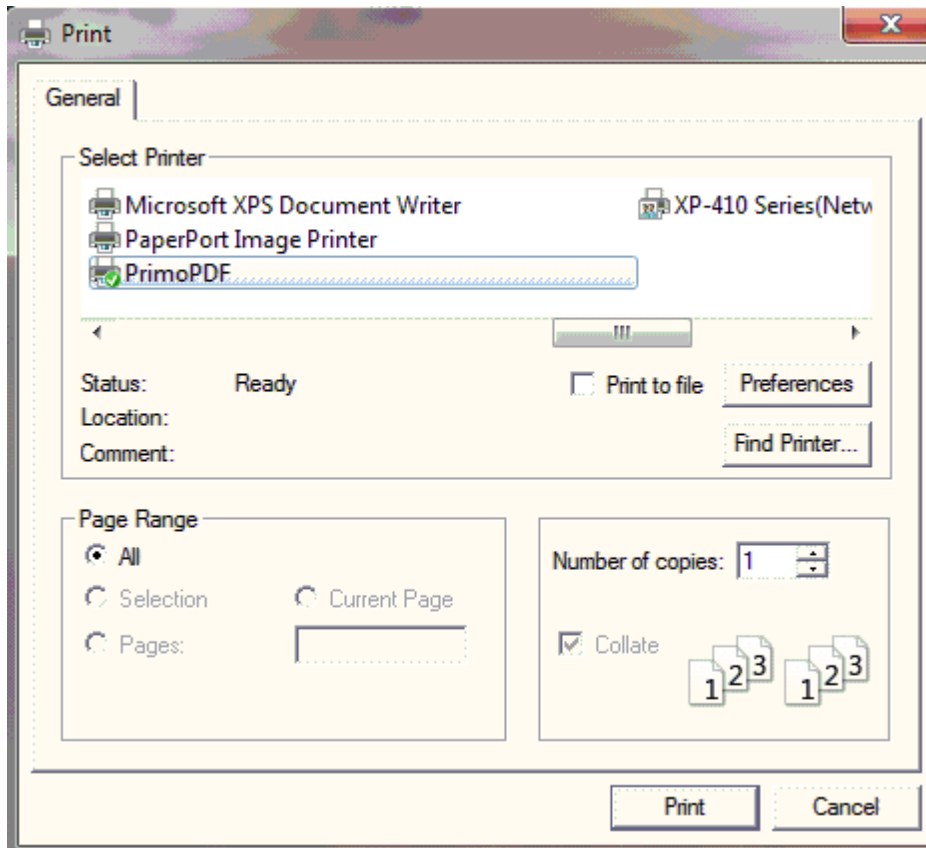


## Printer Control

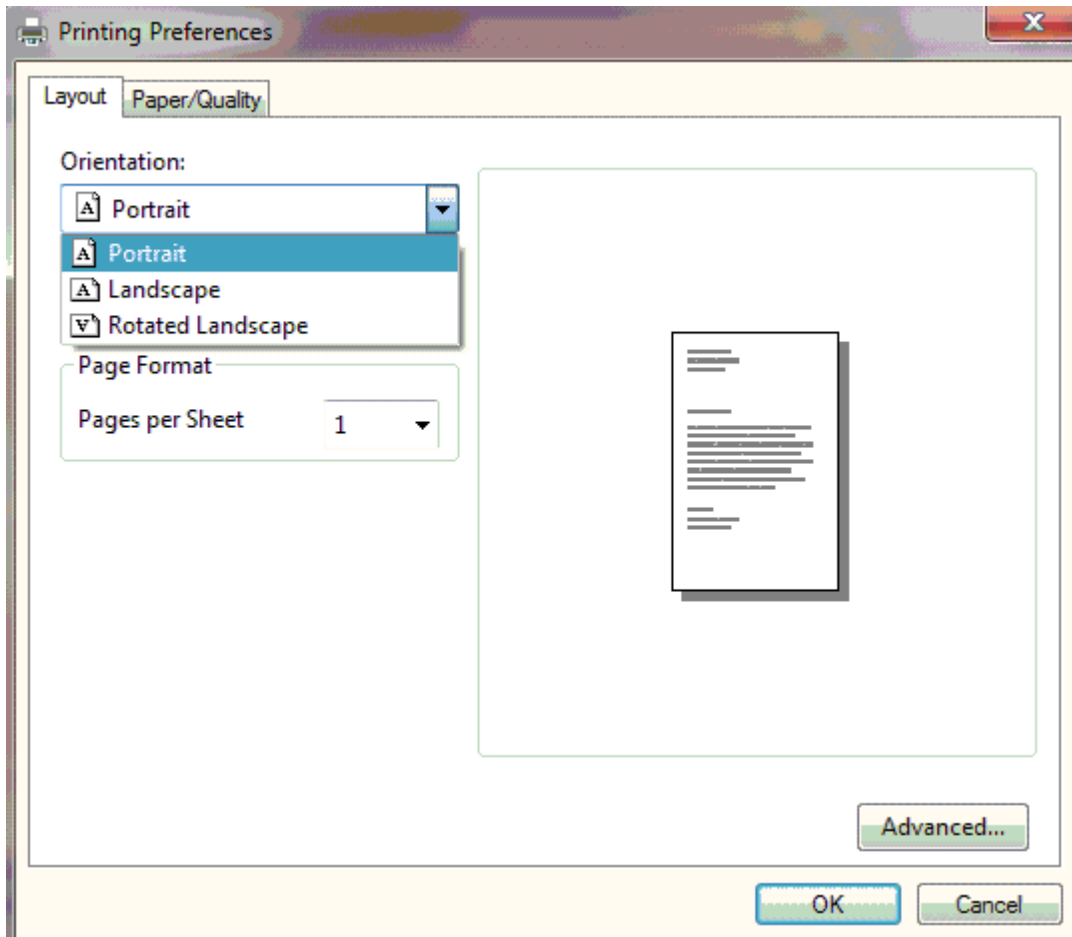
When outputting to your Printer, you can control many of the settings with the Print Dialog Control:

- Copies
- Orientation
- ColorMode
- DriverName
- Duplex
- PaperBin
- PaperSize
- Port
- PrintQuality

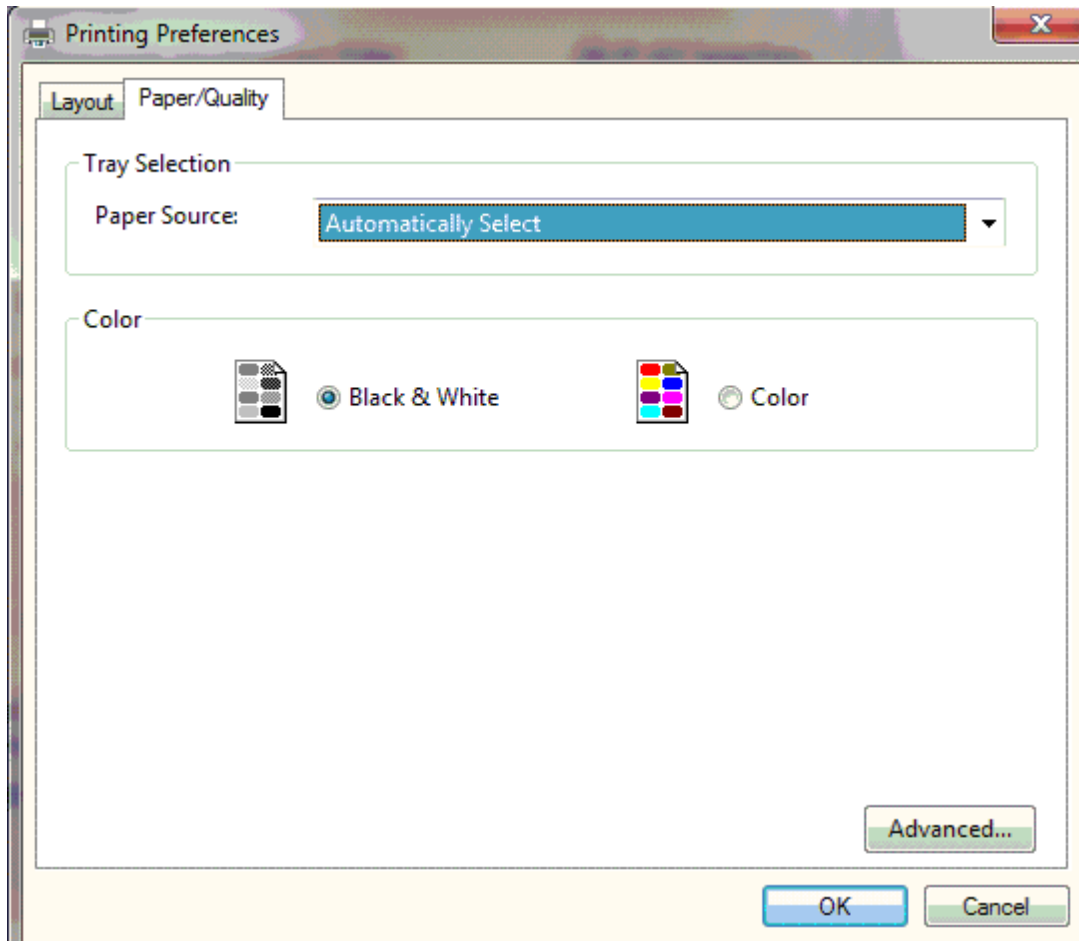
The Control looks like this:



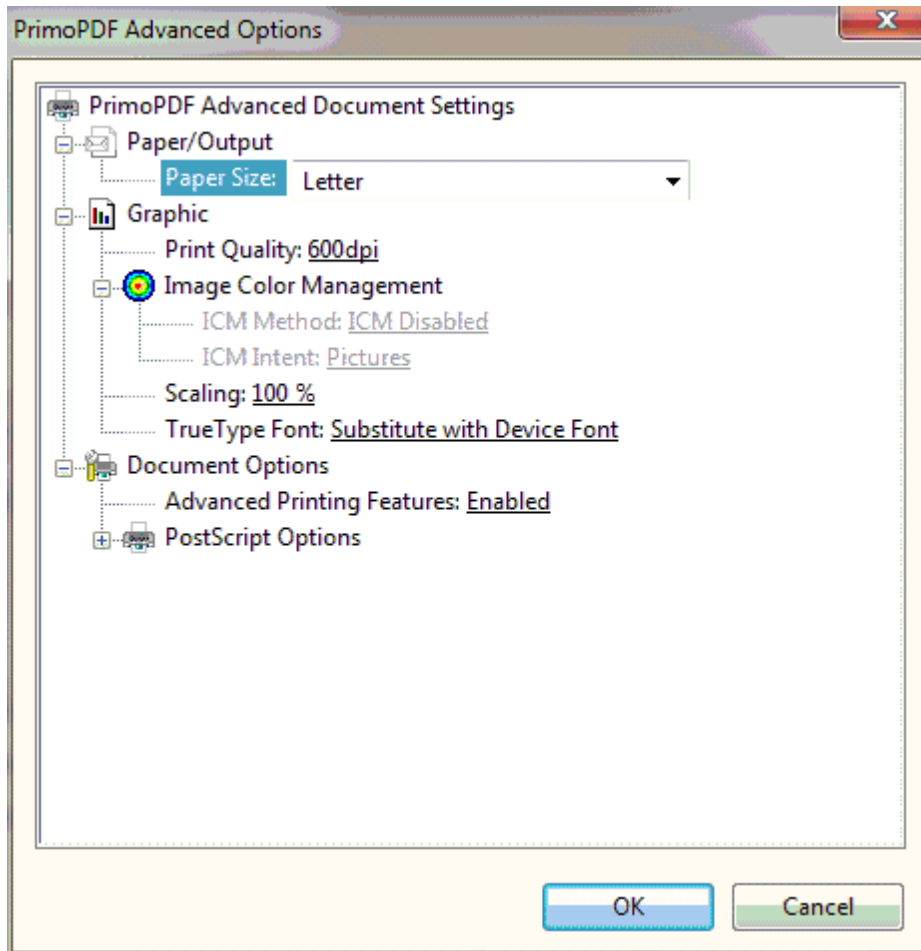
You can select the Printer you want the Output to be sent to; determine the number of Copies; or pressing the Preferences button, you can get other options:



In the Layout tab, you can determine if the Output will be in a Portrait or Landscape orientation, and in the Paper/Quality tab you can determine a different Tray (if your printer has multiple Trays) or Black & White or Color output.



The Advanced button will provide you access to other parameters you may need to alter:



Here you can change the Paper Size, Print Quality, Scaling, and others depending on your Printer and it's features.

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## OverRide Site Rent

# RV Park Help



## OverRide Site Rent

One can OverRide the RV Park Site Rate calculations and Enter whatever amount needed. This is a result of Park requirements or special circumstances that require you to enter a Site Rent amount of your choosing. To access this OverRide capability, you need to use your OverRide Password. Just click on the "Site Rate" label to turn on the OverRide capability.

|                              |                                 |                                     |
|------------------------------|---------------------------------|-------------------------------------|
| Departure Date               | 4/15/2014                       | AvailSites                          |
| Current Meter                | 0                               | <input type="checkbox"/> Bill Elect |
|                              | Prev Balance                    | 0.00                                |
|                              | <b>Site Rate</b>                | 75.00                               |
|                              | Other Chg                       | 0.00                                |
|                              | Click to OverRide the Site Rate | 0.00                                |
|                              | Taxes/Fees                      | 0.00                                |
| Rate Details                 | Amount Due                      | 75.00                               |
| Thru                         | 04/28/2014                      | Amount Paid                         |
|                              |                                 | 75.00                               |
| Do Not Show Amt Paid on Bill |                                 | 3.0 Days                            |

When you click on the "Site Rate" Label, you will be provided the OverRide Password pop-up, if you are not previously Logged On. Entering your Password, you will be given access to the Site Rate field to enter the desired amount, like \$50.

|                              |                  |                                     |
|------------------------------|------------------|-------------------------------------|
| Departure Date               | 4/15/2014        | AvailSites                          |
| Current Meter                | 0                | <input type="checkbox"/> Bill Elect |
|                              | Prev Balance     | 0.00                                |
|                              | <b>Site Rate</b> | 50.00                               |
|                              | Other Chg        | 0.00                                |
|                              | Electric         | 0.00                                |
|                              | Taxes/Fees       | 0.00                                |
| Rate Details                 | Amount Due       | 50.00                               |
| Thru                         | 04/28/2014       | Amount Paid                         |
|                              |                  | 50.00                               |
| Do Not Show Amt Paid on Bill |                  | 3.0 Days                            |

Once you leave the Site Rate field, it will turn red to reflect the OverRide capability has been activated. Normally, you press the Create Bill button and process the Bill as you would normally. If you want to return to the RV Park calculated Site Rate, just click on the Site Rate Label again and the OverRide feature will be turned off and the RV Park Site Rates will be entered. So, you can turn off and on the OverRide feature.

**NOTE: If you just press Create Bill and return later to the Guest, the OverRide feature will be active on this Guest without the need of a Password. When you press the Bill Paid button, the OverRide Site Rate will be saved to the Billing Table and the Guest will be reset to a non-OverRide setting.**

## Add or Change QuickBook Fields in Billing Table



### Add or Change QuickBook Fields in Billing Table

QuickBooks Account and Type fields are somewhat new to the RV Park Billing Table. They



provide a way to move Billing Table records to QuickBooks, but also serve another purpose, which is to filter a Tax/Revenue Report. For more information about the Tax/Revenue Report see [THIS](#).

You can set these values in the Export Excel Data panel. First, you need to determine how you can filter the records in the Billing table to best set the Account and/or Type fields. It totally depends on how you are set up. Lets assume you have RV Sites and Motel Rooms as Sites and you have used the TypeOfStay correctly with Rooms being one TypeOfStay and RVs being another. Then you can use [TypeOfStay LIKE Rooms](#) as a filter in the Filter By Other Fields area and set the Account to Rooms:

The screenshot shows the 'Export Excel Data' panel with the following settings:

- Filter By Dates:** Two empty date range fields.
- Filter By Other Fields:** TypeOfStay dropdown set to 'LIKE', and the value field set to 'Rooms'.
- QuickBooks Required Item List Fields:**
  - Type: Empty dropdown.
  - Account: 'Rooms' dropdown.
  - Name: Empty text field followed by 'OR' and a checked checkbox for 'Set to Guest Name'.
  - Update Table Values button.
- Clear All Dates** and **Clear Other Fields** buttons are present.

Then press the Update Table Values button to update the Billing records.

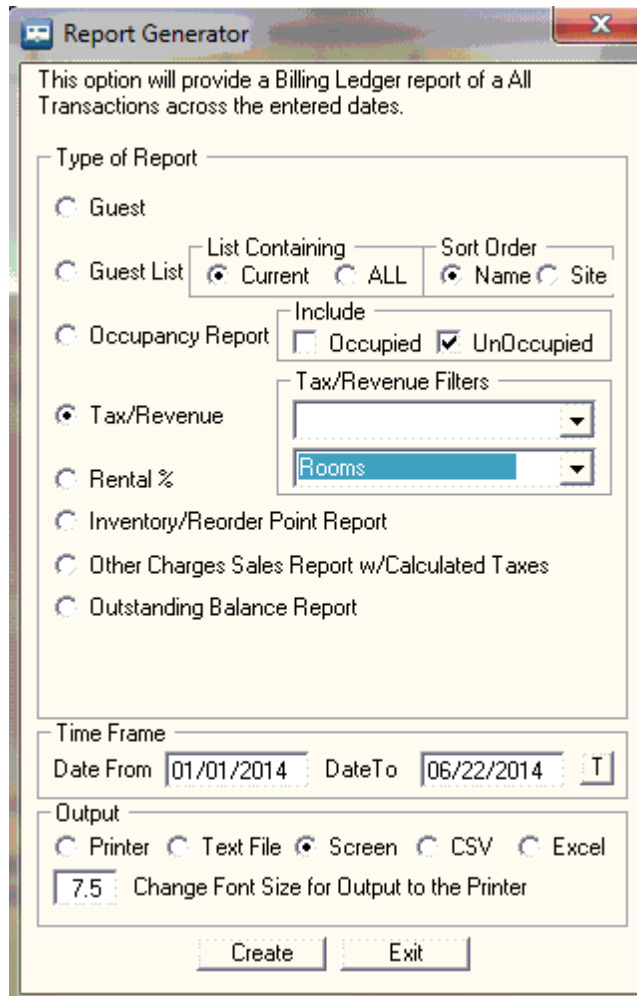
You may want to filter by SiteNum, if you know all of your Rooms are Sites numbered from 12 to 28 like this:

The screenshot shows the 'Export Excel Data' panel with the following settings:

- Filter By Dates:** Two empty date range fields.
- Filter By Other Fields:** SiteNum dropdown set to '>= 12' and another SiteNum dropdown set to '<= 28' with an 'AND' operator between them.
- QuickBooks Required Item List Fields:**
  - Type: Empty dropdown.
  - Account: 'Rooms' dropdown.
  - Name: Empty text field followed by 'OR' and a checked checkbox for 'Set to Guest Name'.
  - Update Table Values button.
- Clear All Dates** and **Clear Other Fields** buttons are present.

Then press the Update Table Values button to update the Billing records.

Once you have the Billing records fixed, you can use the Report panel to generate a Tax/Revenue report using Rooms as an Account Filter like this:



This will provide a tool to separate your Billing Records in your Tax/Revenue Report if you need to between RV Sites, Boat Slips, Motel Rooms, Mobil Home Sites, or whatever your situation requires.

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## Track How Guests Hear About Your Park



### Track How Guests Hear About Your Park

Have you ever wanted to know if your Advertising is paying off or are you just spending money. If you could track How Guests decide to stay with you, you might be able to put your money to better use. This feature of RV Park lets you determine the Advertising Phrases you want to use to track how your Guests hear about you. The way this works is You enter the Phrases a Guest might say if asked How They heard about your Park; Like: Radio, Word of Mouth, TV Ad (you may be making too much money if this is an option ...), or a Camping Magazine, or your Website, or just the internet. These can be easily added to your Advertising table of your database from the lower right corner of your Guest Panel.

|  |             |               |  |
|--|-------------|---------------|--|
| <input type="checkbox"/> This is an Interim Bill<br><input type="checkbox"/> Adjust for Seasonal<br><input type="checkbox"/> Email Bill to Guest | Cancel Resv | Guest History | Form Of Payment  |
| <b>How Did You Find Out About Us?</b> <input type="text"/>   |             |               | <input type="button" value="D"/><br><input type="button" value="R"/> |

You just enter the Phrase you want and press Enter while your mouse is still in the field and that Phrase will be added to your list. If you don't like how it is displayed, use the "R" button next to the field with your Phrase selected, and you can Revise the Text. Just remember, if there are already Guests that have been registered with this selection, they will now be associated with the New Phrase. So, they should convey the same type of advertising.

The "D" button will Delete the selected phrase you have selected. This will also loose all tracking of those Guests having that selection. A warning message will alert you to how many Guests will be affected.

You may want to Reset the Advertising Option to Nothing after Saving the Guest with a selection. Simply Clear the field and Save the Guest and the Option will be cleared in the database.

When you get an Advertising Report from the Report Panel, you will be able to see how many Guests have used that Phrase and also it will count all of the times they have stayed at your Park by counting the Guest History entries. This could be a little misleading if you have had a lot of Guests "Cancel" a reservation, because it counts them too.

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## Flagging a Guest on the Grid and Maps

### RV Park Help



#### Flagging a Guest on the Grid and Maps

There are times when you would like to "Flag" a Guest on the Reservation Grid and Map Panels. There are many reasons why you might want to do this, one reason (from a Customer) was to remember the Guest specifically requested the Site they were reserved in, and wanted to be sure not to move them to a different site before they arrived. You may have other reasons, or several reasons, but really need to have the Reservation stand out. Therefore, we have added a Light Orange background color to flag a Guest's reservation that is very easy to turn on or off. The way it works is:

- 1) In the Guest Panel, you check the Flag Guest on Grid checkbox

Guest Information

Name **Lusby, Bill** Assigned Site 024

Address1 PO Box 70

Address2

City Howard State CO Zip 81233 **Primary Guest**

Phone Pets

Cell Notes

Drivers License No People 1

Deposit Apply Discount 0 Guest No 2679

Adjust Rate Rate Adjustment

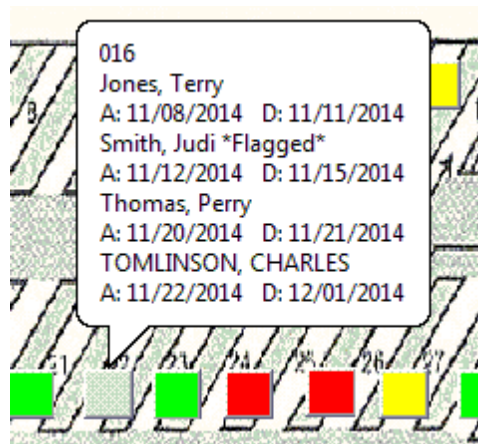
Email support@e-businessmadesimple.com

Flag Guest On Grid  
 Do NOT Tax Rent  
 Do NOT Rent

- 2) It is recommended you also use the Notes field just above the checkbox to provide the reason for Flagging the Guest.
- 3) Then the grid will look like this:

|                   |            |            |  |
|-------------------|------------|------------|--|
| <i>Kadlec, Et</i> | Hold       | Hold       |  |
| Smith, Jud        | Smith, Jud | Smith, Jud |  |
|                   |            |            |  |

And the Maps will look like this:



NOTE the "\*\*Flagged\*\*" notation beside Smith, Judi's name.

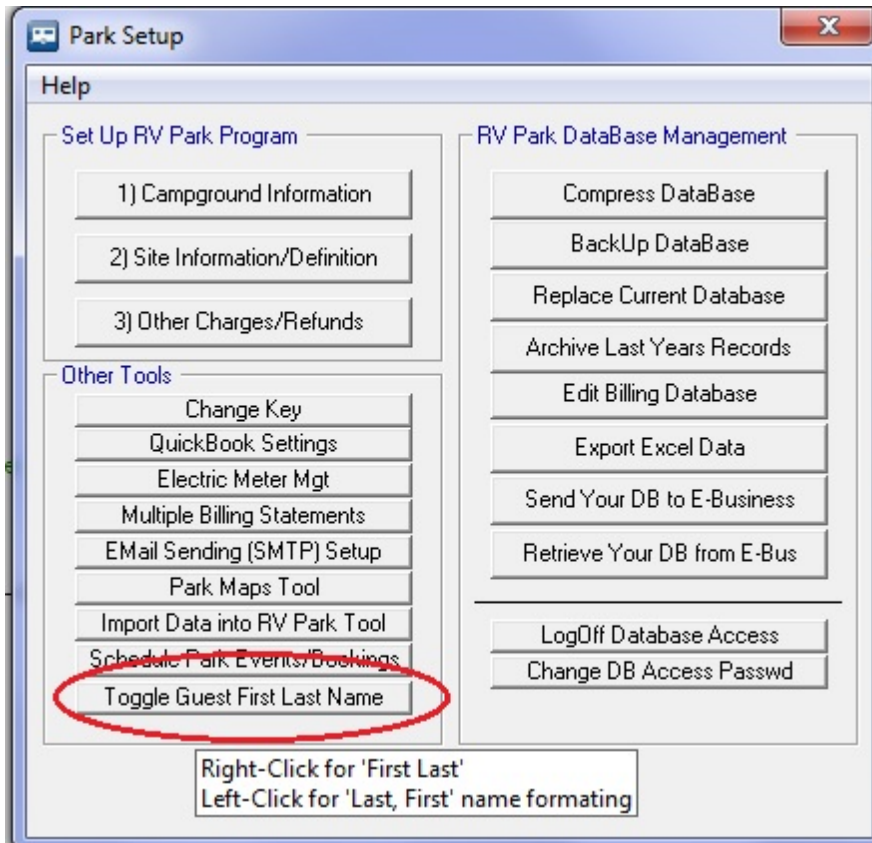
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## Formatting the Guest Name



### Formatting the Guest Name

The Guest Name can be formatted as **Last, First** or **First Last**. This can be done one by one in the Guest Panel by double-clicking the Name field with a Guest loaded, or you can change ALL guests at once from the Setup panel and the Toggle Guest button:



NOTE: Right-Clicking will Format **First Last** and Left-Clicking will Format **Last, First**. You need to understand that this feature isn't very smart. If you have **no comma** in the Guest Name and have actually entered it as **Last First**, the tool will create an entry **First, Last** entry.

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## Reprint Billing Statement

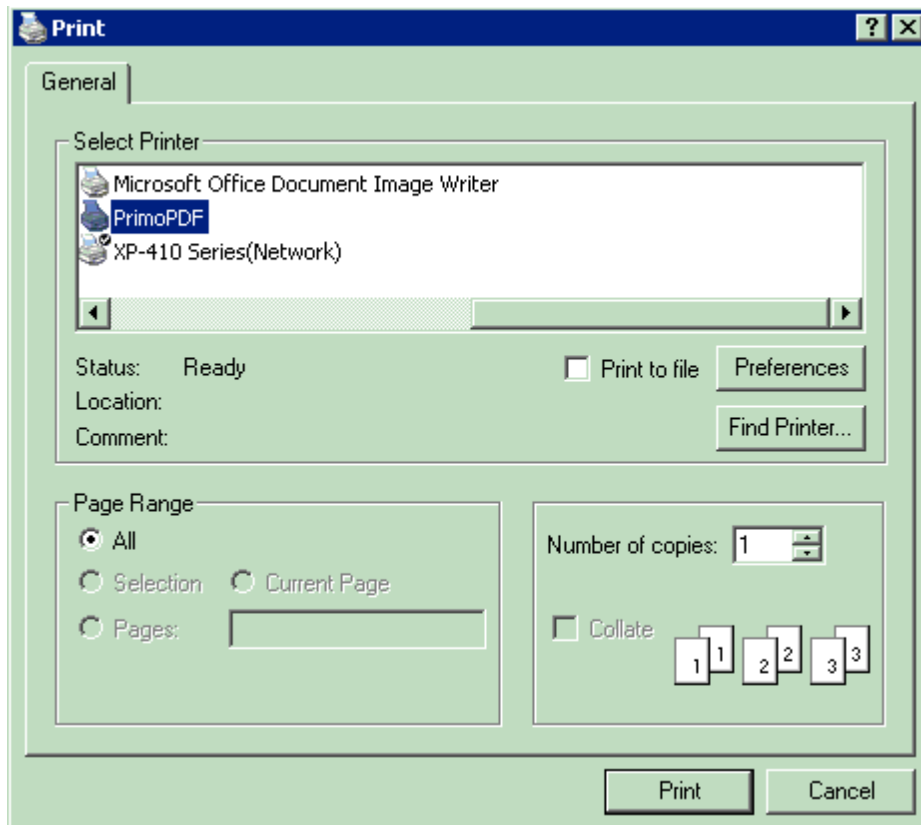
# RV Park Help



## Reprint Billing Statement

This is done from the [Edit Billing Database](#) option in the Setup panel.

There are times when you need to reprint a Billing Statement, or forget to Email the statement to the Guest. Currently there isn't a "quick" solution to forgetting to Email the Statement, but it can be done. There is a Free tool on the Internet called [PrimoPDF](#) that acts like a Printer selected from the Printer List.



When selected, it will create a PDF file that can easily be attached to an Email.

You can also just print to your Printer if you need to get a paper copy. See [Edit Billing Database](#) for more information.

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## Change Previous Balance

# RV Park Help



## Change Previous Balance

One can change the Guest's Previous or Outstanding Balance by clicking on the text in the Guest Panel "Prev Balance" (Shown Below). Doing this will provide the Database Access Password pop-up for you to enter that Password. Once entered, you can change the Previous Balance to whatever is appropriate and Save the Guest.

Site Information  
 Site #   Daily  Weekly  Monthly  3 Mo  6 Mo  Yearly  
 Electric Amps   Water  Sewer   
 Arrival Date  Departure Date  Avail Sites  
 Last Meter  Current Meter   Bill Elect  
 Other Charges  
 Select Charge  0.00  
 Site Rate 0.00  
 0.00  
 0.00  
 0.00  
 0.00  
 0.00  
 0.00  
 Last Paid  Resv   
  
 This is an Interim    
 Adjust for Seasonal

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## Assign a New Site to an Existing Guest



### Assign a New Site to an Existing Guest

There are times when you may want to assign an existing Guest to a different Site. It is recommended you always process the Guest's Bill to be Paid up before moving them to a new Site.

Assign a Guest to a New Site:

- 1) In the Guest panel, call up the Guest needing reassignment
- 2) Remove the Site Number

Site Information  
 Site #   Daily  Weekly  Monthly  3 Mo  6 Mo  Yearly  
 Electric Amps   Water  Sewer   
 Arrival Date  Departure Date  Avail Sites  
 Last Meter  Current Meter   Bill Elect

- 3) Press the Assign New Site button and select a New Site from the list.
- 4) Save the Guest, and you're done.

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## Out Of Service Reservations



### Out Of Service (OOS) Reservations

There are times when you may want to take a Site Out Of Service for some period of time, but still want to reserve the Site for future Reservations. This feature simply adds a new White color to the Reservation Grid panel to help Flag the site as an Out Of Service Reservation type for a defined period of time. All that is really necessary is to enter the Guest Name of **OOS** and Save the standard Reservation, and because the Guest Name is **OOS**, the Reservation Grid will show that reservation with a White background as shown below. This is somewhat similar to the [Hold Reservation](#) type.

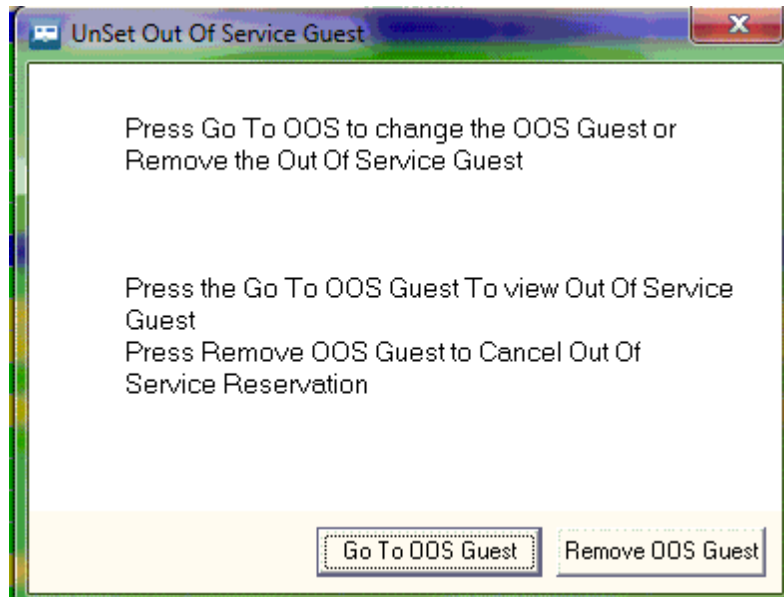
| Site | Thursday<br>10/20/2016 | Friday<br>10/21/2016 | Saturday<br>10/22/2016 | Sunday<br>10/23/2016 | Monday<br>10/24/2016 | TODAY      | Wednesday<br>10/26/2016 | Thursday<br>10/27/2016 | Friday<br>10/28/2016 | Saturday<br>10/29/2016 | Sunday<br>10/30/2016 | Monday<br>10/31/2016 | Tuesday<br>11/01/20 |
|------|------------------------|----------------------|------------------------|----------------------|----------------------|------------|-------------------------|------------------------|----------------------|------------------------|----------------------|----------------------|---------------------|
| 001  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 002  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 003  |                        |                      |                        |                      |                      |            | OOS                     | OOS                    | OOS                  | OOS                    | OOS                  | OOS                  | OOS                 |
| 004  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 005  | Munson, La             | Munson, La           | Munson, La             | Munson, La           | Munson, La           | Hold       | Hold                    | Hold                   |                      |                        |                      |                      |                     |
| 006  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 007  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 008  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 009  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 010  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 011  | Lisa Mcphe             | Lisa Mcphe           | Lisa Mcphe             | Lisa Mcphe           | Lisa Mcphe           | Lisa Mcphe | Lisa Mcphe              | Lisa Mcphe             | Lisa Mcphe           | Lisa Mcphe             | Lisa Mcphe           |                      |                     |
| 012  | Roger Deza             | Roger Deza           | Roger Deza             | Roger Deza           | Roger Deza           | Roger Deza | Roger Deza              | Roger Deza             | Roger Deza           | Roger Deza             | Roger Deza           | Roger Deza           | Roger Deza          |
| 013  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 014  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 015  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 016  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 017  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 018  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 019  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 020  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 021  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |
| 022  | Marie Boud             | Marie Boud           | Marie Boud             | Marie Boud           | Marie Boud           | Marie Boud | Marie Boud              | Marie Boud             | Marie Boud           | Marie Boud             | Marie Boud           | Marie Boud           | Marie Boud          |
| 023  | Amelia Whi             | Amelia Whi           | Amelia Whi             | Amelia Whi           | Amelia Whi           | Amelia Whi | Amelia Whi              | Amelia Whi             | Amelia Whi           | Amelia Whi             | Amelia Whi           | Amelia Whi           | Amelia Whi          |
| 024  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                     |

The suggested approach is to create a Reservation with the OOS Guest Name for the Arrival and Departure dates that you want the Site Out Of Service. Then Save that reservation (it is suggested to use the Reservation Grid Panel and click on the Day to Start the Out Of Service period and drag to the date you want to stop the Out Of Service period). When you go to the Guest Information panel enter the Guest Name as **OOS** and simply Save the reservation. When you return to the Reservation Grid panel the Background will be White and you will know the period you want the Site Out Of Service.

When you are ready to Open the Site, before or after the Departure Date, it is recommended you Remove the OOS Reservation.

**How To UnSet the OOS Reservation** - simply Left-Click the **OOS** Reservation. You will get a pop-up:





Use the **Go To OOS Guest** to view that Guest to make changes. The **Remove OOS Guest** button will cancel the Reservation and Delete the OOS Guest instance.

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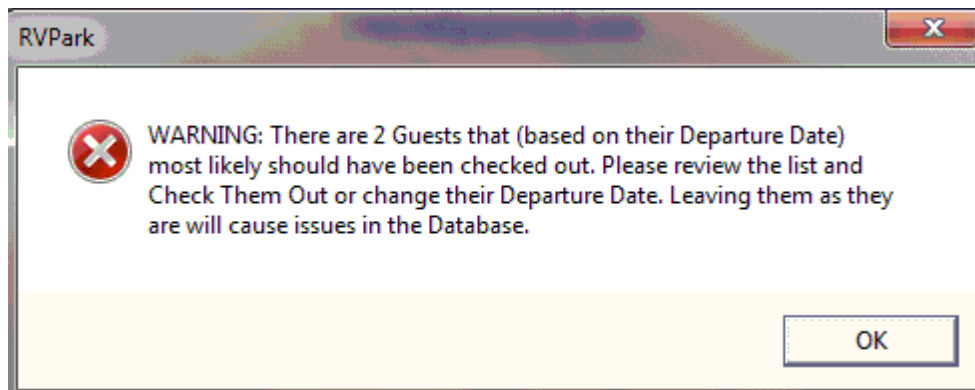
## Guest Check Out Warning

# RV Park Help

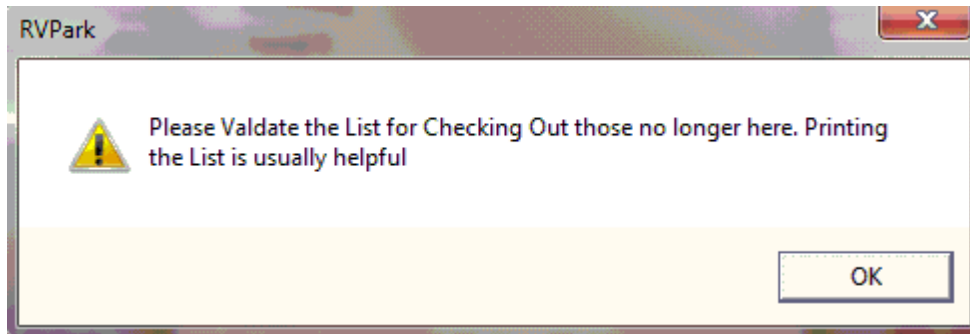


## Guest Check Out Warning

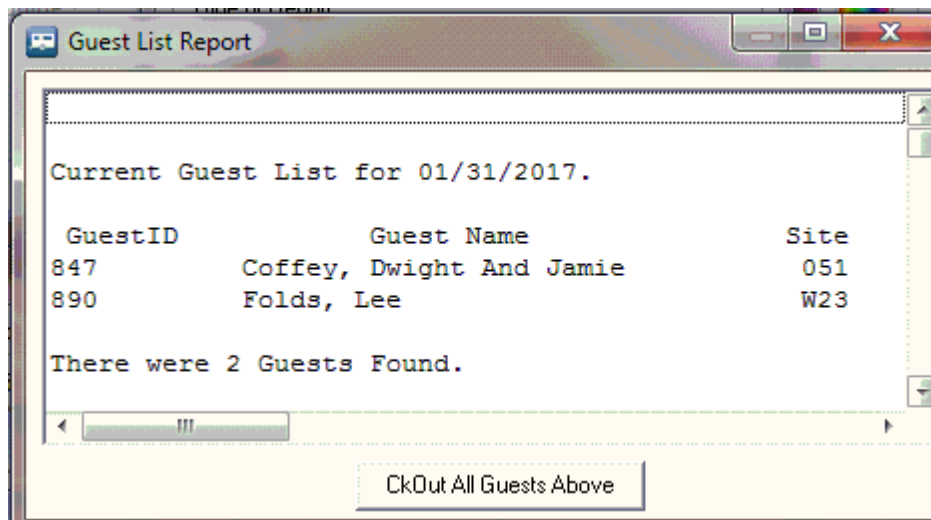
When RV Park is initially launched, you may get the following Warning.



RV Park does NOT operate properly if Guests are not fully Checked Out. If a Guest's Departure Date is 30+ days before Today's Date, you will get this Warning. When you press OK, you will be taken to the Report panel and the following message will be displayed:



There are 2 ways to properly Check Out the departed Guests. One at a time (which if you only have a few this is great, but if there are a lot, this could be time consuming) or by using the Screen output option, you can possibly Check Out many of your departed Guests fairly quickly. As long as the Departed Guest doesn't have a Deposit, Outstanding Balance, or was a member of a Group Reservation, they can be Checked Out using the Screen output panel. There is a CkOut All Guests Above button to process the listed Guests at the bottom of the panel.



Each Guest will be reviewed, and if they do not have a Deposit, Outstanding Balance, or were a member of a Group Reservation, they will be checked out. Then, you can print any remaining Guests (using the Print option) and use the list to individually Check Out those Guests from the Guest panel.

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## Having a Flexible License

# RV Park Help



## Having a Flexible License

RV Park Software can be run on different computers by Networking several PCs (See [Running Multiple Computers](#)) or by Licensing the Software on a USB Hard Drive and then moving the USB Hard Drive between the Computers you want to use RV Park Software.

So, if you are interested in this approach, you will need to have a USB Hard Drive see [HERE](#) for an example. A 500GB would be large enough, but it may be easier to find 1TB or larger.

It is recommend you set things up is as follows ... numerous PCs could use the USB Hard Drive and run the program (as in the Running Multiple Computers senario). The limit would be one at a time, unless the PCs are networked to the PC with the USB drive and the USB drive was properly shared out to those other PCs.

### Approach:

- 1) Buy a USB Hard Drive
- 2) Load the Full version of RV Park software on the PC in the root **C:\** drive from [HERE](#) to a directory like **C:\RVPark**
- 3) Start the software for the first time (it will create the run path)
- 4) Restart the software for the second time; define **your** Passwords for accessing the Database and to OverRide the rent
- 5) From then on every time you start the software it will tell you how many days are left on the evaluation ... 30 to start with. During the evaluation, always press No when asked for a Key Code so you can continue the evaluation (unless you want to enter an evaluation extension code).
- 6) On the Main panel, use the Help option in the upper left corner and use the **RV Training** option and go through the document from start to finish (look for the Film Strip icon on the top of many of the pages, which will take you to a on-line video of the material discussed).

### Now to make it portable:

- 1) Plug the USB Drive into the computer running the software
- 2) Create a directory in the USB drive (NOTE: Plugging in the USB drive will make it the next available drive letter on the PC it is plugged into. This is very important, because if you change other items plugged in, it's drive letter may change and could cause you issues once you set the path to it in later steps.)
- 3) Lets say, when you use **Windows Explorer** and view the new USB drive it is the **E:\** drive. You need to create a directory in it like **E:\RVPark**
- 4) Then in the original **C:\RVPark** directory in the first section step 2 you will need to **copy** the following files to the **E:\RVPark** directory (I am leaving out typical Windows commands)

**Park.MDB**

**Other.MDB**

**ArchivePark.MDB**

5) Now assuming everything I have conveyed is complete and the naming convention is as stated, you will need to change the Path for RV Park Software to operate. Open RV Park software; use the **SetUp** option; use the **Campground Information** option; about midway down in the General Settings area (left side of panel) there is a **DatabasePath** field, change it to the **E:\RVPark** directory path and press the **Save** button. Pick **No** on the popup for if the database exists.

You should be running on the USB drive's DB and when/if you decide to purchase the software, the license will be synced to the USB Hard Drive and not the actual PC. That way,

you can load the software on a different PC, plug the USB drive in; determine the drive letter; and change the path line as in 5) above, and you would be running on that PC.

I do not recommend the Thumb or Flash drive. The USB hard drive is a much better option for my software. Remember, RV Park Software is basically Licensed to a Hard Drive. So, if you decide to purchase it the Challenge Code (if everything is properly setup according to my instructions above) will be coming from the USB Hard Drive. Making the USB Hard Drive the licensed entity.

One way to test this, is to go to the **Setup** option from the main panel and press the **Change Key** option in the left column. Write down the **Challenge Code**. Go back to the **Campground Information** option and change the **DatabasePath** field back to **C:\RVPark** and press **Save** then pick **No** that the DB is already there. Go back to the **Change Key** option in **SetUp** and write down the **Challenge Code**. They should be different.

Don't forget to change the **DatabasePath** field back to the **E:\RVPark** location.

**NOTE: If you decide to use this approach, you should set your backup to the C:\RVPark directory, just in case the USB Hard Drive ever fails you won't lose your data.**

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## Managing a Park with Member Owned Sites

### RV Park Help



#### Managing a Park with Member Owned Sites

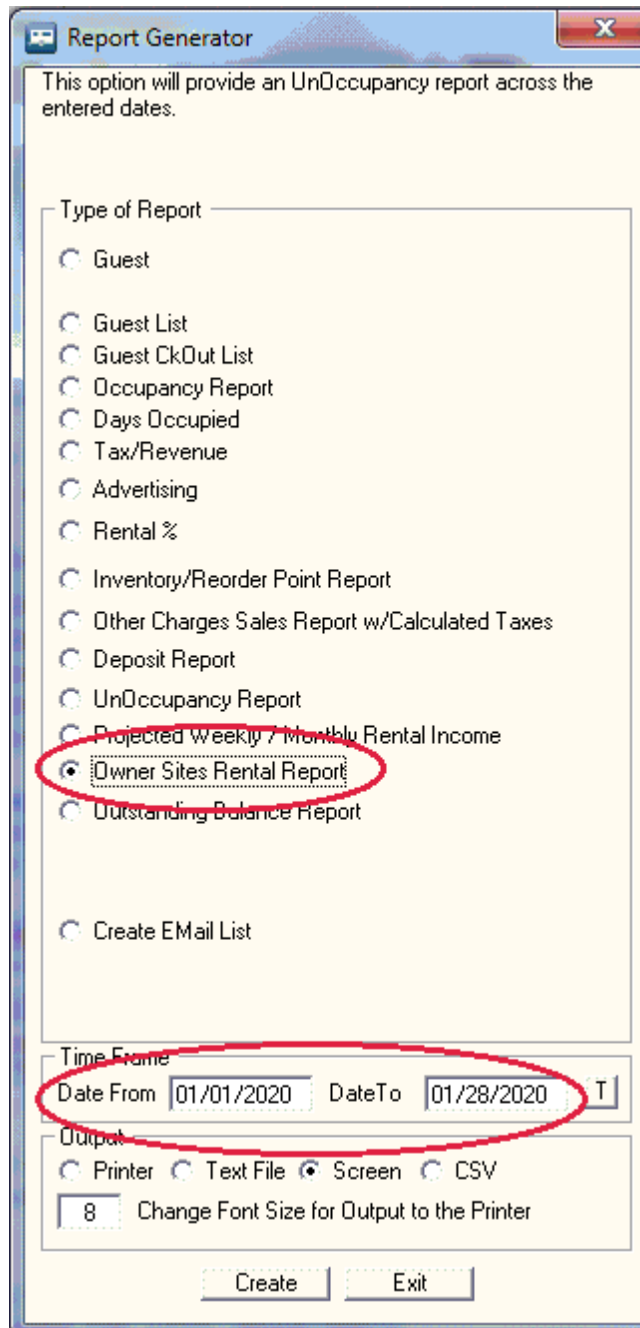
Some Parks sell their Sites to individuals. Parks like this can also allow the Site Owners to put their Sites in a Pool of Sites to rent them when the Site Owner (which we will call a Member) is not occupying their Site. In a Park with Member Owned Sites, there are certain settings you may want to make so you can track the Activities.

First, the Site Owner or Member should be given a Member Number in the Guest panel. The Member Number is a 12 character field that is alphanumeric. It is always upper case alpha characters. You can use the Guest's name or their ID number or whatever makes sense to you.

The example above is using the last name, but if you have multiple "Smith" Guests, this may not be unique, and remember you only have 12 characters.

The next setting you need to make is the Type and Account fields in the **Site Definition** panel. The Type field can be whatever you want. "Lot Owner" is suggested, but it doesn't matter whatever you want. The Account is the important field for the Site linking to the actual Site Owner and needs to match the Member Number field of the Guest panel. The Account field is not limited to 12 characters, and does not force Capital letters, so you need to be sure the two fields match EXACTLY.

Another setting that is important is the Unavailable checkbox. If the Unavailable checkbox is checked, this Site will NOT be included in the Owner Sites Rental Report as shown below. Set the Dates to determine the reporting period.



This report attempts to find all Sites that are NOT set to Unavailable within the timeframe specified how many days the Site was occupied by the Owner, a Guest, or unoccupied, as well as, rent collected during that period.

The report looks like this:

The screenshot shows the 'Owner Sites Rental Report' window with the following table:

| Site   | Owner                    | DaysInPeriod | DaysOccByOwner | DaysRented | RentedDollars | DaysNotRented |
|--------|--------------------------|--------------|----------------|------------|---------------|---------------|
| - S009 | 133647                   | 28           | 28             | 0          | \$402.50      | 0             |
| A007   | 142066                   | 28           | 0              | 27         | \$0.00        | 1             |
| A008   | No Site Account Provided | 28           | 0              | 28         | \$22.00       | 0             |
| A010   | No Site Account Provided | 28           | 0              | 28         | \$0.00        | 0             |
| A011   | No Site Account Provided | 28           | 0              | 0          | \$0.00        | 28            |
| A016   | No Site Account Provided | 28           | 0              | 0          | \$0.00        | 28            |
| A018   | No Site Account Provided | 28           | 0              | 28         | \$0.00        | 0             |
| A020   | MELLIS                   | 28           | 0              | 0          | \$0.00        | 28            |
| A026   | John Doe                 | 28           | 0              | 0          | \$0.00        | 28            |
| A029   | No Site Account Provided | 28           | 0              | 27         | \$421.67      | 1             |
| A037   | No Site Account Provided | 28           | 0              | 28         | \$0.00        | 0             |

## Pay Park Maintenance Fee

### RV Park Help



#### Pay Park Maintenance Fee

RV Park Software has been marketed for over 15 years without any Maintenance Fees. There is simply too much effort required to continue to do this. In an attempt to keep everything at a minimal cost, the yearly Maintenance Fee has been set at \$100 per year. This is required for the software to continue working. Parks with less than 31 sites will be a reduced fee of \$50.

Initially, if you have been a long time Customer (over a year), your first Maintenance Fee will be due in 90 days. If you purchased RV Park Software recently (less than a year), your Maintenance Fee will be due on your purchase anniversary date. Then the subsequent Maintenance Fees will be due every 12 months.

When your Maintenance Fee is due within 30 days, a reminder will be provided with a button that will provide a web page to complete the payment. You can press No on the reminder until the days remaining gets to 0, at which time RV Park will stop working. It is recommended you purchase the Maintenance before the days get to zero to allow for processing the payment.

## Move Guest to New Site

### RV Park Help



#### Move Guest to a New/Different Site

Typically, when a Guest has registered to stay for a period of time, you may need or want to change their Site from where they were initially assigned. If this is needed before they actually have paid for the Site, just change their Site and you are done.

However, if the Guest has been in the site for several days and you want/need to keep the rent & electric charges correct for that Site, things are a little more complicated. Let's consider several scenarios:

**Situation:** Guest arrived 3/1/20, paid for the month and is expected to leave 3/31/20. They were assigned to Site 023 and on 3/10/20 you need to relocate them to Site 046.

**Other Preparation:** You may need to create an "Other Charge" that will provide the mechanism to correct the Site's rental dollars. If all of your Sites have the same rates (Daily/Weekly/Monthly) this can be fairly simple. You may want to create three Other Charges:

- Daily Rental Fee Refund (Amount = whatever the Daily Charge is)
- Weekly Rental Fee Refund (Amount = whatever the Weekly Charge is divided by 7)
- Monthly Rental Fee Refund (Amount = whatever the Monthly Charge is divided by 30) This is the one that can be a little off if the month has more or less than 30 days.

You can also create one Other Charge to handle them all ... call it Rental Fee Refund with the amount being (-\$1). The negative one dollar can be multiplied by the Quantity of whatever you are trying to achieve example: Qua = 237.28 to refund \$237.28

## Approaches:

1) You could care less about the Site having the correct dollars for rent, but need to get the electric charges right.

1. Read the Site's Meter, enter the current reading into the Current Meter field of the Guest panel and check the Bill Electric and Interim Bill boxes.
2. Enter the Paid thru date of 3/10/2020 OK the Guest paying Elect for leaving early
3. OK the days early
4. Mark the Bill Paid and OK the amount received
5. You can change the arrival date before changing the Guest to the new Site to 3/10/2020.
6. Delete the Site Number from the form and either use the Avail Sites to list available sites or Assign New Site to enter the Site Alias.
7. Save the change with the Save button.

2) You don't care about the rent dollars being tracked by site and electric is included, so there are no electric charges per se.

1. Simply Delete the Site Number from the form and either use the Avail Sites to list available sites or Assign New Site to enter the Site Alias.
2. Save the change with the Save button. Done.

3) The rent dollars need to be correct for each site and the electric must be paid before moving the Guest.

1. Read the Site's Meter, enter the current reading into the Current Meter field of the Guest panel and check the Bill Electric and Interim Bill boxes.
2. Enter the Paid thru date of 3/10/2020 OK the Guest paying Elect for leaving early
3. OK the days early
4. Mark the Bill Paid and OK the amount received
5. Now we can reset the Billing for the rent, Refund the Days or Amount back to the Site by using the negative Other Charge
6. Use the Interim Bill option with the Paid Thru date of 3/10/2020 (this must be done before changing the arrival date to 3/10/2020 or it won't work.
7. Change the Amount Paid to 0 (zero) so the amount will be a negative amount credited to the Previous Balance of the Guest.
8. Yes thru the warnings to save the Billing
9. Now the Guest should have a negative balance and you can move them to the new site
- 10.
11. Change the arrival date before changing the Guest to the new Site to 3/10/2020.
- 12.

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## Driver License Scan Into Guest Panel

[Guest Information](#)

### RV Park Help

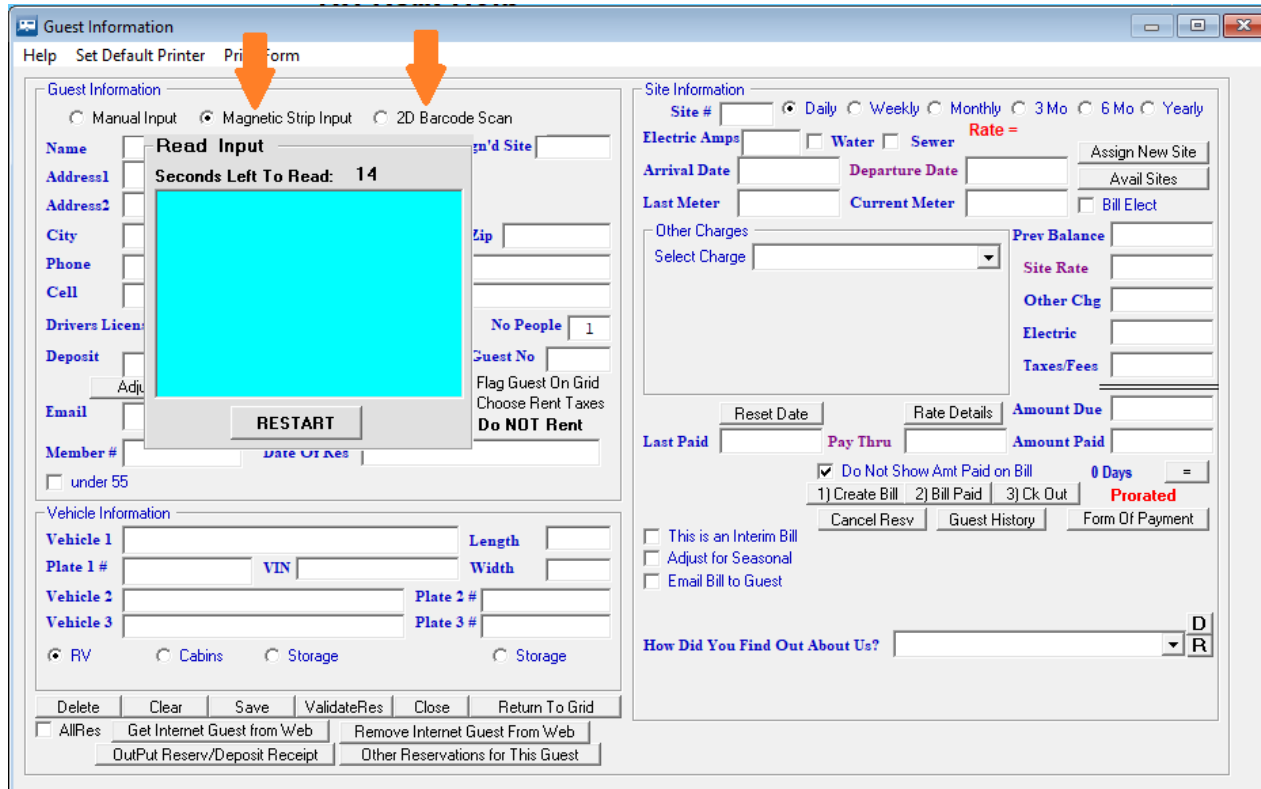


#### Driver License Scan Into Guest Panel

For a small investment, you can simplify and speed up the Guest Information into the Guest Panel. If the Guest is standing in front of you, they can provide their Driver License and if you have a Magnetic Stripe or 2D Barcode scanner, you can quickly enter their information in the Guest Form. If you have the Magnetic Stripe reader, just select the Magnetic Scan option just above the Name field and when the Pop-Up frame is displayed, just slide the card through the reader and the Guest panel will get the Name; Address; City; State, Zip; and Driver License (plus



the Guest's date of birth). If you use the 2D Barcode scan option, you will get the same results.



Note the seconds at the top of the Pop-Up and if they get too close to zero, you can RESTART the timer.

**😊 TIP:** I believe the 2D Barcode scanner will be more accurate because the Standard is in place for all states to use.

**NOTE:** If you find either approach does not work, please create a Text file and use the Magnetic or 2D device to input a sample. Name the file after the State and send it to me to trouble shoot the software. **Example: Texas.txt** MailTo: [support@businessmadesimple.com](mailto:support@businessmadesimple.com)

I used a USB Swipe Magnetic Credit Card Reader 3 Tracks Mini Smart Card Reader from Amazon that costs about \$16 ... I don't think this will be as good as the 2D scanner ... Not all states use a Magnetic stripe and they may not be as standardized as the 2D unit.



For the 2D Barcode scanner I used Handheld 2D Barcode Scanner QR PDF417 Data Matrix 1D Bar Code Scanner Wired Barcode Reader with USB Cable again from Amazon for about \$27. If you choose this approach, you can also use it for the Point Of Sale option to scan UPC item codes.



The key for this is it must be a 2D scanner that accepts PDF417 data scans. I also tried a more expensive 2D scanner, MOTOROLA/SYMBOL DS9208 with USB cable for about \$58.



I didn't like the stationary style, I liked the "gun" style better.

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## Panels

### RV Park Help



#### Panels

[Main Panel](#)

[Park SetUp](#)  
[Park Information](#)  
[Site Setup](#)  
[Report Generation](#)  
[Rate Adjustments](#)  
[Other Charges](#)  
[Tax Rent Settings](#)  
[Inventory Management Panel](#)  
[Site Grid](#)  
[Guest Information](#)  
[Available Sites](#)  
[Database Restore](#)  
[Billing Database Editing](#)  
[Enter Charges Other than Site Related](#)  
[Archive and Retrieval of Billing Data](#)  
[Database Access Panels](#)  
[Software Registration Panel](#)  
[QuickBooks Fields](#)  
[Electric Meter Management](#)  
[Multiple Billing Statements](#)  
[Data Export](#)  
[Arrival/Departure Reservation Grid Panel](#)  
[Arrival/Departure Reservation Panel Settings](#)  
[Park Maps](#)  
[Data Import Tool](#)  
[Email Setup](#)  
[Schedule Park Events/Bookings](#)  
[Multiple Reservation Panel](#)  
[Group Reservations](#)  
[Software Registration Panel](#)  
[Reservation Search Panel](#)  
[Maintenance Orders](#)  
[Grid Date Color Selection](#)

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## Main Panel



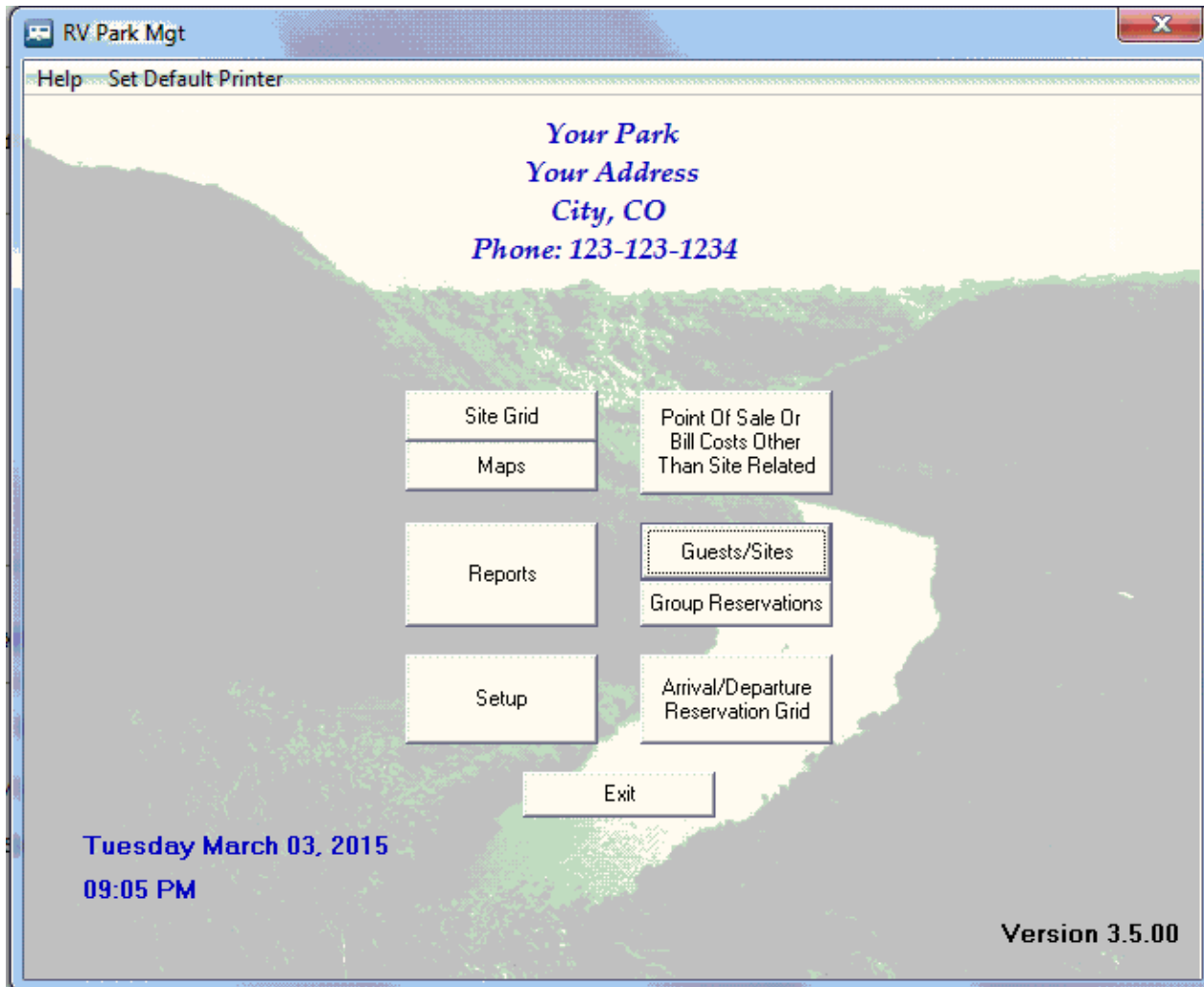
### Main Panel

The Main Panel is the starting point for the RV Park application. It is the first panel displayed when the application is launched.

There is a Help set of Menu Options at the top of the panel with Training and Detailed Help, plus an option to change the Default Printer.

When all of your information is entered, much of it will be displayed on the Main Panel just above the 6 buttons. Note the Image in the background of the Main Panel. You can replace it with your own, by placing a jpeg image in your application's directory with the name of: [RVPicture.jpg](#) in the directory where the program resides. The image must be 640 wide X 480 high to properly view.

The only caution is you don't wash out the Park Name Information being displayed in Blue letters at the top of the panel.



**NOTE: If the MapMaker tool isn't used, the Site Grid button will only be visible and the Maps button will not be seen.**

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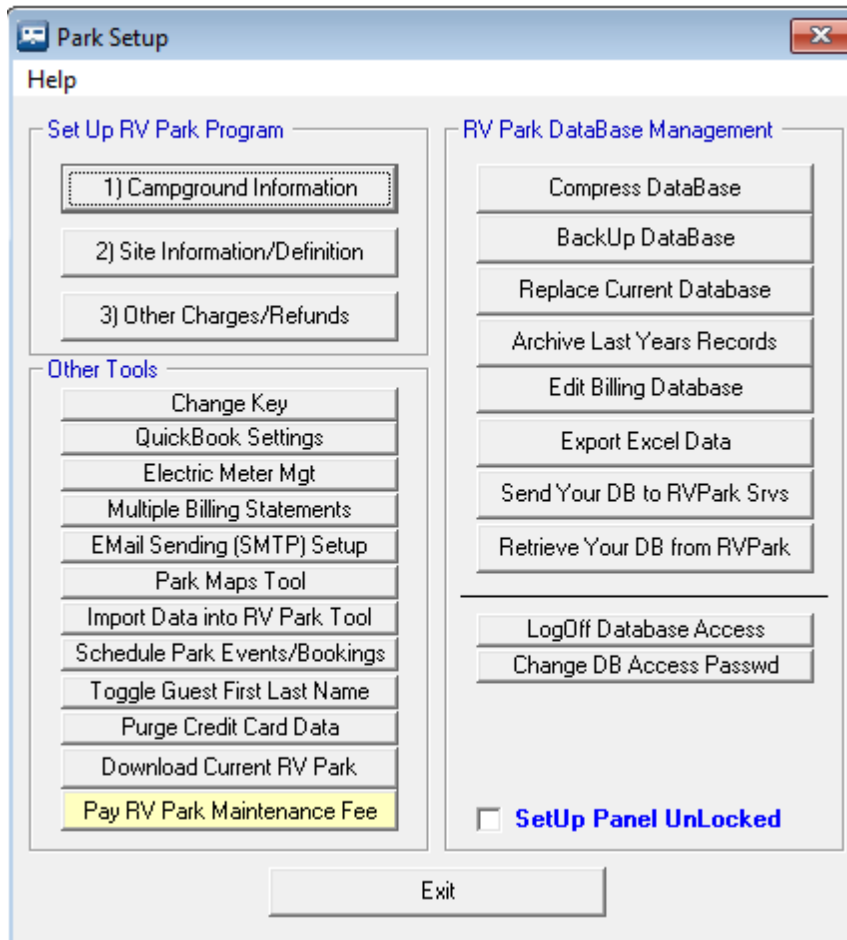
## Park SetUp

# RV Park Help



## Park SetUp

The Park SetUp Panel has 3 key areas; all of the principle areas that need to be filled out to set the Park up, other tools, and a various database tools.



In Other Tools is a Change Key option. This is the [Registration Panel](#) and can be used to either register the software or display registration information like the Challenge Code, which is needed for [on-line Reservation setup](#). The QuickBooks Settings button lets you manage the Types and Account names you are using in QuickBooks. For more information please see [QuickBooks Fields](#). The next option provides an Electric Meter Management. Here you can print out a list of the Sites to go around and document the current Meter Readings. Once you get the list completed, you can use this tool to enter all of the Meter Readings and update the information. For more information see [Electric Meter Mgt](#). The Multiple Billing Statements tool was developed to generate Billing Statements for many Guests at once. This is like a Monthly Billing for Guests with the same Billing Date. See [Multiple Billing Statements](#) for more information. The [EMail Billing Statement Setup](#) option allows you to enter your SMTP Server access information. It does require the Database Access Password for access. The [Toggle Guest First Last Name](#) is a tool to either change All Guests to the Name Format Last, First or First Last by either Right or Left clicking the button. There is also a Purge Credit Card Data button to remove Credit Card information from Guests that are no longer checked in. There is also a tool added to [Download Current RV Park](#) that will exit RV Park Software and launch the UpDate program to get the latest version of the software or, if available, a Beta version. This makes it a lot easier than going to the Website and manually downloading the latest version or beta version. The [Pay RV Park Maintenance Fee](#) button is only visible during the 30 days prior to the Fee due date.

The [Park Maps Tool](#) , [Import Data into RV Park Tool](#) , & [Schedule Park Events/Bookings](#) buttons simply launch an external Tool assumed to be in the same directory as the RV Park Software. Please refer to their Help Files for additional information.

The RV Park Database Management options are designed to make it easier to perform a few needed options in maintaining a better set of records.

**Compress Database** - Periodically, you will want to Compress the Park.MDB database (weekly? monthly? depending on the frequency you are using the application and if very much deletion is occurring). **NOTE: If the database is opened by another computer you will get an error.**

**BackUp Database** - Again, how frequent you do this will depend on how much it is being changed ... If you want to be safe, back it up daily. **NOTE: If the database is opened by another computer you will get an error.**

**Replace Current Database** - This is used to restore an old version of the database you Backed Up.

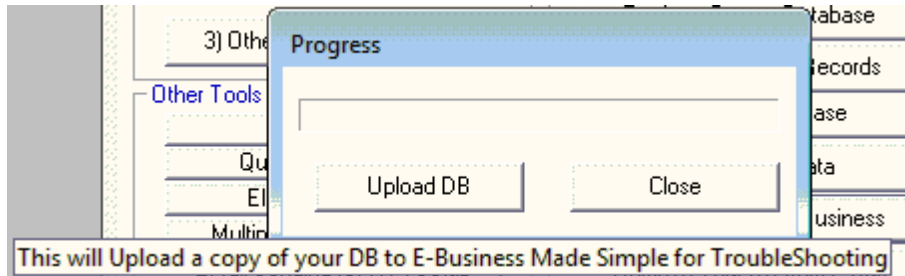
This can be done by hand if the database is so corrupted that the application won't start. Just go into the Directory the Application was unloaded (C:\Program Files\RVPark) and delete the Park.MDB, then rename the most recent BackUp to Park.MDB and restart the application.

**Archive Last Years Records** - This option provides a way to clean up your current database by placing all of your unneeded Billing information in a Archive database.

**Edit Billing Database** - This option will allow the User to Change or Delete Billing entries.

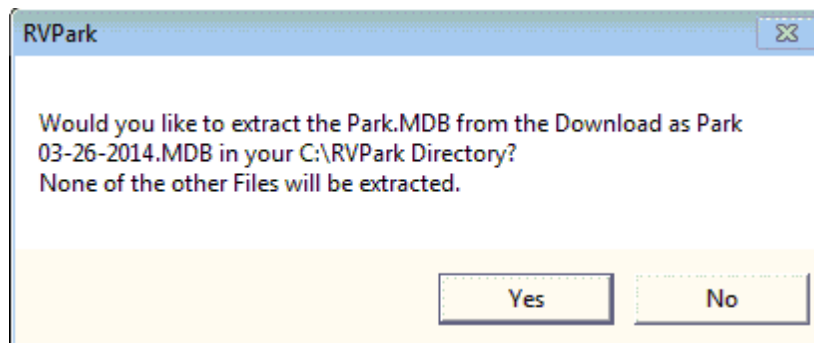
**Export Excel Data** - this option provides a tool to Export Data from RV Park Software to other applications like QuickBooks or simply create output more closely to what you need.

**Send Your DB to E-Business** - will collect your Key RV Park files into a Zip file named after your Challenge Code and then save it in your Archive Directory. After the Zip file is Saved, a copy of it will be placed on the E-Business Made Simple web server. This can serve as a form of remote backup, or for E-Business to fix or troubleshoot the database.



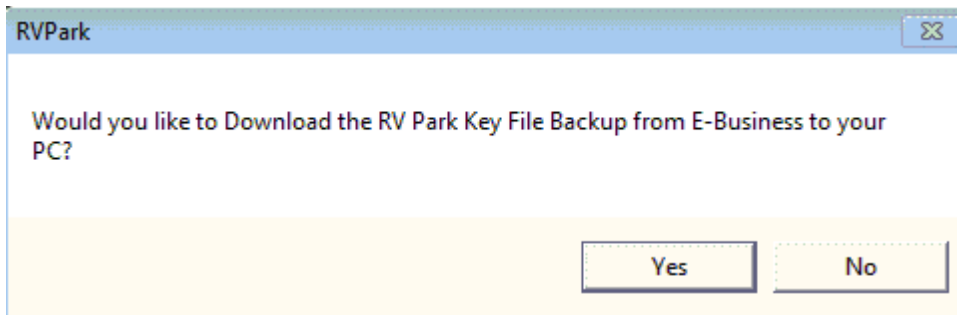
Just press the Upload DB button and the Zip file will be sent to our server.

**Retrieve Your DB from E-Bus** - first, this option will ask you if you want to extract a copy of your RV Park database on the E-Business Server to your Backup Database directory. This a similar pop-up:

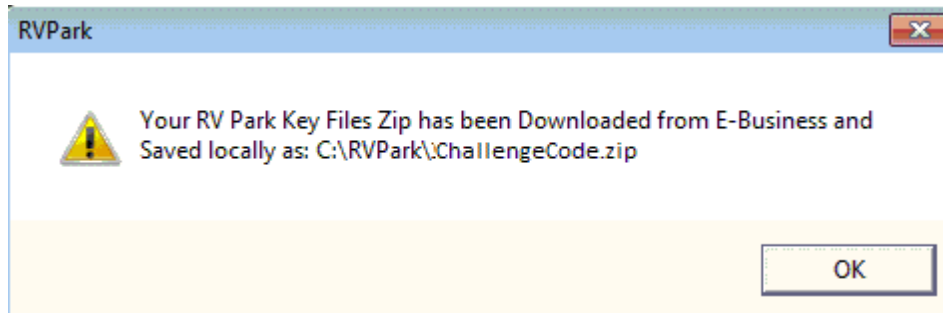


Next, you will be asked if you want to download your Zip file back to your RV Park directory.





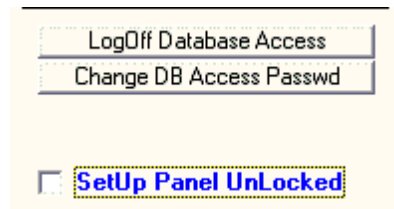
Lastly, if you downloaded the Zip file, you will be provided with a confirmation pop-up similar to the one below:



**LogOff Database Access** - Will Log you Off from the Database Access Password and/or the OverRide Password.

**Change Database Access Password** - will provide you with a panel to Change the Database Access and/or OverRide Passwords. You will need to provide your Database Access password to change either of your passwords.

**Secure the Setup Panel from Access without the Database Password**



By checking the Setup Panel Lock, you can restrict access to the Setup panel. The Database Password is needed to access the panel if the checkbox is activated.

**NOTE** 😊 - Remember to use the **LogOff the Database Access** button before returning the application to the Office Personnel if you are wanting to restrict access to the Setup Panel.

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**Park Information**



**Park Information**

The Park Information Panel contains a lot of information about your Park and how the program will operate. The Park Information on the top of the panel for the Main Panel information and the

Mailing Information for the Billing Statement are being used in various parts of the program. The Billing Statement's phone and Email come from the upper Park Information. If you enter a Website, a Hyperlink will be added to your Main Panel for quick access to your Website (or website entered). The Mailing information Name and Email are used for sending the database out when RV Park is exited to an outside source if needed. The outside source can view and create reports with the [Lite version of RV Park for free](#) (can't save any changes). In the Email Address field, you can enter multiple Email Addresses separated by a comma, if you need to send the DB to more than one address. **NOTE: You are limited to 255 characters in the Email field.**

The screenshot shows the 'Park Information' window with several sections:

- Park Information:** Fields for Park Name 1 (E-Business Made Simple), Park Name 2, Physical Address 1 (PO Box 70), Physical Address 2, Physical City (Howard), State (CO), Zip (81233), Phone, FAX, Email, and Website.
- Mailing Information:** Fields for Company Name 1 (E-Business Made Simple), Company Name 2, Mailing Address 1 (PO Box 70), Mailing Address 2, Mailing City (Howard), State (CO), Zip (81233), Phone, FAX, Email, Website, and an  for 'Auto Send Backup DB'.
- General Settings:** Includes 'NoShow Amt Due on Bill', 'Show New Ver Pop-Up', 'Sort By Alias', 'Grid Days' (30), Tax1 Name (Sales Tax, Rate .065000), Tax2 Name (County Tax, Rate .000000), Tax3 Name (Other Tax, Rate .000000), Daily Charge, DatabasePath, BackUpDBPath, CountryCode (USA), Receipt Num (850), Summer/Winter Start/End Dates, and Unit Name.
- Billing:** Includes 'Payment Due' (Your Total amount is c Thanks), 'Turn Off Showing Late Guest Payments', 'Remove Credit Card data on Check Out', 'Text Position from Left' (0.875), 'News And' (\*Please do not launder dog bedding in washers/dryers!), 'Announ Title' (News And Announ, Area Hgt 3100, TxtHgt 10), and 'Cancellation Policy' (If you need to cancel this reservation, you must do).
- Electric Settings:** Includes 'Tax Elec?', 'ElecTax' (0), 'Electric Company 1 Rates', 'Electric Company 2 Rates', and a table for 'KWH Range/Rate'.
- Site Types:** A grid for entering types of RVs or Rental Property (e.g., Tent, Boat, Camper, Trailer, etc.) with 10 numbered slots.
- Default Site Rates:** A table for setting rates for Summer, Winter, and Taxes across different periods (Daily, Weekly, Monthly, 3 Mo, 6 Mo, Yearly).
- Other Settings:** Includes 'PaidThru Incrementer' (Weekly, Monthly, 3 Month, 6 Month, Yearly), 'Calendar Font Selection' (MS Sans Serif), 'Grid Date Highlighter' (Pick Day 05, Pink), and 'Customer Checkboxes/Grid Sizing Factor' (Checkbox 1 Label: Under 55, Checkbox 2 Label: WiFi, Grid Cell Size: 1).

**TIP 😊:** Did you ever want to use an ampersand ( & ) in your Park Name like "Park & Resort" and found it to display as "Park\_Resort" ... that is because a single ampersand is displayed as "\_" ... to get the display you want, simply enter 2 ampersands together and your text will be as you want it: "Park && Resort" will be displayed as "Park & Resort".

**😊 TIP: 2 - This panel can be "Stretched" to Full Screen or Normal Screen or anywhere in between. Once "Stretched" it will stay that size until either changed or the Program terminated.**

The General Settings area allows one to identify as many as 3 Taxes and their rates. In the Billing process, these taxes will be segregated to assist in reporting what moneys were collected.

**😞 Windows 7,8, & 10 Critical Issue: If you are using Windows 7,8, & 10, you need to set the RV Park program's Compatibility settings. This should be done and verified you have done it correctly before doing anything else. See [HERE](#) for more information.**

One can also alter the default Path for the Database and where Backups/Archives will be stored. This is useful if you want the Database in a different directory than the application and the

Backups in yet another directory location. It is also necessary if you want to run multiple computers or link to the database over the Internet. Once you change the Path and save it, the program will recreate the Path.txt file where the information is stored. Before re-starting the application, be sure you relocate or copy the Database(s) to the new Directory, or you will get errors.

**NoShow Amt Due on Bill** will set the Default for the Guest and Multiple Billing Statement to be checked to Not Show the Amount Due on the printed Billing Statement.

**Show New Version Pop-Up** will let you know if a new version of the software is available for download when RV Park is first launched. Unchecking the box will disable this feature. **Sort By Alias** will cause the Reservation Grid to be sorted by it's Alias Name as opposed to it's actual number.

**Grid Days** are the number of Days displayed on the Reservation Grid. The maximum number of days is 190, and the higher the number, the slower the Reservation Grid window will reload.

Use the CountryCode setting to change from USA Zip Codes to CAN (Canadian) postal codes or AUS (Australian) postal codes.

Just below the CountryCode is the Billing Receipt Number setting. Here you can set the next Billing Receipt Number. It does require the use of the Database password.

Next is the **Unit Name**. This is by design "Site" for an RV Site, but one can change it to anything that makes sense for your needs ... Room for a Motel, Berth for a Marina, or whatever is best for your requirements (up to 7 characters).

The Seasonal Dates are displayed here for Reference only. You will need to use the Change Seasonal Dates button to go to where the Changes are made. **NOTE: Be sure to first Save any changes you may have made to the Park Information before leaving the window.**

The last area is where you can specify what you want on the Billing Statement for when the bill should be paid, and a thank you line at the end of the Bill. There is also a place to enter a "News and Announcements" (or whatever you want to call it) printed on the Bill. The Cancellation Policy area is used at the last of the Email Reservation Confirmation. Just enter whatever standard message you want to use.

There is also a CheckBox to turn off the *Red Italic* Guest Names in the Reservation Grid for those that do not use the Rent Billing feature and don't need to see the Guest Names in the *Red Italic*.

😊 **TIP: You can change the "News and Announcements" title to whatever you want**

using the field entry provided. This will alter what is printed on the Bill. You may want it to say Rules, and reflect critical rules for short term Guests. The title is limited to 30 characters and using some characters may produce unusual results i.e. if you use an ampersand (&), you will get an Under Score (\_).

The Turn Off showing late Guest payments option will stop the Reservation Grid from displaying the *red italic Guest Names* noting their rent is past due.

You can also Turn On the Guest Address in the Billing output to be used in a #10 Window Envelope. You will need to fold the Billing Invoice a little differently, but it should work fine.

If your resolution is set large, you can make the Announcements area of the printed Bill height greater, and that area can be made 2 columns using the Radio buttons shown above. You can also make the text height as small as 8 or as large as 12 in the Announcement Areas.

**Electric Settings** - Here you determine if the Electric Service is Taxed and the Tax rate. This is also where you set the Rate or Rates for the Electric KWH rates for up to 2 Electric Companies. If you only have one company, just leave the second Ranges and Rates blank. You can set up to 3 different Rates and ranges for those rates to be Billed. This provides you the ability to use one Rate for maybe the first 700 KWH's and then a second Rate for the KWH's between 701 and 2000 and a third Rate for the last 2001 to 9999 KWH's. *If you only need one Rate, you can just set the Rate 1 range from 0 to 9999 and then set the rate amount to use.* The figure below reflects the settings for all 3 rates to be used on Guests that are Billed for Electricity and a Second Company with only one rate.

**😊 TIP:** If the Rates change at different times in the year, you should do an Interim Bill for all Guests with their current meter readings before changing the Rates.

**😊 TIP:** There is one Customer that uses the first Range/Rate for 0 to 1 and has their Electric Meter charge and the cost for one KWH, and then the second Range/Rate is 2 to 9999 and just the cost of their KWHs ... this is a slick way to pass on the Meter Charge without listing it on the Bill. You can also list it on their Bills.

You can also change the type or names of the rental areas you are providing. These types make it possible to find which type of rental areas you might be trying to find.

Note the [Default Site Type Number](#) field to set the Site Type in the Guest Panel as a Default. It can be set to any of the Types you define, except those with "None" in their field.

**😊 TIP:** The Site Types can be used to easily change the Rental Rates for a specific Type. Therefore, I recommend using RV as a type and not Travel Trailer, Motorhome, Fifthwheel, as Types since they are all RVs. Use Types that you would use different rates for so you can change all sites that have that Type Checked in the Site Definition panel for those sites, like, RV, Cabin, BoatSlip, Tent, Storage, 30AMP, etc.

**😊 TIP:** If you enter "none" (without the quotes), that Type will not be displayed in the Guest or Site setup panels. You can also just leave it blank and the software will fill in None.

The Default Site Rates can be set for **ALL** sites being rented or you can set the Rates by Site Type (see [Set Rates Globally by Site Type](#)).

|             | Daily                                   | Weekly                                  | Monthly                                 | 3 Mo                           | 6 Mo                         | Yearly                       |
|-------------|---|---|---|--------------------------------|------------------------------|------------------------------|
| Summer      | 35                                      | 150                                     | 600                                     | 1800                           | 3600                         | 7200                         |
| Winter      | 35                                      | 294                                     | 750                                     | <input type="checkbox"/> Tax   | <input type="checkbox"/> Tax | <input type="checkbox"/> Tax |
| Taxes       | <input checked="" type="checkbox"/> Tax | <input checked="" type="checkbox"/> Tax | <input checked="" type="checkbox"/> Tax | Set All Sites to Default Rates |                              |                              |
| Site Type   | =>                                      |   |   | Set Site Type to Default Rates |                              |                              |
| PaidThru In | 5th Wheel<br>Camper<br>MHP<br>Motorhome |   |   |                                |                              |                              |
| Weekly      | nth 90 6 Month 180 Yearly 365           |   |   |                                |                              |                              |

This is also where you determine which type of Guest's will be Taxed for their Rent. In this Figure the Daily and Weekly Guest Rents would be Taxed and the Monthly, 3 Month, and 6 Month, and Yearly would not have their Rent Taxed.

**NOTE:** You MUST also use the Taxes Button to determine which of the 3 Taxes should be applied in the Taxing process.

**😊 TIP:** There is a secret link to load Site 1 Rates into the form by double-clicking the "Yearly" text on the form.

There is now a way to undo Seasonal Rates (if you accidentally set them and no longer want them active). Just press the Winter button and ALL Winter Rates for ALL sites will be set to zero.

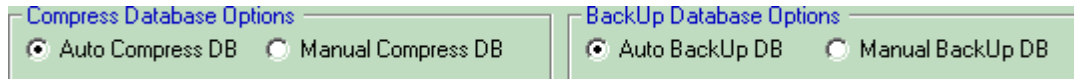
The Network Settings area is to flag the Application whether you are using the program in a Multiple use environment.

If you set it for Running Multiple Computers, the Reservation Grid panel will auto-refresh each time you display it. This will better keep in sync with other possible changes other computers

are making to the system. **NOTE: Depending on how many sites you have this may slow down the response time when the panel is refreshed.**

Setting Running Multiple Computers will also not allow the Auto Compress and BackUp settings to be made. This is because multiple computer mean the database is being accessed by more than one computer making it impossible to compress and backup the database.

One can also turn off the Group Reservation component of RV Park with the TurnOff Group Reservations check box.



There is also an area to set Database Management Compression and Back Up to automatically occur when one shuts the system down in the evening, as long as you are running a single computer. Running Multiple Computers may have the Database opened by a second computer making Compressing and Backups impossible. This is a very smart thing to have done automatically. In this way the database is compressed, which keeps it as small and compact as possible and also fixes errors that may occur. Automatically backing up the database, will create a Monday through Sunday copy of the database in case your hard drive or computer crash. That way you won't lose as much data.

**NOTE 1: This is Not available if you are running Multiple Computers.**

**NOTE 2: It is recommended the BackUp/Archive path is to an external drive ... see [Backing up RV Park Data](#).**

There is a Paid Thru Incrementer setting to simplify entering the Pay Thru date in the Guest Panel. Set the numbers to what you want to use for each type of stay. Once set, you just press the Pay Thru Label on the Guest panel and RV Park will calculate from the Last Paid or Arrival date by the number of days provided. Then you can pick Do Not Prorate if appropriate.



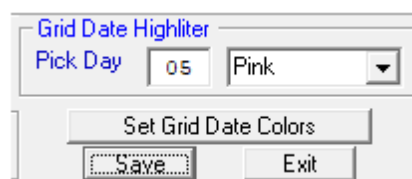
**NOTE: There may be a number of days that may should be used to avoid eviction issues (like 28 versus 30 for a month) calling it "Extended Stay" versus Monthly. Therefore, renting a site for 28 days may be more legally acceptable than a true monthly rental, in case you ever need to evict a Guest.**

**Pop-Up Calendar Settings** - You may need to alter the Fonts and/or Font Sizes used on the pop-up calendars used in RV Park. The fonts listed are from your system, just select the Font you want to use for the Grid (Days) and a Color preference.



Once you have set your preferences, press the View button and see if the Calendar is what you want before Saving. For how to use the Calendar go [HERE](#).

**Grid Date Highlighter** - You can set a 2 digit Date for the Reservation Grid panel to highlight for whatever reason you may have. The date specified will be highlighted in the selected color for each month. Just set the color to Gray if you don't want to use this feature.



There is also a Set Grid Date Color button that will load a panel that will let you set the

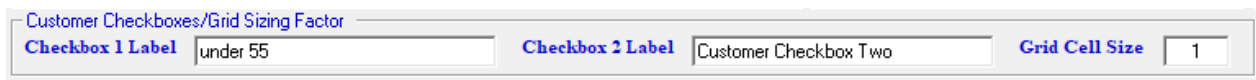
colors of the Date row on the Reservation Grid panel as well as changing the Guest Flag Color.. See below:



|  |              |                      |         |
|--|--------------|----------------------|---------|
|  | <b>TODAY</b> | Friday<br>01/01/2016 | 5<br>01 |
|  |              |                      |         |

Grid Panel

Customer Defined Checkboxes - there are 2 checkboxes on the Guest Panel that you can now use for whatever you want. On this panel you can enter a 25 character Name or Label for each.  
 Grid Cell Size - this can be any number of 1 or greater to enlarge the Reservation Grid ... I recommend you use a number like 1.5 to increase the Cell sizes by 50%.



Use the Save button to Save any changes.

## Site Setup



### Site Setup

Pressing the Clear/New Button will provide the next available number for the New Site being

added. If you are editing an existing site, either enter the Site Number to edit in the Site Number field and press Enter or use the up & down arrows to move to the next Site.

The Site Alias, is a feature that allows one to use alpha characters to help better describe the site, like S for Shade; P for Pull thru, and B for Back in. So a Site might be called 14SP; meaning it has Shade and is a Pull thru. There are 7 characters to use for an Alias, so do what helps you. The Default is to add zeros to Site Alias numbers below 100 to support the sorting of Multiple Billing Statements. Example: 003 or 057

If the Site has no Electrical hookups enter 0, if the Site has 50 enter 50. Enter the highest number of Amps available. **Do NOT enter 30/50 or 30/20. Enter an integer value.**

Check the boxes if the Site has Water and/or Sewer.

If you are using a Second Electric Company and this Site uses that Company, be sure to check the Electric CO 2 radio button.

Enter the length and width of the RV that will fit in the Site in real numbers ... example 12 or 12.5 for 12 and one half feet.

Enter the last Meter reading for the Site (this will be maintained as Guests come and go).

Enter the rental fees for the Site for Daily, Weekly, Monthly, 3 Months, 6 Months, and 12 Months. Each Site can have it's own fees.

You can charge extra when more than some number of Guests is in a Site. The above area lets you set the number of Guests that are acceptable for the Standard Rate, if you enter values for the Daily, Weekly, and Monthly delta values. If you leave the values "0.00" then no increases would occur.

If you want to set the other Existing Sites Rate Increases to the ones set here you can use the Set Type Drop Box & Go Button above. This will let you use a Camping Site Type to set the Rates.

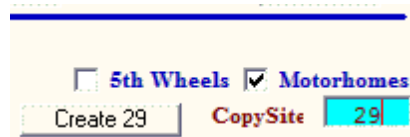
Lastly, you will determine what type of Site it is. If you determine it is Unavailable, it will never show up for rental purposes. This may be a maintenance reason or the Site may be being used by someone not paying for the spot. If you want the Site to be free, but charge Electric, just make the fees all 0 and rent the Site as usual. The choices for Type can accommodate any or All



(except Unavailable), so check as many boxes as are appropriate.

**☹️ NOTE: Entering accurate and complete information for each Site will be very important when you are trying to find Available Sites for a Guest that needs certain Site particulars like sewer and 50 amp electric. If you haven't specified these attributes of the Site, you won't return any Available Sites.**

**😊 Tip:** If there are several/numerous Sites that have the same (or very close) Setup Values, you can "copy" a site creating as many as needed very quickly by entering a quantity in the CopySite field and pressing the "Create 29" button as shown below:



Note: You can always edit each one created later if there are differences. This is just a quick way to get your sites initially created.

**😊 BIG TIP:** There is also a way to prefix a Site Alias with Alpha Characters and begin the series with a particular Number. Example: Lets say you manage RV Sites & Boat Slips at the same facility and you want to organize them in a logical manor. All of the RV Sites could have "RV" in the Site Alias field and then the Site Number. The Boat Slips might use "BS" (and that is for Boat Slips ...) followed by a number. Simply enter RV001 in the Site Alias name as shown below:



Then enter as many Sites as you need (say 25) in the CopySite field and press the Create25 button:



After being warned you are going to create 25 new Sites, you will be asked if you want to Prefix each Site Alias with RV (this is **only** provided if the Site Alias has Alpha characters in the beginning). If you answer Yes, you will be asked for a Sequence Starting Number. Enter the number you want the copied Sites to start with. That is, if you have already made RV001 you need to enter 2. If you just entered RV001 in the Alias field and the first site doesn't really exist yet, enter 1. It will create 25 new Sites with RV as the first 2 characters and sequential numbers from what you entered in the format ... RV001; RV002; ... ; RV025.

If you are just creating one new Site, make sure you press the Save Button before going to a different Site if changes were made.

**😊 TIP:** If you do **NOT** have Seasonal Rates, just enter the Summer Rates and leave the Winter Rates to all Zero values.

Both the Site ID, Number, and Site Alias fields can be used to find a particular Site quickly. Just enter the exact value and press the Enter key to go to that Site.

Site Information
✕

Help

Basic Site Information

Site ID  Num  Site Alias  Elec Amps 
 Water  Sewer  
 Electric CO 1  Electric CO 2

Length (Feet)  Width (Feet)  Last Meter

**Summer Rates**

Start Date   End Date

Daily Rate  Weekly Rate  Monthly Rate

**Winter Rates**

**Rate Adjustments**

Enter Num of Guests before Rates Increase  Set  Types to these Rates

Enter the Amount the Daily Rates will be Increased  Or 0 for No Rate Change  
 Enter the Amount the Weekly Rates will be Increased  Or 0 for No Rate Change  
 Enter the Amount the Monthly Rates will be Increased  Or 0 for No Rate Change

---

3 Month Rate  6 Month Rate  Yearly Rate

**Type of Camping at this Site**

Unavailable  RV  Cabins  Storage  Storage

QuickBooks Fields

Type

Account

**Check For Cleaning to Occur On CheckOut**

**Current Guest**

Name

Arrival Date  Departure Date  Num in Party

**Types of Camping at this Site** - You can determine what type of camping can be done at this Site. This will be used when searching for an appropriate Site for a Guest, and can be used to change the rental rates for all Sites flagged with this Type in the Campground Information panel.


**QuickBooks Fields** - can be used to set the Site's Ownership (See [Managing a Park with Owner Sites](#)) or configuring the Tax Revenue report output to be imported into QuickBooks.

**Checkbox for Cleaning on Checkout** - each Site can be set to be "Cleaned" when a Guest Checks out ... this may be for a Cabin or Motel Room or even an RV Site you want to be properly maintained. When the Guest is checked out the Next Cleaning field is automatically flagged with the Date & Time the Site was Checked out. A report can be

created to identify these Sites. There is a button to Process all the Sites on the report (once Cleaned) to remove the Next Cleaning field and update the Last Cleaned Date field (which also has a report available).

**Delete Button** - You can Delete a Site anywhere in the series of Sites defined. This is not overly advised, but can be done. There can be no Guests assigned to the Site and no Billings made against the Site. This is usually something done during the initial setup.

If the site is currently occupied, the current Guest will be shown in the bottom of the panel. This is only for information, no changes to this are possible, but you can go to the Guest in the Guest Information Panel by pressing the Go To Guest Button.

 **TIP: When creating the Sites, you will be using the Type(s) ... There can be multiple Types associated with a Site. If you need to change the Prices for a particular Type of Site, this can be done in the Park Information panel and, as an example, update prices for ALL Storage Site Type. The point is, you can create a Type that can help with changing Prices on ALL of those Types of sites.**

**Example: 50Amp could be a Site Type defined and when you want to change ALL of the 50Amp Site Prices it can quickly be done in the Park Information panel.**

**The QuickBooks Fields are a way to associate a Site with an Account and/or Type. This will provide a tool to Filter your Tax/Revenue Reports from the Billing table of your RV Park Database, or when you use the Export Excel Data tool. You will find this very helpful if you need to separate Billing records for your RV Spaces and maybe Mobile Home Sites. There may be other reasons for you to be able to filter your information ... Once done, any Rent from this site will be flagged with the Account and/or Type you specified in the Billing table.**

**Remove All** - This will remove ALL Sites from the system (except the first one). This is ONLY for initial setup, before you begin creating reservations. **You will need help from E-Business Made Simple support for the reset password.**

**The Current Guest information area is just for information purposes and not editable.**

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## Report Generation

### RV Park Help



#### Report Generation

The Report Generator produces 15 types of reports;

**Guest**, provides a report of the selected Guest's Billing over the selected Dates, perfect for a Year End accounting of the Guest's expenditures;

**Guest List** is a list of either Current or All Guests with their addresses and phone numbers;

**Guest Checkout List** provides a list of all Guests that have a Departure Date 30 days less than Today. The Screen option has a button to Checkout all Guests that do NOT have any Deposit or Balance issues.

**Occupancy Report** provides a List for Today of Occupied and/or Vacant Sites;

**Days Occupied** report calculates the number of days all Guests were in the Park between From and To dates. The report looks at the GuestHistory and Guest tables to determine the days.

**Tax/Revenue** contains ALL revenues collected for Tax preparation over the Dates specified (this report can be exported to an Excel Spreadsheet);

**Advertising** provides a count of the Types of How a Guest Heard about your Park;

**Rental Percentages** to show what percentages of your Sites are rented by Types of Rentals for today;

**Inventory/Reorder Point** Report is a quick way to determine what Other Charge Items may need reordering and what is in your Inventory;

**Other Charges Sales** Report to assess the Other Charges and their taxes;

**Deposit Report**, pulls any OtherBilling that has the word "Deposit" in it to determine what Deposits have been charged and refunded between any 2 dates;

**Sites Needing Cleaned**, finds all Sites previously flagged for Cleaning that have been recently been "Checked Out";

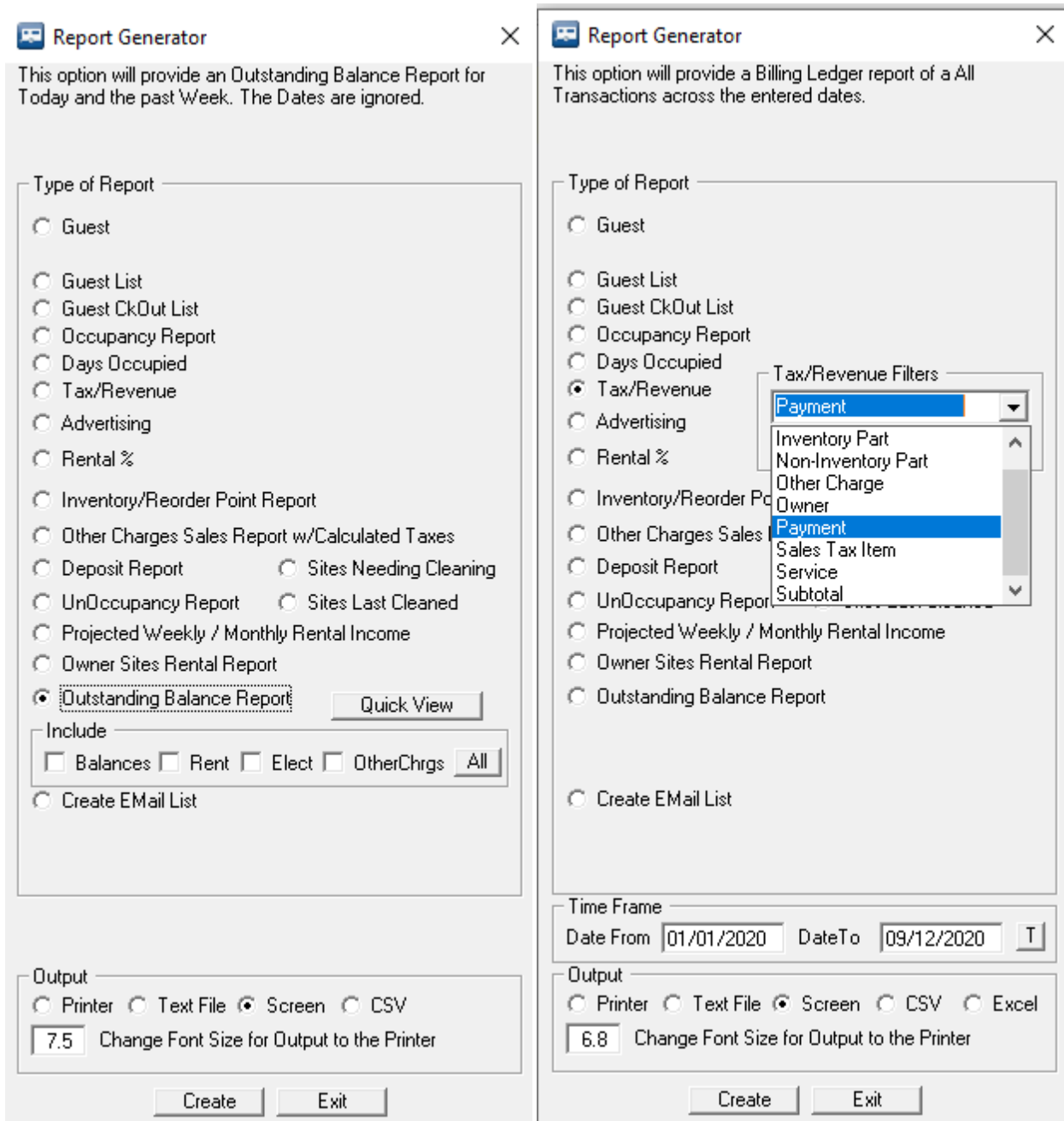
**Sites Last Cleaned**, finds all Sites previously flagged for Cleaning that have Last Cleaned Dates provided;

**UnOccupancy Report** uses the Guest & GuestHistory tables to determine how many days each site is not occupied (and occupied) from Arrival & Departure dates using From/To dates;

**Projected Weekly/Monthly Income** report estimates the Weekly and monthly rent income by looking at Guests in the Park during the next Billing cycle (this is just an estimate);

**Outstanding Balance** Report is a snapshot of the Outstanding Balances of Guests, any Monthly, Weekly, Daily, 3/6/12 Month billed Guests that will soon have their Bill due, as well as Electric and Other Charges as checked;

**Email List** creates a list of emails for you to Copy & Paste into an Email. The Panel looks like this:



If the Time Frame dates are available, Double Clicking on a date field will produce a Calendar for easier entry. The default dates are the first of the current year through today's date. You can output a Screen Print, Text file, print to the default printer, create a [CSV \(comma separated values delimited file for Excel or other Spreadsheet program\)](#), or if you are outputting a [Tax/Revenue Report](#) or [Inventory/Reorder Point Report](#) there is also an [MS Excel](#), you can also output an Excel Spreadsheet. If you print to a file, remember to change the file name.

When running a Tax/Revenue Report, you can elect to Filter the Report with either of the QuickBooks fields; Account and/or Type. This can be helpful if you operate a Park with RV Sites and Mobile Home Sites, for example. If you have set the sites with a different Account and/or Type, each time the Rent is collected, the Billing record will be set to those values defined in the Site panel.

**Report Generator** ✕

This option will provide an Outstanding Balance Report for Today and the past Week. The Dates are ignored.

Type of Report

Guest  
 Guest List  
 Guest CkOut List  
 Occupancy Report  
 Days Occupied  
 Tax/Revenue  
 Advertising  
 Rental %  
 Inventory/Reorder Point Report  
 Other Charges Sales Report w/Calculated Taxes  
 Deposit Report       Sites Needing Cleaning  
 UnOccupancy Report       Sites Last Cleaned  
 Projected Weekly / Monthly Rental Income  
 Owner Sites Rental Report  
 Outstanding Balance Report Quick View

Include

Balances    Rent    Elect    OtherChrgs   All

Create EMail List

Output

Printer    Text File    Screen    CSV  
 Change Font Size for Output to the Printer

Create   Exit

**Quick View** provides an Outstanding Balance Report with everything included to the screen very quickly.

😊 **TIP:** You can also go to the **Setup Option, Export Data** and use it to produce your own Custom Report or get information for a requirement you may have, like how much money a site has spent over some period of time. Report Generation doesn't provide every report you may want.

**Guest Report** - allows you to create a Billing Transaction report for a single Guest for a selected range of dates.

**Report Generator** [X]

This option will provide a Billing Ledger report of a specified Guest Number across the entered dates.

Type of Report

Guest   [v]

Guest List

Guest CkOut List

Occupancy Report

Days Occupied

Tax/Revenue

Advertising

Rental %

Inventory/Reorder Point Report

Other Charges Sales Report w/Calculated Taxes

Deposit Report  Sites Needing Cleaning

UnOccupancy Report  Sites Last Cleaned

Projected Weekly / Monthly Rental Income

Owner Sites Rental Report

Outstanding Balance Report

Create EMail List

Time Frame

Date From  Date To  [T]

Output

Printer  Text File  Screen  CSV

Change Font Size for Output to the Printer

[Create] [Exit]

**Guest List** - Provides a list of either Current or All Guests and can be sorted by Name or Site Number. When sorted by Site Number, the Arrival and Departure dates are also provided. The Time Frame dates affect your list.

😊 **TIP:** This can be used to determine if there are more than one Guest assigned to a Site. That is, you may have forgotten to Check-Out a Guest, which can cause an issue in the Reservation Grid.

**Guest CkOut List** - will find Guests that should have been checked out based on their Departure Date. See [Guest Check Out Warning](#) for more information. **NOTE: the To Date should be at least 30 days before Today's Date to avoid Checking Out Guests that are still in your Park.**

**Occupancy Report** - will provide a list of Occupied and/or Unoccupied Sites.

**Tax/Revenue Report** - will provide a report of all Billing transactions for the Time Frame dates

entered.

**Rental Percentages** - The Rental Percentages report shows what percentages of your Sites are rented by Types of Rentals (Daily/Weekly/Monthly/etc.) for today

**Inventory/Reorder Point Report** - if you have created Other Charge items with quantities on-hand, reorder points, and reorder quantities, this report is one way to determine your current status. You can also get Inventory Status and output in the Other Charge panel with the Check Inventory option.

**Other Charges Sales Report w/Calculated Taxes** - this report was developed to assess the Other Charges sales across dates and the taxes that should have been collected relative to those sales. The Taxes are calculated because the Billing Table transaction may contain Taxes for other items of the transaction.

**Deposit Report** - pulls any transactions from the OtherBilling Table that has the word "Deposit" in it to determine what Deposits have been charged and refunded between any 2 dates. RV Park has built in features for a "Site Deposit" and "Refund Deposit" transaction, but you can also pull any "OtherCharge" that has the word Deposit in it's description.

**UnOccupancy Report** - uses the Guest & GuestHistory tables to determine a Site's unoccupied days over a From and To date. Any "Canceled" Guest History transactions are not used. NOTE: The report is only as accurate as the Arrival & Departure dates that were saved during the CheckOut process.

**Projected Weekly/Monthly Rental Income** - This report projects the Rental Income based on the following criteria:

- 1) Looking at future reservations and current Guests within the next Week and next Month. They are separated in a Weekly & Monthly projection.
- 2) This is looking at Rent Only, i.e. the electricity and "other charges" that may be on their Bills are not considered.
- 3) Discounts (15% off) and/or Rate Adjustments (\$15 Seniors Discount) were included.
- 4) The Weekly list is JUST for one Week (after Today) ... same with the Monthly list for JUST a month (30 days) after Today
- 5) The Guest MUST have an Assigned Site, but may not have made their first payment, they just will be doing so within the next 7 or 30 days.
- 6) The Rent is only "Summer" rates, that is, it doesn't figure seasonal rates.

NOTE: The Guest "Bill" has NoDateYet as a LastPaid date. That is what a future reservation would look like.

**Owner Site Rentals Report** - lists sites in the rental pool (Available) across To & From dates showing occupancy and income. This is for Member Owned Sites ONLY see [HERE](#).

**Outstanding Balance Report** - provides an overview of various Guest Stay Types that may be over due on their Rent, electric billing, or just have outstanding balances.

**Create EMail List** - You can create a list of Guest Emails for a Newsletter or Special you want past Guests to have. The list can be All Guests that have Emails; Current Guests or Past



Guests with Emails. Once the List is displayed you can select all of them, use the Copy option and then Paste them into an Email.

**NOTE: For Controlling the Printer Font Size, you can enter a size other than the Default size for the Selected Report if needed in the field at the bottom of the panel. This is ONLY for the Printer Output. The Default Size should print all of the information on the Page, but you can change it for your requirements. You can use decimal sizes like 7.5 to get exactly what you need.**

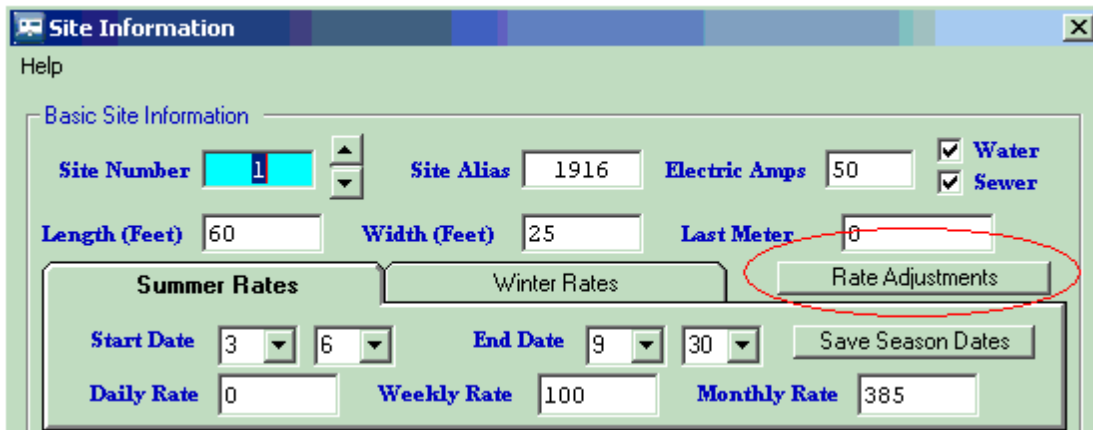
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## Rate Adjustments

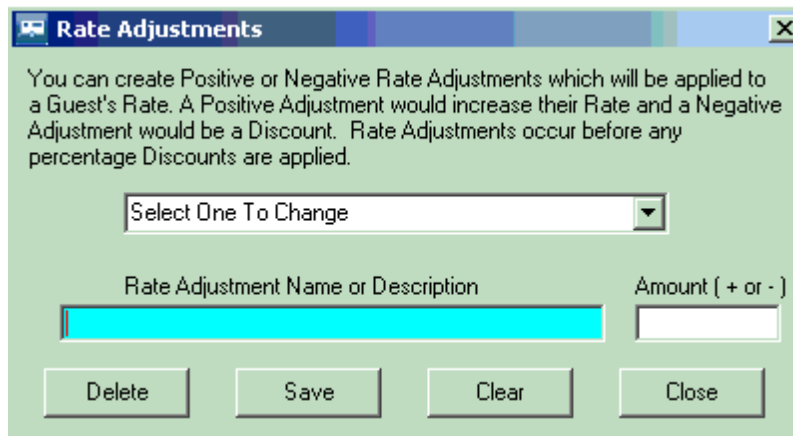


### Rate Adjustments

These are different than a Percent Discount. Rate Adjustments can be defined to provide Guests with a dollar amount discount or increase that will be applied to either Daily, Weekly, or Monthly rate. The Adjustment can be either positive or negative and are applied to the base values of the guest stay type. For definition purposes, they are accessed from the Site Setup panel.



When you press the Rate Adjustments button you will get the panel below:



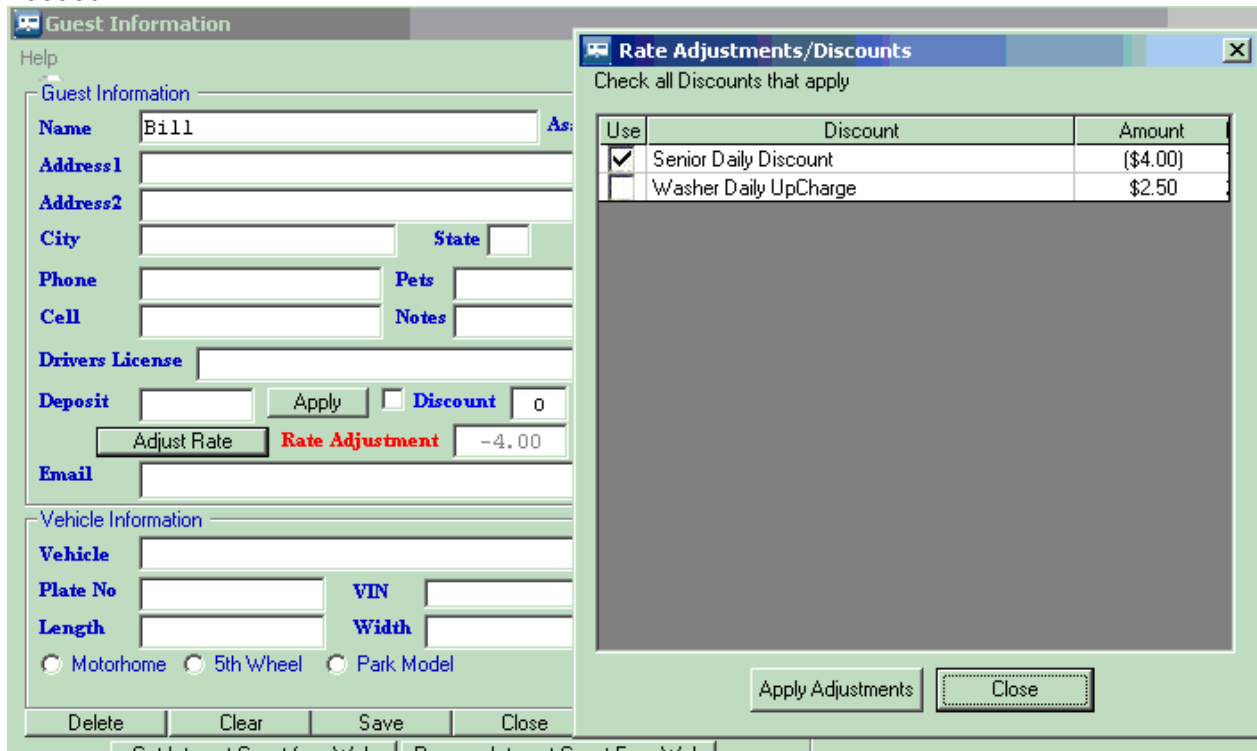
**NOTE: If you need to Delete a Rate Adjustment, the Adjustment cannot be active on ANY Guest. RV Park will tell you the Names of those Guests with the Adjustment. It doesn't**

**matter whether or not the Guest is currently active at the Park.**

With this panel you can define Discounts or Increased Rates for things like:  
 Seniors Daily Discount       -\$5.00  
 Washer Daily UpCharge        \$2.00  
 Armed Forces Discount       -\$7.00

When used on a Daily rental, for 3 days, the total Rate Adjustments would be applied for each day. Likewise, if the rental type is Weekly, it would be applied for each week. The Rate Adjustments are saved with the Guest for Future Reservations/Stays.

To apply the Rate Adjustments, use the "Adjust Rate" button on the Guest panel. When you press the button, a Rate Adjustment panel will be displayed so that you can select as many as needed.



**NOTE:** The Rate Adjustment label will turn RED to signify that the Rate Adjustment is being applied to the Daily, Weekly, or Monthly periods. If a Discount is also being applied, it will be on the Adjusted Rate.

**Other Charges**



**Other Charges**

A new Other Charge can be entered directly. Currently the only fields available are the Name and Amount. Simply provide that information and check the Taxable check box if the item is taxable and press the Save Button and the Charge will be saved to the database. Relative to the

reports, if you use an Item and it is saved to the Billing Database, and then change it's Name or Description, you will actually have a second entry in the database.

The screenshot shows the 'Other Charges' form. At the top, there is a 'Help' link and an 'Existing Items' dropdown menu. Below this is the 'Item Information' section, which includes a 'Name' field (highlighted in cyan), a 'Taxable' checkbox, and checkboxes for 'Sales Tax', 'City Tax', and 'My Tax'. There are also input fields for 'Amount', 'Quantity OnHand' (0), 'Reorder Point' (0), 'Item Cost', 'Reorder Quantity' (0), and 'Qua Received'. A 'UPC Code' field is also present. Below these fields is a 'QuickBooks Fields' section with 'Type' and 'Account' dropdown menus, and a 'Setup QBook Values' button. At the bottom of the form are buttons for 'Delete', 'Clear', 'Save', 'Check Inventory', and 'Exit'.

A previous Other Charge can be retrieved using the UPC Code field with a Barcode Scanner or the Existing Items drop down box at the top of the Panel (Shown Below).

This screenshot shows the 'Other Charges' form with the 'Existing Items' dropdown menu open, displaying 'My Charge' as the selected item. The 'Item Information' section is now populated with the following data: 'Name' is 'My Charge', 'Taxable' is checked, 'Sales Tax' and 'City Tax' are checked, 'My Tax' is unchecked, 'Amount' is 10.00, 'Quantity OnHand' is 0, 'Reorder Point' is 0, 'Item Cost' is 0.00, 'Reorder Quantity' is 0, and 'Qua Received' is empty. The 'UPC Code' field is empty. The 'QuickBooks Fields' section shows 'Type' as 'Discount' and 'Account' as empty. The 'Setup QBook Values' button is visible. The bottom buttons are 'Delete', 'Clear', 'Save', 'Check Inventory', and 'Exit'.

Pick the desired item from the list and it's information will be added to the panel. At that point, you can Edit or change features of the item or simply press the Delete button to permanently remove it from the database. Because this item may be in other Guest's information, the application will check to see if it was used. If it immediately deletes it, there were no references in the Guest table. If a warning message is displayed, you can proceed by removing the Guest references and the item from the database or Cancel.

If you make any changes to the item, remember to Save it before doing something else.

The **Amount** field is the Price that will be charged.

**Quantity OnHand** is the number of Items in-stock.

**Reorder Point** quantity is the number at which, when the quantity OnHand is less than or equal to, the Inventory report will show the Item needs reordering. So, if you want to reorder when the Items in-stock quantity reaches 5, then you should enter 5.

**Item Cost** is the Price to be charged to the Customer when selling the Item.

**Reorder Quantity** is the number to reorder when the Reorder point is reached.

**Item Cost** is what you pay the Supplier for the Item.

**Quantity Received** is a shortcut field used to calculate the Quantity OnHand when you receive a quantity of the Item from the Supplier. Enter the quantity received number and press the Enter key and that number will be added to the current Quantity OnHand number. Remember to Save the changes.

**UPC Code** field is to capture an Item's UPC or Barcode for Scanning. You can select the field and use a Barcode Scanner to enter the code. Once the UPC code is entered, you can use this field to retrieve Items for Changes and/or enter them for sale to a Customer in the Other Charges panel. I used an Opticon OPT-6125 USB Bar Code Scanner I got on EBay for around \$20.00 (shipping included) from <http://stores.ebay.com/Crusher-Reuse?trksid=p4340.l2563>.

**Taxable** Check box lets us know to charge the Taxes entered into the Park Information panel. The next 3 Boxes allow you to determine which of the 3 Taxes you may want to apply to the Taxing of this Other Charge.

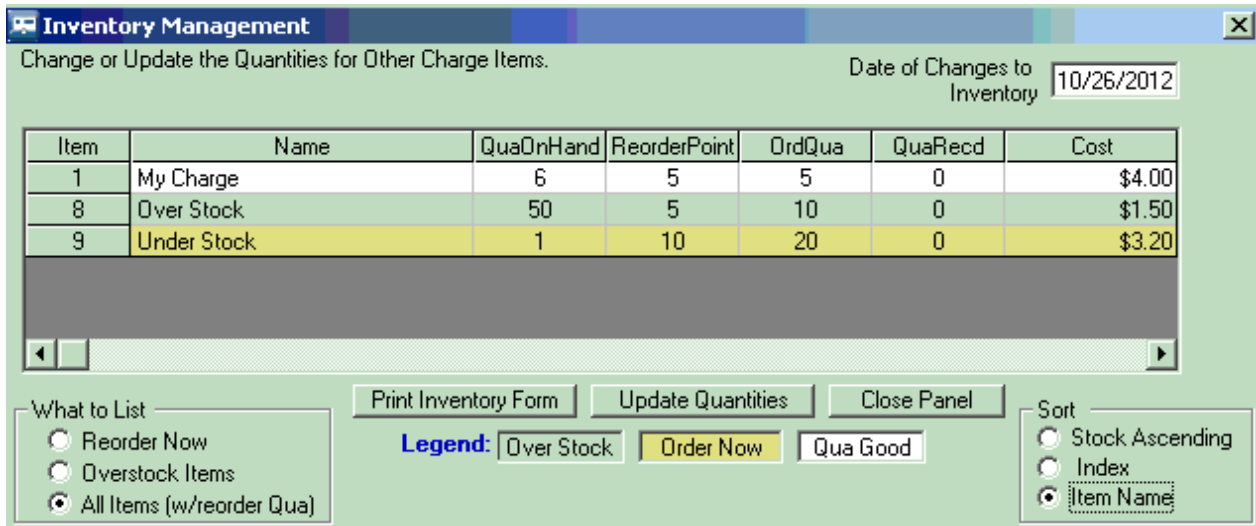
If you want to track Inventory, enter the Quantity OnHand, Reorder Point quantity, Reorder Quantity, and Item Cost; so that, when these Items are sold your Inventory will be maintained.

**NOTE:** If you do NOT want to track Inventory on an Item, simply leave the Quantity OnHand and Reorder Point at 0, and they will not be tracked.

The screenshot shows a form titled "Item Information" with the following fields and values:

|           |                |                  |   |                                  |   |
|-----------|----------------|------------------|---|----------------------------------|---|
| Name      | Electric Meter |                  |   | <input type="checkbox"/> Taxable |   |
| Amount    | 10.00          | Quantity OnHand  | 0 | Reorder Point                    | 0 |
| Item Cost | 8.50           | Reorder Quantity | 0 | Qua Received                     |   |

**Check Inventory** - provides a tool to help manage your Other Charge Items Inventory. The tool will allow one to determine what needs to be ordered when the On Hand quantity drops below the Reorder point. You can then create an Excel spreadsheet of the Items you have on the panel (This can be Items below the Reorder Point, Items in excess of the Reorder Point plus the Reorder Quantity, or All of your Items that have a Reorder Point entered). Then you can change the reorder quantities and see your costs for the items and Order Total dollars change.



See [Other Charge Item Inventory Management](#) for an overview of the Management Process or [Inventory Management](#) for an overview of the panel.

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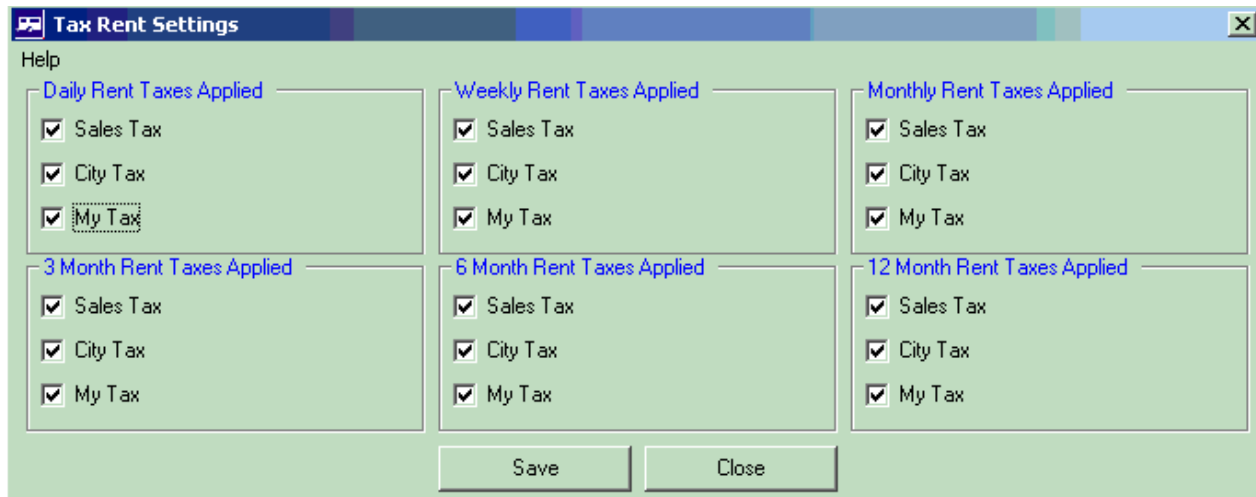
## Tax Rent Settings



### Tax Rent Settings

You can determine which of your 3 Taxes will be used for each type of rental periods. In the below panel you can select which of the 3 Taxes will be used for each type of rental period.

**NOTE:** You still have to check the box on the Park Information panel for that Default Site Rate.



Simply check the Tax boxes for each type of Stay you want applied and Save the configuration.

**NOTE:** Each of the types MUST also be checked in the Default Site Rates to operate (Shown Below).

Default Site Rates

|        | Daily                                   | Weekly                                  | Monthly                                 | 3 Month                                 | 6 Month                                 | Yearly                                  |
|--------|---|---|---|---|---|---|
| Summer | 35                                      | 150                                     | 300                                     | 850                                     | 1150                                    | 1450                                    |
| Winter | 28                                      | 125                                     | 250                                     | <input checked="" type="checkbox"/> Tax | <input checked="" type="checkbox"/> Tax | <input checked="" type="checkbox"/> Tax |
| Taxes  | <input checked="" type="checkbox"/> Tax | <input checked="" type="checkbox"/> Tax | <input checked="" type="checkbox"/> Tax | Set All Sites to Default Rates          |   |   |

Site Type:  ==> Set Site Type to Default Rates

5th Wheels  
Boats  
Cabins  
Campers  
Motorhomes

Exit

Even though you have set a Site Rate to be Taxed, there are situations where some of those Guests should NOT be Taxed. A Customer in Florida said she needs to Tax Monthly Guests that are staying less than 6 months and being Billed Monthly, but those staying more than 6 months and Billed Monthly should NOT be taxed for their rent. For this situation, there is a check box in the Guest Panel to turn off Taxes on Rent at the Guest Level. See [Turn Off Guest Rent Taxes](#) for more information.

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## Inventory Management Panel



### Inventory Management Panel

The Inventory Management panel is launched from the Other Charge panel. The panel provides access to the Other Charges and are color coded to help highlight which Items have adequate quantities (white), have more than the Reorder Point plus the Order Quantity (green), and the On Hand Quantity is less than the Reorder Point (yellow) and need to be ordered. Once you have the "What to List" selected, you can order or sort them in the order you want. The panel facilitates creating an Inventory List (Excel Spreadsheet) for preparing your Reorder Form and after the Order is received it provides a simple way to update your Inventory Quantities.

Inventory Management

Change or Update the Quantities for Other Charge Items. Date of Changes to Inventory: 10/26/2012

| Item | Name        | QuaOnHand | ReorderPoint | OrdQua | QuaRecd | Cost   |
|------|-------------|-----------|--------------|--------|---------|--------|
| 1    | My Charge   | 6         | 5            | 5      | 0       | \$4.00 |
| 8    | Over Stock  | 50        | 5            | 10     | 0       | \$1.50 |
| 9    | Under Stock | 1         | 10           | 20     | 0       | \$3.20 |

What to List:

- Reorder Now
- Overstock Items
- All Items (w/reorder Qua)

Print Inventory Form    Update Quantities    Close Panel

Legend: Over Stock Order Now Qua Good

Sort:

- Stock Ascending
- Index
- Item Name

The Print Inventory Form button creates an Excel Spreadsheet with the values in the panel, so you can change the OrdQua values before pressing the Print Inventory Form button and those values will be passed to the Spreadsheet or you can change them on the spreadsheet that gets created. If you are trying to just pass the values to the spreadsheet, DON'T press the Update

Quantities button until you actually receive the ordered Items.

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## Site Grid



### Site Grid

The Site Grid panel provides a quick overview of the Park. Rented Sites are Yellow; Sites that you don't want to rent are Blue; Available Sites are Green; [Hold Reservations](#) are Purple to potentially hold a Site for the Left adjacent Guest; Light Blue background Sites denote Guests that either need to be Checked Out or have their Departure Date extended; and Light Orange background is a Guest Reservation you have "[Flagged](#)" for some reason. There is also an [Out Of Service Reservation](#) with a White background that may designate a period of time that Site is unavailable for some repair, or during the off season. The panel displays 5 days before the date Entered and 25 days after that date. The 30 displayed days can be increased to as many as 190 in the Park Information Panel. The larger the number of displayed days the slower the panel will be to update.

The 'TODAY' is Today's Date. There is a field at the top right hand side of the Grid panel to change the date if needed. Depending on how many sites you have, it could take a few minutes to completely load. For this reason, when you close it or go to the Guest Panel, it is just hidden. It will only be "RELOADED" when you request a different day or change the Guests Arrival or Departure dates. NOTE: Using the **Red X** in the upper right of the Panel also will cause the Grid Panel to "ReLoad" when opened ... using the button to Close only Hides the panel.

To go directly to a registered Guest, just select any of their Yellow daily cells. The Guest panel will be displayed and you can quickly see whatever you need.

If a new Guest is registering, select a Green or open Site, the date of Arrival, and you will be taken to the Guest Panel to register the new Guest on that day and in that Site.

 **TIP: You can also Click on the Arrival Date and keeping the Left Mouse button depressed, Drag the mouse to the Departure Date on a Green or available Site. This will transfer both dates to the Guest Panel for registration.**

The panel looks like this:

| Site | Thursday<br>10/20/2016 | Friday<br>10/21/2016 | Saturday<br>10/22/2016 | Sunday<br>10/23/2016 | Monday<br>10/24/2016 | TODAY      | Wednesday<br>10/26/2016 | Thursday<br>10/27/2016 | Friday<br>10/28/2016 | Saturday<br>10/29/2016 | Sunday<br>10/30/2016 | Monday<br>10/31/2016 | Tuesday<br>11/01/2016 |
|------|------------------------|----------------------|------------------------|----------------------|----------------------|------------|-------------------------|------------------------|----------------------|------------------------|----------------------|----------------------|-----------------------|
| 001  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 002  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 003  |                        |                      |                        |                      |                      |            | 00S                     | 00S                    | 00S                  | 00S                    | 00S                  | 00S                  | 00S                   |
| 004  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 005  | Munson, La             | Munson, La           | Munson, La             | Munson, La           | Munson, La           | Hold       | Hold                    | Hold                   |                      |                        |                      |                      |                       |
| 006  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 007  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 008  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 009  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 010  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 011  | Lisa Mcphe             | Lisa Mcphe           | Lisa Mcphe             | Lisa Mcphe           | Lisa Mcphe           | Lisa Mcphe | Lisa Mcphe              | Lisa Mcphe             | Lisa Mcphe           | Lisa Mcphe             | Lisa Mcphe           | Lisa Mcphe           | Lisa Mcphe            |
| 012  | Roger Deza             | Roger Deza           | Roger Deza             | Roger Deza           | Roger Deza           | Roger Deza | Roger Deza              | Roger Deza             | Roger Deza           | Roger Deza             | Roger Deza           | Roger Deza           | Roger Deza            |
| 013  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 014  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 015  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 016  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 017  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 018  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 019  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 020  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 021  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |
| 022  | Marie Boud             | Marie Boud           | Marie Boud             | Marie Boud           | Marie Boud           | Marie Boud | Marie Boud              | Marie Boud             | Marie Boud           | Marie Boud             | Marie Boud           | Marie Boud           | Marie Boud            |
| 023  | Amelia Wht             | Amelia Wht           | Amelia Wht             | Amelia Wht           | Amelia Wht           | Amelia Wht | Amelia Wht              | Amelia Wht             | Amelia Wht           | Amelia Wht             | Amelia Wht           | Amelia Wht           | Amelia Wht            |
| 024  |                        |                      |                        |                      |                      |            |                         |                        |                      |                        |                      |                      |                       |

There are a few Color Features that can be set from the Park Information panel in the bottom right. One is setting a particular Day of the month to a selected Color. The second is you can set each day of the week to a desired color. The Day of the Month Color takes presidency over the Day of the Week Color setting.

When **Guest Names** are in Red Italics, their Rent is due as of Today's Date. If the Grid Cell background is light Blue, the Departure date is before Today, so the Guest should either be Checked Out or the Departure date should be changed because the Guest is staying longer than originally entered.

**NOTE: The Red Italic Guest name feature can be turned off in the Park Information panel.**

There is also a Show Map button at the bottom of the Reservation Grid panel if you are using Maps. You can also Export the Reservation Grid to Excel with the last button. This can take a little time depending upon your Number of Sites and Number of Days shown on the panel, so be patient if you elect to use this option.

The "Today" button will get you back to Today's Date if you go to another Entered Date.

Note the "Turn Off Grid Tip Help" checkbox in the upper left corner, to stop the pop-up instructions when the mouse is over the Grid area for this secession.

There is a **Show Guest Notes** checkbox on the bottom of the panel to provide quick access to any Guest Notes (if entered).

See [HERE](#) for creating a **On Hold Reservation**.

See [HERE](#) for creating a **Out Of Service Reservation**.

## Guest Information

RV Park Help





## Guest Information

This Panel is the primary Panel used in this application. The Guest Information holds the Guest information, but also acts as a Reservation and Billing Panel. There is a lot going on, but after a few times through the process, it should be fairly clear.


You can Search for an existing Guest with either the Name, Phone, or Cell number fields by entering a few characters or numbers and press the ENTER key. If the information entered for the search is unique, the Guest will be pulled up in the panel, if not, a list of matching selections will be provided.

The Top Left area of the Panel contains the Guest's Information. There is also a check box for whatever percent you want to discount off the rent only, and a Do NOT Rent check box for identifying those Guests you don't want to let stay again. Fill out as much information as you deem appropriate. The Deposit field allows you to accept a Site or Electrical Deposit. The Deposit is saved in the Billing and Other and Negative Charges table. When the Guest is ready to leave, pressing the Apply button will refund the Deposit in the Other Charges area. When entering a Deposit, one can add an UpChg to Deposit transactions. The Guest MUST be set to using a Credit Card and the UpChg is "turned on". A receipt can be generated for the Guest and either printed or Emailed.

 **NOTE:** There is also a Notes field that will activate a Pop-Up panel to better view the Guest Notes.

 **TIP:** As you enter the Guest Information, you can enter the 5 digit USA Zip Code or 6 Character CAN Postal Code or the 3 to 4 AUS postal code and press Enter to look up the City and State automatically. (Only if the City and State fields are Blank.) If it is a new Zip or Postal Code, you can add it to the Zip or Postal Code database.

 **TIP: 1** - You can Double-Click the Name field to change from Last, First name format to First Last name format

 **TIP: 2** - This panel can be "Stretched" to Full Screen or Normal Screen or anywhere in between. Once "Stretched" it will stay that size until either changed or the Program terminated.

😊 **TIP: 2** - You can use the Save button with a Right or Left Click. Using the standard Left-Click will check for Reservation information being properly entered. Right-Click doesn't check for Reservation Information, it just Saves the Guest data.

😊 **Tip:** One can also **Flag** the Guest in both the Reservation Grid & a Map, by checking the Flag Guest on Grid box (as shown above in the Red Circled area). Flagging a Guest can mean whatever you want. It is recommended you put the reason in the Guest Notes field to understand why the Guest is being Flagged.

Also note the Member Number field. This is an alpha-numeric 12 character field to register a Member Number if needed. Next to it is the Date & Time a Reservation is made.

Another feature of the Guest Panel is Choosing (for each Guest) if you want to charge or not charge specific Taxes. There are situations where you may want to change how a particular Guest gets Taxed. Please See [Turn Off Guest Rent Taxes](#) for details.

There are 2 Checkboxes you can use for whatever reason you want for the Guest. **NOTE:** The first Checkbox has been defined (in the Campground Information area) as "PO Box Assigned" and is **RED and Bold** since it has been checked. The second Checkbox is not being used and is still defined as "Customer Checkbox Two".

**Form of Payment** - You can also use the Form of Payment button, just below the Amount Paid field to track how the Guest Payments are made. See [Entering Payment Type Information](#) for more details.

Next, you may want to provide vehicle information on the RV staying at your Park..

Vehicle Information

Vehicle 1  Length   
 Plate 1 #  VIN  Width   
 Vehicle 2  Plate 2 #   
 Vehicle 3  Plate 3 #   
 30 Amp  50 Amp

Some Parks want to register the RV and possibly tow vehicle(s). At a minimum, you must chose the type of Motorhome. This is used to find appropriate Sites.

Then, the bottom of the panel contains the Site and Billing information. By entering an arrival and departure date (or [Double-Click one of the Fields to get a Calendar](#)) and pressing the AvailSites Button, a pop-up can provide you with all of the Sites that meet the entered criteria. The more information you enter, the more selective the search for appropriate Sites is conducted.

You can Assign a Guest to a New Site, just be sure you have the Electric paid and the Current meter reading correct before you reassign them to the new Site.

Site Information

Site #   Daily  Weekly  Monthly  3 Mo  6 Mo  Yearly  
 Electric Amps   Water  Sewer   
 Arrival Date  Departure Date    
 Last Meter  Current Meter   Bill Elect  
 Other Charges  
 Select Charge   
 Prev Balance   
 Site Rate   
 Other Chg   
 Electric   
 Taxes/Fees   
 Amount Due   
 Last Paid  Pay Thru  Amount Paid   
 Do NOT Prorate  Do Not Show Amt Paid on Bill  =  
 Bill extra days    **Rndd Prorated**  
 Rnd Prorated Rate     
 This is an Interim Bill  
 Adjust for Seasonal  
 Email Bill to Guest  
 How Did You Find Out About Us?

If you want to assure the Site is Not prorated, check the Do NOT Prorate check box. This will be saved with the Guest.

**😊 TIP: You can click the Pay Thru label to enter a set number of days from the Arrival or Last Paid date if the Pay Thru date is blank. Otherwise, it will simply add one day to the entered date.**

The [Bill extra days](#) checkbox is only used for Weekly and Monthly Guests. This is to charge a Weekly rate for the first 7 days, and then the daily rate for extra days at the full price. If you allow prorating, not checking any boxes for 9 days would take the weekly rate, divide it by seven and

then multiply that by the nine days. Using the Bill extra days option provides another method for charging a few days over. It just depends on how you want to Bill your Guests.

If a Bill is Weekly or Monthly and is being Prorated because it is being Paid Thru less than 7 or 30 days respectively, you may want to use the Round Prorated Rate check box. This check box will calculate your Weekly or Monthly Daily Rate divided by 7 or 30 and then round it always up to the next dollar and then take that Rate times the number of days being prorated for the Guest's stay. Example: A Monthly Rate of \$430 / 30 = \$14.33, which would be rounded up to \$15 and then multiplied by however many days are in the Month being Prorated. This feature also takes into account any Seasonal Rates.

The "This is an Interim Bill" checkbox is generally needed for 3, 6, and 12 month Guests, because they require Interim Bills in between their Rental payments. Use this check box when you want an Interim Bill created.

Adjust for Seasonal check box will calculate a payment period that crosses the Season Date change without adjusting for the rate change. Example: If a Guest is staying for a week, and 3 days are in the Summer Rate period and 4 Days are in the Winter Rate period, the calculation will keep the first (Summer Rate) Rate for the whole week.

Once the Site is determined, press the Save Button on the bottom of the panel to assign the Site to the Guest. From that point forward, the Panel will be used to prepare the Guest's Bill from billing cycle to billing cycle, until the Guest is ready to Checkout of the Park.

See [Create Bill](#), [Bill Paid](#), and [Ck Out](#) for additional information. **These are VERY IMPORTANT buttons that keep your database correct. Use them correctly.**

The Generate Bill button is to create a paper Bill for the Guest, but it also updates the Database so the Guest will be correct when/if you have to come back to it later. **NOTE: If you do NOT want the Amount Paid to be printed on the Billing Statement and the Type of Payment, Check the Do Not Show Amt Paid on Bill Checkbox.** You can also set the Default for this to be automatically checked in the Park Information General Settings area.

The Bill Paid button is also VERY IMPORTANT, when the Guest has paid you for the Bill (even if less than the Amount Due) be sure the Amount Paid is what you received and press the Bill Paid button. This will create a Billing record entry, and if the Amount Paid was less than the Amount Due, the Guest will be assessed an Outstanding Balance (seen in the Prev Balance field for the next transaction).

The Checkout button is also very necessary. When a Guest leaves the Park, you need to issue a final Bill (returning any Deposits) and after using the Bill Paid button, press the Checkout button. This will clean up any dates and/or balances for the Guest and return the Site to the pool of available Sites. During the [Guest Check Out](#) process you **MAY** be asked if you want to change the Departure Date. This is Only if the Departure Date doesn't match the Last Paid date. Typically, the 2 dates should match. If they should match and you don't keep them correct, the UnOccupancy Report will NOT be accurate.

**NOTE: The Guest's Credit Card data will be removed when they are Checked Out also.**

### **New Features as of 7/24/2020**

This is to highlight a couple of features you may not be aware of. Note the text in the red circles is a purple color, denoting the text is Special. Hovering your mouse over the text will tell you what the feature does.

1) Departure Date text - depending on whether your Guest is paying weekly or monthly, and the departure date is less than 5 or 25 (Weekly is 5 and Monthly is 25 days) from today's date, the clicking on the text Departure Date will add 7 or 30 days to the Departure Date ... if the month is

31, you can click again and add one more day. Some parks use the Departure Date to remind when the rent is due from those guests. This feature make it a little easier to add the next interval of time **REMEMBER TO SAVE THE DATE CHANGE.**

2) Prev Balance text - Clicking on this text will allow you to change the Guest's previous balance amount if needed.

3) Site Rate text - clicking on this text when the Bill is ready to process will provide an Override Password panel, so that you can enter a different Site Rate than the one calculated. This is just for this Billing.

4) Pay Thru text - if the Guest is paying Monthly, clicking on this text will add 30 days to the Last Paid Date or Arrival Date, which ever is appropriate. Clicking on it again will add one day each time the text is clicked.

The screenshot shows a software window titled "Guest Information" with a menu bar (Help, Set Default Printer, Print Form) and two main panels: "Guest Information" and "Site Information".

**Guest Information Panel:**

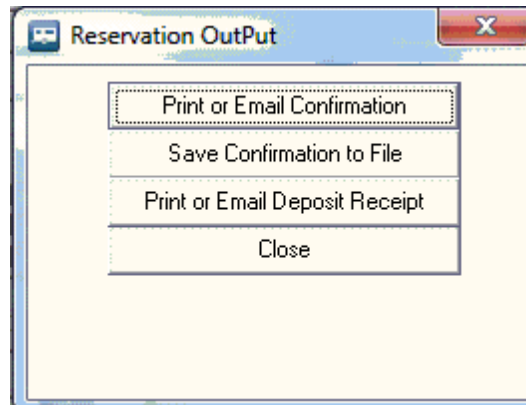
- Input methods:  Manual Input,  Magnetic Strip Input,  2D Barcode Scan
- Name: Tom (highlighted in cyan), Assgn'd Site: 001
- Address1, Address2, City, State, Zip, Phone, Cell, Drivers License, Deposit, Email, Member #, Date Of Res: 6/22/2022 12:36:35 AM
- Buttons: Adjust Rate, Rate Adjustment, Apply, Discount, No People, Guest No, Flag Guest On Grid, Choose Rent Taxes, Do NOT Rent
- Vehicle Information section with fields for Vehicle 1-3, Plate 1-3, Length, Width, and radio buttons for Cabins, Campers, Popup, 5th Wheels, Motorhomes, Tents.
- Buttons: Delete, Clear, Save, ValidateRes, Close, Return To Grid
- Footer buttons: AllRes, Get Internet Guest from Web, Remove Internet Guest From Web, OutPut Reserv/Deposit Receipt, Other Reservations for This Guest

**Site Information Panel:**

- Site #: 1, Frequency:  Daily,  Weekly,  Monthly,  3 Mo,  6 Mo,  Yearly
- Electric Amps: 50, Water: , Sewer: , Sum Rate = \$45.00
- Arrival Date: 6/22/2022, **Departure Date**: 6/25/2022 (circled in red), Assign New Site, Avail Sites
- Last Meter: 0, Current Meter: 0, Bill Elect:
- Other Charges: Select Charge dropdown, **Prev Balance**: 0.00 (circled in red), Site Rate (circled in red), Other Chg, Electric, Taxes/Fees
- Buttons: Reset Date, Rate Details, Amount Due, Amount Paid
- Last Paid: **Pay Thru** (circled in red), Do Not Show Amt Paid on Bill, 0.0 Days, Not Prorated
- Buttons: 1) Create Bill, 2) Bill Paid, 3) Ck Out, Cancel Resv, Guest History, Form Of Payment
- Checkboxes: This is an Interim Bill, Adjust for Seasonal, Email Bill to Guest
- How Did You Find Out About Us? dropdown menu

The OutPutReserv button will provide a pop-up for you to Print the Reservation Confirmation or Deposit Receipt, create a text file of the confirmation, or create an [Email to Confirm a Reservation](#) if you have properly setup the [Email Billing Statement Setup](#).

The example panel on the left is shown when the SMTP settings are made to preview the information and the example on the right is without the SMTP preview setting.



The [Form of Payment](#) button will provide another panel for you to enter the general form of payment the Guest uses, including Credit Card information for you to have if needed, like for reservations over the phone or via the internet. NOTE: In the Form of Payment panel, you can provide a Credit Card Up Charge percentage that will be added to a Guest's Bill if they are set to Credit Card Payments and a percentage has been added. See [Entering Payment Type Information](#) for details.

A Guest can be Deleted from the Database. There is no need to do that, but you can if you want to reduce the database size.

**Reset Date button** allows one to change the Last Paid Date for this Guest when there was an error. Providing a date was already there, the following panel will be displayed:

**Last Paid Rent Date**

This is used to change the Dates when a Bill is generated incorrectly. If this is the first transaction for this Guest, simply clear any dates in both fields. If this is a follow-on Bill and needs to be redone, enter the last Interim Pay Date and the Last Rent Paid Date. All this operation does is change or reset the Guest's Dates.

**Important: Be sure you Delete the "Bad or Wrong" transaction from the Edit Billing Database area of Setup.**

Real Dates Must be Entered (Ex: 01/12/2013)

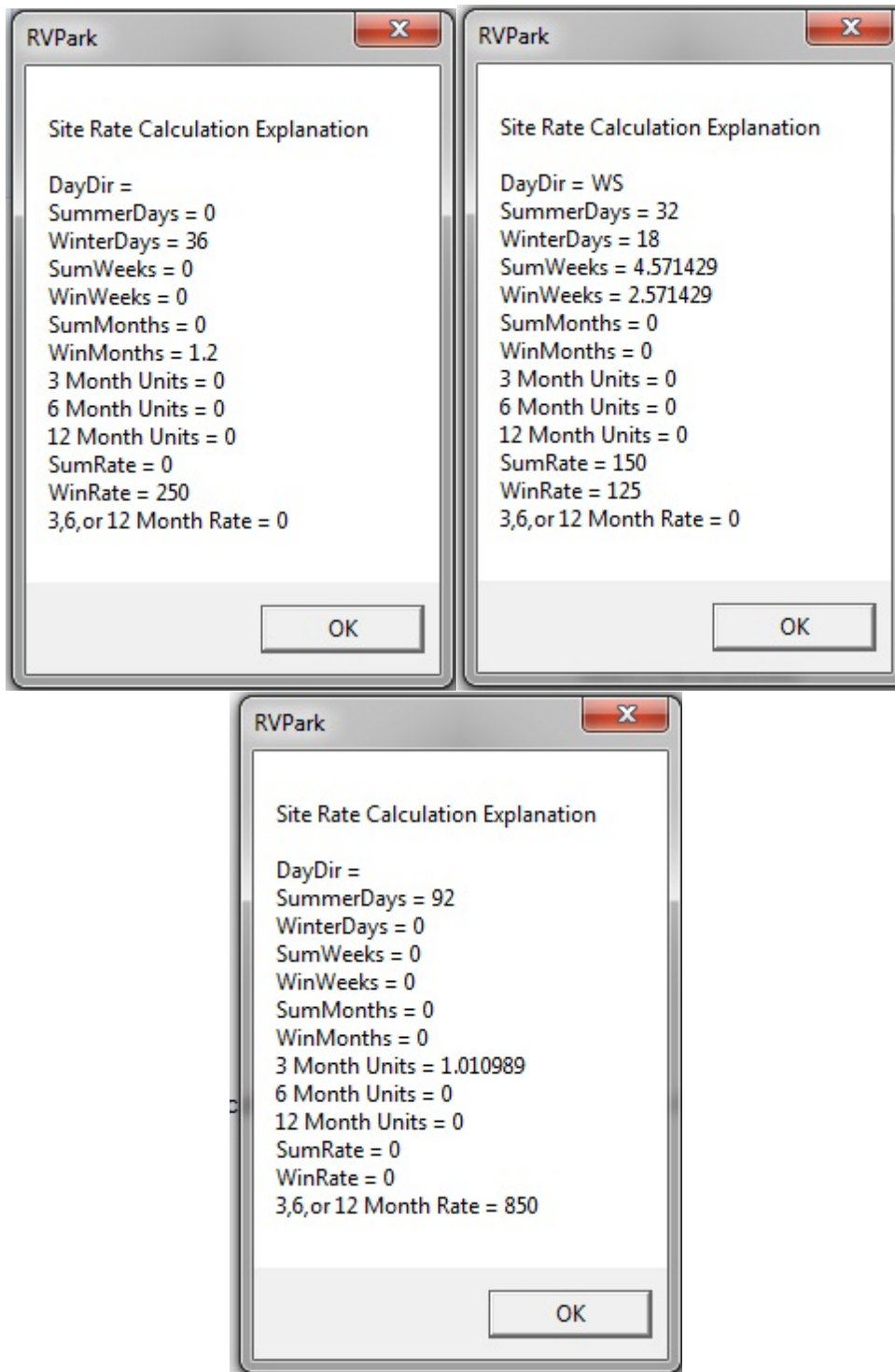
Last Rent Paid Date

Interim Pay Date

Last Paid  Pay Thru

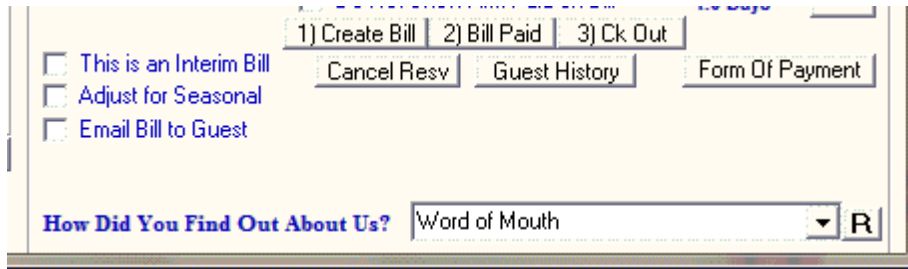
Generally both dates will be changed to the Date you need. Sometimes the Interim Pay Date is different from the Last Rent Paid Date. This is because you may have collected an Electricity payment from the Guest after the normal Space Rent was paid making the displayed date for Last Paid actually the Interim Pay Date. Just be aware that the Last Paid Date on the Guest panel will always be the Interim Pay Date. **Note: If this Guest only has ONE Last Paid date ... that is, this is the first time you registered a Payment and it needs to be redone, just blank out both dates and save the transaction. This will just reset the Dates to nothing paid for the Guest. Important, you will need to go to the [Edit Billing Database](#) and Delete the Billing Transaction or your Billing records will be wrong.**

Rate Details button was added to assist in showing what is being used in the Calculations of the Site Rate field. The following information will be displayed:



In these examples you can see some of how the Rate is calculated. In the middle example, the Stay crossed over the Seasonal periods from Winter into Summer days, i.e. WS designation. This could be used to clarify or explain how a Billing Rate was determined.

**How Did You Find Out About Us?** - This is a feature to help determine where your Advertising may be most effective. You can define as many Advertising Phrases and track them with this feature.



Please see [Track How Guests Hear About Your Park](#) for more information.

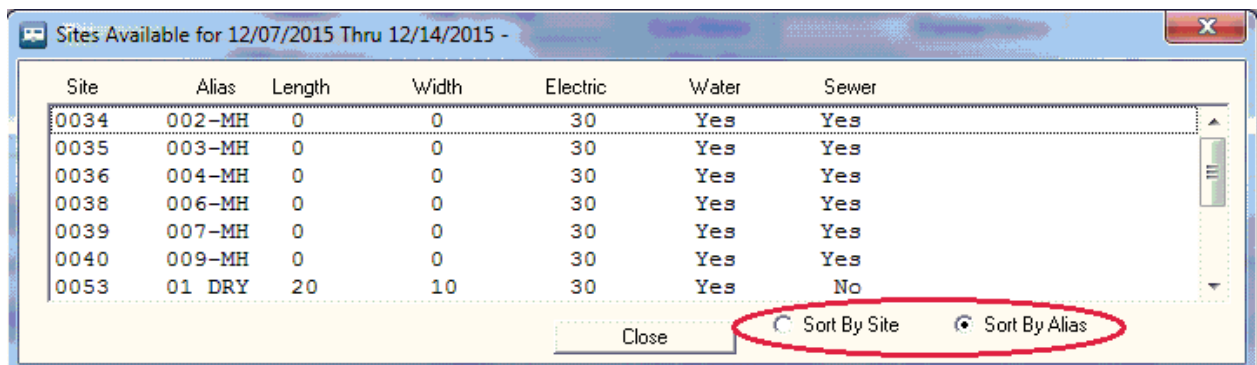
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## Available Sites



### Available Sites Button

The AvailSites button runs a query on the database to locate sites that will work for the entered Guest. That is; the type of vehicle (5th wheel, motorhome, etc.), Electric requirements, Water, Sewer, Length, and Width of the Vehicle. The Search criteria is based on what is entered in the Guest panel, and the criteria is displayed in the panel Title.



The panel can be stretched by left clicking on a corner and dragging it to what you need to see more sites.

**TIP** 😊 - You can sort the results by either the Site Number or the Alias as shown in red above.

**NOTE:** You may simply want to use the Assign New Site button and enter a known site.

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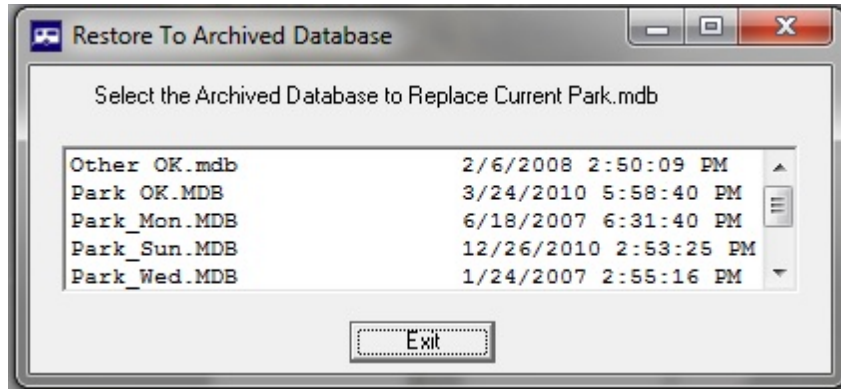
## Database Restore



### Database Restore

This tool will allow you to Restore a previously Backed Up database to your program.





Simply select the MDB file to be restored. There is a check to help assure the selected database is an RV Park database, but restoring a non-RV Park database will render the application useless.

---

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## Billing Database Editing

# RV Park Help



## Billing Database Editing

The User can Edit or Delete a Billing Entry. The panel looks like this:

**Edit Billing Database**

Help Set Default Printer

Edit/Delete Billing Entries

Select an Entry to Edit/Delete

| #      | Guest                 | Site# | Invoice Date | Amount Paid |
|--------|-----------------------|-------|--------------|-------------|
| 000889 | Bill                  | 0007  | 09/11/2020   | \$ 020.00   |
| 000879 | Bill                  | 0007  | 09/11/2020   | \$ 060.00   |
| 000883 | Bill                  | 0007  | 09/10/2020   | \$ 040.00   |
| 000873 | Bill Lusby            | 0195  | 03/31/2020   | \$ 575.00   |
| 000863 | Shahan Gene           | 0095  | 03/31/2020   | \$ 575.00   |
| 000871 | Patridge, Paul        | 0103  | 03/31/2020   | \$ 663.32   |
| 000865 | Polter, Kevin & Julie | 0011  | 03/30/2020   | \$ 631.80   |

Bill Lusby

Number of Records 853

Sorting  Invoice Date  Guest Name

Order  Ascend  Descend

Edit Billing Entry

Guest # 779 Recpt# 876 DateOfInv 3/31/2020 DatePaid 3/4/2020

Site 195 EMER SpaceRent 575.00  Do NOT Tax Rent ElectChg 0.00

MeterStart 25378 MeterEnd 0 ReCal Elect OtherChg 0.00

Tax1 0.00 Tax2 0.00 Tax3 0.00 ReCal Taxes NegChg 0.00

Elec Tax 0.00 DailyFees 0.00 3 = Total Paid 575.00

Paymt Form Cash QB Type QB Acct

Billing Period 1.0 Months Billing Type Not Prorated Disc

Guest Name Bill Lusby

Other and Negative Charges Detail

Positive Negative

<= Add another Charge by selecting from this List

Print This Billing Record Delete Save Close Add Alias/QB flds to ALL Records

The list can be sorted by the Invoice Date or Guest Name and either ascending or descending order. The User must select an Entry to make a Change or Deletion.

**TIP 😊 :** You can enter a few characters of the Guest Name in the field just below the List and press Enter and it will list just those Guests with those characters in their Names. As shown below:

Edit/Delete Billing Entries

Select an Entry to Edit/Delete

| #      | Guest      | Site# | Invoice Date | Amount Paid |
|--------|------------|-------|--------------|-------------|
| 007388 | Bill Lusby | 9999  | 04/11/2016   | \$ 1457.47  |

Number of Records 1

Sorting  Invoice Date  Guest Name

Order  Ascend  Descend

If the field is Blank and Enter is pressed, it will return ALL the Guest Billings.

When the Billing record is read in, it simply loads the form with the information saved. If you want to change the Electrical charges (using the current Electrical Rate) you can press the ReCal Elect button, or you can make changes on your own. You can also recalculate the Taxes for any changes you may have made by pressing the ReCal Taxes button. If you want to Remove an Other Charge you can update the charges in the Billing Table with the Update Other Chgs Button. If you want to recover what you started with, simply reselect the line from the list before Saving it.

You can also **Reprint the Billing Record**, similar to a receipt. NOTE: There isn't as much information available in the Billing Records area as there is in the Guest Panel Create Bill option, but one can get a copy of the main aspects of the billing record.

**NOTE: Be careful of changing the Total Paid field. If it is for a Guest and they remitted LESS or MORE than the amount owed in this transaction, you may have errors in your bookkeeping. That is to say, it is difficult to adjust Outstanding Balances with this tool, therefore, no changes are made to that field.**

There are also buttons to change the QuickBooks Accounts/Types with the ChgQB buttons. This will show the current values and allow you to remove or change the values by using the Save button on the panel shown below:

Change QB Filters

Select the QuickBooks Account and/or Type for:

**0 Laundry 20**

QBAccount Rv Park

QBType Service

Save Close

**NOTE: the QuickBooks values are NOT actually Saved in the database until you use the Save button on the Edit Billing panel.**

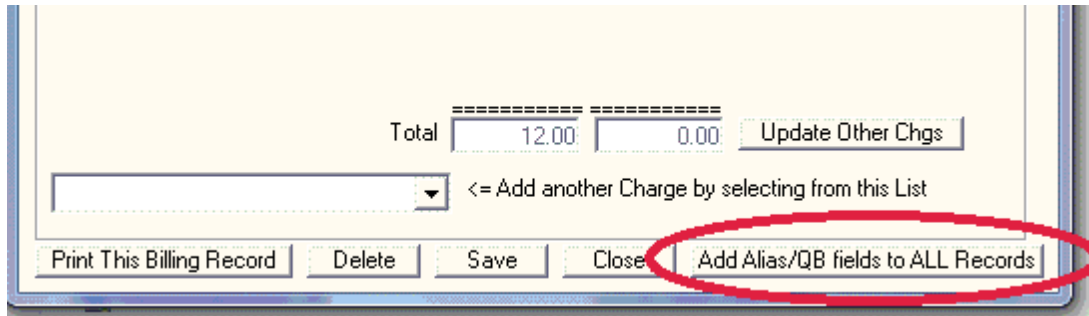
If the record was saved before Version 2.0.0, there will be no Other and Negative Charges Details available. You can add them, by selecting the Dropdown List in the bottom Left hand side of the panel. Add in what ever makes sense, but understand that if the Positive and/or Negative amounts do NOT match the OtherChg and NegChg respectfully, the amounts will be changed in the Billing table. The Other and Negative Charges are saved in a OtherBilling table.

**NOTE: When you make changes, the only thing changing is the Billing entry and the associated**

Other and Negative Charges. That is, the Site's Electrical Meter reading is NOT being altered, nor is the Space rent or Dates for the customer. Be careful using this option. It is great if you need to delete an Entry that should not have been made, but can cause problems for editing items. It is best used as correcting entries for Reports.

😊 **TIP: If you Reset the Guest Last Paid Date due to an incorrect transaction, you will need to Delete the transaction created by the incorrect entry. See the Reset Date discussion in the [Guest Information](#) area.**

There is also a tool to Update the Database Billing and OtherBilling tables with the Type and Account QuickBook fields. The button also adds the AliasNumber to these Tables.



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## Point of Sale (Charges Other than Site Related)

### RV Park Help



#### Point of Sale (Charges Other than Site Related)

There are occasions where one wants to track moneys coming in or out that are not actually related to a site. This is where you accomplish that. The tool can also be used as a Point of Sale capability to track and sell items in a Park Store. The entry is like any other in the Billing Database except the Site is "9999" and the Guest is "0" for Sales to a non-Guest. If the Customer is a Guest, you may associate the Sale with the Guest and then and payment that is either Less or More than the Total Amount of the Sale, can be either Charged or Credited to the Guest's Outstanding Balance. The items come from the same "Other Charges/Refunds" items you defined. If you need another that isn't on the list just use the Add/Change button and you will be provided the panel for doing so. Close it and you will be right where you were. If you pick one you don't want just double-click the Description of the item you don't want and it will be returned to the drop down list.

**TIP 😊 : You can enter a Name (not listed) in the Guest field for tracking purposes. So, if Tom Jones buys something, just highlight the 9999 Non Guest info, and enter Tom Jones.**

**NOTE: If you are using QB Filters and want to track this Sale, do NOT use the 9999 Non Guest person. The Non Guest does NOT have QB values applied, so the Tax/Revenue report will not see the Billing record if the QB Filters are applied. You would need to select a Guest with a Site that has the QB values you want to track. You can use the Other Charges report to get the QB value set items.**

The Barcode Field lets you use UPC or other codes to easily enter your Items. If the Item has already been entered, the quantity will increase. You can sell up to 15 Items with this tool.

**NOTE:** If you want to manually enter quantities, check the **Turn OFF BarCode Mode** checkbox in the bottom of the panel.

**TIP 😊:** You can enter decimal values to the Quantity fields like 12.5 gallons of propane.

Press the Record button, and the entry will be added to the Billing database. If you have defined a Point of Reorder quantity and Quantity On Hand, the Inventory quantities are adjusted when the Sale is recorded.

After the Record button is pressed you will get a chance to print a Receipt on your Default or selected Printer.

**😊 TIP:** If you want to take a return on an Item, use a negative sign before the quantity in the Qua field. You will record a negative transaction in your Billing Tables and the Inventory will be increased by the number being returned.

The entries can be edited just like any other with the [Edit Billing Database panel](#).

## Archive and Retrieval of Billing Data



### Archive and Retrieval of Billing Data

You must have the [Database Lock Password](#) on to access this area.

This feature allows you to reduce the size of your Database and thereby improving your application performance. You can remove all Billing information BEFORE a certain date simply by specifying the date and then pressing the Archive button. If for some reason you want to Retrieve the Billing information back into your Database, just specify the Date you want all records returned AFTER and press the Retrieve button and all of those records will be returned to your database. As always, it is recommended that you back up your current Database before performing this operation.



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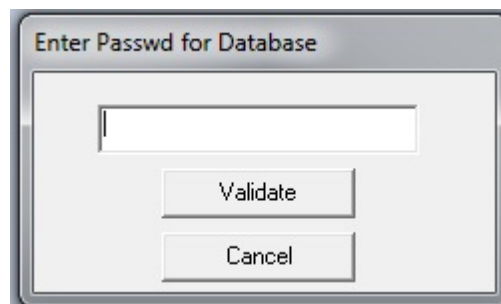
## Database Access Panels

# RV Park Help



## Database Access Panels

A database access password must be used to access certain areas of the SetUp options. The panel to enter the Password looks like this:



Simply enter the password and press Validate.

If you want to change the Database Access and/or OverRide passwords, simply press the Change Database Access Password button on the SetUp panel. You will be required to use your existing Database Access password to make any changes. The Panel will look like this:

Simply enter the Current Database Access password and then the new Database Access and/or OverRide passwords and press Validate.

**😊 TIP:** If you enter the current Database Access Password and press the Show Passwords button, all passwords will be reveled.

**NOTE:** If you forget your password, you can Email us at [support@e-businessmadesimple.com](mailto:support@e-businessmadesimple.com) and we can provide you with a secret password that will allow you to change your password back to something you know.

## QuickBooks Fields

RV Park Help

### QuickBooks Fields

This form allows you to manage the QuickBooks Types and Accounts needed for your Billing and Inventory management. You may want to revisit your [Other Charges](#) (if exporting to QuickBooks) to have your Export Output in sync with your QuickBooks information.

Types may already have everything you need (please verify), but you will need to define your Accounts, because Accounts in QuickBooks are set by the User.

## Electric Meter Mgt

# RV Park Help



## Electric Meter Management

This tool will find all of the Guests that are paying for Electricity or if you check the Show ALL Sites box, you will get All Sites listed. Once you have the list, you can print them out to use to document the Meter Readings. After you get the readings you can then use this tool to enter them all. This is the alternative to entering the the readings one at a time in the Guest Panel. This is very helpful for Parks that gather the Meter Readings on a regular basis.

**NOTE:** This can be done regularly, updating Site's Meter Readings without causing any problems. Until the charges are actually registered via the Billing process, any updates just help provide a more accurate assessment. Once the Billing process is done, the current reading is retained and the Last Reading is replaced by the Current Reading.

Change or Update the Electric Meter Readings for all Sites that are Paying for Electric. Click on the Current field of the Site you want to enter, or Print a page of Sites to gather Meter Readings. Date of Meter Readings: 03/21/2019

| Site | Name                 | Last  | Current | KWH | AmtDue ▲ |
|------|----------------------|-------|---------|-----|----------|
| 003  | Craig Schumacker     | 823   | 823     | 0.0 | \$0.00   |
| 011  | Karen Steve Teasdale | 11803 | 11803   | 0.0 | \$0.00   |
| 012  | Kenneth Huffman      | 3748  | 3748    | 0.0 | \$0.00   |
| 013  | Gene Thompson Kathy  | 3882  | 3882    | 0.0 | \$0.00   |
| 014  | Jason Hotaling       | 424   | 424     | 0.0 | \$0.00   |
| 015  | Dianna Connoelly     | 1937  | 1937    | 0.0 | \$0.00   |

Show All Sites  
 Max Height  
 Print Meter Reading Form  
 Update New Readings  
 Close Panel  
 Print

**Legend:** Non Paying   Paying Elect   No Change  
 Sort by Alias  
 Sort by Index

**Max Height** - makes the panel as tall as possible for the screen.

**Update Current Readings** - simply click the Current field and enter the new value. The field will be highlighted when changed.

**Print Meter Reading Form** - creates a printout to your Default or selected Printer.

**Update New Readings** - will enter the new current meter readings into the database.

**Close Panel** - Exits the panel

**Print** - produces a printout of the panel's content.

Checking the [Show ALL Sites](#) box will make the [AutoUpdate Non Pay Sites](#) checkbox. This will take all non paying of Electric Sites (**only**) and enter the Current Meter Reading entered into the Last Meter Reading field and reset the Current Meter Reading to 0. This will help keep the daily rental sites (where the electric KWHs are included in the Site charge) up to date with the electric



meter readings, in case you need to rent the site for long term later.

**NOTE:** When this is used, there are NO Billing entries. This is only good to keep Meter Readings current and does NOT track or enter ANY Billing entries. If your other sites are never used for long term rentals, you may want to never enter any meter readings.

**TIP:** You can Update a partial list input (without the AutoUpdate) and come back to the list and select each entry you already entered and just select OK and the Background Color flag will be set for Updating New Readings ... once you have completed the list, you can check the AutoUpdate Non Pay Sites box and all will be properly updated.

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## Multiple Billing Statements

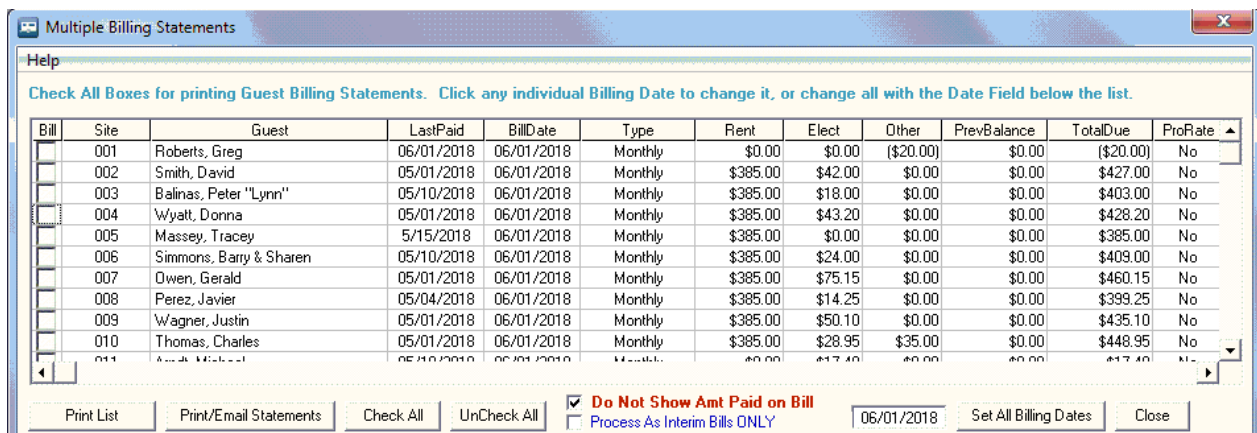


### Multiple Billing Statements

This feature is for Parks that want to Bill numerous Guests with the same Billing Date or separate dates. So, if you have 15 or 50 Guests that are Monthly with their Bill due on the 1st, you can generate all of their Bills from one panel. The process would be to use the Electric Meter Management tool first to update all of the Electrical use; and then go to this panel to determine what Billing Statements you want. You can also Bill for the Rent, and later Bill just for the Electric as an Interim Bill.



This will allow you to filter the Rent Type to a specific type of Guest Renters and list them by their Site Numbers or Guest Names. Once the selections are made, you will be presented with this panel.



The panel will pull All Current Guests (Guests with an assigned site). The Panel can be stretched to allow more Guests to be seen at the same time. From here you can review all of the Billing and validate the charges are appropriate.

**NOTE: If you had "Other" charges set on a Guest, they will remain set until you remove them. This is fine if you have standard charges you always want to be included, but not so fine if you previously charged a one time charge that wasn't removed after the "Bill Paid" button was pressed. Please review them on the list and see that they look valid.**

**😊 TIP: If you want to sort the list by the Site Numbers and your first sites are 1, 2, 3, etc. You may want to change the Site Numbers to 01, 02, 03, etc. likewise; if you have more than 100 sites, you may want to add enough zeros to provide 3 characters; like 001, 002, 003 ... 098, 099. This is because the Site Numbers are text and not numeric.**

You also need to set the Bill Date to when you want the Bill calculated. By Default, the Date is set to the first day of the current month. The Date can be set for **All** of the items on the list by using the Date field below ... Double Click the field to get a Calendar for selection, then use the Set All Billing Dates to change all listings, **or you can select each Bill Date and change one at a time.**

There is a Checkbox to **Not Show the Amount Due on the printed Billing Statements.** You can also set the Default for this to be automatically checked in the Park Information General Settings area.

Before you can generate Statements or print a list, the line items you want to process must be Checked. When you press the Print Billing Statements button each Guest will Saved with the Bill Thru Date as provided by the list.

**Remember to go to each Guest as they Pay and press the "Bill Paid" button.**

You can also create Interim Billing statements in the same way. The statements will simply NOT have the Rent on them ... only the Electric.

| Bill                                | Site | Guest                   | LastPaid   | BillDate   | Type    | Rent   | Elect   | Other     | PrevBalance | TotalDue  | ProRate |
|-------------------------------------|------|-------------------------|------------|------------|---------|--------|---------|-----------|-------------|-----------|---------|
| <input type="checkbox"/>            | 001  | Roberts, Greg           | 06/01/2018 | 05/06/2018 | Monthly | \$0.00 | \$0.00  | (\$20.00) | \$0.00      | (\$20.00) | No      |
| <input checked="" type="checkbox"/> | 002  | Smith, David            | 05/01/2018 | 06/01/2018 | Monthly | \$0.00 | \$42.00 | \$0.00    | \$0.00      | \$42.00   | No      |
| <input type="checkbox"/>            | 003  | Balinas, Peter "Lynn"   | 05/10/2018 | 05/06/2018 | Monthly | \$0.00 | \$18.00 | \$0.00    | \$0.00      | \$18.00   | No      |
| <input checked="" type="checkbox"/> | 004  | Wyatt, Donna            | 05/01/2018 | 06/01/2018 | Monthly | \$0.00 | \$43.20 | \$0.00    | \$0.00      | \$43.20   | No      |
| <input type="checkbox"/>            | 005  | Massey, Tracey          |            | 05/06/2018 | Monthly | \$0.00 | \$0.00  | \$0.00    | \$0.00      | \$0.00    | No      |
| <input type="checkbox"/>            | 006  | Simmons, Barry & Sharen | 05/10/2018 | 05/06/2018 | Monthly | \$0.00 | \$24.00 | \$0.00    | \$0.00      | \$24.00   | No      |
| <input type="checkbox"/>            | 007  | Owen, Gerald            | 05/01/2018 | 05/06/2018 | Monthly | \$0.00 | \$75.15 | \$0.00    | \$0.00      | \$75.15   | No      |
| <input type="checkbox"/>            | 008  | Perez, Javier           | 05/04/2018 | 05/06/2018 | Monthly | \$0.00 | \$14.25 | \$0.00    | \$0.00      | \$14.25   | No      |
| <input type="checkbox"/>            | 009  | Wagner, Justin          | 05/01/2018 | 05/06/2018 | Monthly | \$0.00 | \$50.10 | \$0.00    | \$0.00      | \$50.10   | No      |
| <input type="checkbox"/>            | 010  | Thomas, Charles         | 05/01/2018 | 05/06/2018 | Monthly | \$0.00 | \$28.95 | \$35.00   | \$0.00      | \$63.95   | No      |
| <input type="checkbox"/>            | 011  |                         | 05/10/2018 | 05/06/2018 | Monthly | \$0.00 | \$17.40 | \$0.00    | \$0.00      | \$17.40   | No      |

Note the two Guests checked when the Process As Interim Bills ONLY is checked. Their Rent amount is set to zero dollars. Review the Guests you are checking, the amounts in the fields are correct before Printing or Emailing the Statements.

## Data Export

# RV Park Help

## Data Export

This allows you to Export Data from the various Tables of the RV Park database to other applications that accept MS Excel or [CSV](#) (comma separated values delimited file) for those that don't have MS Excel.

**NOTE: If you don't have (or can't afford MS Excel), there is a wonderful Suite of Office Products with a spreadsheet program that is FREE from Kingsoft found [HERE](#). The page is for Kingsoft Office Suite Free 2013 Download.**

**😊 TIP: This is also great for producing your own Custom Report or getting information for a requirement you may have, like how much money a site has brought in over some period of time.**

You can begin by selecting the Table that has the information you require; delete those fields you don't want; move the fields to the order you need; determine any Filters you may need to screen the data to include only those records you want; and then Save that structure or configuration to reuse over and over. This area covers how to use the Data Export capability.

The screenshot shows the 'Data Export' application window. At the top, it explains that database information can be exported to QuickBooks in MS Excel or CSV format. Below this, there are options to 'Select a Table to Output' (currently 'Billing') or 'An existing Export Format' (with 'Billing.erf' selected). An 'Example Output Format' table is displayed with columns: ID, Guest, DateOfInvoice, DatePaid, SiteNum, SpaceRent, MeterStart, MeterEnd, ElectChg, OtherChg, and Ne. The table contains three rows of data. Below the table are sections for 'Filter By Dates' (with 'DatePaid' filters for >= 02/15/2012 and <= 08/14/2012), 'Filter By Other Fields', 'Ordering The Output By' (set to 'SiteNum' descending), and 'QuickBooks Required Item List Fields' (with fields for Type, Account, and Name). At the bottom, there are radio buttons for 'Export Header Row Titles', 'MS Excel Output', and 'CSV (Comma delimited File)', along with a 'Save Export Format' button and an 'Export Data' button. A summary line reads: 'Find all records in the Billing Table WHERE DatePaid >= 02/15/2012 AND DatePaid <= 08/14/2012 Order By SiteNum Descending'.

1) Select the Table containing the records you want to Export. All of the fields (and the first 3 records) will be provided in the Grid (Example Output Format) Area. Use the "Full Screen" option in the upper right corner to see more fields.

2) Organize the output structure to contain the Fields you want.  
To Delete a field, hold your mouse over the Header Title you want to Delete and press

your Right Mouse Button. Selecting OK will remove the Field.

To Move a Field, position your mouse over the Header Title you want to move, hold down the Cntrl Key and then press the Left Mouse Button (keeping them both depressed), drag the mouse to the Field Header Title you want to Move the Selected Field Before and release the Mouse Button. Select OK to move the Field Before the Field you are over.

Continue this process until you have your desired structure.

3) Next is the Filtering of the Data. Filtering is basically setting up rules that will set conditions so that you get only those records you require. For example; if you only want records from the Billing Table where the DatePaid is less than or equal to February 15, 2012, you would Filter the records with a rule stating that: **DatePaid <= 2/15/2012**

**Note, you can also have multiple Filters, each MUST be separated by either AND or OR.**

The Form should help you to have a valid Filter set, but not every condition may be controlled. There are 2 areas for you to develop Filters. You can use the first for Dates and the second for Text, Currency, Numeric, or even Boolean (Yes or No/True or False) type fields. In the second Filter area there is an "evaluator" called LIKE. LIKE should only be used with Text type Fields. This is one of the areas where you could create a bad Filter if LIKE is used with a Numeric, Currency, or Boolean type Field. One can also filter by using IS NULL (or fields without data) or make sure they do have data with IS NOT NULL.

**NOTE: If you are Exporting to QuickBooks, there are Fields you will have to have to make QuickBooks Import work properly. Those fields are Name; Type; and Account. All of these Fields are not always required in every Import and the actual names do not have to be exactly as stated, you can map a Field name to what is required.**

**TIP: The Billing Table does NOT Save the Guest Name, so to easily insert it in the Table, use the Set to Guest Name check box (shown Below) and press the Update Table Values button and the Guest Names will be imported (permanently) into the Billing Table.**

**NOTE: If you need old Billing Guest Names, using the following checkbox may need to be done before running your report. That is, old Billing entries may not have the Guest Names entered.**

You can also use this area to enter or change the QuickBooks fields for Account and Type. Using the Filtering fields to the left of this area, you can select only those records you want to make the QuickBook changes to before pressing the Update Table Values button. **TIP: Once the Billing Table has these QuickBook fields properly set, you can use them when running a Tax/Revenue report from the Reports Panel.**

Once the Filter is defined, your Query is displayed in the bottom portion of the panel.

4) You can also Export the Header (Field) Titles to the file by checking the Export Header Row Titles box.

5) Depending upon which Table you are Exporting, you may be presented with a QuickBooks Required Item List Fields area, which can assist you in preparing your Table with some of the required information.

Using this will actually write the selected information into the Table. This action has no effect on RV Park. You can also simply edit the output to provide the needed information if the assistance doesn't give you everything you want.

6) There is also an option to Order the output Ascending or Descending based on one of the Fields. So if you want to "group" the output by Site Number you can use SiteNum and do that, or by Name (if you have imported the Guest Names) and have those records Grouped and sorted alphanumerically.

The image shows a dialog box titled "Ordering The Output By". It contains two dropdown menus. The first dropdown menu has "SiteNum" selected. The second dropdown menu has "DESC" selected. To the right of these dropdowns is a button labeled "Clear Ordering Fields".

7) If you like the format of the output and may need it over and over, you may also Save the Export Format for reuse. **NOTE: These Export Report Format (.erf) files are saved in the Zip file created in the Send Your DB to E-Bus option in the SetUp panel. The Zip file is Saved in your RVPark directory and contains all of your Key files for RV Park Software.**

**NOTE: What you are creating is a Query to one of the RV Park Tables to get a specific set of records with only the required Fields you need. If you are familiar with SQL Queries, you can also enter the needed qualifier in the dropdown fields like "< or > or =" by just typing it. Be careful that the Query being provided is valid. For more information on SQL Queries see:**

<http://en.wikipedia.org/wiki/SQL>

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## Arrival/Departure Reservation Grid Panel

### RV Park Help



## Arrival/Departure Reservation Grid Panel

The Arrival/Departure Reservation Grid Panel lists All Reservations where the Arrival Dates for Today and future dates will be shown. It can also list the expected Guest Departures for a specified date or a range of Dates. This is only if a Site has been assigned and no money has yet been paid by the Guest. You can enter a Deposit, but not actually set the Paid Thru date and received money. "Today" can be set for any date you choose at the bottom of the panel. The panel can be configured so that the 8 Headers can be ordered to your requirements. You can sort the list by any Header (except the Rent) by selecting the Header and it will sort by Ascending ... select the same Header again and the column will be sorted in a Descending order. If you select any column of a Row, it will go to the Guest panel for that Guest.

**Guest Reservations**

Listed are ALL Reservations where the Arrival Date is greater than or equal to Today. Select any Column Heading to Sort Order (one click for Ascending, second for Descending). Select any Guest to go the Guest Information.

| Arrival  | Departure | Name       | Site | TypeOfStay | Deposit | Rent   | CustCk1 | Email   |
|----------|-----------|------------|------|------------|---------|--------|---------|---------|
| 4/2/2021 | 4/4/2021  | Bill Lusby | 021  |            | \$25.00 | \$0.00 | False   | Unknown |
| 4/5/2021 | 4/8/2021  | John Smith | 029  |            | \$0.00  | \$0.00 | False   | Unknown |

Select Reservation Or Departure Listings  
 Reservations  Departures  Today Only  Show Guest Notes on Output **Guest Notes Will Not be on Printout**

Deposit = Rent | Deposit < Rent | No Deposit | Close | Max Height | Print | 03/17/2021 Thru 04/16/2021 | Settings

The panel can be re-sized to allow the Maximum number of Reservations for your screen, or just drag the bottom of the panel to display what is needed. The panel height will be remembered until the program is ended. The colored boxes provide a legend for the Reservations being listed. The Date provided at the bottom is used by the panel to determine Today's Date, so you can change Today's Date to any you need to see Reservations made from that Date. The Date is also remembered until the program is ended. **NOTE: If you don't use the Deposit Field on the Guest Panel, all of your Rows will be Red.** You can also use the Today Only filter to limit the list to just today.

**Print** - will output to your Default or selected Printer the List of Guest Reservations.

**TIP:** If you have entered Notes on the Guest Panel and checked the Show Guest Notes on Output box, up to 105 characters of those Notes will be on your Output.

Use the [Settings](#) button to change the Column Headers and/or the widths of those Columns.

If you select the Departure radio button the panel will reflect Departures for the Date entered in the Date field in the bottom of the panel. You may also enter a Thru Date to display multiple Departures.

**Guest Departures**

Listed are ALL Departures for the Date provided below. Select any Column Heading to Sort Order (one click for Ascending, second for Descending). Select any Guest to go the Guest Information.

| Arrival   | Departure | Name            | Site | TypeOfStay | Deposit | Rent   | CustCk1 | Email   |
|-----------|-----------|-----------------|------|------------|---------|--------|---------|---------|
| 3/31/2019 | 3/31/2021 | Michelle Bryant | 018  |            | \$50.00 | \$0.00 | False   | Unknown |
| 4/2/2021  | 4/4/2021  | Bill Lusby      | 021  |            | \$25.00 | \$0.00 | False   | Unknown |
| 4/5/2021  | 4/8/2021  | John Smith      | 029  |            | \$0.00  | \$0.00 | False   | Unknown |

Select Reservation Or Departure Listings  
 Reservations  Departures  Today Only  Show Guest Notes on Output **Guest Notes Will Not be on Printout**

Deposit = Rent | Deposit < Rent | No Deposit | Close | Max Height | Print | 03/17/2021 Thru 04/16/2021 | Settings

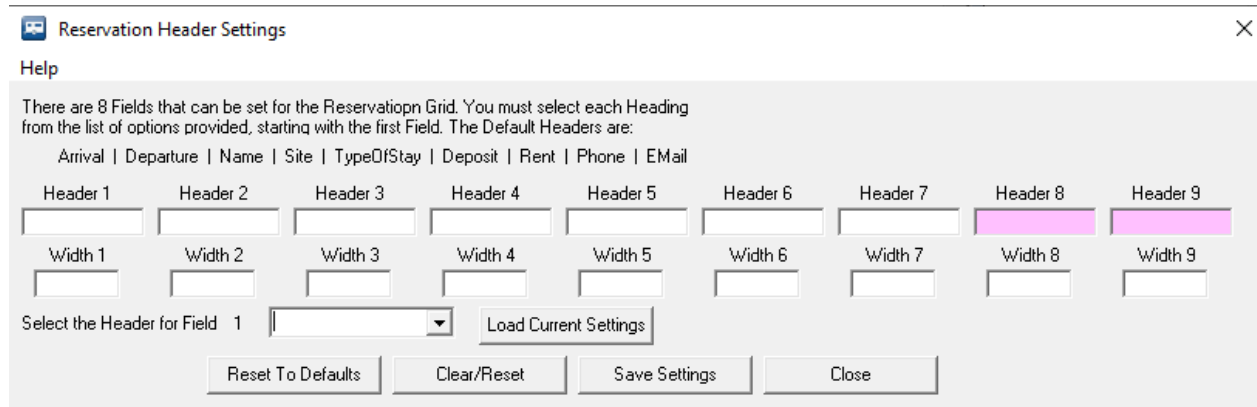
**TIP:** You can also use the Arrival/Departure Grid panel to Check Out the Departing Guests more easily. See [Checking Out Multiple Guests](#)

## Arrival/Departure Reservation Panel Settings



### Reservation Panel Settings

In this panel you can set the Reservation Grid Panel Column Headers and their respective Widths to better suit your requirements. Just use the Clear/Reset button and with the Drop Down box, select which Header you want in each Column until all Columns have a Header. Then you can save your configuration for later use.



Use the Reset To Defaults button to go back to the original settings. **NOTE: This is only a temporary change unless you Save those settings.**

**TIP 😊** : Using the Reset to Defaults button can let you change between 2 configurations in a Session. Once you end the Program, it will go back to your Saved Settings on the next Startup.

**Note:** Header8 and Header9 can be entered manually as oppose to using the DropDown tool. Here are some of the Field Names available (They MUST BE Accurate or the ApplicatioOn will NOT work):

- Length
- Width
- Vehicle
- LicensePlate
- DLNumber
- Pets

## Park Maps



### Park Maps

Park Maps have been added in Version 3.0.0. You must use the separate application called **MapMaker.exe** to define up to 4 Park Maps and the locations on those Maps for the Sites in your Park. Once the maps are defined, the Maps button will be visible on the Main Panel and work

in the RV Park Software.

**NOTE:** Before using MapMaker, all of your Sites **MUST** be defined in [Site Setup](#)

If you have defined more than one Map, you can use the Tabs at the top of the panel to move between the maps and view the sites and their statuses. The To and From Dates are used to see the Site availability for any period of time. Once the Dates are entered the Maps will reflect Open, Occupied, Reserved, and Unavailable sites.

**TIP:** You can also use **Cntrl-Tab** on the keyboard to move between Maps.

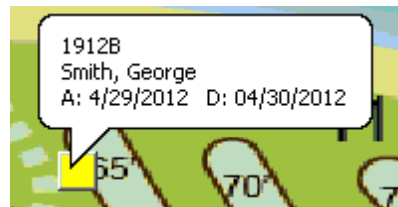


Clicking on an Open Site will transfer the Site Number and Dates to the Guest Panel for Reserving or Registering the site. Likewise, clicking on an Occupied or Reserved Site will take you to that Guest's information.

The less than (<) and greater than (>) buttons copy the Date to the other field to save time when you want only that date selected. **Note:** You can't have the From Date greater than the To Date. Use the Today button to set the dates to the current date.

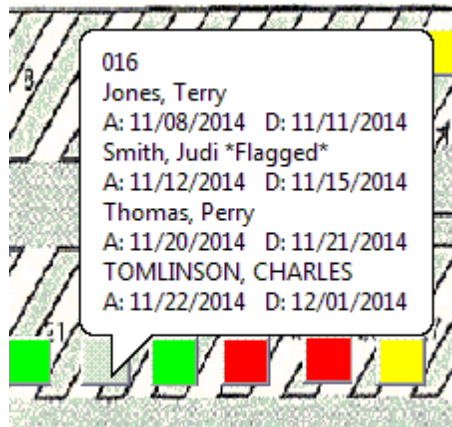
There is a handy Return to Grid button to swap between the Reservation Grid panel and the Map views. You can also use the Refresh button to show any changes before assigning a site, especially when there is more than one User. Use the Close Maps button to return to the Main Menu.

**TIP:** Position the Mouse over a Map Site Box will provide other Information:



If the Site is Occupied or Reserved, the First Line is the Site Alias; Second Line is the Guest Name; and the Last line is the Arrival and Departure Dates.

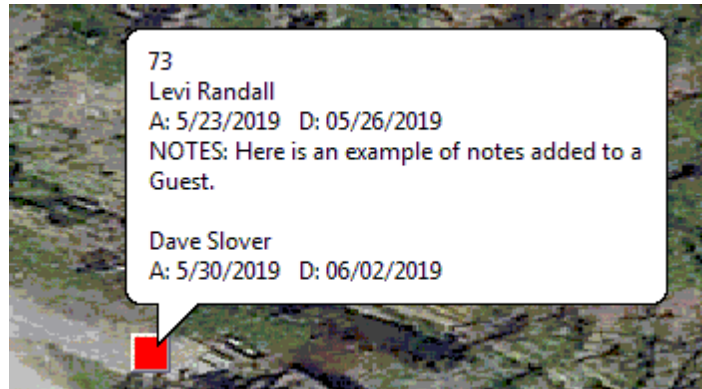
If you have [Flagged the Guest](#) and are using the Maps Feature, the Site will be light orange and the specific Guest being Flagged will be Marked as Flagged see below:





NOTE: In the list, Smith, Judi \*Flagged\* notation and the Box is Light Orange ... looks a little more like a "Flesh" color.

If the **Show Guest Notes** checkbox is checked, you can also see any notes on the popup as shown below:



There is a Help Menu option to **Print the Map**. Depending on how large your screen is, you may not get all of the Map printed. There is a Zoom or Scaling factor that can be used to scale-down the map to fit on your paper. However, many Printers do NOT support this RV Park Feature. If the Printer doesn't have a scaling capability (i.e. it can enlarge or reduce a copy) you may not be able to use this feature.

There is a Work Around, you can use a free program available on the internet called **PrimoPDF**. It works like a Printer, that is, once installed on your PC it becomes a Printer in your list of Printers. If you Print to it, it will create a PDF of whatever you send to it. Once the "print" is complete, you need to Save it (overwrite it if needed) and the PDF of your Map (or whatever you send it's way) will be displayed as a PDF document. If it didn't fit well on the page, you can reprint it using the Scaling factor, until you determine the best size, then just sent the PDF to your "real" Printer ... DONE!!!

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## Data Import Tool

### RV Park Help



#### Data Import Tool

This is another Tool offered to those Customers that have used another Computer Based Property Management system. If the old system can export Microsoft Excel spreadsheets or a CSV (comma delimited files), these files can be "Mapped" to RV Park Software data fields and Imported into the RV Park database. Former Guests; Site information; and Other Charges are the areas that can be Imported. Also included in the tool is a Microsoft Access database Table Exporter capability. If the old system was based on a MS Access database and doesn't have any way to export it's data, this capability will export those Tables into a MS Excel spreadsheet for you.

**Please read the Help files for the DataImporter tool once you have Started that application, found in the upper left hand corner of the program.**

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## E-Mail Setup

# RV Park Help



### E-Mail Sending (SMTP) Setup

Before you can send Billing Statements via EMail or Reservation Confirmations, you must first setup your SMTP EMail Server access information. The following panel can be accessed from the Park Setup panel in the Other Tools section.

The MailServer is your SMTP or outgoing Email Server Name (this can also be a numeric URL like 73.89.132.74).

The UserName is the ID you would use to access the SMTP Server, usually your Email address. The UserPassword is the password you use to access your Email account, and is case sensitive.

Check the SMTP Requires Authentication box if needed.

Select Server Requires Encryption (SSL) or (TLS) or both, if needed.

Preview/Edit Confirmation Emails before sending checkbox lets you review the Email.

The BCC checkbox is for you to receive a Blind Carbon Copy of all Emails sent by RV Park Software.

Almost everyone has an Internet Provider that gives you one or more POP3 Email accounts that you can use.

**NOTE:** The actual Email address that will be on these Emails is the one you provide in your Park Information Email ... so, the Email Address your Guest sees may or may not be what is in your Setup above.

**Check to Preview/Edit Confirmation Emails Checkbox** - if checked, you will have the opportunity to Review or Edit the Confirmation Email before sending it.

**Check to BCC Billing/Confirmations Checkbox** - if checked, will send a Blind Carbon Copy to the Email address in the UserName field. This can be helpful if you want a copy of Emails sent by RV Park Software.

**Below are some of the Mail Server settings:**

## Hotmail Settings

As other web based email services, Hotmail is using the HTTP protocol for connecting you to your mailbox. If you want to send Hotmail emails, then your settings should be as follows:

Hotmail Outgoing Mail Server (SMTP) - [smtp.live.com](https://smtp.live.com) (TLS enabled, port 587)

## Yahoo! Mail Settings

To setup your email client for working with your Yahoo account, you need to set the following mail server settings:

Yahoo Outgoing Mail Server (SMTP) - [smtp.mail.yahoo.com](https://smtp.mail.yahoo.com) (SSL enabled, port 465, use authentication)

Step 1. [Log in to Yahoo mailbox](#) and go to Account Info page.

Step 2. Choose Account Security and turn on the button of Allow apps that use less secure sign in.

After that, choose Yahoo in Email Server (SMTP Server), or input the following information, and complete the settings

Server name: [smtp.mail.yahoo.com](https://smtp.mail.yahoo.com)

Port: 465

SSL or TLS: ON

**NOTE:** Yahoo will **NOT** work without Turning on the "Allow apps that use less secure sign in" feature ... while in Yahoo Mail, go to <https://login.yahoo.com/account/security#other-apps> and change the setting

## POP Yahoo! Mail Plus email server settings

Yahoo Plus Outgoing Mail Server (SMTP) - [plus.smtp.mail.yahoo.com](https://plus.smtp.mail.yahoo.com) (TLS enabled, port 465, use authentication)

## Google GMail Settings

**NOTE:** GMail has stopped "Less Secure Applications" (like RV Park Software) from sending Email through it. What this means is, as of May 20, 2022, Google Mail will not work with RV Park Software. I recommend you talk to whomever created your website and see if they provide a free Email address ...

## MSN Mail Settings

MSN Outgoing Mail Server - [smtp.email.msn.com](https://smtp.email.msn.com) (use authentication)

## Lycos Mail Settings

Outgoing Mail Server - [smtp.mail.lycos.com](https://smtp.mail.lycos.com) or use your local ISP SMTP mail server

## AOL Mail Settings

AOL Outgoing Mail Server - [smtp.aol.com](https://smtp.aol.com) or use your local ISP SMTP mail server

## Mail.com Mail Settings

Outgoing Mail Server - use your local ISP SMTP mail server

### Netscape Internet Service Mail Settings

Outgoing Mail Server - [smtp.isp.netscape.com](mailto:smtp.isp.netscape.com) (port 25, using a secure SSL connection)

### Tiscali Mail Settings

Outgoing Mail Server - [use your local ISP SMTP mail server](#)

### Freeserve Mail Settings

Outgoing Mail Server - [use your local ISP SMTP mail server](#)

### Supanet Mail Settings

Outgoing Mail Server - [use your local ISP SMTP mail server](#)

### Microsoft Exchange SMTP Settings

Use [smtp.office365.com](mailto:smtp.office365.com) for outgoing SMTP server settings. **POP**. Outgoing **Port Number** 587, TLS enabled, [use authentication](#)

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## Schedule Park Events/Bookings

# RV Park Help





### Schedule Park Events/Bookings

This is an External Program to create as many Calendars as are needed to help manage the various "Facilities" at your Park. Example: You may have a Recreation Center you need to Schedule time for, or a Meeting area, or a Pavillion ... you can create as many "Facilities" as are needed and then Schedule events or bookings for those Facilities. Once you have developed them you can print them out for posting.



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## Multiple Reservation Panel

# RV Park Help

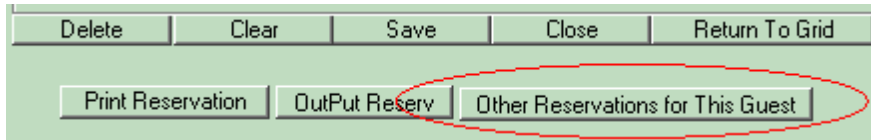




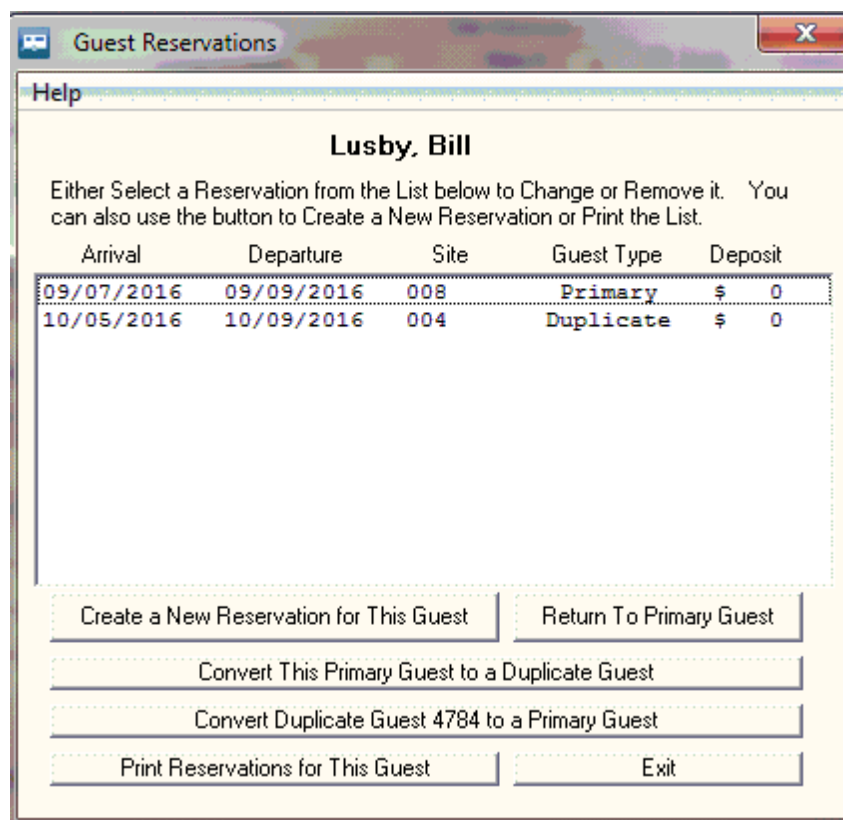
### Multiple Reservation Panel

**Concept:** There are "Primary Guests", which are the Key Guest instance in the Guest Table of the database, and there are "Duplicate Guests", which are temporary Guest instances in the Guest Table. Once a Primary Guest's stay is over, if there are Duplicate Guests for that Primary Guest being Checked Out, the next Reservation is automatically updated into the Primary Guest and that next Duplicate Guest instance is deleted from the Table.

When a Guest is Active in the Guest Panel, you can create a future reservation for that Guest. Just press the **Other Reservations for This Guest** button at the bottom left of the Guest panel.



A new panel for Multiple Reservations will be displayed.



The panel will list All reservations related to the active Guest.

**NOTE:** If you have a **Duplicate Guest** displayed a new button will allow you to change it to a **Primary Guest**.

Clicking on a Reservation in the List will make the Selected Reservation active in the Guest panel for changes or review.

**Create a New Reservation** - Simply press the **Create a New Reservation for this Guest** button, and the current Guest information will be used to create a new reservation. It is **NOT** saved, so you have to enter an **Arrival** and **Departure** date and select a **Site** for the Duplicate Guest before saving them. **NOTE: You can enter a Deposit and/or Rate Adjustments, and when the Primary Guest is Checked Out, that information will transfer back to the Primary Guest automatically.**  
**Return to Primary Guest** - will simply return the Guest panel to display the **Primary Guest**.

**Convert a Primary Guest to a Duplicate Guest**- This is a tool for Customers that had to create Copies of Guests to have a Future Reservation. If you have any of these for future reservations, you may want to convert them to **Duplicate Guests** of the **Primary Guest**, so when they Check Out, their next **Duplicate Guest** can be handled automatically. **NOTE: This will only happen if you press the Check Out button of the Primary Guest. The Check Out button will allow you to import Duplicate Guest information into a Primary Guest when the Primary Guest has already been Checked Out.**

**Print Guest Reservations** - This button will provide a hard copy of the Guest's Reservations.

**Exit** - exits the panel and returns you to the Guest panel.

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## Group Reservations

### RV Park Help



#### Group Reservations

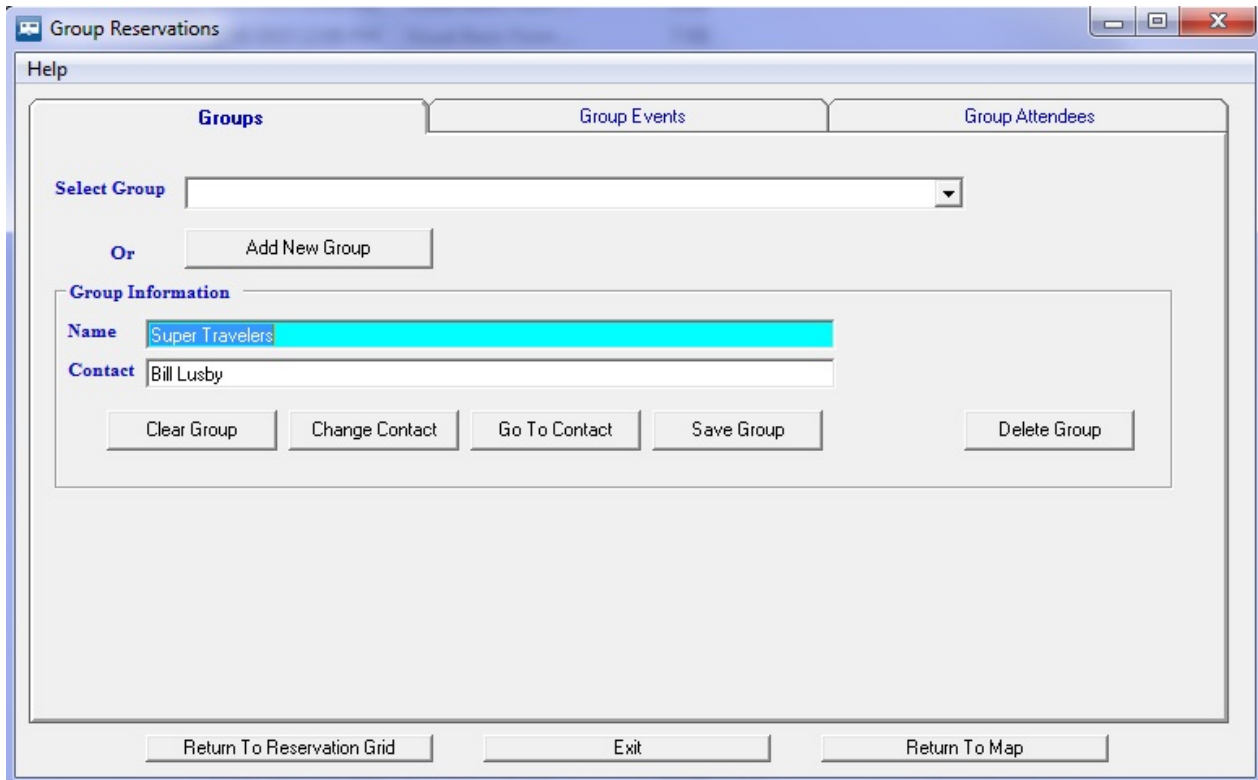
**Concept:** There are times when a Group of Guests will be registering for a Rally for some period of time. The Group Reservation feature lets you work with the Group as a Collection of Guests, simplifying the Reservation and Billing process. Generally, all of the Group Guests will arrive and depart on the same dates, so as you set the Group up, the dates are all the same. The individual Group Member's dates and information can be changed later. This feature simply lets you organize the Group, select the Sites they will be in, and enter their Names. Detail Guest information can be provided in the Guest Panel when they arrive or at a later time. The Group reservation process is done in 3 steps: 1) Create the Group, which consists of a Group Name and a Contact; 2) Create an Event, which is the name of the trip or Rally with arrival and departure dates and types of Sites that will be required; 3) Adjust the Attendees or Guests for the Event with their Names and their assigned Sites.

The Group Contact does need to be in the database, but if they aren't, you can still add them.

#### Process:

1) **Select a Group or Add a New Group** - the first thing you will need to do is create a Group, which is simply the name of the Organization or Group that is sponsoring the Events, Trips, or Rallies. The Group needs a Name and a Contact person. Usually the Contact is one of the Attendees, or at least should be. They will be the one who sets up the Event and whom you will most likely be dealing with throughout the time the Group is at your Park.

You can use the drop down to select an existing Group or simply add a new Group. The Contact can be changed when creating a new Event. The Contact is only relevant if you are putting the Deposit for the Event on **Only** their Attendee instance.



You MUST Save the Group before going to the Event Tab.

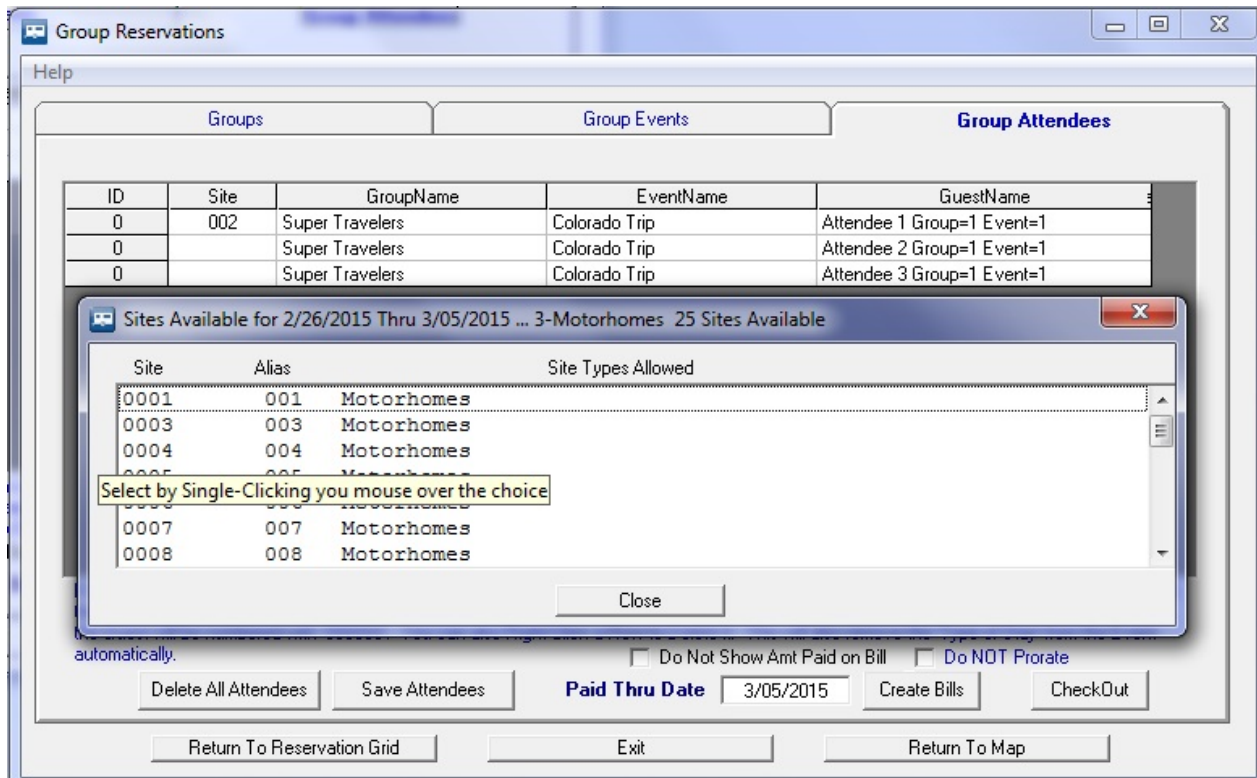
😊 **TIP: 2 - This panel can be "Stretched" to Full Screen or Normal Screen or anywhere in between. Once "Stretched" it will stay that size until either changed or the Program terminated.**

2) **Select an Event or Add a New Event**- once the Group has been saved, you can go to the Event Tab and either select an existing Event or create a new one.



After entering an Event Name, you need to provide the Arrival and Departure dates, a Deposit amount (for either each Guest or just to the Contact Guest). You also need to select the Payment Type (i.e. Daily, Weekly, Monthly, etc.) and how many sites of each type are needed for the Group. Then Save the Event. After it has been Saved, you can go to the Event Attendees Tab.

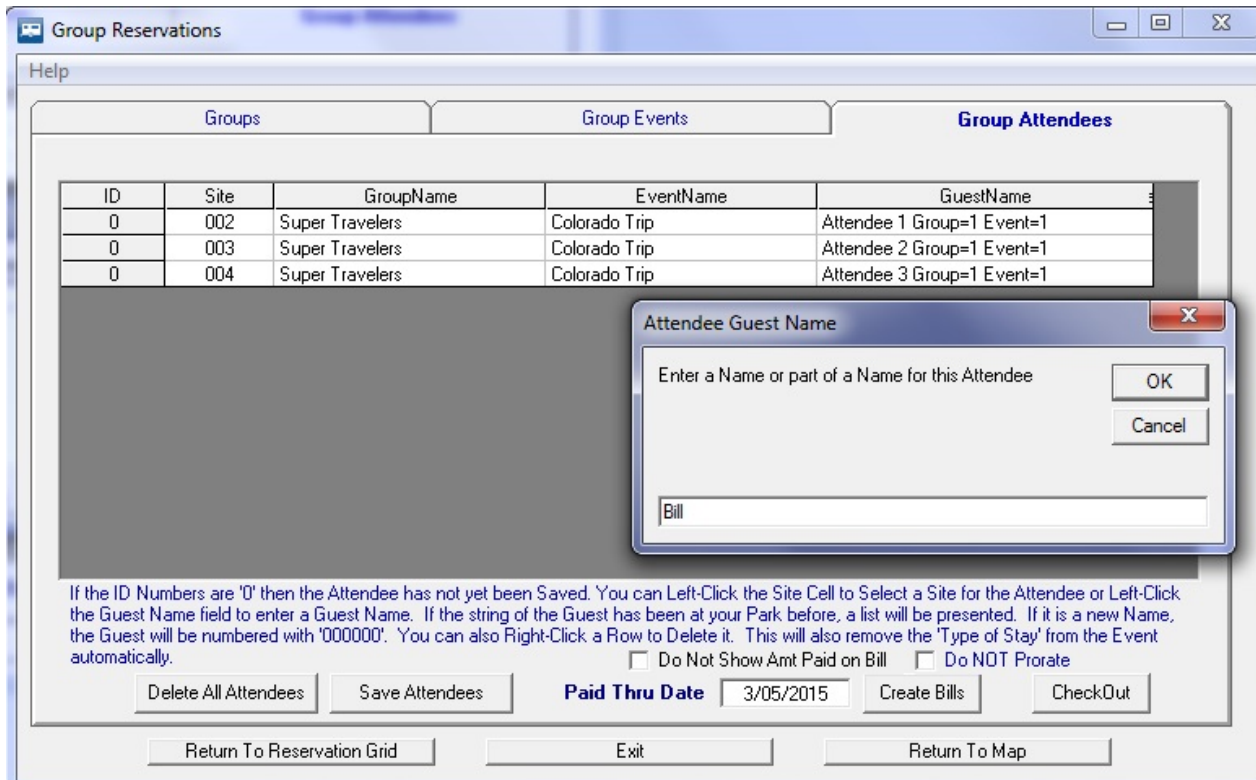
3) **Select Sites and provide Names for the Event Attendees-** this is where you will select the Sites for each Attendee by Left-Clicking the Site Cell that you want to set. A pop-up with valid Sites will be presented and you can pick the one you want.



Knowing your Park, you can select Sites in close proximity of each other for the Rally.

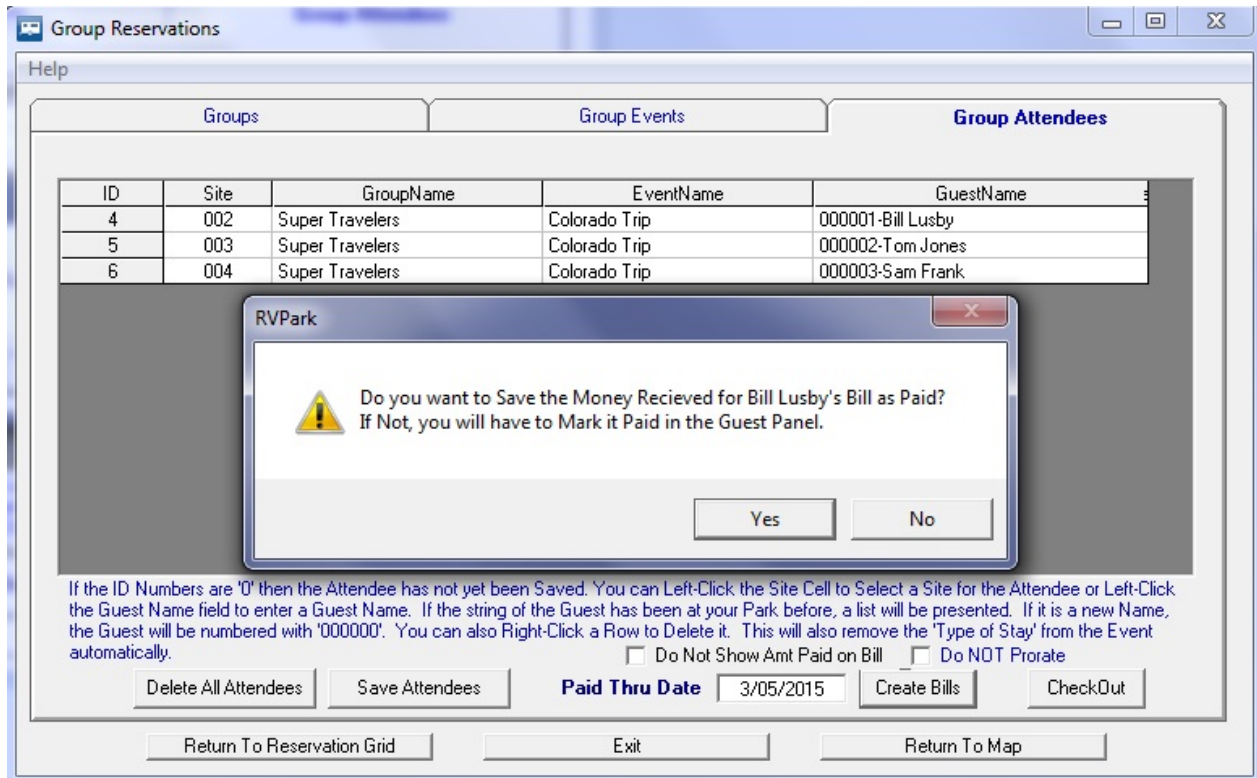
Likewise, by clicking the GuestName Cell, you can enter the Guest's Name. If the Guest exists, you can use them, if they are new, entering their name will create a new Guest.





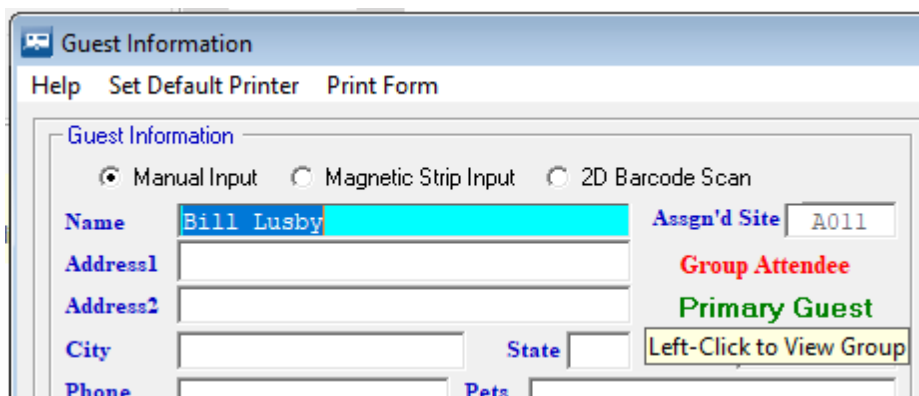
After all Attendees have Sites and Names determined, you can press the Save Attendees button. RV Park may ask you questions about saving the Deposit, similar to the Guest Panel. You can make changes to the Names or Sites as needed. You can also go to the Guest and alter their actual Arrival or Departure Dates if they are coming in early or staying over after the Rally. Just make sure you Save them once before leaving the panel.

4) **Create Bills for the Attendees** - when creating Bills for the Group, you may want to not show the Amount Paid on the printed Bills and/or Not Prorate a Bill that is Weekly or Monthly by checking the appropriate boxes before pressing the Create Bills button. When you press the button, if the departure date and Paid Thru dates are the same, the Deposit may be refunded on the Bill automatically. You will also be asked if you want the Bill to be marked as Paid. This is the best way to process the Group as Paid, otherwise, you have to go to each Guest ...



5) **Check the Attendees Out when the Event is over** - the CheckOut button will check out all of the Attendees at one time, completing the process. **NOTE: It will check All of the Attendees out. If someone is staying over, do Not use this feature.**

The Group Attendees will be shown in a Gray background on the Reservation Grid and Maps. When you view a Group Attendee Guest in the Guest Panel there is a **RED Group Attendee** label on the panel. If you click on it it will take you to the Group listing.



The Group Attendee Tab handles bogus Guest Names, which you can change to Guests that are already in the database, or New Guests, or even create Duplicate Guests when a Guest is already at the Park. The Attendees arrival and departure dates can be different from the Group Event dates and you can process the Bills from the Guest Panel or the Group panels. The Group Reservation tool is intended to help create and manage Rally type gatherings.

## Software Registration Panel

### RV Park Help



#### Software Registration Panel

This panel provides you with the means to register the program which is accessed from the Setup panel and Change Key option.

The **Challenge Code** is provided to E-Business Made Simple and a corresponding Key Code will be provided to register the software.

The **Extend Evaluation Code** field is where one can enter a code to extend the evaluation time to 60 days. If needed, E-Business can provide another extension code that will extend the evaluation to 90 days, but you must contact us for that key.

After the proper Key Code is entered, the Extend Evaluation Code field will no longer be visible.

**Note:** If you attempt to "Guess" the Key Code, the tool will automatically terminate itself and be permanently disabled after 3 attempts. Please do not do this.

**If by some chance a Key Code provided by E-Business does not work after being [Copied & Pasted](#) into the field after **2** tries, contact us immediately.**

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## Reservation Search Panel

### RV Park Help



#### Reservation Search Panel

This panel is activated by pressing the ValidateRes button on the Guest panel. The purpose of the feature is to search for Reservations that may have already been made for a particular Guest. Sometimes a Guest makes a reservation and forgets and makes another reservation. Using this feature one can check to see if other reservations exist before Saving the new reservation. It could also be used to look for other Guests that the reserving Guest would like to be close to ...

Guest Information

Name  Assign'd Site

Address1

Address2

City

Phone

Cell

Drive

Deposit

Email

Member

Vehicle

Vehicle

Plate

Vehicle

Bumper  5th Wheels  Motorhomes

Primary Guest

Reservation Search Panel

Enter up to 5 Guest Name words (separated by Spaces) and a Number of Days for Before the Arrival and After the Departure Dates to Search for possible Reservations that may already exist.

Names

Arrival  Days Before Arrival

Depart  Days After Departure

Delete Clear Save **ValidateRes** Close Return To Grid

A Guest must be in the Guest panel with Arrival and Departure dates before this panel can be activated. Once up, one can change or add other Name words to search for (limited to 5) and a number of days before the Arrival and after the Departure if needed.

When you press the Search button, a list of Guests will be displayed (if there are any).

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## Maintenance Orders

# RV Park Help



### Maintenance Orders -

This panel is activated by pressing the Site Maintenance button on the bottom of the Site Information panel. The purpose of the feature is to create, edit, or output a list of Maintenance Orders.

Site Maintenance X

Help

**Site Alias**    **Assignee**    **WorkOrder**    **Start Date**    **Target Date**    **Complete Date**    **Within Days**  
             12/12/2022     12/12/2022     12/12/2022       

| ID | SiteAlias | Assignee | WorkOrder | StartDate  | TargetDate | Completion | Notes                      | Cost       |
|----|-----------|----------|-----------|------------|------------|------------|----------------------------|------------|
| 2  | 001       | John     | No WO     | 12/8/2022  | 12/21/2022 | 12/22/2022 | Fix sewer                  | \$65.00    |
| 1  | 001       | Tom      | 123456789 | 11/30/2022 | 11/11/2022 | 11/30/2022 | J1234567890123456789012345 | \$120.00   |
| 3  | 002       | Bill     | No WO     | 11/25/2022 | 12/7/2022  | 1/12/2023  | Plant tree                 | \$2,347.00 |
| 5  | 003       | George   | WO00004   | 12/14/2022 | 11/29/2022 |            | Some text                  |            |
| 4  | 003       | George   | WO00002   | 12/1/2022  | 12/8/2022  |            | No Notes                   |            |

**Maintenance**

**Site Alias**    **Assignee**    **WorkOrder**    **Start Date**    **Target Date**    **Complete Date**    **Cost**  
                       

**Notes**

The upper portion of the panel is used to find Maintenance Orders in the system. Any of the field with information affects the Search. If you use a Site Alias the Search will be limited to those Orders that are against that Site Alias; using an Assignee will limit the Search to records with a name "Like" that entered; the same is with entering a portion of a Work Order. The Start, Target, and Completion dates can be changed by double-clicking the field and selecting from a calendar, but will not be included without checking the box. The Within Days field will add and subtract those days from the selected date in the Search. Only 2 dates can be used in a Search at a time. NOTE: The more fields used may restrict the records returned, also, you can enter information (or a part of it, without using the complete or provided selections).

Once the list is provided, you can select one for Editing or Deleting if desired. You can also output the list of records using the Output Data button.

If you need to Add a record, just be sure the lower fields are Clear. Enter as much information as is known and Save the record.

If a record was entered incorrectly or requires changes, you can select it from the list and make the needed changes.

A record can also be Deleted if needed. Just select it from the list and press the Delete button.

A Site Alias is up to 7 characters; Assignee Name can be 70 characters, the Work Order can be 20 characters, the date fields are just that dates, the Cost field is a currency field, and the Notes field has up to 255 characters.

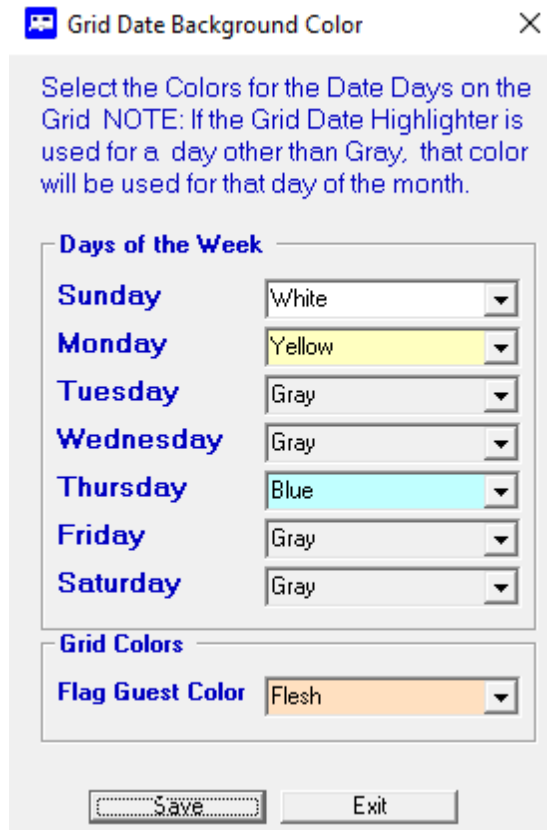
There is also access to the Maint database table from the [Data Export panel](#), where you can formulate your own queries and build custom reports.

## Grid Date Color Selections

RV Park Help

## Grid Date Background Color -

From the Park Information panel, you can also change the colors of the Date Backgrounds and the Guest Flag color. Access to this is at the bottom right of the Park Information panel. The Set Grid Date Color button that will load a panel that will let you set the colors of the Date row on the Reservation Grid panel as well as changing the Guest Flag Color.. See below:



Just select the background colors for any day and Save them and the Reservation Grid panel will have those colors. You can also change the Guest Flag color for both the Reservation Grid and Reservation Map interfaces.

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## Tips And Tricks

# RV Park Help



### Tips & Tricks

This area is for the little known features of RV Park that may help your using experience. Features like:

- [Backing Up RV Park & It's Data](#)
- [Preview Confirmation Emails](#)
- [Automatically send yourself a Copy of the Confirmation Email](#)
- [Quickly Enter the Paid-Thru Date in the Guest Panel](#)
- [Override the Site Rate in the Guest Panel](#)

[Change the RV Park background Image to your own](#)  
[Make a Backup of ALL RV Park Key Files/Data](#)  
[A Simple On-Line Reservations for Your Site with Auto Guest Data Input Point of Sale Using a Hand Scanner](#)  
[Checking Out Multiple Guests](#)  
[Entering an Ampersand \(&\) in your Park Name](#)  
[Send Your DB Via Email](#)

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## Backing Up RV Park & It's Data Files

### RV Park Help



#### Backing Up RV Park & It's Data Files -

This is most likely **MOST IMPORTANT** advise we can offer you: **Backup your RV Park data DAILY!!!**

RV Park has a built in tool to [Compress the Database](#) and create a BackUp copy of your database everyday and can be setup in the Campground Information panel in the left bottom of the panel. There is also a Database BackUp Path setting (just above the Compress/Backup settings) that will allow you to determine where this will be saved.

Over the years we have had numerous Customers that have called after their computer's Hard Drive has CRASHED pleading for a copy of their database. They never setup the Auto-Backup to a safe/secondary location and have now lost everything.

Please invest in a USB External Hard Drive, or a large Thumb Drive that can be used to BackUp your Database. A 500 GB USB External HD can be bought for around \$50 and will save you from hundreds of hours of trying to recover from a devastating computer crash. If you go for a Flash Drive, get at least a 64GB ... about \$30 (**I bought a PNY 64GB Elite microSDXC UHS-I/U1 Class 10 Memory Card with OTG Reader 85MB/s SP for less than \$22 on EBay about the size of your thumb**). The DB will grow over time, and there will be 7 BackUps (Monday thru Sunday) written to the drive.

RV Park Software has several tools to protect your Data:

- 1) The auto Compress & Backup feature in the Campground Information SetUp area
- 2) Manual Compress and BackUp feature in the SetUp panel
- 3) [Send Your DB to E-Bus](#) - creates a Zip file of ALL of your Key Files in your RVPark Directory and sends a copy to our on-line server (recommended you do this once a month)
- 4) You can Email your DB every time you close RV Park Software to whomever in the Campground Information panel in the upper right area by checking the box.

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## Preview Confirmation Emails

### RV Park Help



#### Preview Confirmation Emails

You can make changes or add information to your Reservation Confirmation Email before sending. This is configured in the "Email Sending (SMTP) Setup" option of the Setup panel.

The screenshot shows the 'Email Setup' dialog box with the following configuration:

- MailServer:** smtp.gmail.com
- UserName:** MyPark@gmail.com
- UserPassword:** \*\*\*\*\*
- SMTP Port:** 465
- Check to Preview/Edit Conf Emails** (circled in red)
- Check to BCC Billing/Confirmations**
- SMTP Requires Authentication**
- Server Encryption:**
  - No Server Encryption
  - Server Requires Encryption (SSL)
  - Transport Layer Security (TLS)

Buttons: Save, Exit

Just check the box, shown above, and Save the change and you will be set. Then when you send a Confirmation Email, a pop-up will let you make changes or review the Email text before sending it.

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## Send a Copy of the Confirmation Email to Yourself

### RV Park Help



## Send a Copy of your Reservation Confirmation and Billing Emails to your Park's Email

You can set RV Park to send Blind Carbon Copy (BCC) Emails of your Reservation Confirmation and Billing statements before sending them to your Guest. This is configured in the "Email Sending (SMTP) Setup" option of the Setup panel.

The screenshot shows the 'Email Setup' dialog box with the following configuration:

- MailServer:** mail.e-businessmadesimple.com
- UserName:** Support@e-businessmadesimple.com
- UserPassword:** \*\*\*\*\*
- SMTP Port:** 25
- Check to Preview/Edit Conf Emails**
- Check to BCC Billing/Confirmations** (circled in red)
- SMTP Requires Authentication**
- Server Encryption:**
  - No Server Encryption
  - Server Requires Encryption (SSL)
  - Transport Layer Security (TLS)

Buttons: Save, Exit

Just check the box, shown above, and Save the change and you will be set.

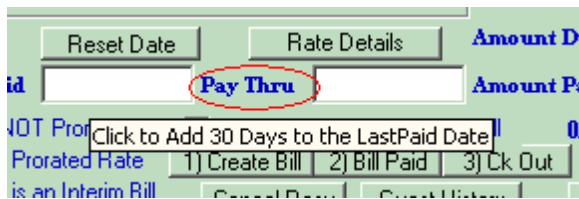


## Enter the Paid-Thru Date in the Guest Panel

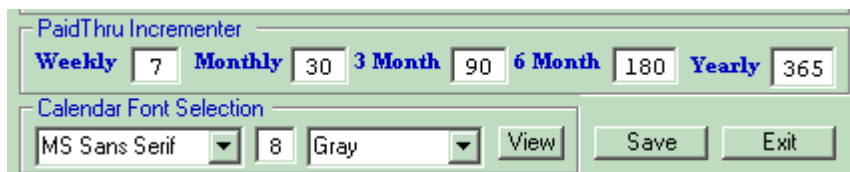


### Quickly Enter the Paid-Thru Date in the Guest Panel

You can enter the Enter the Paid-Thru Date in the Guest Panel, by clicking the words **Pay Thru** on the Guest panel. This will automatically add 30 days to the Last Paid date or the Arrival Date if the Last Paid date is blank. Just a quick way to get a date in the Paid Thru field. After there is a Date, pressing the **Pay Thru** test will add one day. The only time it doesn't help is in February.



You can set the number of days for Weekly, Monthly, etc. in the Park Information panel area for this shown below:



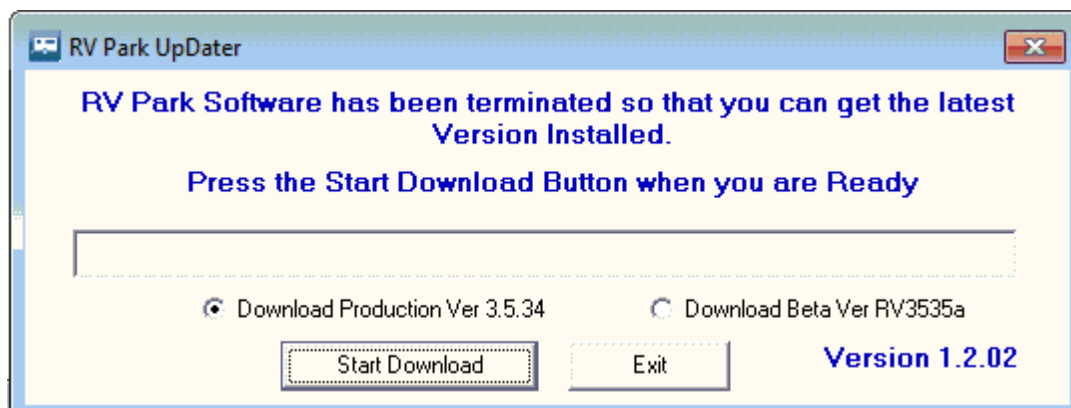
Entering the number of Days you want to use for the Paid Thru type can make your Billing process easier.

## Download Current RV Park Software



### Download Current RV Park Software

This SetUp option will launch the Update application (shown below):



If there is a Beta Release available, the right option will provide the option for downloading it, as opposed to the current Production Version.

**NOTE:** When you launch this tool from RV Park Software, the RV Park Software will terminate operations. This is because the Update application cannot "Update" RV Park Software if it is running.

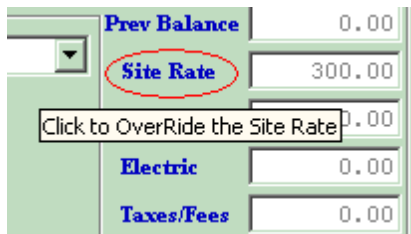
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## Override the Site Rate in the Guest Panel

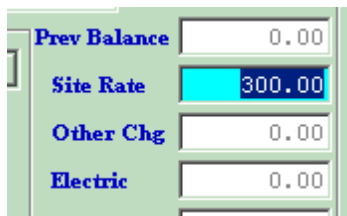


### Override the Site Rate in the Guest Panel

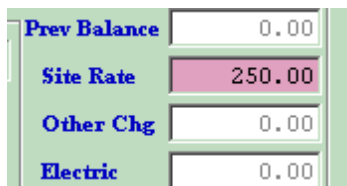
Sometimes RV Park may not calculate the Site Rate to what you want. You can OverRide this Rate by selecting the Site Rate text on the Guest panel as shown below:



When you click on it you will be asked for the OverRide password (Which can be different from the Database Password. Once entered, you will be able to alter the Rate to whatever you want:



After entering you desired amount, the field will remain "Flagged" until the Bill is Paid.



Once the Rate is overridden, you can change it without a password until the Bill is Paid.

To set the OverRide password, please see [Data Access](#)

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## Change the RV Park background Image to your own



## Change the RV Park background Image to your own

**Main Panel Image** - there is an image on the main panel that can be replaced with an Image of your choosing. The image file is in your RV Park main directory and named RVPicture.jpg The Image is a 640 X 480 JPEG Image. Simply create your own Image with the same dimensions and use the same name (RVPicture.jpg), replacing the current image in the RV Park directory and your image will be displayed on the Main Panel.

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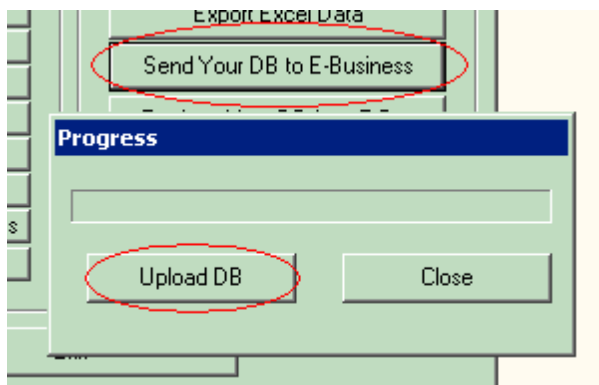
## Make a Backup of ALL RV Park Key Files/Data

### RV Park Help



### Make a Backup of ALL RV Park Key Files/Data

In the SetUp Panel, you can press the Send Your DB to E-Bus button and RV Park Software will create a Zip File of all of your Key Files and Data in your RVPark Directory using your Challenge Code as the name of your Zip File. You can Abort the Upload once it is started if you do Not want to save your data on the E-Bus Server. Sending your data to E-Bus is like making a backup in the Cloud, except no one will see it unless you request we review it.



If requested, we can fix issues in your DB and replace it so you can retrieve it.

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## A Simple On-Line Reservations for Your Site with Auto Guest Data Input

### RV Park Help



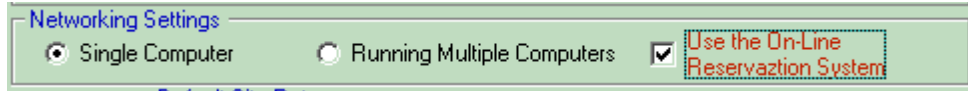
### A Simple On-Line Reservations for Your Site with Auto Guest Data Input

If you have a website for your business and would like to give Guests the option of filling out their information there, you can. You need to have a website, then, all you need to do is add 3 very simple HTML pages and you can be taking reservations On-Line. I say simple because, I have created a Form that you can easily add in your Reservations page and it will do virtually all of the hard work for you. The Form you place in your Reservations page will capture all of the information the Guest enters and Hold it for you, while sending them and you an Email with their information entered. When you get the Email you just press a button on the Guest panel and all

of their information is retrieved into the Guest Panel. you assign a site and you can then Email them a confirmation Email, then Delete the On-Line instance of the reservation and ... done. Unless you want a Deposit before sending the confirmation, and you need to contact them for their Credit Card, process it, and then send the confirmation.

Steps to Using the On-Line Reservation:

- 1) **Setup RV Software to Retrieve the Reservation** - In the Setup panel select the 1) Campground Information option (It's the only thing in Red).



Then Save the change.

- 2) **Setup E-Bus to Receive the Reservation** - Next, you need to go [HERE](#) on my site and register your use of the On-Line feature using your Challenge Code. You can get your challenge code from the Change Key option on the Setup panel:

Enter your Park Name; your Email; and then the Table Boarder Thickness; Boarder Color; Background Color; and Text Color. You will need to provide your Checkout time; the page URL (path) for when they Cancel or are Successful in submitting the form. You can also provide a message at the bottom of the screen.

- 3) **Create and Upload your 3 Pages for the reservation process** to your website. You can read an overview and download examples [HERE](#) and just change the Challenge code and point to your header, etc. before uploading them to your site. Make sure the pages are named correctly to correspond with your names in step 2.

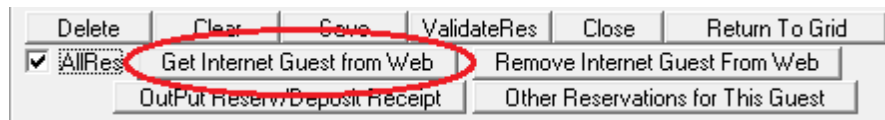
- 4) **Check it Out on Your Site** - Now, go to your site and check out the Reservation page you have created. First, press Cancel and see your Cancel Page. Next, fill out the form and press Submit. If successful, you should see your Submit page and get an Email shortly.

- 5) Now copy this URL and paste it into your Internet Browser:

<http://rvparksoftware.us/ResTest.asp?cocode=YourChallengeCode>

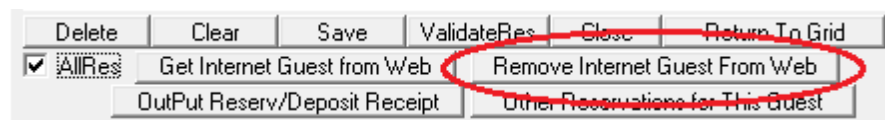
Then edit (or Copy & Paste) **YourChallengeCode** where it says (no spaces) and try it out. You should see your reservation info,

- 6) If everything is there, you should be able to go to your Guest panel in RV Park and retrieve the information into your blank Guest panel. Use the Assign site button to pick a site for those dates and you can then Save the reservation.



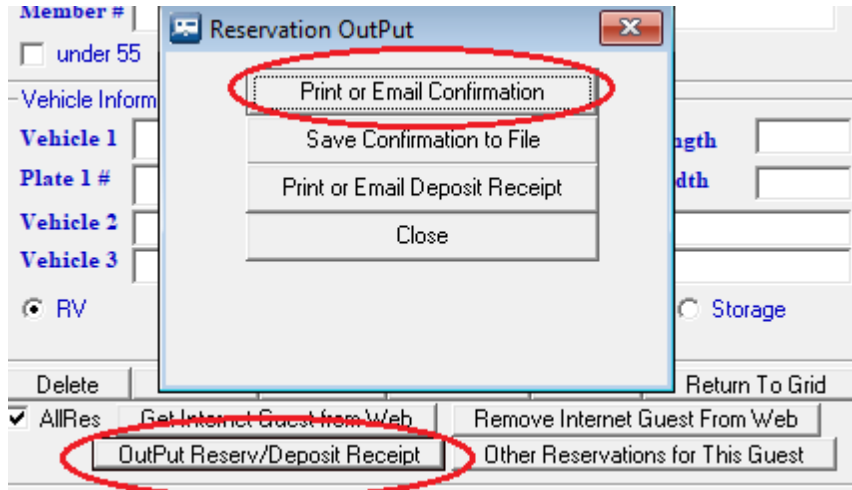
**NOTE:** If you use the **AllRes** checkbox, you can retrieve **ALL** of your on-line reservations at the same time. Then you can select the reservation you wish to process first.

- 7) You really need to Remove the Reservation from the E-Bus website with the other new button. If you don't, you will never be able to get to the next one someone submits on-line!



- 8) Lastly, if you have setup your Email SMTP stuff right, you can Email a Confirmation with this

option:



Enjoy, or get Help ...

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## Point of Sale Using a Hand Scanner

### RV Park Help



#### Point of Sale Using a Hand Scanner

If you use the Point of Sale feature of the RV Park Software, you can use a hand held scanner to quickly enter the items. I have found the scanners on-line for under \$50.

All you need to do is put all of your Items you sell in the Other Items area ... you can use the Scanner to register the UPC code as you go.

Just get a USB hand held scanner like the Opticon OPT-6125 or C37. See [Point of Sale](#) for additional Information.

Entering "Other Charges" can use a Bar Code Scanner. When creating the Other Charge, just position the cursor on the UPC line and trigger the Bar Code scanner on the item's UPC code. It will be entered into the Other Charge form, and just press Save.

**Other Charges**

Help

Existing Items

Item Information

Name   Taxable

Sales Tax

Amount  Quantity OnHand  Reorder Point

Item Cost  Reorder Quantity  Qty Received

UPC Code

QuickBooks Fields

Type

Account

Then the Bar Code scanner can be used to enter the item into the Point Of Sale panel.

**Record Non-Site Moneys**

Entries not assigned to a Guest are automatically Billed to Site 9999 and Guest 0. Just select the type of charge from the dropdown list, use the Barcode field, or press the Add/Change button to add a new Charge or Change an existing one. Up to 15 Lines of charges can be entered at a time.

Site  Guest

BarCode Input

Item

| Qua                            | Description  | Amount                            |
|--------------------------------|--------------|-----------------------------------|
| <input type="text" value="1"/> | Toilet Paper | <input type="text" value="1.50"/> |

Transaction Date  SubTotal

Form of Payment  
 Cash  Check  Credit Card  Other Tax

Total

Amt Paid

Turn OFF BarCode Mode

There is a checkbox to turn off the Bar Code scanner feature.  
 For things you want to sell that do not have a UPC code for them, you can make your own by downloading a True Type Bar Code font from our site:  
<https://rvparksoftware.us/IDAutomationCode39.zip>

## Checking Out Multiple Guests



### Checking Out Multiple Guests

You can use the Arrival/Departure Grid Panel to Check Out Multiple Guests on their Departure Date. The Arrival/Departure Grid Panel can be used to easily go to the Guest Panel by selecting a Guest from the List. So, you just use the radio button on the panel to list the Departures for Today (shown below):

Listed are ALL Departures for the Date provided below. Select any Column Heading to Sort Order (one click for Ascending, second for Descending)  
Select any Guest to go the Guest Information

| Departure | Arrival   | Name           | Email                          | Site | TypeOfStay | Deposit | Rent    | Phone        |
|-----------|-----------|----------------|--------------------------------|------|------------|---------|---------|--------------|
| 7/13/2014 | 6/12/2014 | Brewer, Stacey | stacey@advancehomespecialty.co | 0045 | Daily      | \$0.00  | \$48.00 | 478 447-7631 |
| 7/13/2014 | 7/10/2014 | Robinson, Pam  | pamordave@hotmail.com          | 0040 | Daily      | \$50.00 | \$48.00 | 850 442-4217 |
| 7/13/2014 | 7/11/2014 | Kincaid,       | bekincaid1425@yahoo.com        | 0043 | Daily      | \$0.00  | \$48.00 | Unknown      |
| 7/13/2014 | 7/11/2014 | Kincaid,       | bekincaid1425@yahoo.com        | 0042 | Daily      | \$0.00  | \$48.00 | Unknown      |
| 7/13/2014 | 7/11/2014 | Combs, Bessie  | bcombs6971@yahoo.com           | 0037 | Daily      | \$0.00  | \$48.00 | 850 643-8872 |

Select Reservation Or Departure Listings  
 Reservations  Departures  Show Guest Notes on Output **Guest Notes Will Not be on Printout**

Deposit = Rent Deposit < Rent No Deposit Close Max Height Print 07/13/2014 Settings

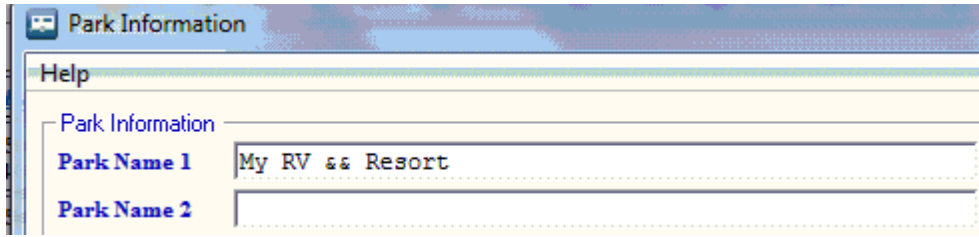
Select the Name of the Guest to Check Out, and you will be taken to the Guest Panel for that Guest. Use the **3) CheckOut** button to Check the Guest out. A check will be done to see the **Last Date Paid** has a Date (a payment was received) and that Date is current with Today. If everything looks good, you can enter a Note for the Guest's History and the Guest will be checked out. You can then Close the Guest Panel and you will be returned to the Arrival/Departure Grid Panel to select the next Guest to Check Out.

## Entering an Ampersand (&) in your Park Name



### Entering an Ampersand (&) in your Park Name

Some Parks like to have an Ampersand (&) in their Park Name. In RV Park that can be done, you just need to enter 2 of them together for it to be displayed properly. So, if you entered your Park Name like "My RV & Resort" and found it to display as "My RV \_Resort" ... that is because a single ampersand is displayed as "\_" ... to get the display you want, simply enter 2 ampersands together and your text will be as you want it: "My RV && Resort" will be displayed as "My RV & Resort".



will be displayed as ...



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## Send Your DB Via Email



### Send Your DB Via Email

RV Park Software has a feature that will let you send your Park.MDB database via an Email each time you close the Program. This will add a few moments to your Exiting the software, but may provide another Backup, or just send it to a corporate location where the Lite version of RV Park software can be used to review reservations or run various reports (just not change any of the Data).

This is setup in the Campground Information, Mailing Information area. What is needed is the SMTP Settings be properly setup, at least one Email address in the Email field, and the Auto Send Backup DB checkbox checked as shown below.

|                     |  |
|---------------------|--|
| Mailing Information |  |
| Company Name 1      | Lusby's RV Park  |
| Company Name 2      |  |
| Mailing Address 1   | PO Box 70  |
| Mailing Address 2   |  |
| Mailing City        | Howard   |
| State               | CO   |
| Zip                 | 81233  |
| Phone               |  |
| FAX                 |  |
| Email               | support@e-businessm  |
| Website             |  |
|                     | <input checked="" type="checkbox"/> <b>Auto Send Backup DB</b> |

Then each time you exit RV Park Software it will send your database.

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## Revisions

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### RV Park Help



#### Revisions

Version 3.5.52 (11-28-2022)

Enhancements:

- 1) Added the feature to create, edit, delete, and create reports for Maintenance Orders. Thanks, Willow
- 2) Added the feature to change the Guest Flag color for the Reservation Grid. Thanks, Tom

Version 3.5.51b (08-27-2022)

Bugs:

- 1) Removed several debugging messages I forgot ... Thanks, Vic

Version 3.5.51a (07-25-2022)

Enhancements:

- 1) Added the requirement of the Database Password to be able to Delete a Guest in the Guest Panel. Thanks, Tom

Version 3.5.51 (06-30-2022)

Enhancements:

- 1) Added the ability to add an UpChg to Deposit transactions. The Guest MUST be set to using a Credit Card and the UpChg is "turned on". A receipt can be generated for the Guest and either printed or Emailed.
- 2) Added a Phone & Cell number search to the Guest Panel. Thanks, Van

Version 3.5.50 (11-28-2021)

Bugs:

- 1) Fixed an error in the Occupancy Report to the Printer and Text output created when a Guest name was greater than 44 characters. The Report now trims the Guest Name to 44 characters. Thanks, Tom

Version 3.5.49 (05-22-2021)

Enhancements:

- 1) Added some code to the Arrival/Departure Reservation Grid Settings panel to help avoid entering Non-Table values causing the program to crash.
- 2) Added Date row Color options to the Grid panel. You can have each day of the week a

different color if you wish. Settings are available from the Park Information panel.

3) Added a "To" date to the Arrival Reservation Grid Panel. This was already there for Departures, and now you can use a From/To date span to determine the Guest Arrivals.

#### Bugs:

1) Fixed an issue when using the Reservation Grid panel and the Type of Stay not being properly conveyed. Thanks, Al

Version 3.5.48 (10-10-2020)

#### Enhancements:

1) Added support for the newer versions of Excel to save with an xlsx extension.

2) Added direct access to ALL web based Reservations to select or delete them from the On-Line reservation database from the Guest panel.

3) Added a value to make it possible to enlarge the Reservation Grid Cells for a larger view.

4) Added auto selection for Site Type on new Reservation, provided there is only one Site Type selected for a Site. If more than one are selected, the first one is selected automatically.

5) Added checkboxes to password panels to show the passwords being entered.

6) Added a click to add 7 or 30 days to the Departure Date text. If the Guest is a Monthly Pay and the Departure Date is less than 25 days from the current date, it will add 30 days ... after which it will add one day.

7) Added a Site checkbox for Cleaning a Site (like a Cabin or Motel Room) upon Guest Checkout. Two new reports were also created to support this option. One to find Sites that need Cleaning and another to see when Checked Sites were last cleaned.

8) Added the ability to scan the Magnetic Stripe or 2D Barcode (PDF417) of a Driver's License to quickly input the Guest information.

9) After 15 years of a No Maintenance Fees approach, we have had to require a yearly Maintenance Fee. The yearly fee will be \$100 and include any software updates, additional 5 hours of support (if there are software issues being addressed, these hours are not counted), and if needed, you will be able to get a Replacement License for a new computer (once a year). Not remitting your yearly Maintenance Fee will result in the Software failing to run. The due Date is 90 days from the install of this version for purchases which are from more than a year ago ... for purchases of less than a year ago, your Maintenance due date will be a year from your purchase anniversary date. **This is NOT currently turned on.**

This was something we have been avoiding, but we can't continue to support this for nothing. Thanks for your understanding. Please contact us with any issues.

#### Bug Fixes:

1) Added enhanced error reporting.

2) Fixed several minor errors.

Version 3.5.47 **Beta b** (02-05-2020)

Enhancements:

1) Added a capability to the Arrival/Departure Reservation tool settings Panel to change the fields to Guest database tables. Thanks, Al

Bug Fixes:

1) Fixed an issue that was adding records to the Headers table each time the program was started.

Version 3.5.47 **Beta a** (01-28-2020)

Enhancements:

1) Added the AliasNumber field to the Billing and Other Billing tables.

2) Added a button to the Edit Billing Database to AutoUpdate the AliasNumber and QuickBook Type and Account fields across the above tables.

3) Added an Owner Sites Rental Report to help with tracking this type of activity. These first 3 enhancements were done to help support parks with Owner Lots. - Thanks, Jim

Version 3.5.46b (12-31-2019)

This version provides a fix for the Days Occupied report. Somehow one character was deleted from a query ... Gremlins!

Version 3.5.46a (12-28-2019)

This change fixes a few errors in the retrieval and deletion of On-Line Reservations.

Version 3.5.46 (11-16-2019)

This version was needed because RV Park Software moved to a new set of Internet Servers. Certain features of Older versions of RV Park Software will not work properly.

Version 3.5.45 **Beta a** (05-16-2019)

Enhancements:

1) Added the display of Guest Notes to the Reservation Grid and Map panels, with the Show Guest Notes checkbox checked. Thanks - Steve

Version 3.5.44 (03-27-2019)

Rolled all the Beta 3.5.43 versions into the production release.

Version 3.5.43g (03-21-2019)

Enhancements:

1) Added a Print option to the Electric Meter panel. Thanks, Becky

Version 3.5.43f (02-20-2019)

Bugs:

1) Fixed an issue with Archiving Billing records. The PayType field needed to be extended from 15 to 35 characters.

Version 3.5.43e (02-15-2019)

Bugs:

1) Fixed an issue with Flagging a Guest on the Reservation Grid ... again.

Version 3.5.43d (01-13-2019)

Bugs:

1) Fixed an issue on the Guest Panel Rate estimate in Red in the upper right corner to better reflect the Summer or Winter Rate. Thanks - Jim

2) Fixed an issue when entering a Password to unlock the Setup Panel and pressing the "Validate" button - the application locks up. If just pressing enter, it worked fine. This is fixed. - Thanks, Ken

Version 3.5.43c (12-21-2018)

Bugs:

1) Fixed an issue with Flagging a Guest on the Reservation Grid.

Version 3.5.43b (12-18-2018)

Enhancements:

1) Added a new security feature to the Setup Panel to restrict access.

Version 3.5.43a (12-13-2018)

Bugs:

1) Fixed the Email Password pop-up when sending a Deposit or Confirmation Email. Thanks Jim & Barb

2) Added a Site Alias field to the Edit Database panel so when Re-Printing a receipt it can have the Site Alias displayed. Thanks Jim & Barb

Version 3.5.42 (11-10-2018)

Rolled the Beta Version into Production

Version 3.5.41f (11-09-2018)

Bugs:

1) Fixed an issue in the Occupancy Report for UnOccupied Sites that have a future occupancy. The report was showing the Departure Date one day sooner than it was. Thanks - Alicia

Version 3.5.41e (10-03-2018)

Enhancements:

1) Added a new Report, **Days Occupied**, to look at the GuestHistory and Guest tables to determine how many days all Guests were in the Park between an entered From and To date. Thanks - Fred

2) Added the Payment Type to an Email Paid Bill. Thanks - Alicia

Version 3.5.41d (09-08-2018)

Bugs:

1) Changed the "**Print This Billing Record**" in the **Edit Billing Database** panel to be more consistent on the type of reprinted Bill being generated. Any Deposit or Point Of Sale type receipt will be the Text (simple) output and a Guest Bill will be in the form of the Guest Bill type receipt. Thanks, Brian

Version 3.5.41c (08-01-2018)

Bugs:

- 1) Extended the Campground Information Phone and FAX fields to 16 characters.
- 2) Fixed a problem with the Deposit Print hanging up when no deposit was present.
- 3) Fixed the Deposit Print/Email to include the Name; Amount; and Payment Type information. - Thanks, Brian

Version 3.5.41b (07-21-2018)

Enhancements:

1) Added a third Vehicle line to the Guest panel.- Thanks, Alicia

Version 3.5.41a (05-06-2018)

Enhancements:

1) Added the ability to create Interim Billing statements in the Multiple Billing panel. This makes it possible to provide Guests with an Electric Bill without having the Rent on the Bill. Some parks charge the rent on the 1st and the Electric on the 15th.

Version 3.5.40 (05-02-2018)

Rolled the Beta Version into Production

Version 3.5.39d (04-28-2018)

Enhancements:

- 1) Enhanced the Meter Reading output to be darker and better formatted.
- 2) Added a check for the Guest Email field to assure only an Email address was entered.

Bugs:

1) Fixed an issue with the Emailing a Bill function. Thanks - Alicia

Version 3.5.39c (02-22-2018)

Enhancements:

1) Added a line to the Paper copies of the Bill and the Reprint Bill to clarify a Rate Adjustment and/or Discount. Thanks, Alicia

Version 3.5.39b (02-20-2018)

Enhancements:

1) Added a line to the Email Bill to clarify a Rate Adjustment and/or Discount. Thanks, Alicia

Bugs:

1) Fixed the "Other Charges" amount is a quantity was used. It was just reflecting the amount of a quantity of 1. Thanks, Alicia

Version 3.5.39a (01-14-2018)

Enhancements:

1) Added a Color feature to the Occupancy Report to reflect the colors for Occupied Sites that are Flagged Guest/Hold Reservations/Out of Service Sites/Group Reservations colored, as on the Reservation Grid panel. - Thanks, Phil

2) Added two Customer defined Checkboxes to the Guest Panel for whatever purpose you may have. One can define what they are in the Campground Information panel and then either Check them or not. Checking them will turn them RED and BOLD. One can use the Export Excel Data to create a Report with the Guests that were checked.

3) The Export Excel Data tool has been enhanced to allow Queries like:

Field **IS NOT** NULL

Field = true

One can enter your own query like:

Field **IS** NULL (By entering IS in the middle field)

Version 3.5.38 (12-29-2017)

Production turnover. Changes from Beta 3.5.37c are only to remove the type of payment from the Bill when the [Do Not Show Amount Paid box is checked](#).

Version 3.5.37c (11-12-2017)

Bugs:

1) Fixed an issue with resetting system when User renders it Illegal to use. Generally, when the User enters a Key Code incorrectly 3 times.

2) Fixed the Email the Guest Bill to show **Total Due** if the [Do Not Show Amount Paid box is checked](#) and **Amount Paid** if the box [is Not checked](#).

3) Fixed the Print/Email Confirmation & Deposit receipt option in the Guest panel. It was only available if the Preview/Edit Confirmation Emails option was checked in the SMTP setup panel. Now you can just print or Email them without reviewing them.

Version 3.5.37a (10-13-2017)

Enhancements:

1) Added a feature to the Guest panel, Advertising (How Did You Find Out About Us) capability. If you "Clear" the Advertising field and Save the Guest, the Guest's Advertising selection is removed, so that, No Advertising is saved.

Bugs:

1) Fixed a problem with the Advertising (How Did You Find Out About Us) feature. The program would allow entering a Blank or Space character as the first character for the item causing issues. Added a check to eliminate that issue and a routine to clean up previous entries. Thanks, Trent

Version 3.5.36 (09-08-2017)

Bugs

1) Fixed an issue in Check Out Guest that forced one to Check Out the Guest twice if the Departure Date was in the future or the Guest was paid out further than the checkout date.

2) Added a check to the Email List Report to catch errors.

Version 3.5.35b (07-01-2017)

Enhancements:

1) Added Remove All Sites to Site Definition panel. This requires assistance from E-Business Made Simple. There can be issues if there are guests in the sites. The option is for initial SetUp ONLY.

Version 3.5.35a (06-09-2017)

Bugs:

1) Fixed a crash issue in the Park Information panel when attempting to change the Thanks field in the Billing area.

2) Fixed the Update program to work with the new Server when a New Version is released to allow Downloading of the Updated RV Park. If a Beta release is available, one can also retrieve it now.

Enhancements:

1) Added a Download RV Park Software tool to the SetUp panel for Current and (if available) Beta Versions of the software.

Version 3.5.34 (05-28-2017)

There are no changes from 3.5.33d except the UpDate Software being changed to support the move of RV Park to a new set of servers.

Version 3.5.33d (05-23-2017)

1) Changed the Server for Send Your DB to us and retrieve your DB, due to RV Park Software moving to a new ISP. Older versions of the software will no longer work for this

feature.

Version 3.5.33c (05-17-2017)

- 1) Fixed a bug in the Send Reservation tool to properly set a variable. This was seen when trying to Output a Reservation ... nothing happened.
- 2) Fixed an issue when reprinting a receipt from the Edit Billing Database panel not displaying a negative Other Charge when it was saved in the Positive field.

Version 3.5.33b (04-20-2017)

Bugs:

- 1) Fixed the Billing option for Extra Days. When Weekly or Monthly payment types are selected (7 and 30 day Billing cycle) and more than the cycle days are being paid for and the Bill Extra Days is checked, the Bill will use the extra days times the Daily Rate.

Version 3.5.33a (04-12-2017)

Enhancements:

- 1) Added a Deposit Receipt and improved the Reservation Confirmation output tool.
- 2) Added an Outstanding Balance note in the Billing margin.

Version 3.5.32 (04-04-2017)

No real changes, just a clean Production Release.

Version 3.5.31d (03-28-2017)

Enhancements:

- 1) Fixed a Group Reservation issue for checking availability and removed a warning message from the Multiple Billing option.

Version 3.5.31c (02-09-2017)

Enhancements:

- 1) Changed the Bill output to **NOT** show the Type of Payment if the Guest Panel's "**Do Not Show Amt Paid on Bill**" checkbox is checked. - Thanks, Bobby
- 2) Added the projected Rate to the Guest panel in **RED** based on the Site Rate for the Stay Type (Daily, Weekly, Monthly) selected. This will assist in quoting what will be charged to the Guest prior to the Billing cycle. - Thanks, Rhonda

Version 3.5.31b (02-01-2017)

Enhancements:

- 1) Added a new Check for Guests that may need to be checked out during the initial start up process. It is critical to properly Check Out Guests when they leave the park. If this is not done, the database will NOT work properly. The check will automatically check for Guests that should have been checked out 30+ days ago based on their Departure Date. This enhancement also adds a new Report ([Guest CkOut List](#)) to get a Print Out of those



Guests for individual review, or if the Screen option is used, you will be able to Check Out all Guests on the List that do NOT have a Deposit, Outstanding Balance, or are a Member of a Group Reservation. These Guests MUST be checked out individually. - Thanks Terry

Bugs:

1) Changed the Electric Meter Reading output to have 40 Sites per page and all pages be the same text size (page 1 was larger)

Version 3.5.31a (12-19-2016)

Bugs:

1) Fixed an error when Winter Rates were set to Null. Winter Rates are now saves as "0".

Version 3.5.31 (12-13-2016)

Enhancements:

1) Changed the Other Charge Guest panel quantities to accommodate decimal values like 6.42 gallons of propane, or for whatever you need to charge. When you need to have odd values, you can set the Other Charge amount to "1.00" and then use a decimal quantity to achieve a desired value. Example: If you want to charge \$14.97, use a Other Charge with the amount of "1.00" and a quantity of "14.97".

2) Changed the Point Of Sale quantity to work with decimals also.

Bugs:

1) Fixed Interim Billing issues from version 3.5.29

Version 3.5.29 (12-12-2016)

Enhancements:

1) Added the ability to retain the Departure Date in the Check Out process. The feature to change the Departure Date during the Check Out process was added in 3.5.27 so that the Guest History and Occupancy Reports would better reflect the actual occupancy. One can now save it with the dates entered.

2) Added QuickBooks Accounts & Types to Deposit and Refund Deposit OtherBilling transactions by using the Site's QuickBooks settings. This change will also now record the QuickBook settings for other OtherCharges. - Thanks, Brian

3) Added the ability to change QuickBook settings on OtherCharges in the Edit Billing Database area. You can now change or correct Billing transactions that have OtherCharges with incorrect Quickbook settings.

4) Changed the Other Charges report to show the QuickBook settings and can now be filtered by the Quickbook filters.

5) Added a "Quick Link" to the Reservation Grid to set an Unavailable Site back to Available. Just answer Yes that you want to make the Site Available and you will be taken to the Site Definition panel for that Site to set the proper Types of Camping for that Site.

6) Added a new Out Of Service Guest to the Grid, similar to the "Hold" Guest, the "OOS"

Guest will display on the Reservation Grid with a White background and when selected, will allow you to return to the "OOS" Guest for changes or Remove the Out Of Service reservation & Guest.

7) Added a new report for Projected Weekly/Monthly Rental Income. The report "Guestimates" what rental income may be provided over the next Week and/or Month based on the Guest's Type of Stay (i.e. Weekly or Monthly)

8) Improved the "Tabbing" between fields within many of the panels to be more logical or consistent.

9) Added a button to change ALL Winter (Daily, Weekly, Monthly) rates to "0" for businesses that do NOT use Seasonal Rates. If the Winter rates are set to zero, Summer Rates are always used.

#### Bugs:

1) Fixed an issue in creating an Interim Bill ... there was a warning that the Paid thru date was greater than the paid thru date.

2) Fixed another issue in the Outstanding Reports for 3, 6, & 12 month billing.

Version 3.5.27 (09-19-2016)

#### Enhancements:

1) Added a Thru Date field to the Departure Reservation Grid panel, so that one can view more than just Today's Departures. - Thanks, Colette

2) Added a Windows dialog for Saving Reports. - Thanks, Brian

3) Added a button to the SetUp panel to Purge Credit Card information from Guests no longer in the Park. The Guest Check Out button, now removes the Credit Card data from the Guest also. This is to protect the Guest's card data.

4) Added the "Non-Prorated", "Prorated", etc to the Email Bill.

5) Added a Validate Reservation button to the Guest panel to check for reservations that may have already been made for a new Guest making a Reservation.

6) Added a new option to the Other Reservations for this Guest on the Guest Panel to convert a Duplicate Guest to a Primary Guest.

#### Bugs:

1) Changed the Paid Thru Date on the Guest panel to allow it to be equal to the Last Paid Date. This makes it possible to process a "Split Payment" ... some Cash and a Check ... (this is how it worked in 3.5.23) - Thanks, Rhonda

2) Fixed a problem in the Paper Bill when the Summer to Winter dates are crossed in a Billing cycle and your rates for both Summer and Winter are the same. The paper Bill would only calculate the Summer portion of the Month & the method of Prorating was not correct. - Thanks, Anita

3) Fixed several panel issues for setting the initial passwords and extending the evaluation.

Version 3.5.25 (07-09-2016)

Enhancements:

- 1) Added an Unoccupied Site Report. The report taps the Guest and GuestHistory tables. It relies on the Arrival and Departure Dates being accurately recorded. To assist in this, we have added a check when Checking Out a Guest to be sure the Paid Thru date matches the Departure Date.
- 2) Added the number of days a Site is Unoccupied to the Occupancy Report. There is also the Arrival & Departure Date provided for the next Guest for that Site. - Thanks, Trent
- 3) Changed the Do Not Tax Rent checkbox on the Guest Panel to Choose Rent Taxes. In this manner, one can choose to use one or more Taxes for the Guest. This is needed where after some time in the Park the Guest is considered a permanent resident and may only be required to pay a Lodging Tax and not State and County. The Type of Stay must be properly set up (boxes checked in the Campground Information panel also, for this feature to work. - Thanks, Colette
- 4) Added a new Guest Rate option "Bill Extra Days" for Weekly and Monthly Guests that need to extend their stay by a few days and the Park doesn't want to prorate their Bill. They want to charge the Weekly rate plus the Daily rate for the extra days. This does that for them. - Thanks, Cody

Bugs:

- 1) Removed a check for a valid date in the Right-Click Save a Guest option in the Guest panel. This check was stopping a Guest being Saved if they didn't have dates.
- 2) Added a routine to handle single quotes in Other Charges names in the Other Charges Sales Reports.
- 3) Fixed a "Reprint Receipt" issue when the Guest stay is set to Yearly.
- 4) Changed the Other Reservations for this Guest feature to NOT ALLOW creating reservations (Duplicate Guests) if the Primary Guest isn't checked in. If the Primary Guest is Checked Out, you should use them to input the next reservation for them. - Thanks, Bob
- 5) Fixed a rounding error in the calculation of Taxes for a Guest Rent. There were some tax rates that were not rounding up to the next cent properly. - Thanks, Coleen

Version 3.5.23 (04-15-2016)

Enhancements:

- 1) One can now enter any Name for the Guest on the Point of Sale panel and the Name will be added to the Billing record.
- 2) Added the break down for Cash, Checks, Credit Cards, Deposits, Other, and Unknown Totals to the Tax/Revenue Report. - Thanks, Cody
- 3) Added the setting to have SSL and TLS encryption set for Email SMTP setup.
- 4) The **Send Your DB to E-Bus** SetUp Option now includes any Export Report Format (.erf) files you developed in the Export Excel Data panel. This is helpful because the Zip file also saved in your RVPark directory has those files added.

5) Added a Setting in the Campground Information panel to better support printing a Billing Statement that will show in a #10 Window Envelope. One will have to fold the Bill a little differently, but it should show thru the Window.

6) Added a Search Field to the Edit Billing Database panel to quickly list the Guest(s) you are looking for.

Bugs:

1) Fixed an issue in the Export Data panel with .ERF file Names of less than 2 characters and properly remembering the file Name.

2) Fixed a problem in saving negative values in the Edit Billing DB panel.

3) Fixed a problem with future reservations for Sites with greater than a 3 character Site Alias.

4) Fixed a problem with allowing a double booking if you didn't Save and left the Guest panel. If you then used the "The Guest Information May be Different" Save option, the reservation was not being validated. - Thanks, Mike

5) If a POS item quantity has more than 2 characters, you can't print a receipt. Changed to 5 characters. - Thanks Cody

6) Fixed a MAJOR issue with creating a future Guest Reservation ... it was only getting the first 3 characters of the Guest Number which made it associating the reservation with a very early Guest number. Example: a new reservation for Guest number 1443 was being saved as Guest Number 144 ... losing the last 3. Thanks, Stephanie

Version 3.5.21 (02-12-2016)

Bugs:

1) Fixed a problem in the Edit Billing panel with certain transactions not being accessible.

2) Tax/Revenue reports were not providing the appropriate Site Number for those transactions that were not related to a Site. They now show "NotAval" as the Site.

Version 3.5.20 (02-11-2016)

Enhancements:

1) Added the ability to "Stretch" the Guest, Campground Information, and Group Reservation Panels to Full Screen or anywhere in between.

2) Added a Deposit Report to the Reports panel. The Deposit Report, pulls any transaction from the OtherBilling Table that has the word "Deposit" in it to determine what Deposits have been charged and refunded between any 2 dates.

Bugs:

1) Fixed an issue with Multiple Billing "Guest Changed, do you want to Save" message.

2) Added a check for Guests with a Blank Name being Saved. This caused a problem when retrieving them.

3) Added a check to initial startup to fix any existing Blank Name Guests to change the

Blank Name to "GuestX", where the X is the Guest's ID.

4) Fixed 2 issues in the Edit Billing Database tool. First the Rent and Electric dollars could not be set to zero (0). Second, the Electric Company was not being passed properly to the Recalculate Electric button, so the Electric Charges were not being calculated. - Thanks, Cody

Version 3.5.18 (01-15-2016)

Enhancements:

1) Added a new feature to the Reservation Grid to Highlight a Date at the top for whatever reason you may have. You set the date (like the first of every month) and select a color that you like. The Grid panel will be highlighted for that day for each month. The feature was requested to be a reminder of the Guest Billing Cycle.

Bugs:

- 1) Fixed a Rate issue with Seasonal Prorating. Thanks - Shree
- 2) Corrected a Site Numbering problem when Deleted Sites were made.
- 3) Fixed a problem with Importing Guests using the DataImporter software tool.

Version 3.5.16 (12-06-2015)

Enhancements:

1) Changed the Site Number to the Site Alias on the reports so the reports can match your Park.

Bugs:

- 1) Fixed an issue with the Reports not running properly.
- 2) Fixed 2 issues with sending Emails. One with the Confirmation Email and another with sending a Bill out. Thanks, Anita
- 3) Fixed a problem with the Site Number & Site ID not always being consistent in a Guest Reservation. The Site Number should always be used.
- 4) Corrected a problem in Group Reservations.

Version 3.5.14 (11-15-2015)

Enhancements:

1) Added the Other Charges to the CSV output of the Tax/Revenue report so that you can see which other charges belong to each transaction. This is very similar to the Excel output for the same report.

2) Improved the Replace Current Database tool to better filter the available databases in a descending order.

3) Added a Warning to the Guest Panel, such that if Changes are made to the Guest, you are Warned that you may want to Save before exiting the panel. Thanks, Trent and Mike

Bugs:

- 1) Fixed an issue with Other Payment Information field being too long and causing problems in the Tax Reports. The Other Information field is now limited to 12 characters.
- 2) Fixed an issue when creating Sites after deleting a Site. You may need help with database issues if you can't get to a defined Site, just contact us.
- 3) Added code to fix the Email tools when the Park Name is NOT present. Previously, if the Park Name was left blank (not sure why ... ) any of the Email capability would not work.
- 4) Fixed a problem with updating the database to support the Group Reservation capability. The error was created when you tried to save the event information.

Version 3.5.12 (10-16-2015)

This is an emergency fix for Version 3.5.10 & 11 that caused a database corruption.

Version 3.5.10 (10-15-2015)

Enhancements:

- 1) Added the ability to send more than one Email with the Database attached to be used by the RV Park Lite Version. This is setup in the Campground Information panel, in the Mailing Address area. Thanks, Dena
- 2) Added the ability to Delete a Site anywhere in the series of Sites defined. This is not overly advised, but can be done. There can be no Guests assigned to the Site and no Billings made against the Site. This is something done during the initial setup.
- 3) Added a Search capability for the Alias field in the Sites Definition panel. The Alias must be entered exactly as defined. One can also now Sort Available Sites by the Site Number or Alias information from the Guest Panel.
- 4) Added the option to change a Guest's Previous Balance amount by clicking the "Prev Balance" text in the Guest panel and then using the Database Password.

Bugs:

- 1) Fixed a problem in using multiple quantities of "Other Charges" in the Guest Panel when Billing a Guest. If you used anything other than "1" in the quantity field of the 5 Other Charges, your Saved Other Charge amount data will only be for ONE of the items. This is fixed, but any previous Guest Billing with multiple quantities will only be for ONE, not the actual quantity entered. The Total amount will be correct, just not the individual Other Charge total. Thanks, Dena

Version 3.5.08 (09-15-2015)

Enhancements:

- 1) Added a check for the Guest Check Out option to look for the Last Paid date to be current for the Date being Checked out.
- 2) Added a Refresh to the Arrival/Departure Reservation Grid panel to assist in Checking Out Guests that are Departing on the Current Date. When using the Arrival/Departure Reservation Grid panel, you can select a Departing Guest in the List and go to the Guest

Panel to Check them out. When you close the Guest Panel, you will return to the Arrival/Departure Reservation Grid panel to select the next Guest to Check Out. - Thanks, Tess

3) Added a Comment to the Billing Receipt to reflect how much Extra People affect the Site Rate when being charged. Thanks, Brian

4) Added a Member Number to the Guest Panel which is a Searchable field for those needing a Member Number. Thanks, Andrew

5) Added the ability to change the Site nomenclature to whatever makes sense to you (up to 7 characters). So, if you want it to be Room, Site, Slip, Berth, or whatever, it is now possible. Thanks, Andrew

6) Added a Reservation Date & Time stamp to the Guest Reservation and the Guest History tables to know when a reservation was made. Thanks, Brandon

#### Bugs Fixed:

1) Fixed an issue with the Other Charges in the Guest panel when the quantity was set to 0, it was continuing to reflect on the Billing. It was intended to be removed if not required by double-clicking the Other Charge Description.

#### Version 3.5.06 (08-15-2015)

#### Enhancements:

1) Added Payment Types to the Point Of Sale tool to aid in reporting. - Thanks, Dwayne

2) Added a Printer Selection panel to the Guest Print option.

#### Bugs:

1) Fixed the tab feature of the Guest panel. Thanks, Dwayne

2) Fixed a problem in the Billing Receipt printout to properly reflect the Payment Type. Thanks, Dwayne

3) Fixed a bug in the Viewing the Calendar on the Campground Information panel.

#### Version 3.5.04 (07-15-2015)

#### Enhancements:

1) Added a Setting to turn off the Group reservation option on the Main Panel.

2) Increased the Quantity fields in the Point of Sale panel to 3 and provided a Checkbox to turn off the BarCode Mode for manually changing quantities. Thanks, Dwayne

3) Changed the "Create Bill" option in the Guest panel to set transactions to Cash, if not specified. This can be changed before marking the transaction as Paid. Thanks, Dwayne

4) Added a Print Form option to the Guest Panel for those that want to print a paper copy of the Guest Information. Thanks, Tess

5) Changed how the Other Charges in the Guest panel operate. **Use caution when changing the Amount Field, it will change back to it's original value after Saved.**

6) Added a field to the Other Payment type for documenting what the Other Type was. This could be used for a Cash & Check transaction. NOTE: You only get 25 characters. Example: C:\$125.35 Ck:1234 \$345.25 (done with 25 characters ... you abbreviate however works best for you). Thanks, Ruth

7) Added a feature to Email a copy of your Database to the Mailing Email in the Campground Information Panel. This would support using the Lite version of RV Park for reports or monitoring by a corporation or off site owner.

Bugs:

1) Fixed the Calendar being partially hidden on the Group Reservation Event panel. - Thanks, Dwayne

2) Fixed a problem in recording a payment when the Check# is over 8 characters. This could be 2 check numbers being recorded. Example: 1234/1235 Thanks, Ruth

3) Fixed the Path entries in the Park Info panel to trim any extra spaces. The extra spaces were causing errors. Thanks, Bob

Version 3.5.02 (05-15-2015)

Bugs:

1) Fixed a bug in Other Items where a User could enter an Item with a blank preceding the Item Name.

Version 3.5.01 (04-01-2015)

Enhancements:

1) Added a Second Vehicle registration for the Vehicle and it's Plate. - Thanks, Steve

Bugs:

1) Fixed an issue when data is imported and the Type is set to zero.

Version 3.5.00 (03-09-2015)

Enhancements:

1) This is a Major Release, adding Group Reservations. You can now create multiple Reservations for a Group or Rally of Guests. The Group Reservation has 3 parts: the Group Name and Contact; the Event(s) or name for the trip or Rally with the Arrival & Departure dates, types of Sites needed, and deposits; and the Attendees with their selected Sites and Names. This new feature allow you to get the Guests entered, create Billing, set them as Paid, and Check them out when the Event is over.

Version 3.4.16 (03-16-2015)

Bugs:

1) Fixed the Billing flag for No Amount Paid shown on the Bill.

2) Fixed an internal issue for illegal use of RV Park software.

Version 3.4.15 (02-23-2015)



Bugs:

- 1) Fixed the Billing flag for No Amount Paid shown on the Bill.
- 2) Fixed an internal issue for illegal use of RV Park software.

Enhancements:

- 1) Added the ability to attempt to Compact and Backup the database when the User is remotely connected to the Database via a Network Connection.

Version 3.4.14 (01-10-2015)

Enhancements:

- 1) Added a Guest Flag to let the Park Flag a Guest on the Grid and Map in a Light Orange color for whatever purpose you want. One Customer wanted to Flag Guest Reservations that requested a Site so they wouldn't move them prior to arrival. This over-rides the Red Future reservation color for that site on the Map. - Thanks, Mike
- 2) Improved the Guest Save routines to only update the Grid and Maps when really necessary.
- 3) Added a new Tool to the Setup panel to toggle Guest Names between First Last to Last, First and back. - Thanks, Mike
- 4) Deleting a Guest - added the ability to Cancel this action if accidentally pressed. - Thanks, Mike

Bugs:

- 1) Corrected an issue with the Guest panel where an arrival date could be before a Departure date or the Arrival and Departure Dates were the same. A test has been put in place to help prevent this.
- 2) Fixed the Progress Bar in the Upload & Download to E-Business options in the Setup Panel.
- 3) Fixed an Abend when using the Minimize button of the Guest History panel. Removed the button and added error handling.
- 4) Corrected a small issue in the Export Excel Data tool to allow one to make a change to an existing rtf file and Save it under a new name.
- 5) Corrected several issues with the Tax/Revenue Report to add the Account/Types to Site 99999 lines in the Screen output and Tax4 and totals to the Excel output.
- 6) Fixed a problem with sending your DB to E-Business and supporting 4 Maps.

Version 3.4.12 (10-30-2014)

Enhancements:

- 1) Added a new feature to the Grid for Hold Reservations. You can now either Change the Departure Date of the previous Guest to the Hold Reservation or entered Date (if between the Arrival & Departure Dates of the Hold Reservation); or Cancel the Hold Reservation; or simply go to the Hold Reservation Guest page.

- 2) Changed the Proper Case routine to leave Capitalized characters alone in the middle of a "word". As an example: This will allow "RV" in a field to **NOT** be changed to "Rv".
- 3) Added a Check in the Campground Information area to turn off the **Red Italic** feature on the Reservation Grid that lets you know a Guest is behind in their rent. This will help if you are Not using the Rent Billing capability of the software. - Thanks, Effie
- 4) Added a "Up Charge" percentage for Credit Card payments. If you want, you can now charge the Guest a "Credit Card UpChg" on their Bill as a Percentage of the Total Amount. This percentage is entered in the Form of Payment panel accessed from the Guest Panel. It applies to ALL Guests when the Credit Card option is selected for a Guest. The option is designed to help offset the costs of Credit Card processing, if you want.

Bugs:

- 1) Added code to assure at least one Site Type is available in the Campground Information panel. The Default is RV. There are real problems if a Park doesn't have at least one Site Type, and prior to this release, one could delete all Site Types.
- 2) Fixed an issue where under certain circumstances the Departure Date was being changed to 12:00 AM and was difficult to fix. This caused the Grid to not show that reservation. It is read as 01/01/1899 ...
- 3) Changed the "Other Charges" portion of the Tax/Revenue Report to properly reflect Other Charges.

Version 3.4.10 (9-30-2014)

Enhancements:

- 1) Added a Reservation Grid Output to Excel capability. - Thanks, Kerry
- 2) Added Day of the Week to the Reservation Grid - Thanks, Trent
- 3) Added a checkbox to the Reservation Grid panel to turn off the Pop-Up help for the Grid - Thanks, Trent
- 4) Enhanced the Multiple Billing feature to update Grid when the BillDate field is changed.

Bugs:

- 1) Fixed the Percent Report to properly read the dates being used.
- 2) Fixed Database password to reflect the 10 Character Max limit and the OverRide password to a 12 Character Max limit. - Thanks, Alicia
- 3) Fixed the Account and Type fields in the Sites table to allow Null entries. This was causing issues when a Customer had a new version of MS Access in their environment and tried to Save Site changes. - Thanks, Tera

Version 3.4.08 (8-30-2014)

Bugs:

- 1) Fixed a bug for when Phone Numbers were listed in the Guest List Reports. If a Number was blank the previous number was shown. - Thanks, James

- 2) Fixed a problem when a QBooks field was entered on an Other Charge and then later tried to be removed. It would not remove. This has been fixed.
- 3) Added a check to the Guest Panel to be sure a "Paid Thru Date" is present when the "1) Create Bill" button is pressed. - Thanks, James

Version 3.4.06 (7-17-2014)

Enhancements:

- 1) Added QuickBooks Accounts and Types to Sites to facilitate Filtering Tax Revenue Reports for those that need separate reports for different Accounts or Types in the Billing Transactions. - Thanks, Brian
- 2) Added an Email column to the Arrival/Departure Grid. - Thanks, Nikki
- 3) Enhanced the Export Excel Data panel to add QuickBooks Account and Type fields to the Billing Table, using the Filtering options in the Left side of the panel.
- 4) Added the ability to define and then select [How a Guest Heard About your Park](#), to track where your advertising is paying off. This will hold a count of how many times a Guest reports each way they heard about the Park, for a report. Thanks, Brian
- 5) Added a validation to the Create Bill option on the Guest panel to see if a Deposit was provided by the Guest and the Paid Thru Date is equal to or greater than the Departure Date. This is to help those that can't remember to refund the Deposit on the last bill. - Thanks, Brian
- 6) Added a Report to provide a List of All, Current, or Past Guests for Copying & Pasting into a prepared Email. - Thanks, Edna

Bugs:

- 1) Fixed a problem on the Billing Statement with using 2 columns and the second one's text looking fuzzy. - Thanks, Jeff
- 2) Fixed an issue with the number of characters being limited in the Announcement fields (1 or 2 columns) in the Campground Information panel. - Thanks, Jeff
- 3) Changed the tool to only have one panel visible at a time. Having more than one panel active, may have been causing issues with the Help panels.
- 4) Corrected an issue when saving a Guest that has a reservation that conflicts with another reservation. - Thanks, Brian
- 5) Fixed several issues in the QuickBooks field additions. The retrieval and Revenue reports didn't have everything they should have. - Thanks, Brian

Version 3.4.04 (6-15-2014)

Enhancements:

- 1) Added the ability to determine a Guest has Rent Due from the Reservation Grid panel when their Name is in *Red Italics* and if the Guest should be Checked Out when their Departure Date is less than Today's date shown with a light blue cell background. The Guests to be checked out will also reflect Rent Due if appropriate. Thanks - Brian

- 2) Added the Guest's phone number and email to the Billing Statement.
- 3) Increased the refresh rate of the Reservation Grid by hiding the Grid while the Grid loads.
- 4) Added a Field on the Reports Panel to change the Font Size for Printing to get all of your report on the paper. Thanks - Trudi

Bugs:

- 1) Fixed a bug in the Other Charges Sales Report. The report was not using the From and To dates, the report simply showed ALL Other Charges. Now it will use the dates.
- 2) Fixed an issue with Site Definitions where you were using more than 5 Site Types. The site could be made Unavailable and still have any of the last 5 Site Types checked, allowing one to rent an Unavailable Site. Thanks - Brian

Version 3.4.02 (5-15-2014)

Enhancements:

- 1) Added a test for Computers running a Region and Language of something other than English (United States). RV Park will provide a warning and then terminate. In the same area, a test for the Region and Language short format that starts with "days" (example: dd-MM-yy). RVPark will temporarily change the Short Date to a M/dd/yyyy format to operate properly and when exited, change the format back to what you had set.
- 2) Changed some of the Chilkat Libraries (Libraries used to provide Email; FTP; and Zip functionality) from multiple files to a single library file with all of the calls in one file. This should make the download files for RV Park smaller.
- 3) Added the Printer Control library to better control the Printer Output. The User can now control most aspects of the output including changing the Printer selection. - Thanks Brian
- 4) Added the ability to OverRide the Site Rate on the Guest Panel. There are times when a Site Rate calculation is not covered by the RV Park Site Rate algorithms. In this case, and with the OverRide Password, you can OverRide the Site Rate and enter whatever value you want. Thanks - Klaas
- 5) Added an OverRide Password to support the Site Rate OverRide option, you can keep your current Database Access password secret and allow others to OverRide the Site Rate if that makes sense for your business. There is also the ability to Change this password in the Change Database Access password area.
- 6) Added a new field to the Billing database Table called [TypeStay](#) (found in the Guest panel Vehicle Information area) to help in creating custom Reports that pull only certain types of "Stays". Example: If you have Mobile Homes, Park Models, and RVs as types of stays, you can retrieve just the Park Models or Sort such that these are grouped together in a report.

Bugs:

- 1) Fixed a problem in the Outstanding Balance Report. An error would occur when an Arrival date was the 31st and the next month had only 30 days ... likewise, if the next month was February, it really had a problem!

2) Corrected an issue with the Seasonal Dates setting a Winter Start date year to a previous year, creating an issue.

Version 3.4.00 (4-15-2014)

Enhancements:

1) Added a Toggle using Double-Click to the Guest Panel Name field to toggle between [Last, First](#) and [First Last](#) name. You must press Save to retain the change. Thanks, Terry & Pat

2) Added a [Left-Click](#) option to the Guest Panel Save button to just Save the Guest Information and not validate that Guest for a proper Reservation. This is just to update Guest information when they are **NOT** making a reservation. Thanks, Terry & Pat

3) Added the Transaction Date to the Point of Sale receipts.

4) Added an automated Software Update capability that Exits RV Park and Downloads and runs the RVParkUpdater program and then Re-Starts RV Park Software. Just press the Yes on the Update Available pop-up or Check For New Version option in the Help menu of the Main Panel. If a new version is available you will see a "[Press This Button to Update Now](#)" button.

5) Added a tool to Upload and Download all of your Key Files for RV Park in a Zip file to and from E-Business's Server. This can be as a remote backup or when we need to fix something for you.

6) Added a new Report "Other Charges Sales Report w/Calculated Taxes" to get just the Other Charges Sales. The Taxes are shown as "Calculated" because the actual transaction may have Taxes from other aspects of the Bill (like Rent), so the Taxes are calculated from the Tax settings for those items.

7) Added another report, Rental Percentages, that simply provides an overall percentage of all sites, occupied or not, and what percentage of Daily/Weekly/Monthly/etc. Rentals relative to the total Sites for today.

8) Added Check Number tracking to Guest Panel "Form of Payment" button. The Check Number (if provided) will also be added to the final Billing entry. There is even a new field in the Edit Billing Database panel to correct and/or reprint the Bill. - Thanks, Terry & Pat

Bugs:

1) Fixed a potential issue on Emailed Bills in the Announcement area when information was in the second column area. There could have been a lot of numbers left during testing. This has been corrected. Thanks, Al

2) Corrected a Seasonal Rate issue for Billing Periods that go across the seasons. Thanks, Brian

3) Fixed the problem in the Electrical Calculations when the KWH used were equal to the upper limit of either Rate 2 or Rate 3 ... again. Few Customers will experience this issue. Thanks, Effie.

Version 3.3.02 (2-15-2014)

Enhancements:

1) Added a checkbox to the Email Setup panel to provide your Email with a Blind Carbon Copy (BCC) whenever you use RV Park to send an Email Bill or Confirmation. This is for those that need/want to keep a record of what is being sent.

2) Reduced the minimum size of the Reservation Grid screen to accommodate a User with a smaller monitor.

#### Bugs:

1) Fixed a bug related to double Booking in the Guest Panel. If Arrival & Departure dates were entered and a Site selected, when the Save button was pressed the routine failed to process All reservations for that site. This has been corrected.

2) Fixed a problem in the Electrical Calculations when the KWH used were equal to the upper limit of either Rate 2 or Rate 3. Few Customers will experience this issue.

#### Version 3.3.01 (1-17-2014)

#### Enhancements:

1) Added a Check for running RV Park using a Remote connection to the database so the database would not be Compressed or Backed Up automatically. This is because the process took too long over the Remote Connection and the User would be worried something was wrong when the application appeared to freeze up.

2) Changed the Map Site occupancy pop-up to stay up much longer when you mouse over the site box.

3) Added the ability to change the Default Printer from the Main Panel upper menu.

4) Added the Announcements to the Email Billing tool and when editing Notes, pressing Save actually saves the Guest or Park Information data. - Thanks AI

5) Added a Print Capability from the Edit Billing Database tool. This is close to a receipt but it can have errors because it does not have all of the information available to the actual receipt in the Guest Panel "Create Bill" option.

#### Bugs:

1) Fixed a Bug on the Maps when the Site has a future reservation (Red Box) and more than one Reservation existed, the Map would pull the wrong Guest.

2) Fixed several forms that had the calendar displayed when launched that shouldn't have. Removed the Max and Min buttons on several forms that didn't need them. Also, made a few forms a little longer on the bottom to display better.

3) Fixed the Map algorithm to properly display guests in their sites - Thanks Sherry.

4) Fixed the Assign New Site option, it was not reassigning if another Guest was arriving the day the reassigned Guest was leaving - Thanks Sherry.

5) Found a possible issue when closing the Other Reservations panel.

6) Fixed the Invoice Announcement height to properly extend on the printouts when one column is set. - Thanks, Brian

7) Fixed an issue on Outstanding Reports to reflect Summer and Winter rates. - Thanks Brian.

8) Fixed a Major issue with the Seasonal Rates calculations. - Thanks, Sherry, Dave, & Brian

9) With multiple Maps, there was an error that would terminate the program. This was fixed. - Thanks Cleo & Dwayne

Version 3.3.00 (10-5-2013)

Enhancements:

1) Added Multiple Reservations for the same Guest. This new feature will manage multiple Reservations, such that, when the current Guest (called the Primary Guest) is Checked Out, the next Reservation (called a Duplicate Guest) for that Guest is automatically entered into the Primary Guest and that next Duplicate Guest is Deleted. We have also added a way to convert existing "Multiple Guests" to Duplicate Guests of a selected Primary Guest.

2) Added the ability to Review/Edit Reservation Confirmation Emails.

3) Added pop-up Calendar to the Database Editing panel to support the date fields.

4) Added a Delete button to the Rate Adjustment panel to Delete Adjustments that are NOT applied to Guests.

Bugs:

1) Fixed the IRS Tax Report to remove the extra Dollar Sign (\$) from Negative Totals in the report.

2) Added a fix to the pop-up Calendar to avert a possible error.

Version 3.2.10 (9-5-2013)

Enhancements:

1) Added new Calendar interface with a Single Click to select a Date,

2) Added settings for Calendar Font, Text Size, and Color. This is a result of some Users not having the fonts normally used by the program.

3) Added a Guest "Do NOT Tax Rent" check box. There were situations where some Monthly Paying Guests should not be charged Tax (those staying for, say six months) versus those just staying a month or two. Some States do not require taxing Rent in those cases. With this check box, you can turn off Rent Tax for this Guest. - Thanks, Elaine

4) Added a few enhancements to the Guest panel to more dynamically calculate the Amount Due when changes are made.

Bugs:

1) Changed the Departure Date on the Occupancy and Guest List (sort by Site) Report from the Date Paid Thru to the actual Departure Date.

2) Fixed a problem with Maps losing the To Date after closing the Map.

- 3) On initial loading, if you are not using Maps, the Maps button on the main panel popped up for just a second. Now you shouldn't see it unless you are using Maps.
- 4) Fixed an issue with Resetting the Last Paid Date.
- 5) Fixed a problem with setting the Interim Bill check box. This could cause a bad date to be entered into the Last Paid date field.

#### Version 3.2.9 (8-5-2013)

##### Enhancements:

- 1) Added a new Library to check for other Users in the Database when Updates and Backups are made.
- 2) Added a 4th Map to the Maps capability. You can now create up to 4 maps for your RV Park or Property Management situation. This was an old request.
- 3) Enhanced the Maps Update routines to better reflect the Map changes as you change Tabs or parameters.
- 4) Added a possible fix for a corrupted Park.MDB database when first launching RV Park Software. There are times when your computer may reboot or restart when RV Park is running and damage the database. With this enhancement you can attempt to repair Park.MDB upon RV Park startup. If the repair is unsuccessful, you will also be provided the option for replacing your Database.
- 5) Added a sorting option to the Guest List report to sort by Site Number. This is to let you list your Current Guests to look for Guests not Checked-Out.

##### Bug Fixes:

- 1) Changed the Departure Date in the Arrival/Departure Reservation Grid panel from the actual Paid Thru Date (which is stored in the Guest Table as Departure) to the real Departure Date by adding a day to the Departure Date in the database. It just looks better, right Dan.
- 2) Fixed the Edit Billing Database panel to work properly with a Null (or blank) Receipt number, a new feature added in Version 3.2.8. Thanks, Jim.
- 3) Fixed the "Thanks" note on the bottom of the Billing Statement to be visible.

#### Version 3.2.8 (7-10-2013)

##### Enhancements:

- 1) Created a new Weekly or Monthly Rounded Up Rate for Prorating a Guest. The check box will calculate your Weekly or Monthly Rate divided by 7 or 30 respectively, and then round it always up to the next dollar and then take that Rate times the number of days being prorated for the Guest's stay. Example: A Monthly Rate of \$430 / 30 = \$14.33, which would be rounded up to \$15 and then multiplied by however many days are in the Month being Prorated. This feature also takes into account any Seasonal Rates.
- 2) Added Receipt Numbers to the Bill output and Tax Reports. The Receipt Number can be set in the Park Information setup panel using the Database Password.
- 3) Added Postal Codes for Australia, with a database to support them. This enhancement required the State field be extended to 3 characters.

##### Bug Fixes:



1) Fixed the Arrival/Departure Reservation Grid panel for Departures only, so that the Departure Date is truly the date the Guest is Departing ... not paid through. Thanks - Dan

Version 3.2.7 (6-4-2013)

Bug Fixes:

1) Emergency turnover to fix an issue caused by the new Tax enhancement.

Version 3.2.6 (6-3-2013)

Enhancements:

1) Added the ability to use the 3 taxes at your discretion. On Rents or Other Charges you can set any combination of the 3 Taxes for each Rent type and each Other Charge. If you need to use Taxes, this new feature provides you with a lot of flexibility with Taxing.

2) Changed the Billing output to alter the "Rate KWH" to "Total KWH" when multiple Rates are used. Previously when multiple rates were used the word "Various" was found to be of no real value.

3) Added a note to the Bill if a Payment Type is specified denoting the Type of Payment used.

4) Added a new feature to add Days to the Paid Thru Date on the Guest Panel. Clicking on the Paid Thru Label, you can add the number of days from the Campground Information settings. This makes it simple to add a specific number of days to the previous Billing Date ... like 28.

Bug Fixes:

1) Added a fix to correct NULL Meter reading values.

2) Fixed a bug in the Arrival/Departure Reservation Grid panel Error 424 Object required.

3) Fixed an issue when entering a Date before Today in the Guest Panel. It took several attempts using the Calendar.

4) Fixed a problem in the Guest registration process; if a Site Number was entered (as opposed to using the AvailSite Button to locate a Site), the Site "could" become double booked. The Algorithm checking the Sites Booked is fixed. Thanks - Dave

5) Added a Zoom Reset to the Print Map tool to correct any receipt printing.

6) Changed the Hold Guest capability to accept any case. Before you had to enter "Hold" for the Guest Name. That is, capital "H" and lower case "old". Now, you can enter "hold" in any case you want, as long as it is HOLD.

7) Made changes to the Billing Calculation routines to correct some issues.

8) Changed the Font in all pop-up Calendars to MS Sans Serif to assist Users without the Arial font loaded.

Version 3.2.5 (5-3-2013)

Bug Fixes:

1) Fixed an issue with the New Electric Company addition. The database wasn't getting properly updated. This caused a problem with Electric billing requiring an emergency turnover. I apologize for any inconveniences. Thanks - Effie

Version 3.2.4 (5-1-2013)

Enhancements:

1) Added the capability to reassign Billing Records to another Guest Name, if you want when Deleting a Guest. This feature provides the ability to assign Billing Records that would no longer have a Guest to point to when you want/need to Delete that Guest. If you do NOT reassign the Billing Records, they will have the former Guest's Name in them. This is helpful if you have created multiple Guests with the same Name (basically the same Guest) and want to Delete the "extra" ones and keep their Billing Records linked.

2) Added a Report to List Vacant and/or Occupied Sites for "Today". This is handy for

checking the park in the morning for Guests that may have come in during the night.

3) Added a Second Electric Company for parks that require a second Electric Company billing capability, or Sites that should be charged more or less than others.

Bug Fixes:

1) Fixed a Sorting issue on the Guest Report drop down to sort by Guest Name and not Guest Number. - Thanks Barbara

2) Fixed an issue where the registration of a previous Guest that used a Type of Stay which was no longer available selected a hidden option.

Version 3.2.3 (4-12-2013)

Enhancements:

1) Added the ability to sort the Edit Database by either Invoice Date or Guest Name and then sort either ascending or descending.

2) New feature added to retain the Grid Date entered. This passes between the Map and Reservation Grid as the From Date.

3) Added a Rate Adjustment feature to apply a Discount or Up-Charge to Daily, Weekly or Monthly standard rates. You can create as many Rate Adjustment items as are needed and then assign them to a Guest. - Thanks Pat

4) Added a Site Type Default selection. You have up to 10 Site Types you can define. This new feature lets you determine which Type will be used as a Default.

Bug Fixes:

1) Fixed a bug in the Reports for Outstanding Balance Reports. All Rent Types were only being reported if the Last Paid date was late by the number of days in the Billing Cycle (Example: If Billing Weekly, the Last Paid Date was only considered late when 7 days from the Last Paid Date had passed.) That is not how Most Parks Bill, they bill in advance, and the Paid thru Date should be the date the next payment is due. Therefore, the report has been changed to show Rent one day and greater for All Rent types.

2) Fixed several bugs in the Edit Billing tool causing problems in the Other Charges area.

3) In the Export Data panel several issues have been resolved: Minimizing the Panel; trying to save an Export file with invalid characters; Deleting an Export File error. - Thanks Pat

4) In the Guest Panel entering an Arrival and Departure Date now returns only those sites that are available. Thanks, Kerry

Version 3.2.2 (3-12-2013)

Enhancements:

1) Added Arrival/Departure dates to the Find Guest Pop-Up as well as sorting the Guests alphanumerically and by Arrival date. This may help with the [Multiple Reservations for a Guest](#) process.

2) Opened the Guest Discount to 100% for those that don't want to charge their Guests anything.

3) Added a line to the printed Bill or Invoice to reflect the Discount provided when a Discount is applied. Conveys the percentage and dollars saved.

4) Added a field to the Park Information panel to control the height of the Announcements area at the bottom of the printed Bill. Also changed the Font size from 10 to 9 to display more information.

5) The Announcement area on the bottom of the printed Bill can now be 1 or 2 Columns. This is also set in the Park Information panel. Also Added a Text Height setting for the text in the Announcement areas.

6) Added a pop-up for the Announcements and Cancellation Policy fields to improve the entry of text. The Pop-up is also expandable.

Bug Fixes:

1) Fixed a bug for importing Guests with Data Importer. The Type Of Stay for a Guest was being set to 0 causing an error pop-up. This has been corrected in both RV Park and Data Importer.

2) Added an error check for Map Images that weren't properly loading causing the Program to abend.

Version 3.2.1 (2-12-2013)

Bug Fix:

1) Fixed the Map algorithm that overlooked an important condition.

2) Added a condition for never paid to the Outstanding Report to catch Guests that are Outstanding and have not yet paid anything. These types were not being considered.

Version 3.2.0 (2-11-2013)

Enhancements:

1) Added a Departure List to the Reservation List area to help with preparing for Guests to Leave and Arrive. Also, be able to print Guest Notes on the Lists (up to 105 characters). The reservation list can also be filtered for just today or all future arrivals.

2) Added additional information and functionality to the Guest Reset Date capability to undo a Guest Billing.

3) Added a Print Form option to the Help Menu of the Maps and Reservation Grid Panels

4) Added Guest History to track a repeat Guest's stays and/or Reservation Cancellations with screen or printout.

5) Added a Cancel Reservation button to the Guest Panel that tracks back to Guest History.

6) Added the ability to Change the Title of the "News and Announcements" area on the printed Bill to whatever you want. You may want to provide Rules for short term Guests.

7) The Billing Statement output has been changed a little to get a little more of the bottom of the page printed. **NOTE: This output is actually tied to your screen resolution, so if you increase your screen resolution, you should get more of this form output.**

8) Added a setting in the Park Information panel to automatically Compress and BackUp the database. This is a really nice feature and will keep the Database running well and backed up if something goes wrong. **NOTE: This is Not available if you are running Multiple Computers.**

9) Added a new feature for the Reservation Grid to color a Reservation **Magenta** if the Guest Name starts with "**Hold**". This is to address a Guest "maybe" extending their stay, or Holding a Reservation spot for an existing Guest.

10) Changed the Tax Fields to Display more characters in the Park Information panel in the following format: .082531

Bugs:

1) Fixed the Map Arrival/Departure algorithm to more accurately reflect the Park Status.

2) Fixed a little issue with the Map panel. If you closed the Map panel with the unload "X" in the upper right, the Grid was being launched. Also fixed the panel from always being shown in

maximized state for those with very large monitors that don't want the panel quite so large.

#### Version 3.1.1 (12-03-2012)

##### Enhancements:

1) Added CSV file output to all reports to support spreadsheet output.

##### Bug Fixes:

- 1) Changed the Excel creation to late binding to help with newer versions of Excel.
- 2) Fixed the Progress Bar unload when Tax Report is run with no records found.
- 3) Added a check to assure an Park.MDB database is selected when replacing the Database.

#### Version 3.1.0 (11-19-2012)

##### Enhancements:

- 1) Added an Inventory Management capability to help the ordering of Other Charge Items and change the On Hand Quantities when the Items are received. This is the last item I felt the system needed to be complete.
- 2) Added an Order By capability to the Data Export tool to allow Grouping of Output Records and Ascending or Descending sorting of those groups.
- 3) Added a tool to set Alpha characters in the Site Aliases and start the Number sequences from whatever number you want. This is only valid when Copying a Site.
- 4) Added a Print option to the Reservation Grid Panel.

##### Bug Fixes:

- 1) Fixed a bug in the Other Charges QuickBooks Fields area when going to the Setup QuickBooks Values panel and returning to the Other Charges panel. Changes or Additions were not being updated. You had to close the Other Charges panel and restart it to get the changes.
- 2) Fixed a bug in the Reservation Grid panel. When the Calendar was launched the date was incorrect. Also corrected an issue for finding Reservations that haven't yet checked in. If the Guest has paid something they are no longer displayed.

#### Version 3.0.6 (08-04-2012)

##### Bug Fixes:

- 1) Fixed using apostrophes ( ' ) in the application so the Park Name and Announcements can have them.
- 2) Fixed a Runtime Error 424 bug in the Multiple Billing Statements option.
- 3) Fixed a Save Guest List Text file bug, no file was created.

##### Enhancements:

- 1) Changed the Outgoing Email to provide the server with an encrypted connection (SSL) or (TLS) settings.
- 2) Added the Payment Type field to the Tax/Revenue Report.
- 3) Provided access to the ParkCalendar external Tool from the Setup Panel.

#### Version 3.0.5 (07-04-2012)

##### Bug Fixes:

- 1) Corrected a problem with Site Types (6 - 10) properly saving in the Park Info Panel.
- 2) Removed an error message for checking for a new version status.

##### Enhancements:

- 1) Created a new Default Site Rate setting to allow one to select a single Site Type and have All

Sites with that option set to use the Default Rate Settings.

2) Changed the Guest Panel payment buttons a little to make it clearer on how the process works with the 3 steps. See [Generating a Bill](#) for more information.

3) Provided access to the MapMaker and DataImporter Tools from RV Park via the SetUp Panel. This simply launches the tools if they are located in the RV Park directory.

4) Added the ability to add dollars to Daily, Weekly, and Monthly Rates when more than some number of Guests are staying in a site. Example: 4 Guests in a Site with a Daily Rate of \$30 and \$2 extra for more than 2 Guests making the Daily Rate \$34/Day.

Version 3.0.4 (06-07-2012)

Bug Fixes:

1) Corrected a limitation in the Zip/Postal Code lookup to allow for Multiple Cities in the Guest Panel.

2) Fixed a problem from the Guest panel going to the Reservation Grid the Main Panel would be displayed over the Grid.

3) Changed the Reservation Grid to initially load Maximized. This can be changed and will remain as set unless you unload the panel by closing it with the "x" in the upper right hand corner.

Enhancements:

1) Created a New External Program (Data Importer) to import Site; Guest; or Point of Sale Items into the RV Park Software database.

Version 3.0.3 (05-07-2012)

Enhancements:

1) Added a Zip Code/Postal Code look up to simplify Guest Entry. Just enter a Zip or Postal Code and press Enter and if the City and State fields are empty, they will be entered automatically.

2) Added a Mouse-Over Pop-Up for the Map Boxes to display the Guest Name and Arrival & Departure Dates.

3) Added Mouse Wheel Scrolling capability to the Reservation Grid and other List areas.

4) Added a new On-Line Reservation field for Special Requests or Information that gets retrieved into the Guest Notes field when an On-Line Reservation is imported.

Version 3.0.2 (05-07-2012)

Enhancements:

1) Added a Guest Field for a Cell Phone and another for Guest Notes (up to 255 characters of Notes on the Guest).

2) Added a small enhancement to the Reservation Grid Panel to **BOLD** the **TODAY** Date or **GoTo** Date entered, so that it is more visible.

Version 3.0.1 (05-07-2012)

Enhancements:

1) Added 5 more Site Types for the User to Categorize Sites.

Version 3.0.0 (05-07-2012)

Enhancements:

1) Added Park Maps to the Application. NOTE: You must use a separate application (MapMaker) to use the Maps in RV Park Software.

#### Version 2.5.4 (04-10-2012)

##### Bug Fixes:

- 1) Fixed a bug in the Reservation Grid

#### Version 2.5.3 (04-15-2012)

##### Enhancements:

- 1) Added a Discount Rate to the Guest Panel to allow you to specify the Discount Rate you want applied. The rate can be from 1 to 99% and will be saved with the Guest. Before this enhancement, you could only apply a 10% discount at Billing.
- 2) Added a Checkbox to the Park Information Setup, Guest Panel, and Multiple Billing areas to NOT print the Amount Paid on the Billing Printout. The checkbox on the Park Information General Settings area will set the Default for this feature.
- 3) Added a setting for our Canadian users to change between USA and CAN postal codes.

##### Bug Fixes:

- 1) Fixed a PayType field that was missing from the ArchivePark database when Version 2.5.1 changes were made. This only affects old records being Archived ONLY and shouldn't affect many Users.

#### Version 2.5.2 (03-12-2012)

##### Bug Fixes:

- 1) Fixed a problem in saving Taxes to the Billing Tables. This was causing the Taxes not to be recorded.
- 2) Removed a Pop-Up Message of "Check" when entering the Paid Thru date. This was missed during the last version testing.
- 3) Fixed the Edit Billing tool to correct the Tax issues. [This is nice though ... the real issue for some time has been the Billing entries have had the correct totals \(based on your selections\) but the Taxes have not been getting saved. This area will allow one to open an existing Billing entry and by pressing the ReCal Taxes button, capture the appropriate Taxes back into the Table ... remember to save the changes.](#)
- 4) Fixed a bug in the changing quantities or costs of Other Charges in the Guest Panel.

#### Version 2.5.1 (02-15-2012)

##### Enhancements:

- 1) Added a tool to create Multiple Billing Statements, like for creating multiple Monthly or whatever Type of Rental Guest Billing Statements you need.
- 2) Changed the Alias Naming default to add zeros to Site Alias numbers below 100 to support the sorting of Multiple Billing Statements.
- 3) Added a Payment Type (Cash/Check/Credit Card) field to the Billing Table to get it on an Export Excel Data spreadsheet. There is also a new message when pressing the Bill Paid button on the Guest panel to remind one to properly register the Payment Type. If it doesn't matter just press Yes to continue. **NOTE: Previous Billing records will be blank.**

#### Version 2.5.0 (12-10-2011)

##### Enhancements:

- 1) Added a Reservation Grid Panel to track Guests coming in soon. The grid uses 8 fields,

which can be ordered to your preferences, and color coded for No Deposit, Partial Deposit, and Full Deposit. The new panel can be sorted by 7 of the 8 columns; ascending and descending. There is another new panel to set the columns Headers and Widths.

2) Added a pop-up to notify you that there is a new version available. This can be disabled on the Park Information Setup panel.

Bugs:

1) Fixed a bug in Export Excel Data, when exporting a tailored Spreadsheet or CSV file data may not have been created from the proper field. If a field was blank, it was dropped.

Version 2.4.3 (11-04-2011)

Enhancements:

1) Added a Print Reservation button on the Guest form at the bottom of the left side. This is a simple printout for those that like having a hard copy of all of all of the Reservations.

2) Added an SMTP Port setting to the outgoing Email Setup to support other Email Clients like Hotmail and GMail.

Bugs:

1) Changed the Email Reservation interface to be more compatible with Windows 7.

2) Fixed a bug when Assigning a New Site to a Guest, the program could assign a non-valid site.

3) Fixed the Reports for Guests to use the From/To Dates. Changed some of the interface so that the Time Frame Dates are only visible when applicable.

Version 2.4.2 (9-24-2011)

Enhancements:

1) Added the ability to Tax Rent by Daily, Weekly, Monthly, 3 Month, 6 Month and Yearly. You can determine which type of Renters pay tax ... or not.

2) Enhanced the Electrical Billing to allow up to 3 Ranges of Electrical Rates for a Guest. This will allow one to Bill 2130 KWH as the first 700 for one Electrical Rate and from 701 to 1900 KWH for a second Rate and the remaining KWH's for a third Rate. You set the Ranges and Rates.

Bug Fixes:

1) Added a filter in the Reservation Grid load module to protect against NULL Guest Names that one Customer was experiencing. Can't determine how to create a Guest without a Name.

Version 2.4.1 (8-12-2011)

Enhancements:

1) Added a Daily Fee option for areas that need to charge a Daily Fee for staying at the Park. Some California Counties are requiring a daily fee (similar to a Tax except an amount versus a percentage) be charged. This is usually for a period of less than 30 days (the fee is included in a Monthly or longer rate). The Daily Fee has been added to the ParkInfo panel. The Guest must be paying either Daily or Weekly and the Rate and number of days (generally less than 30) must be entered for the Fee to be applied. The Fee has it's own field in the Billing database table.

2) Added additional options to the Reservation Output on the Guest panel. Originally it only created an Email, now you can also print the Reservation Notification, or create a file to edit before sending.

3) Added a checkbox to the Email Billing Statement Setup Panel for SMTP Requires Authentication. RV Park was automatically assuming this, so you can now Unset it.

Bugs:

1) Corrected a panel resize issue in the Other Charges POS panel.

- 2) Found a bug when adding a Deposit to the Billing Database and corrected it.
- 3) Fixed a problem when deleting a Site error Abend.
- 4) Corrected a problem in making a reservation when there is a previous reservation for that site at a future date. It would always tell you the site was already rented, which was incorrect.

Version 2.4.0 (7-4-2011)

Enhancements:

- 1) Enabled the Quantity On Hand and Reorder Point fields on the Other Charges panel. Added an Item Cost, Reorder Quantity, Quantity Received, and UPC fields to manage Inventory.
- 2) Changed the Bill Costs Other than Site Related panel to support Bar Code Scanners, Quantities, and up to 15 Items per Customer transaction. The Sale can also be associated with a Guest or walk-in Customer. If the sale is to a Guest, some or all of the amount can be added to the Guest's Outstanding balance or if the Guest over pays, that extra amount can be credited to the Guest's balance.
- 3) Point of Sale like features with Inventory tracking, Reordering quantities, Receipts, and Reports with the Bill Costs Other than Site Related option.
- 4) Enhanced the Password validation to remember which option you selected after the Database Access Password is entered.
- 5) Added a Quick View button for Outstanding balances and a new Inventory/Reorder Point report with an Excel output.
- 6) Added a Hyperlink to your Park's Website specified in the Park Information on the Main Panel.
- 7) Added an Export to QuickBooks or other applications that creates a MS Excel or CSV file format. You can also save the Export Format for reuse.
- 8) Added a tool to improve updating Electric Meter Reading. This will Print Site Information for you to collect Meter Readings and then let you enter all of them in one Panel.
- 9) Provided an On-Line Reservation capability. If you have a Website, you can now provide Reservations that you can retrieve from the internet to Auto Fill Out the Guest form with what they have entered on the Web. This does require you have a website and you will need 3 pages added to facilitate the On-Line Reservations. See [On-Line Reservations](#) for more information.
- 10) In the Reservation Grid Panel, now when you want to register a New Guest, you can click on their Arrival Date and holding the left mouse button down drag the mouse to their Departure Date and transfer both dates to the Guest Panel.
- 11) Added the ability to Email a Bill to a Guest in the Guest Panel. The Bill is similar to the Printed Statement in an HTML format. Makes it nice for long term Guests to get their Bills.

Bugs:

- 1) Several bugs were corrected in the Reports being created when information being produced wasn't correct.
- 2) Fixed a registration bug - when there was a one night reservation in the future and you tried to register a longer stay in the same site, the system would allow it.
- 3) Added a check to protect a Customer from voiding their License in the Registration Panel.
- 4) Fixed a bug in the Site Information panel when setting the Seasonal Dates. If one used the up & down arrows, the dates were not registering properly.



Version 2.3.7 (3-15-2011)

Enhancements:

1) I am calling this an enhancement, but it is also needed to correct an enhancement that has the Available Sites Reservation Grid not sorting by site correctly for many Customers. We have added a Checkbox in the Park Information Panel to sort the Available Sites by Number (Default) or by Site Alias.

Bugs:

1) Fixed 2 routines that weren't properly handling Other Charges with single quotes.

Version 2.3.6 (3-14-2011)

Enhancements:

1) Added a new feature for creating Multiple new Sites to the Park with one click. This is mainly helpful when initially configuring the RV Park Software, but could also be handy if you were adding a bunch of new sites to an existing Park.

2) If a Site Type is not required entering "None" will remove the choice from the Site and Guest Panels.

3) Added an Archive Path for Database Backup and Archiving Billing information. Be sure if you change the Database Backup Path you relocate the ArchivePark.MDB database to the new location.

4) Added a Refresh button to the Reservation Grid Panel, primarily for running multiple Computers. The Grid Panel is also now auto-refreshed upon redisplay when the Running Multiple Computer option is set in the Park Information Panel. Changed the Sorting to use the Alias from the Site Number.

5) Added Alias Site Numbers to the Reassigning a Site popup to clarify reassigning a site.

Bugs:

1) Removed a false message when Cancelling a Site being Saved ... you were told the Site was Saved anyway, which was incorrect.

2) Fixed the Networking issue (See [Running Multiple Computers](#) for more information).

3) Fixed an issue when setting up the Park and making a Site Type "blank" can make all set to "None" depending upon which Type was made "Blank".

4) Fixed the Reservation Grid Panel so that when the size is restored everything is displayed correctly.

5) Fixed the Report Panel to use Excel only in a Tax/Revenue report and removed the extra columns when identifying Other Billing Items.

6) Fixed an issue when Checking out a Guest when Alias Site Numbers are used.

7) Fixed an issue when single quotes are used in Other Charges.

8) Fixed an Issue in Outstanding Balance Reports when Sites have alpha characters.

Version 2.3.5 (2-22-2011)

Enhancements:

1) Added the capability to override a Guest Departure date to a date prior to the current date.

2) Added more information to the Assign New Site panel to show what criteria was being used to

locate a site (in the panel header). This panel was also made to Resize to see more sites.

3) Added a new registration tool to the setup panel.

Bugs:

1) Adjusted the Tax Report output to be better in line.

2) Fixed a bug in the Assign New Site and AvailSites area. There could be an assignment other than that selected if the actual site ID and Alias were different.

Version 2.3.4 (2-22-2011)

Bugs:

1) Fixed a Tax issue. Electric tax calculations were not working correctly.

Enhancements:

1) Added the capability to override a Guest Arrival date to a date prior to the current date.

Version 2.3.3 (1-1-2011)

Enhancements:

1) Added Summer & Winter Rates for Daily, Weekly, and Monthly Billing. The 3, 6, and 12 month Rates are not affected. Each Site can have unique Rates for each Billing type, or you can now use the Default Rates to standardize all sites.

2) Enhanced the Reservation Grid window to allow Full Screen viewing and by changing the Grid Days in the Park Setup panel, you can have as many as 190 days on screen at one time. NOTE: The more Grid Days you have the slower the Reservation Grid window will update.

3) Added new features to the Billing Statement to see the Seasonal Rates.

4) Changed the format of the Guest Panel to fit better on lower resolution monitors.

5) Added a Check for Program Updates that checks on-line for new versions on the Main Panel.

Bugs:

1) There were several issues resolved during testing.

Version 2.3.2 (8-6-2010)

Enhancements:

1) Changed the Help files to HTML based to accommodate VISTA and Windows 7.

Version 2.3.1 (4-6-2010)

Enhancements:

1) Changed the Park Setup, Guest, and Site availability panels to better display on a monitor with a minimum Screen resolution of 1024 X 768 display setting.

Version 2.3.0 (3-31-2010)

Enhancements:

1) Added an Alias to the Site Number. This was requested by a Park that uses alpha characters to help better describe the site, like S for Shade; P for Pull thru, and B for Back in. So a Site might be called 14SP; meaning it has Shade and is a Pull thru. There are 7 characters to use for an Alias, so do what helps you.

2) Added a Payment Type to the Guest to identify how the Guest is typically paying. Cash, Check, Credit Card with all of it's information makes it easier for you to keep track of their payment information.

3) Added the ability to Email a Reservation Confirmation to a Guest that has called in their reservation. This does require you have Outlook Express or Outlook loaded on the PC.

Version 2.2.4 (8-5-2010)

Enhancements:

1) Changed the Help files to HTML based to accommodate VISTA and Windows 7.

Version 2.2.3 (4-18-2009)

Enhancements:

1) Added a Key to allow an additional 30 days to a trial usage.

Version 2.2.2 (10-18-2008)

Bugs:

1) Fixed a bug in the Get Guest routine that was looking for a date that didn't exist.

Version 2.2.1 (10-16-2008)

Bugs:

1) Fixed the Guest Report so that it doesn't lockup when a Guest with no results is run.

2) Fixed a bug in the Delete Guest button.

Version 2.2.0 (9-19-2008)

Enhancements:

1) Added 3 new rates to the application. You can now also charge 3 Month; 6 Month; and Yearly rates.

2) The Reports have been enhanced to provide a Selection of areas to be included in the Outstanding Balance Report. The User can determine if they just want the Outstanding Balance (Unpaid Balance); Rents due, separated by Rate Type (Day/Week/Month/Quarterly/Bi-Yearly/ and Yearly); Electric Due; and Other Items Due or any combination of those.

Version 2.1.4 (5-5-2008)

Enhancements:

1) Changed the Reports to reflect the Guest's Name as opposed to their ID Number per a Customer request.

Version 2.1.3 (5-1-2008)

Bugs:

1) Fixed a bug that occurred when a Deposit was saved on an initial Guest Save.

Version 2.1.2 (6-12-2007)

Bugs:

- 1) Fixed a problem with the Site Grid listing. A Guest was being listed on their departure date making it impossible to rent the site for that day.
- 2) Grid selection for Reservation. When selecting "TODAY" for a new reservation the word TODAY was entered into the Guest Panel for the Arrival date. This is fixed to show today's date.
- 3) The Outstanding Report has been changed to reflect those Guests with a Paid Thru date in the database, which indicates you have not yet set them as Paid.

Enhancements:

- 1) Added a "Print to Screen" option in the Reports area and made it the Default.

Version 2.1.1 (5-2-2007)

Bugs:

- 1) Fixed a problem when writing the Excel Report, the last Detail Charge was not being written.

Version 2.1.0 (5-1-2007)

Enhancements:

- 1) Added an option to move a Guest to a new Site.
- 2) Provided the ability to generate a Bill with a date prior to the last paid date. This allows one to charge a leaving Guest with Electrical Charges due before actual leaving.
- 3) Removed the Amount Paid field from the Invoice/Bill.

Version 2.0.3 (4-27-2007)

Bugs:

- 1) Fixed the forms with termination "X" buttons on the upper right corner, so that they properly terminate the form.

Enhancements:

- 1) Added an option when the last Bill creates a Negative balance. It will allow you to save it. This is when a Deposit being refunded creates a negative balance.

Version 2.0.2 (4-25-2007)

Bugs:

- 1) Changed Report output file name defaults to be more consistent.

Version 2.0.1 (4-2-2007)

Bugs:

- 1) Changed the Save Guest option to protect against saving a Blanked form Guest.

2) Added additional checks to prohibit saving a Guest with a Site number that is already in use.

Version 2.0.0 (2-1-2007)

#### Enhancements

1) Added full support for using Deposits in the Guest panel.

2) Now handles partial payments by managing a Balance in the Guest's account.

3) The Guest panel has a few minor changes to help with payments different than exactly what is owed.

4) Added a Park Grid panel to show 30 days of Guests and Available Sites. This requires the registration of a new OCX (MSFLXGRD.OCX). It makes it simple to go to a Guest or find an open Site for a New Guest registering.

5) A new table has been added to the database to accommodate proper tracking of the Other and Negative Charges. This will allow all Billing transactions to have the details of how much was billed for each Other or Negative charge. One could edit each Billing record to Add the Details, but could require a lot of effort depending upon how many records have been saved.

6) A new report has been added to provide a SnapShot of Sites with Outstanding Balances, and Rent that is due.

7) Added a MS Excel output for Tax/Revenue Reports.. You can now have all of the information exported to a spreadsheet.

8) Added a new panel to enter Moneys collected or refunded that do NOT relate to a Site. This would be like Laundry Room proceeds or charging to store an RV. It can still be edited just like a Site related billing.

9) Archive and restore Billing Information. You can easily move Billing records back and forth from the Archive Billing database.

10) Added a Database Lock Password to restrict unauthorized Database access.

Version 1.1.7 (1-22-2007)

#### Bug Fixes

1) Corrected a bug in the Edit Billing Database tool. When a Visitor is gone the tool attempted to retrieve the name, now a Non-Name is provided.

Version 1.1.5 (11-27-2006)

#### Enhancements

1) Added the ability to Edit or Delete Billing entries in the Database. This is found in the Setup main option, under the RV Park Database Management tools (Edit Billing Database).

Version 1.1.4 (11-24-2006)

#### Enhancements

1) Added the ability to specify a Path for the PARK.MDB database. This is found in the Setup main option, under the Campground Information option and in the General Settings area. The program now creates a "path.txt" file in the application directory with the application directory as the default path. If this is an existing use of the Program, you will need to run it one time to get

that established. Then you can change the setting. Be sure that after changing the setting you move the PARK.MDB to where you want it before re-starting the application.

Version 1.1.3 (11-30-2005)

#### Bugs

1) Fixed a problem when the Electrical Meter "rolls-over" to a smaller number for the current reading. The fix provides for meters with a top number of 9999 and 99999 ONLY. If you have meters with high numbers of something other than these please contact us.

Version 1.1.2 (10-24-2005)

#### Bugs

1) Fixed the close pane button on the Guest Panel to re-open the Main Panel when used.

Version 1.1.1 (10-24-2005)

#### Bugs

1) Fixed an abend error when the first "monthly" bill is generated on a new tenant. Worked fine after the first one.

Version 1.1.0 (08-08-2005)

#### Enhancements

1) Added an Amount Paid field to the Guest Panel and database to address non-payment Guests or losses from non-payment.

#### Bugs

1) Fixed several Tax Report formatting issues while adding the Loss Field. The 3 Taxes are summed in the initial list of transactions, and if there are taxes present, they will be listed in a breakout below the list of transaction totals. The Tax totals are NOT printed if they are \$0.00.

Version 1.0.2 (04-30-2005)

#### Bugs

1) Fixed the ability to change the Main Panel Image (must be 640W X 480H pixels)

Version 1.0.1 (04-30-2005)

#### Bugs

1) Fixed a problem with clearing the Guest Panel when moving to a new Site

2) Added a error recovery feature to the Guest panel

#### Enhancements

1) Added the ability to control the names of rental areas like Cabins, Tents, Boats, etc. limited to 10 characters

Version 1.0.0 (04-18-2005)

First Release - no notes. The requirement for this application came from Sportsman's Park RV in Azle Texas. Thanks to Steve and Nancy.

