



By E-Business Made Simple

RV Park Software Training/Overview Documentation

Version 3.5.29

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RV Park Software is a very simple and easy tool to use. There are a few simple **Concepts** you need to understand about the program, followed by the proper setup, and in about an hour or two (depending on how many sites and what features you need to use) you will be ready to manage your Park or Properties.

Concept One: It is important you take the time to properly enter all of your setup information in the Campground Information Setup area. The program will not function correctly without accurate information. All your Sites **MUST** be defined with "Site Aliases" (or Site Names you want to use in the Reservation Grid and Maps). It is also recommended you create "Other Charges" you will need for Charging Guests things you want to include on their Bill or want to sell in a Point Of Sale store you may have. Other Charges can always be added as you go, but it makes sense to set up common charges you know will be needed. Examples, could be: RV Wash/Dump Fee/Meter Charge/etc.

Concept Two: Once the Campground is fully defined, a Guest needs to be PROPERLY registered. That means, there are a minimum of things that must be entered to have them show up and be located. Fields that are required: **Name / Arrival Date / Departure Date / Site / Stay Type (Daily, Weekly, Monthly, etc.)** everything else is at your discretion. The Arrival and Departure dates are used to show the Guest in the Reservation Grid and on the Maps. They act as a place holder for the site.

NOTE: The Stay Type is how they are Paying **NOT** how they are Staying. That is, if they are Staying for a Year, but Paying Monthly, they should be set to a Monthly Stay Type.

Concept Three: There is a process for a Guest to be Billed and Money collected. Generally, when a Guest arrives you want to collect money for their stay up front. The process is:

- 1) Enter a Paid Thru Date - most easily done by double-clicking the Paid Thru Date field and selecting a Date they will be paying thru. RV Park will figure their costs from your Site and Information setup. You can add up to 5 "Other Charges" if needed. If you leave the "Do Not Show Amount Paid" check box blank, the printed Bill will look like an Receipt, check the box and it will be more like a Invoice. You can press the "=" (equal) button to make the amount paid equal to the amount due if needed. The Amount Paid will turn colors to help identify differences. Green for Amount Paid equal to that due, Yellow for Amount Paid is Less than that due, and Red for the Amount Paid being more than that due.
- 2) Press the Generate Bill button - to print the Bill (this saves some of the information and is an important step in the process). This step can be done several times as necessary to create as many paper copies or corrections as needed, as long as you don't tell RV Park you have collected the money. The Generate Bill will ask you if you want to mark the Bill Paid ... if you press Yes, it is just like pressing the 2) Bill Paid button.
- 3) Once the Money has been received, press the Bill Paid button - this will complete the transaction by adding it to the Billing Table in the database and move the Paid Thru date to the Last Paid field.

NOTE: This process may be repeated many times for a Guest staying for a Long Term period. Once the Guest is ready to leave, and after you have completed their final Billing Process, it is important you Check them out:

- 4) Use the Ck Out button to return the site to the site pool, making it available to future Guests.

NOTE : This also removes them from the Reservation Grid and is critical for RV Park to function properly.

NOTE: If a Guest needs to stay longer than originally provided, you can simply change their Departure Date to the future date (or make it less if they are leaving early) as long as the site they are in has availability for the extra days. If not, you may need to complete their Billing process for their current site, remove the site number, and Assign them a New Site for the rest of their stay. You can reassign the next Guest to a different site and let them remain in their current site. Whatever is most convenient.



Before setting up RV Park Software you may want to consider how you need to organize your Park. Do you have different "Sites" (RV Spaces/Storage Lockers/RV Storage area/Boat Slips/etc.) that you may want to consider in your setup? Sites use a "Site Alias" name that can have as many as 7 alpha-numeric characters to "Name" a Site. The Site Alias is displayed in your Reservation Grid, on Maps, and in the Guest Information Panel, so determining Names that best describe your situation can be very helpful.

Some examples could be just using numbers, but since the Reservation Grid can be sorted by the Site Alias, you may want to start with zeros like: 001, 002, 003, etc. In this manner, if you set the software to sort by Site Alias things would stay in order, where if you left off the zeros, your list may look like: 1, 10, 101, 102, 11, 12, 13, 14, 15, 16, 17, 18, 19, 2, 20, 21, etc. in a Park with 102 sites ... Not the best list.

You can also use alpha characters to denote site features like S for Shade and/or P for PullThru. Example: 001, 002S, 003P, 004, 005PS, etc.

If you have Boat Slips, you could precede the Site Number with a B and all of the Boat Slips would be together. Example: 001, 002, 003, ... , B001, B002, B003, etc.

When you get ready to define the Sites there is a tool that will assist in creating groups of Sites with similar or the same amenities. The "Copy" feature also assists in creating the Site Aliases when they have preceding alpha characters.

Another item to consider is the Site Types which you define. These can help define what type of Camping will happen in a Site. There are as many as 10 Site Types, but I recommend you use only those that you need and make sense for your Park. In my opinion, Motorhome; Travel Trailer; 5th Wheel; A Class; and C Class are all RVs. So why not just use RV as a Site Type to cover all of those. Cabins, Park Models, and Mobil Homes are another example of Site Types that are virtually the same. Pick one, and save your effort.

There is a feature that will let you change your Rates by Site Type. This may be an exception to your Site Type naming convention if you plan to change your Rates periodically, and the Rates are different for various Site Types. When you define your Sites, you can include as many of the Site Types for each Site defined. In this approach, you could have defined the following 4 Types: RV, Cabin, Tent, and Storage and then also defined 3 other Types as: NoElec, 30AMP, 50AMP. Now when defining your RV Sites, you can check the RV Site Type and one of the electric Site Types, so that 2 Site Types are checked for each RV Site. Then when your Rates increase on RV Sites, you can use the electric Site Type to change ALL of those types at once, as opposed to, doing them one at a time.



We just want to welcome you to the RV Park Software program. A program we have developed to help the smaller parks get into the computer based management arena without costing a lot of money. E-Business Made Simple is a small Colorado business with the goal of keeping it's retired owner busy with helping folks like yourself. Please review the Help files in the various RV Park programs. Yes, there are 4 programs that come with RV Park Software. Each has a Help File to help with using the application. This Training Help File tries to provide the Concepts of how to use RV Park software, but there is also a Detailed RV Park Help File that covers every aspect of the program. There are also:

- MapMaker** - a simple tool to create and maintain up to 4 Maps of your facility.
 - Park Calendar** - another simple tool to help manage reservations for a Rec Room, or Pavilion, or other type of facility. It will support many facility areas, or you can just keep track of activities for the park and then print a calendar for others to see.
 - DataImporter** - this is a tool I built to help parks Import Guests, Point Of Sale items, or even Sites, from a spreadsheet or text based file. It even Exports data from a MS Access database, should you want to go with another Park Management application.
- The Help files will answer most questions and clear up most confusion. When you can't figure it out, just give us a call or an Email.

Thanks for your Interest,

Bill Lusby



If you need help, have questions, or even have an enhancement you need, please let us know. We try to not be a training stop for Windows and focus mostly on the RV Park Software suite of programs. You can contact us at:

Phone: (719) 239-9768 Please leave a message if we can't pickup, we try to return calls as soon as possible.

Email: support@e-businessmadesimple.com

Website: RVParkSoftware.us

Users Web Forum: [RV Park Forum](#)



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 7, 8, & 10 the Compatibility Mode for all of the RV Park applications MUST be set to Windows XP Service Pack 3. This is due to the Virtual environment Windows 7 & up provide that needs to be turned off for RV Park to run properly.

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 Free Software Updates (yes, we still don't charge for updates after more than 11 years). RV Park can operate without the Internet Connection, you will just not be able to use some of the functionality.

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.**

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.

Optionally, RV Park will produce a MS Excel spreadsheet if your PC running RV Park software has a copy of Excel. It can also create a CSV (comma separated values) file which can be read by virtually all spreadsheet programs. The benefit of the Excel program is all of the nice formatting that is used, where a CSV file cannot have this formatting. If you're PC is running Windows 7, Excel 2003 can be used fairly inexpensively (less than \$45), Windows 8 may require a minimum of Excel 2007 (less than \$120). This is dependant upon the MS support policies. **There may be issues with the new Version 2015 (and greater) of Excel, please verify if you are using it. You can always use a CSV file and call it up in the newer versions of Excel.**

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.

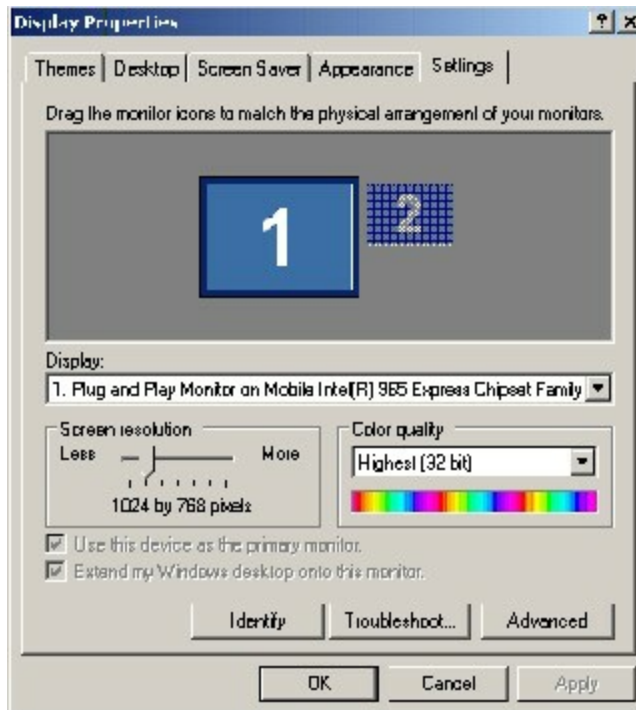
Screen Resolution -

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.

This Help File will cover the basic RV Park Software Setup requirements. There are some short videos on-line that also provide a quick tutorial you can link to via this symbol:



Use the Video Links to see a short Overview of the Topic being presented. With the Video providing a brief overview, the details will then be provided in the Chapters. Please take the time to read thru the Help Files and possibly use it in conjunction with your setup.

NOTE: The Videos are not always current to the actual software. It is because there are always improvements being made to the program.

RV Park is a simple, easy to use program for Property Management type application. The tool was designed primarily for RV Park management, but can be adapted for almost any Property Management situation. There are 3 simple **Concepts** you need to understand about the program, followed by the proper setup, and in about an hour or two (depending on how many sites and what features you need to use) you will be ready to manage your Park or Properties.

If you already understand the Concepts from the Introduction, you can go to the Campground Setup Section:

CampGround Setup

Concept One: It is important you take the time to properly enter all of your setup information in the Campground Information Setup area. The program will not function correctly without accurate information. All your Sites **MUST** be defined with "Site Aliases" (or Site Names you want to use in the Reservation Grid and Maps). It is also recommended you create "Other Charges" you will need for Charging Guests things you want to include on their Bill or want to sell in a Point Of Sale store you may have. Other Charges can always be added as you go, but it makes sense to set up common charges you know will be needed. Examples, could be: RV Wash/Dump Fee/Meter Charge/etc.

Concept Two: Once the Campground is fully defined, a Guest needs to be PROPERLY registered. That means, there are a minimum of things that must be entered to have them show up and be located. Fields that are required: **Name / Arrival Date / Departure Date / Site / Stay Type (Daily, Weekly, Monthly, etc.)** everything else is at your discretion. The Arrival and Departure dates are used to show the Guest in the Reservation Grid and on the Maps. They act as a place holder for the site.

NOTE: The Stay Type is how they are Paying NOT how they are Staying. That is, if they are Staying for a Year, but Paying Monthly, they should be set to a Monthly Stay Type.

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- 1) Enter a Paid Thru Date - most easily done by double-clicking the Paid Thru Date field and selecting a Date they will be paying thru. RV Park will figure their costs from your Site and Information setup. You can add up to 5 "Other Charges" if needed. If you leave the "Do Not Show Amount Paid" check box blank, the printed Bill will look like an Receipt, check the box and it will be more like a Invoice. You can press the "=" (equal) button to make the amount paid equal to the amount due if needed. The Amount Paid will turn colors to help identify differences. Green for Amount Paid equal to that due, Yellow for Amount Paid is Less than that due, and Red for the Amount Paid being more than that due. If the Amount Paid is NOT equal to the Amount Due, an Outstanding Balance (positive or negative) will be maintained.
- 2) Press the Generate Bill button - to print the Bill (this saves some of the information and is an important step in the process). This step can be done several times as necessary to create as many paper copies or corrections as needed, as long as you don't tell RV Park you have collected the money. The Generate Bill will ask you if you want to mark the Bill Paid ... if you press Yes, it is just like pressing the 2) Bill Paid button.
- 3) Once the Money has been received, press the Bill Paid button - this will complete the transaction by adding it to the Billing Table in the database and move the Paid Thru date to the Last Paid field.

NOTE: This process may be repeated many times for a Guest staying for a Long Term period. Once the Guest is ready to leave, and after you have completed their final Billing Process, it is important you Check them out:

- 4) Use the CK Out button to return the site to the site pool, making it available to future Guests.

NOTE: This also removes them from the Reservation Grid and is critical for RV Park to function properly.

NOTE1: If a Guest needs to stay longer than originally provided, you can simply change their Departure Date to the future date (or make it less if they are leaving early) as long as the site they are in has availability for the extra days. If not, you may need to complete their Billing process for their current site, remove the site number, and Assign them a New Site for the rest of their stay. You can reassign the next Guest to a different site and let them remain in their current site. Whatever is most convenient.

NOTE2: There is a "Hold" feature that can be used to Hold a site for a Guest that thinks they may stay longer, but are not sure. This feature is discussed further in the DEtailed Help files.

CampGround Setup



The Campground Information Setup panel is fairly large, but contains many of the important settings for RV Park Software. The first thing to note is the panel is divided into several areas. If you work through it one at a time, it won't seem quite so intimidating. **NOTE: While you are going through setting up the areas, just hold your mouse over a field and you will see a Tip displayed describing the purpose or other information about that field.**

Park Information Area - The first area is where you enter your Park's or Business' information. The information entered will be used on your Billing Statements, Emails, and Main Panel of the software. Key fields include: Park Name 1; Physical Address 1; Physical City; State; Zip; Email; Phone; and Website. The other fields may be used in future releases of the Software.

| | | | | | |
|--------------------|-----------------------|-------|----|-------|-----------------|
| Park Information | | | | | |
| Park Name 1 | Your Park | | | | |
| Park Name 2 | | | | | |
| Physical Address 1 | Your Address | | | | |
| Physical Address 2 | | | | | |
| Physical City | City | State | CO | Zip | 81233 |
| Phone | 123-123-1234 | FAX | | Email | MyPark@host.com |
| Website | http://OurRVPark.com/ | | | | |

Mailing Information Area - this area will automatically get filled in when you enter the Park Information fields. If you set up your Outgoing Mail, provide an Email address and check the Auto Send Backup DB box, a copy of your DB can automatically be sent to a Corporate or Off Site Owner that needs to create reports of view activity whenever RV Park is exited. They can then place it in their RVPark directory and, using the RV Park Lite version of the software (Free Version), review what is going on.

| | | | | | |
|--|--------------|-------|----|-------|---------------------|
| Mailing Information | | | | | |
| Company Name 1 | Your Park | | | | |
| Company Name 2 | | | | | |
| Mailing Address 1 | Your Address | | | | |
| Mailing Address 2 | | | | | |
| Mailing City | City | State | CO | Zip | |
| Phone | 123-123-1234 | FAX | | Email | support@e-businessm |
| Website | | | | | |
| <input checked="" type="checkbox"/> Auto Send Backup DB | | | | | |

General Settings Area - The General Settings area lets you set Defaults for some of the programs operations.

NoShow Amount Due on Bill - actually sets the default for showing the amount Paid on a printed Bill. You can change the Default before actually printing a Bill in the Guest Panel.

Show New Version Pop-Up - This will check the Internet to see if a Newer Version available, and is recommended that it is checked. If your computer is NOT connected to the Internet, uncheck the box.

Sort By Alias - Normally your sites are listed on the Reservation Grid in the order they are defined, that is, in the order of their Number. But, you can enter a Site Alias (up to 7 alpha-numeric characters) when you define your sites. Checking this box will cause the Reservation Grid to sort by those Aliases. Make sure the AlphaNumeric sort is what you want, that is, it sorts by the Aliases. Look at the Reservation Grid and be sure you are getting what you are expecting,

Grid Days - can be set from 30 to 190 days. This is how many days will be loaded in the Reservation Grid. **NOTE: If you have a lot of Sites, this can slow down how quickly the panel gets loaded. You can always change the Current Date on the Reservation Grid panel to view the date needed.**

You need to be the judge of what is quick enough.

General Settings

NoShow Amt Due on Bill Show New Ver Pop-Up Sort By Alias **Grid Days** 30

| | | | |
|------------------|-----------|------------------|---------|
| Tax1 Name | Sales Tax | Tax1 Rate | .090000 |
| Tax2 Name | City Tax | Tax2 Rate | .010000 |
| Tax3 Name | My Tax | Tax3 Rate | .000000 |

Daily Charge Amt Maximum Num of Days

DatabasePath C:\LusbyData\VB6\RVPark350 **CountryCode** USA

BackUpDBPath C:\MyPark **Receipt Num** 1

Summer Start Date 5/15 **Summer End Date** 9/15 **Unit Name** Site

Winter Start Date 9/16 **Winter End Date** 5/14 **Change Season Dates**

There are 3 Taxes for your use that can be set up and named as you see fit. The taxes can later be applied to Site Rent or Other Charges in whatever combination makes sense. If you enter 0 as a Tax Rate, it is never used, as shown on Tax3 Rate.

Daily Charge - is the Name of a charge you want to standardly apply to all Daily Guests for some number of days. (example: State Recreational Fee)
Amt - is the amount you need to charge for each day.

Maximum Number of Days - number of days you will be charging the Daily Charge.

Database Path - This is the path where you will be storing the **Park.MDB** database where all your Park data is stored, as well as, the **Other.MDB** database is stored which is essential for RV Park to operate. When networking RV Park Software, this is how you point back to the **Hosting Computer**.

BackUp DB Path - is the path to where your Backups of RV Park software database are stored. It is recommended you use an external hard drive, like a USB drive. They are around \$50 and if your computer's hard drive fails you won't loose everything.

Country Code - can be set for the United States, Canada, or Australia. This just sets the Zip or Postal codes to a more familiar pattern, as well as, states in Australia have 3 characters.

Receipt Num - sets the number for Billing receipts.

Unit Name - Changes the default RV Site nomenclature within the program to whatever you deem appropriate for your requirements ... Like, Room for a Hotel or Slip or Berth for a Marina. You have up to 7 characters to reflect your requirement.

Change Season Dates - provides you access to set the Season Dates for your Park. **NOTE: It is recommended you wait until you define your sites if you need to use this feature, because that is where you will be taken via this button.**

Billing Area - this is where you can create custom messages on your Billing Statements and Confirmation Emails you can send.

Payment Due - This is a statement just to the left of the amount due and can be up to 100 characters.

Thanks - is a short note, centered, at the bottom of the page.

Turn Off Showing Late Guest Payments - This CheckBox is used to turn off the **Red Italic** Guest Names in the Reservation Grid for those Parks that do not use the Rent Billing feature and don't need to see the Guest Names in the **Red Italic**.

Turn On Guest Address for Window Envelope - allows you to alter the Billing Statements so that the Guest's Address will be visible in a #10 Window Envelop when properly folded. **Also, note the Text Position from Left notes below.**

Text Position From Left - is the measurement (in inches) from the left edge of the Billing Statement to the Guest Address. The standard Window #10 Envelope would be .875 or 7/8 of an inch.

News And Announcements - can be one or two columns at the bottom of the page. This area can be used for almost anything you want from Park Rules to News and Announcements.

Announcement Title - field lets you change the Title of this area on the Billing Statement to what you want to call it.

Announcement Area Height - Some printers can produce a larger Billing Statement than others. This field will allow you to experiment with the Height of the area.

TxtHgt - allows you to change the text height of the News and Announcements text area. This helps if you need to have a lot of information on the Statement.

One or Two Columns - you can change the Announcement Area to have two columns for Text if needed by changing the radio buttons.

Billing

Payment Due Your Total amount is c **Thanks** Your Park appreciates y

Turn Off Showing Late Guest Payments Turn On Guest Address for Window Envelope

Text Position from Left 0.875

Announcements

Announ Title News And Annour **Announ Area Hgt** 3100 **TxtHgt** 10 One Col Two Col

Cancellation Policy If you need to cancel this reservation, you must do

Network Settings Area - lets you determine if you will be running a single or multiple computers with RV Park Software. Using the Multiple Computer setting would need to be set on all computers networked to the Hosting Computer. This will refresh the Grid and Maps more frequently to help assure currency of the Guests. This is also where you set the system to use the on-line Reservation System. Thereby, turning on 2 buttons

on the Guest Panel to retrieve and delete reservations made on-line. You can also turn off the Group Reservations option on the main panel if you don't need this feature.

Networking/Other Settings

Single Computer
 Running Multiple PCs
 Use the On-Line Reseravazion System
 TurnOff Group Reservations

Electric Company Billing Settings Area - is where you setup the way Electric Billing will be handled. RV Park allows you to have up to 2 different Electric Companies or Electric Billing approaches for your Park. Each Site or Property can use only one of the Companies. Each Company can have up to 3 different Rates based on the Sites use of KWH. In this manor, an Electric Company could charge one rate from 1 to 1400 KWH, and another rate from 1401 to 2000 KWH, and a third rate for anything over 2000 KWH. The Electric Charges can also have a Tax charged against them. The TaxRate must be entered and the Box must be checked for the Tax to be charged. If the Electric charges are not Taxed, just don't check the TaxElectric box. If there is only one Electric Rate, just enter from 1 to 9999 for the first Range and whatever the Rate is for a KWH, as shown below.

Electric Settings

Tax Elec? ElecTax 0.034
 KWH Range/Rate 1
 KWH Range/Rate 2
 KWH Range/Rate 3

| | | | | | | |
|--------------------------|---|------|-------|--|--|--|
| Electric Company 1 Rates | 1 | 9999 | 0.095 | | | |
| Electric Company 2 Rates | | | | | | |

Default Site Rates Area - this area can be used to set which of the 3 standard Taxes should be charged for Rents with the Taxes button and also the Taxcheckbox below each Type of Stay must be checked for the Taxes to be applied. This area also can help to change Rates for a Park's Site Types when you want to change Rates for certain Site Types or it will also change ALL sites to the Rates you enter in this area.

Default Site Rates

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

Note the Taxes button, this will open another Panel to determine which of the 3 Taxes will be applied to each of the Site Rate types checked.

Tax Rent Settings

Help

| | | |
|--|--|---|
| Daily Rent Taxes Applied <input checked="" type="checkbox"/> Sales Tax <input type="checkbox"/> City Tax <input type="checkbox"/> My Tax | Weekly Rent Taxes Applied <input type="checkbox"/> Sales Tax <input checked="" type="checkbox"/> City Tax <input checked="" type="checkbox"/> My Tax | Monthly Rent Taxes Applied <input checked="" type="checkbox"/> Sales Tax <input type="checkbox"/> City Tax <input checked="" type="checkbox"/> My Tax |
| 3 Month Rent Taxes Applied <input checked="" type="checkbox"/> Sales Tax <input type="checkbox"/> City Tax <input type="checkbox"/> My Tax | 6 Month Rent Taxes Applied <input checked="" type="checkbox"/> Sales Tax <input type="checkbox"/> City Tax <input type="checkbox"/> My Tax | 12 Month Rent Taxes Applied <input checked="" type="checkbox"/> Sales Tax <input type="checkbox"/> City Tax <input type="checkbox"/> My Tax |

Save Close

You can see how each of the Rate types can be set for a Tax to be applied ... or not.

Site Types - You can define up to 10 different Site Types. These are used to determine what a Site can accommodate, or you can also use them to isolate or group Sites for rate changes. This common for Parks that may want to frequently change the Rates for certain sites several times a year. There is a feature called **Set Site Type Rates to Default** that will be discussed after this. Simply enter a Site Type name you want to use, or you can leave the field blank and it will not be used and the word "None" will be added. Note, it is best to keep the Types in sequence; that is if you need/want 4, use 1-4 not 1, 3, 5, and 8. Also Note, if you change one from ... say Cabin to RV, you may want to review your Site Definitions in Setup and be sure they still make sense. If you changed the text from Motorhome to RV, I would think everything would be fine, it's just when the Type is not the same.

TIP: Use only what makes sense. That is, Motorhome, TravelTrailer, 5th Wheel, are all RVs ... just use RV for a Site Type. Same thing with Cabin, ParkModel, etc. pick one Site Type for them.

Site Types
Enter the types of RV's or Rental Property you are handling. Examples: Tent; Boat; Camper; Trailer; etc.

| | | | | | | | | | | | |
|---|--------|---|---------|---|-------|----|------------|--------------------------|-----------|---|------|
| 1 | Cabins | 2 | Campers | 3 | Boats | 4 | 5th Wheels | 5 | Motorhome | 6 | None |
| 7 | None | 8 | None | 9 | None | 10 | None | Default Site Type Number | | 5 | |

The Default Site Type Number will set the selection in the Guest Panel to your default number.

Set Site Type to Default Rates - This is a way to quickly alter all Site Types with this Site Type checked, to whatever rates you have entered into the Default Site Rates area. For this feature, there is no need to save the rates, it is just to change them for one of your Site Types. Just select the Site Type you want to change from the Drop-Down box shown below and then press the Set Site Type to Default Rates button and ALL sites that have that Site Type checked will be changed to the Default Rates entered,

Default Site Rates

| | | | | | | |
|-------------|---|---|---|---|---|---|
| | Daily | Weekly | Monthly | 3 Month | 6 Month | Yearly |
| Summer | 0 | 100 | 385 | 1155 | 2310 | 4620 |
| Winter | 0 | 100 | 385 | <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 | <input type="text" value="5th Wheel"/> ==> | | | Set Site Type to Default Rates | | |
| PaidThru In | <input type="text" value="5th Wheel"/> <input type="text" value="Motorhome"/> <input type="text" value="Park Model"/> | | | 90 | 180 | 365 |
| Weekly | | | | 6 Month | Yearly | |

Auto Compress and Backup Database Options - This is a really nice feature that (providing there are no other Users in the Database) it will be compressed and Backed Up automatically when you close the RV Park Software. Remember, you can have a different location set for Back Ups like a different hard drive or computer (Highly Recommended). Compressing the database removes excess space and actually repairs problems in the database. The Back Up is labeled with the day of the week in it's name, which limits you to no more than 7 back ups. Just set the radio buttons to **Auto Compress DB** and **Auto Back Up DB**.

NOTE: We have had several Customers that have NOT backed their Database up to a USB External Hard Drive and their Computer has crashed leaving them with NO Backup. You can buy one a 500 GB USB External Hard Drive for less than \$70 at Walmart, small price for your sanity and trying to recreate it.

| | | | |
|--|---|--------------------------------------|---|
| Compress Database Options | | BackUp Database Options | |
| <input type="radio"/> Auto Compress DB | <input checked="" type="radio"/> Manual Compress DB | <input type="radio"/> Auto BackUp DB | <input checked="" type="radio"/> Manual BackUp DB |

Paid Thru Incrementer - This can be a very handy feature. It is where you can set how many days will be added to the Last Paid Date in the Guest Panel when you Click on the "Paid Thru" label just to the Left of the Paid Thru field. This action will set the next Paid Thru date to what you want as opposed to trying to count days on the Calendar.

PaidThru Incrementer

| | | | | | | | | | |
|--------|---|---------|----|---------|----|---------|-----|--------|-----|
| Weekly | 7 | Monthly | 28 | 3 Month | 90 | 6 Month | 180 | Yearly | 365 |
|--------|---|---------|----|---------|----|---------|-----|--------|-----|

Calendar Font Selection - This is a tool to change the Fonts in the Pop Up calendars used throughout RV Park Software. Some Users have experienced issues with not having certain Fonts on their computers. This allows one to select the Font and Sizes of the text on the Calendars. The first 2 fields are for the Font and Size and the next field is for a Color scheme. Just press the View button to see what your calendar will look like. Remember to Save your configuration.

Settings

Computer Running Offline System

Default Site Rates

| | | | |
|-----------|---|---|---|
| | Daily | Week | Yearly |
| Summer | 0 | 100 | 4620 |
| Winter | 0 | 100 | <input checked="" type="checkbox"/> Tax |
| Taxes | <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 Incrementer

| | | | | | | | | | |
|--------|---|---------|----|---------|----|---------|-----|--------|-----|
| Weekly | 7 | Monthly | 28 | 3 Month | 90 | 6 Month | 180 | Yearly | 365 |
|--------|---|---------|----|---------|----|---------|-----|--------|-----|

Calendar Font Selection

| | | | | | |
|-------|---|------|------|------|------|
| Arial | 9 | Aqua | View | Save | Exit |
|-------|---|------|------|------|------|

August 2013

| | | | | | | |
|-----|-----|-----|-----|-----|-----|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| 28 | 29 | 30 | 31 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Today: 8/23/2013

Save and Exit buttons - are for Saving any changes made to the Campground Information panel and to Exit the Panel and return to the Setup Panel.

This concludes the Campground Information Setup panel. The next area is the Site Definition Setup.

Site Definition Setup



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 its size and what Site Type 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 [Campground information](#) settings are made that use the Site Type to set the values.

The Site Information panel has really one area that needs to have information entered. One of the nice things you can do to quickly get setup Sites is to enter as much information common to ALL of your Sites and then "Copy" that Site profile as many times as needed to set those Sites. Before we make any settings permanent, lets discuss the Site Alias feature. Note on Site Number 1 there is a Site Alias provided that should be "001". As new sites are added, the Alias will continue to automatically be incremented with the preceding zeros. This is because on the Reservation Grid, you can have the Sites listed in alpha-numeric order. Without the preceding zeros, the list would look out of order. Likewise, if you decide to precede the Alias text with characters like RV or PM (for Park Model), the list CAN be sorted accordingly. You may also consider using text characters at the end of the 3 character numbers to designate special features of the Site, like Pull Thru or Shade with a "P" or "S" respectively. The Site Alias can be a very nice feature if thought through a little before setting up your Sites. The Site Alias can always be changed later, but depending on how many Sites you have in your Park may make it a much larger task ...

OK, lets review the fields ...

Site ID - is a Number assigned by RV Park software that you have no control of. In our opinion, you may want to basically ignore this number. If you never Delete any Sites, the ID should be the same as the Site Number.

Site Number - is a Number used primarily by RV Park Software and should be a unique integer value. This is used in the Guest Panel to link to the Site they are occupying. The Site Number is normally something you need.

Site Alias - As discussed above, this is a text based field displayed in the various panels to designate the Site. It is recommended you use a minimum 3 character string to represent the normal site Number (Example: 002). But you can use whatever approach makes sense to your park. We have one Customer that uses an address number to reflect the Site number (Example: 1935A).

Electric Amps - This field can only be a number. It is used by RV Park Software to determine if a Guest's electric requirement can be met by the amount of Amps at a particular Site. Example: If a Site has 30 in the Amp field and a Guest requires 50, that site would not be suggested as a valid Available Site. If a Site does NOT have electric, simply enter 0.

Water and Sewer - These check boxes are to identify whether or not the Site has Water and/or Sewer. They function similar to the Electric Amp value, in that, if a Guest is set to needing these site attributes, and the Site does NOT have them, it will not be shown as an Available Site when in the Guest panel looking for an Available Site.

Site Information

Help

Basic Site Information

Site ID: 1 Num: 1 Site Alias: A001 Elec Amps: 30 Water Sewer

Length (Feet): 90 Width (Feet): 36 Last Meter: 14311 Electric CO 1 Electric CO 2

Summer Rates Winter Rates Rate Adjustments

Start Date: 4/30 End Date: 9/30 Save Season Dates

Daily Rate: 25 Weekly Rate: 140 Monthly Rate: 300

Enter Num of Guests before Rates Increase: 1 Set: ALL Types to these Rates: Go

Enter the Amount the Daily Rates will be Increased: 10.00 Or 0 for No Rate Change

Enter the Amount the Weekly Rates will be Increased: 0.00 Or 0 for No Rate Change

Enter the Amount the Monthly Rates will be Increased: 0.00 Or 0 for No Rate Change

3 Month Rate: 0 6 Month Rate: 0 Yearly Rate: 0

Type of Camping at this Site

Unavailable Motel Limited Average Large Storage

House

QuickBooks Fields

Type: Other Charge Account: Setup QBook Values

Delete Clear/New Save CopySite

Current Guest

Name: Arrival Date: Departure Date: Num in Party:

Go To Guest

Exit

Length and Width - These must be a numeric value and represent the largest (Length & Width) RV or Vehicle that can be placed on the Site (not the physical dimensions of the Site). They are also used to select Available Sites for Guests, if provided in the Guest's profile.

Last Meter Reading - This field can be used to enter the Site's last meter reading. When first setting up the Sites, one should enter the value of the Last Paid meter reading. This will be used when Billing Electric for this Site at the next interim Billing period. If the Site will never have Electric Billing, you may want to leave it at 0. If you want to track the usage at sites even though they are not Billed you can also do that by entering the last meter reading.

Electric Company 1 or 2 - Here you can designate whether Electric Company 1 or 2 is used at this site. Electric Companies are setup in the Campground Information setup panel. If you setup both Electric Companies, you can select which company is providing service to this Site by selecting the appropriate radio button.

Rate Adjustments Button - The Rate Adjustment button applies to ALL sites. The Site Definition panel is simply where you access the feature for entering 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.

Rate Adjustments

You can create Positive or Negative Rate Adjustments which will be applied to a Guest's Rate. A Positive Adjustment would increase their Rate and a Negative Adjustment would be a Discount. Rate Adjustments occur before any percentage Discounts are applied.

Select One To Change

Rate Adjustment Name or Description Amount (+ or -)

Save Clear Close

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.

Guest Information

Help

Guest Information

Name: Bill Address 1: Address 2: City: State: Phone: Cell: Drivers License: Deposit: Apply Discount: 0

Adjust Rate **Rate Adjustment** -4.00

Email: Vehicle Information

Vehicle: Plate No: Length: VIN: Width: Motorhome 5th Wheel Park Model

Delete Clear Save Close

Rate Adjustments/Discounts

Check all Discounts that apply

| Use | Discount | Amount |
|-------------------------------------|-----------------------|----------|
| <input checked="" type="checkbox"/> | Senior Daily Discount | (\$4.00) |
| <input type="checkbox"/> | Washer Daily UpCharge | \$2.50 |

Apply Adjustments Close

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.

Summer and Winter or Seasonal Rates - If you want/need to use Seasonal Rates, you will need to enter a Start and End Date for the Summer and Winter. This part of the panel applies to **ALL Sites**. Once you select the Start and End Dates for the Summer from the drop downs, the Winter Start and End Dates should be correct. Just press the Save Season Dates button and they will apply to all Sites.

NOTE: If you do NOT use Summer and Winter Seasonal Rates, don't set the Dates. Setting them will require you to properly set Summer & Winter Daily/Weekly/Monthly Rates using the Tabs.

| Summer Rates | | Winter Rates | | Rate Adjustments | |
|--------------|---------------------------------|--------------|----------------------------------|-------------------|----------------------------------|
| Start Date | <input type="text"/> | End Date | <input type="text"/> | Save Season Dates | |
| Daily Rate | <input type="text" value="35"/> | Weekly Rate | <input type="text" value="150"/> | Monthly Rate | <input type="text" value="300"/> |

Very Important - Rates for Daily, Weekly, Monthly, 3 Month, 6 Month, and Yearly mean, the Guest will be PAYING for that period. A misconception is if a Guest is staying for a Year, you will set them up for the Yearly Pay Rate. Not necessarily true, it is only true if they are paying once, that is, one payment in full for the year. A Guest that is staying for a Year but paying every month is Monthly NOT Yearly. A Guest's Stay Rate is based on how they Pay NOT how they Stay.

Daily/Weekly/Monthly Rates - These Rates are for this Site only. You can have all rates set for all Sites the Same, but note, they can all be different if needed. If you are using Seasonal Dates, you will need to set the Daily/Weekly/Monthly Rates in BOTH Tabs.

Charging Extra for Additional Guests - You can charge extra when more than some number of Guests is in a Site. This applies to this Site, but there is an option to set other Site Types to the Same values. The area below 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.

| | | | | | |
|--|------------------------------------|-------------------------|----------------------------------|----------------------|-----------------------------------|
| Enter Num of Guests before Rates Increase | <input type="text" value="2"/> | Set | <input type="text" value="ALL"/> | Types to these Rates | <input type="button" value="Go"/> |
| Enter the Amount the Daily Rates will be Increased | <input type="text" value="2.00"/> | Or 0 for No Rate Change | | | |
| Enter the Amount the Weekly Rates will be Increased | <input type="text" value="10.00"/> | Or 0 for No Rate Change | | | |
| Enter the Amount the Monthly Rates will be Increased | <input type="text" value="35.00"/> | Or 0 for No Rate Change | | | |

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 below. This will let you use a Site Type to set the Rates.

| | | | |
|-----|----------------------------------|----------------------|-----------------------------------|
| Set | <input type="text" value="ALL"/> | Types to these Rates | <input type="button" value="Go"/> |
|-----|----------------------------------|----------------------|-----------------------------------|

3 Month/6 Month/Yearly Site Rates - Set the rates for this site to whatever is appropriate.

| | | | | | |
|--------------|----------------------------------|--------------|-----------------------------------|-------------|-----------------------------------|
| 3 Month Rate | <input type="text" value="850"/> | 6 Month Rate | <input type="text" value="1150"/> | Yearly Rate | <input type="text" value="1450"/> |
|--------------|----------------------------------|--------------|-----------------------------------|-------------|-----------------------------------|

Type of Camping at the Site - Determine the type of Site this is by checking all Types allowed at this site. Depending on what Site Types (up to 10) you defined in the Campground Information, they can be selected for this Site. These parameters are used when looking for Sites that have the Guest's Type selection for Available Sites. If you check "Unavailable", the Site cannot be occupied and it will be listed in Blue on the Reservation Grid & Maps.

| Type of Camping at this Site | | | | | | | | | | | |
|------------------------------|-------------|--------------------------|--------|--------------------------|---------|--------------------------|-------|--------------------------|------------|-------------------------------------|------------|
| <input type="checkbox"/> | Unavailable | <input type="checkbox"/> | Cabins | <input type="checkbox"/> | Campers | <input type="checkbox"/> | Boats | <input type="checkbox"/> | 5th Wheels | <input checked="" type="checkbox"/> | Motorhomes |

QuickBooks Fields - Each Site can be associated with a QuickBooks Type and/or Account, which can be used when Rent is received into the Billing table of the Database. This will allow you to Filter your Tax/Revenue Reports to only show these records. This can be helpful if you have Cabins and RV Sites and for accounting purposes, you want to separate the records for a report.

| QuickBooks Fields | | |
|-------------------|----------------------|---|
| Type | <input type="text"/> | <input type="button" value="Setup QBook Values"/> |
| Account | <input type="text"/> | |

NOTE: This applies to just this site.

Delete button - Will permanently delete the active Site. That Site Number will be gone forever.

Clear/New button - Clears the Panel for entering a new Site to be entered.

Save button - Saves the current Site changes.

| | | | |
|---------------------------------------|--|-------------------------------------|--------------------------------------|
| <input type="button" value="Delete"/> | <input type="button" value="Clear/New"/> | <input type="button" value="Save"/> | CopySite <input type="text"/> |
|---------------------------------------|--|-------------------------------------|--------------------------------------|

Copy Site field - allows you to create a number of new Sites with the same settings of the active Site. Simply enter a number, like 25 and the Save button will change accordingly. When you press the Create 25 button, 25 new sites will be created.

Buttons: Delete, Clear/New, Create 25, CopySite, 25

You will be given a message with the action to be made.

RVPark [X]

You are about to create 25 New sites with the same settings as currently shown?

Buttons: OK, Cancel

The bottom of the panel cannot be filled out, it is simply a courtesy panel to let you know who is in the active Site. You can press the Go To Guest button and go to the Guest Panel.

Current Guest

Name

Arrival Date **Departure Date** **Num in Party**

Go To Guest

Using the panel you need to define all of the Sites in your park. When they are all defined, you can go to the next step, which is to define the Other Charges.

Other Charges SetUp



Other Charges can serve several purposes. You can track expenses you have for your Park, like Paying the whole Park Electric, or Water/Sewer expenses for the Park, maintenance repairs, etc. as negative cash outlays. You can also enter items you want to sell in a Store as a Point of Sale system; tracking inventory and setting Reorder Points, etc. Or, you can create Charges for Washing a Car, or RV, or some special Meter Fee you wish to levy each month on a Guest. Whatever your needs, you may want to enter things into the Other Charges area.

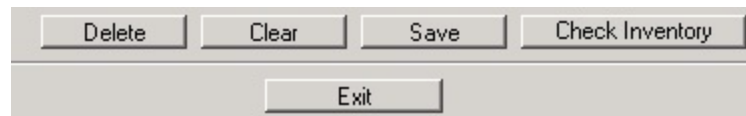
The interface is fairly simple. You can Change or Delete existing Items by selecting them from the Existing Items dropdown list, or enter a new Item from Scratch.

- Name** - Enter a Name for the Item/Service/Charge
- Taxable** - Check the Box if the Item is Taxable. At least one of the next Check Boxes would also have to be checked to charge a Tax against the Item.
- Taxes Used** - These 3 Check Boxes are the Taxes you entered in the Campground Information Setup panel. If you didn't enter a Name for one of the Taxes, it will appear as the third one in the above panel with No Text. Simply check whichever Tax boxes are appropriate for this Item.
- Amount** - Here you enter the Amount you want to charge for the Item.
- Quantity On Hand** - is the number of Items you currently have in your Inventory. NOTE: sometimes a Quantity On Hand has no value, example: Car Wash You don't need to track Car Wash for reorder, so just enter 0 and it will not be tracked.
- Reorder Point** - This is a number, that when your Inventory gets to this point, you want to reorder whatever the Item is. NOTE: If this is an Item that you won't be reordering (like the Car Wash), just leave the number 0.
- Item Cost** - This is what the Item will cost you to reorder. It is just used to provide you with an estimate of your Order when created. Again, if you are not tracking or reordering this Item, the Cost may not be helpful. If it isn't needed, just enter 0.
- Reorder Quantity** - This is the number of Items you would typically want to reorder when your Inventory reaches the Reorder Point number. Again, if you are NOT reordering, just enter 0.
- Quantity Received** - You can use this to update your Inventory. If you enter a number in this field and Save it, your Quantity On Hand will be incremented by the number you enter. There is a better interface to update multiple Items received, which will be covered later.
- UPC Code** - This is the Universal Product Code which is the Bar Code found on virtually every product. If you have a Bar Code Scanner, using the UPC could really simplify Point Of Sale transactions. You can use the Scanner to enter this field. With the UPC Code field selected, simply use your Scanner and "Bink" or scan the bar code and it will be entered into the UPC Code field. NOTE: You can download a Code 39 Bar Code from our website [HERE](#) and create your own Bar Codes to be used for Items that don't have UPC Code. Read the instructions, each Bar Code you create must begin and end with an asterisk (*).

Quickbooks Fields - These 2 fields can be associated with each Item entered for extraction purposes to be put in an Excel spreadsheet for importing into Quickbooks.

Simply, select the Type and Account you need for the Item, or use the Setup Quickbook Values button to create a Type or Account not available.

The remaining buttons are used as follows:



Delete - will permanently remove a selected Item.

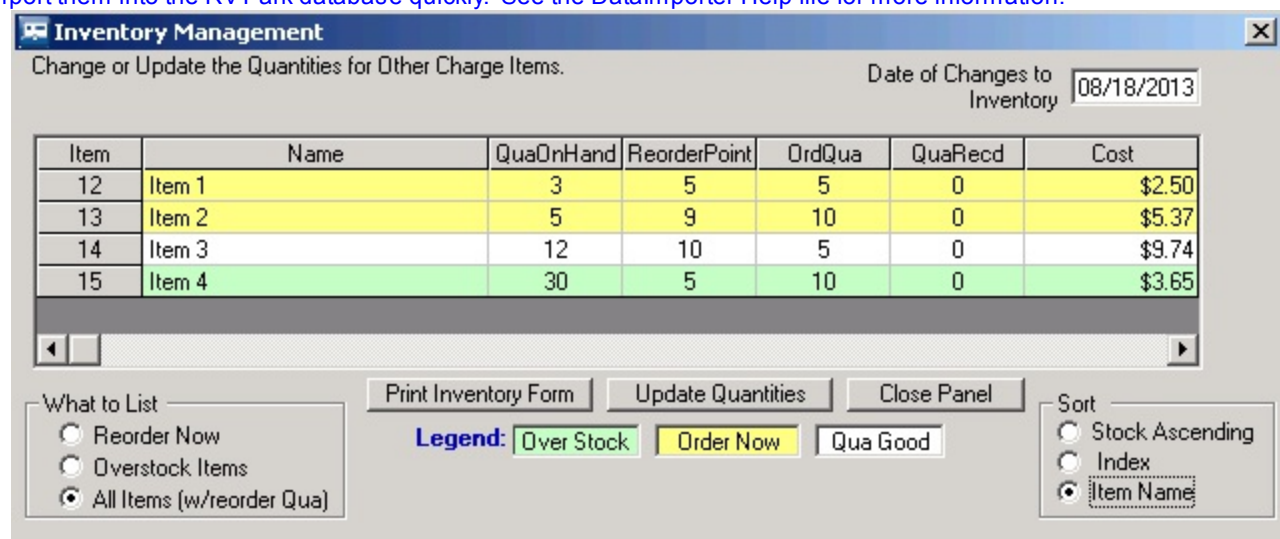
Clear - will Clear all fields for a New Item entry.

Save - will Update existing Items being Updated or Save a New Item in the Database.

Exit - will close the Panel, returning you to the Setup Panel.

Check Inventory - Is a tool to assess what needs to be reordered, what might be overstocked, and what is properly stocked. Once the order is received, one can also enter received quantities on one panel to save time when updating your inventory. You can also use the Print Inventory Form button to get a complete Inventory list of Items to validate your real inventory.

NOTE: There is another tool that came with RV Park named DataImporter. If you have all of your Store items in an Excel Spreadsheet or CSV file, this tool can import them into the RV Park database quickly. See the DataImporter Help file for more information.



This really concludes the RV Park Training on setting up RV Park, with the exception of the Outgoing Email, if you need that.

OutGoing Email Setup

The next thing you may want to do is to enter Guests that are already there and any Reservations you may have. Let's look at how that can be done.

Entering Existing Guests



You may want to send Confirmation Emails to Guests for which you have made a Reservation. RV Park has a built in Email tool for this. You may need a little information from your Internet Service Provider about what settings you will need. Here are the settings you will need (some of them, you may already know):

MailServer - this is typically the SMTP Address of where your Emails are sent from. Example: mail.myserver.com

UserName - This is typically your Email Address, like MyName@myserver.com

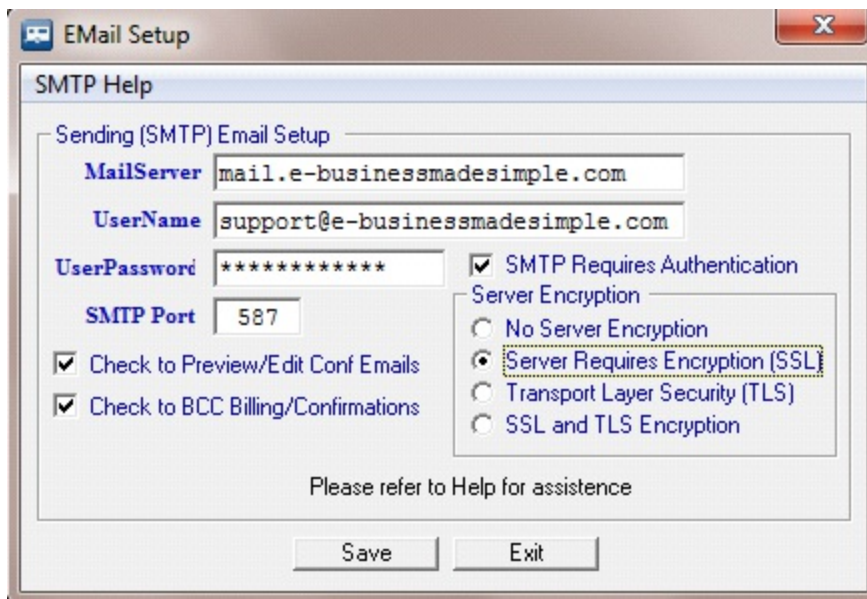
UserPassword - This should be fairly obvious ... just enter the password you use for this Email account.

SMTP Port - This can be almost anything in this day and age. Many SMTP servers are trying to protect their Users, so you need to get this from them. **NOTE: Use the SMTP Help link at the top Left of the panel for possible assistance for some of the Email Clients.**

SMTP Requires Authentication - This needs to be checked if the SMTP Server needs to be Authenticated.

Server Encryption - If the server needs encryption select the appropriate type (SSL or TLS).

Preview/Edit Confirmation Emails Checkbox - The Preview/Edit Confirmation Emails before sending checkbox lets you review the Confirmation Emails. There is also a Blind Carbon Copy (BCC) checkbox to send yourself a copy of whatever is going out for your records.



Enter all of the Values and press Save. To test, you need to have filled out your Park information with everything correctly; create a reservation for yourself with an Email Address you have access to, and use the Output Reservation button on the Guest Panel and pick the Email to Guest button. Within a few seconds you should get your confirmation or an error ...

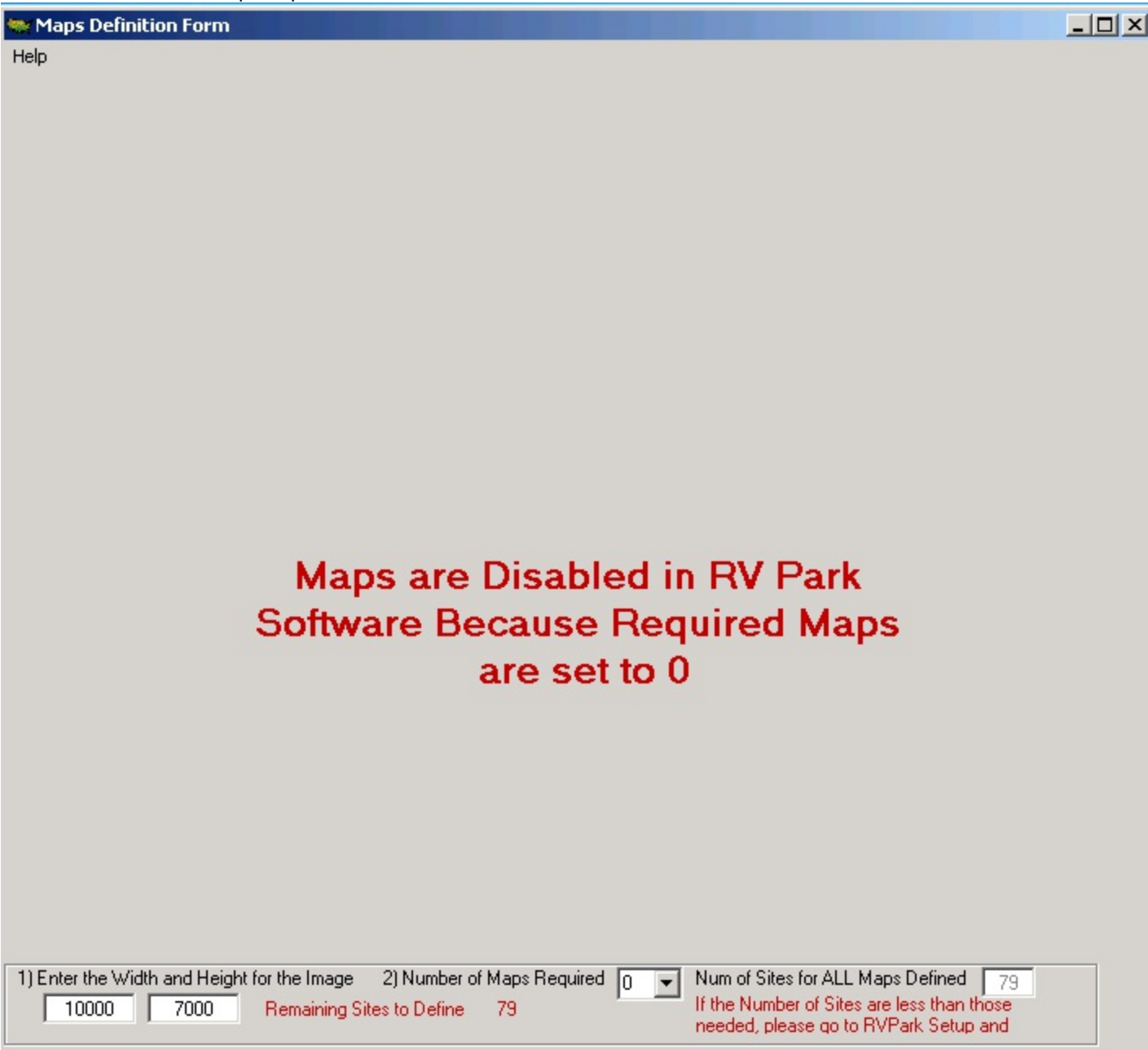
Setting Up Park Maps



It is important that you first define all of your Sites in the RV Park Software before trying to create your Maps. This is because the application (called MapMaker) used to create your Maps uses those defined Sites to build your Maps, so if you don't first define them, they will not be there to use in MapMaker. The second key component needed to create a Map (OK, maybe it should be the first), is a computer based image of your Park. This can be a JPEG, GIF, or BMP type image. It needs to be in your RV Park Directory. When you have your Image(s) in the RV Park directory, and all of your sites defined in RV Park, you can begin creating you Map or Maps ... up to **4** of them.

First, you need to start MapMaker. This can be done from the MapMaker shortcut on your Desktop, or from a button on the RV Park Setup panel in the Other Tools area called [Park Maps Tool](#).

Once in the MapMaker application you should see a panel similar to this, with a message that lets you know that Maps are disabled in RV Park, because the number of Maps required is set to 0.



Looking at the bottom of the Panel, there are 2 areas to set, the first is the size of the panel. It is important to use the computer with the smallest screen to set these parameters. That is because if you are using more than one computer with RV Park, and you use your Larger screen to set

these parameters, you may not be able to view sites positioned on the far right or bottom areas.

1) Enter a large number in the Width field like 999999 and press enter. MapMaker will stretch the Map screen as far as your screen will allow for its width. Do the same thing in the Height field and it will be stretched as high as the screen will allow.

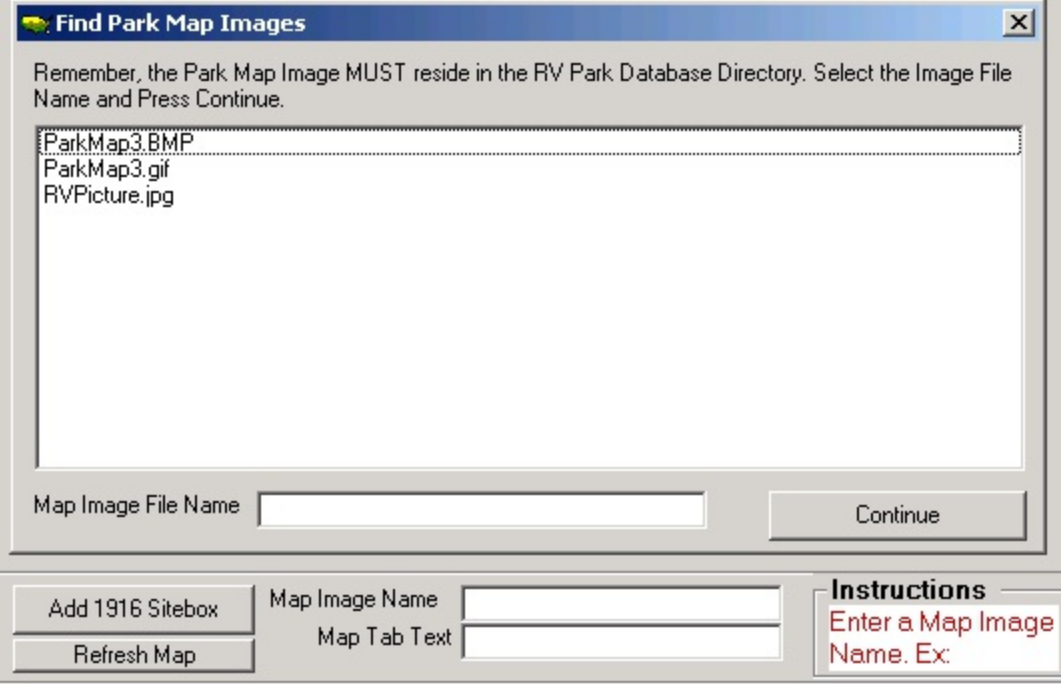
TIP: You can use smaller numbers

2) Now you need to determine how many Maps you need to best convey your Park. Most Parks need only one to show all sites, but you may have Boat Slips, Storage Sheds, RV Storage area, etc. that you want to separate from your regular Park??? For this example we will set the dropdown to 1, for only one Map.

Once you set the dropdown to anything other than 0, you will see the Map Tab(s) and definition area:

The screenshot shows a software window titled "Maps Definition Form" with a "Help" button in the top-left corner. The main area is a large, empty rectangular box. In the bottom-left corner, there is a "Legend" box containing four colored squares with corresponding labels: a green square for "Open", a yellow square for "Occupied", a red square for "Reserved", and a blue square for "Unavailable". Below the legend, there are several input fields and buttons: "Site Box Size" with a value of 300, "Add 1916 Sitebox" and "Refresh Map" buttons, "Map Image Name" and "Map Tab Text" text boxes, and an "Instructions" box with the text "Change the Box Size; Add a New". At the bottom, there are two numbered instructions: "1) Enter the Width and Height for the Image" with input fields for 10000 and 7000, and "2) Number of Maps Required" with a dropdown menu set to 1. To the right, "Num of Sites for ALL Maps Defined" is set to 79, and "Remaining Sites to Define" is 79. A red warning message states: "If the Number of Sites are less than those needed, please go to RVPark Setup and".

Now, by double clicking on the Map Image Name field, you will get a list of all acceptable image files in the RVPark directory.

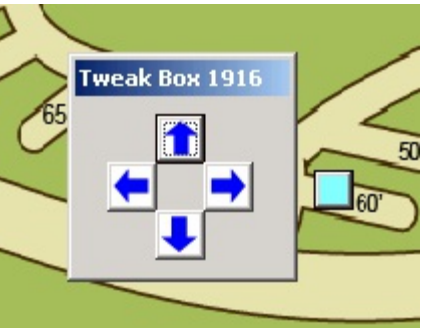


Left Click on the desired image for Map 1, press the Continue button and then use the "X" in the upper right corner of the Find Park Map Images panel to close it. Enter Text for the Map Tab Text field and you are done setting this Map. **Example: Park Map**

Your Map should be visible in your panel. If you have other Maps needed, go to each Tab and repeat the above steps to have all of the Maps you need defined. A Site can only exist on one Map, but you will need all of your maps defined to be able to place the Site Boxes on the appropriate Map.

The Last thing to do is to position all of the Site Boxes. Site Boxes can be as small as 200 pixels square. The "Default" is 300, but you can preset the Box Size to whatever is best for your Map.

At the bottom of the Tab you will see the Box Size field and an Add button. The Add button will let you know which Site Number (or Site Alias) will be created next. The next one in this example is 1916. So, with the Map Tab for Site 1916 selected, press the Add 1916 Sitebox button. A blue box will appear in the upper left of the Tab. This is Sitebox 1916. Simply left click on the box (holding down the left mouse button) and drag the Sitebox to approximately where it belongs on the Map and release the button. A Tweak PopUp will be displayed for you to better position the Sitebox. By just clicking the Arrows the Sitebox will slightly move to better reflect it's location.



You can also use keys on the keyboard to adjust the location. U for up, D for down, R for right and L for left (lower case).

The Box can be resized after created, or deleted. Just select the box and enter a new size in the Box Size field (it's a little touchy, you may need to highlight the number you need to change and enter that number). You can also [right click](#) a SiteBox and it will ask if you want to Delete it.

For more information, please review the MapMaker Help files.

Entering Existing Guests



First, let me suggest, if this is an existing Park, you may want to pick a point in time to start using RV Park. I would suggest, the last time everyone paid. It is "nice" to have everyone paying on the same day (say the first of the month) and then everyone's arrival date could be their last paid or paid thru date.

Entering Existing Guests can be done several ways:

- 1) Using the Guest Panel and just enter their information and assign them their existing Site.
- 2) Using the Reservation Grid and selecting the Arrival and Departure dates on the Site Row.
- 3) Using the Map.

It is our opinion, that when **initially** loading your Guests into RV Park it may be best to use the first option.

Now, with that said, there could be an easier way to get all of your Guests loaded into RV Park without typing each one in from scratch. Boy, would that ever save some time!!! OK, it requires you have (or can create) an Excel spreadsheet (must be a 97-2003 xls version) or [CSV File](#) of those Guests. If you have a previous computer based application that can export an Excel (or [CSV](#)) or already have that or maybe used Quickbooks that have your Guest information, etc., you may be able to use DataImporter (an RV Park provided application) to import your Guest List into RV Park. You can go [HERE](#) for more information. If you can get access to your Guests in a computer based file, we may be able to help you get them imported.

We will focus on the first option to Enter Guests into RV Park; the Guest Panel Entry approach. You will be entering their Name, Address, etc. or if they were imported, you simply find them and their information will be provided. You will need to enter their Arrival and Departure dates. This is where you may want to think about what Arrival date you want to use ... RV Park keeps financial records and you need to determine where you want to start tracking Rents and/or Electric payments. We would recommend you enter the last date you got paid for their Rent as their Arrival date. This is because when you enter their next "Paid Thru Date", RV Park will calculate their Rent as of their Arrival Date.

So, you will need a list of Guests, their information, their Arrival (last paid Rent date), Departure date, type of Vehicle or Stay Type (like RV; Cabin; Tent; etc), and Rent Type (Daily, Weekly, Monthly, etc. NOTE: This is How They Pay, Not how long they Stay.) and you will be ready to start.

Let's begin:

[Enter Guests thru Guest Panel](#)



- 1) Go to the Guests/Sites button on the Main Panel.
- 2) First you need to either enter the Guest Information or if the Guests have been pre-loaded, you can enter a part of their Name in the Name field like "lus" and if there are more than one Guest with that string of characters in their Name, you will get a list to select from.

In our example, I will use Lusby, Bill. After entering all of Lusby's information (or entered lus {& press Enter} and already had him on file to get his data automatically), we can select the Type of Stay, which is Motorhomes at the bottom Left of the Vehicle Information area.

Guest Information
Help Set Default Printer Print Form

| | | | |
|---|--|---|--|
| Guest Information Name: <input type="text" value="Lusby, Bill"/> Assign'd Site: <input type="text" value="001"/> Address1: <input type="text" value="PO Box 70"/> Address2: <input type="text"/> City: <input type="text" value="Howard"/> State: <input type="text" value="CO"/> Zip: <input type="text" value="81233"/> Phone: <input type="text"/> Pets: <input type="text"/> Cell: <input type="text"/> Notes: <input type="text"/> Drivers License: <input type="text"/> No People: <input type="text" value="1"/> Deposit: <input type="text"/> Apply <input type="checkbox"/> Discount: <input type="text" value="0"/> Guest No: <input type="text" value="1"/> Adjust Rate <input type="button"/> Rate Adjustment: <input type="text"/> <input checked="" type="checkbox"/> Flag Guest On Grid Email: <input type="text" value="support@e-businessmadesimple.com"/> <input type="checkbox"/> Do NOT Tax Rent Member #: <input type="text" value="A12345678901"/> Reservation Date: <input type="text" value="9/02/2015 11:47:27 AM"/> <input type="checkbox"/> Do NOT Rent | | Site Information Site #: <input type="text" value="1"/> <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="7/15/2013"/> Departure Date: <input type="text" value="7/22/2013"/> Avail Sites: <input type="button"/> Last Meter: <input type="text" value="0"/> Current Meter: <input type="text" value="0"/> <input type="checkbox"/> Bill Elect Other Charges: Select Charge: <input type="text" value="0"/> My Charge: <input type="text" value="10.00"/> Prev Balance: <input type="text" value="0.00"/> Site Rate: <input type="text" value="150.00"/> Other Chg: <input type="text" value="0.00"/> Electric: <input type="text" value="0.00"/> Taxes/Fees: <input type="text" value="0.00"/> Amount Due: <input type="text" value="150.00"/> Last Paid: <input type="text"/> Pay Thru: <input type="text" value="7/22/2013"/> Amount Paid: <input type="text" value="150.00"/> <input type="checkbox"/> Do NOT Prorate <input type="checkbox"/> Do Not Show Amt Paid on Bill <input type="text" value="1.0 Weeks"/> = <input type="checkbox"/> Rnd Prorated Rate <input type="button" value="1) Create Bill"/> <input type="button" value="2) Bill Paid"/> <input type="button" value="3) Ck Out"/> <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"/> <input type="checkbox"/> Adjust for Seasonal <input type="checkbox"/> Email Bill to Guest How Did You Find Out About Us? <input type="text"/> <input type="button" value="D"/> <input type="button" value="R"/> | |
| Vehicle Information Vehicle 1: <input type="text"/> Length: <input type="text"/> Plate 1 #: <input type="text"/> VIN: <input type="text"/> Width: <input type="text"/> Vehicle 2: <input type="text"/> Plate 2 #: <input type="text"/> <input type="radio"/> Cabins <input type="radio"/> Campers <input type="radio"/> Boats <input type="radio"/> 5th Wheels <input checked="" type="radio"/> Motorhomes Delete <input type="button"/> Clear <input type="button"/> Save <input type="button"/> Close <input type="button"/> Return To Grid <input type="button"/> Print Reservation <input type="button"/> OutPut Reserv <input type="button"/> Other Reservations for This Guest <input type="button"/> | | | |

Now it is time to enter the important information for Bill's Stay in the Site Information on the Right hand Side of the Guest panel. **Very Important:** Select correct Stay Rate to be used ... we are selecting Weekly, because this Guest will be PAYING on a Weekly basis. It doesn't matter how long they intend on staying or if they have entered into a longer term contract with you. If is How They are Going to Pay, that is what this is for. RV Park will use that Rate when figuring their Rent Amount Due.

The next Key piece of information for registering a Guest is their Arrival and Departure date. If you are entering your existing Guests into RV Park, remember we recommend you enter the last date you got paid for their Rent as their Arrival date. This is because when you enter their next "Paid Thru Date", RV Park will calculate their Rent as of their Arrival Date. So, enter the Arrival and Departure dates. NOTE: If you enter a date prior to Today, you will be warned you are entering a date before today. Just press Yes and continue.

Arrival Date 07/15/2013 Departure Date AvailSites

Last Meter

Other Charges

Select Charge

Reset Date

Today: 8/23/2013

Balance

Rate

Chg

ric

s/Fees

nt Due

Las RVPark

The Date entered is before Today? Select Yes to Override.

Yes No

Next, you will need to determine the Guest's Type of Stay or How They Will Pay. We will select Monthly, as shown below ...

Information

Lusby, William Assigned Site

0152 Kathleen Lane

Howard State CO Zip 81233

7199

Site Information

Site No Daily Weekly Monthly 3 Mo 6 Mo Yearly

Electric Amps Water Sewer Assign New Site

Arrival Date 07/15/2013 Departure Date 08/16/2013 AvailSites

Last Meter Current Meter Bill Elect

Sites Available for 07/15/2013 Thru 08/16/2013 - Motorhome w/Length>=40

| Site | Alias | Length | Width | Electric | Water | Sewer |
|------|-------|--------|-------|----------|-------|-------|
| 0001 | 1916 | 60 | 25 | 50 | Yes | Yes |
| 0003 | 1912B | 60 | 25 | 50 | Yes | Yes |
| 0004 | 1908A | 60 | 25 | 50 | Yes | Yes |
| 0005 | 1908B | 60 | 25 | 50 | Yes | Yes |
| 0006 | 1904A | 60 | 25 | 50 | Yes | Yes |
| 0007 | 1904B | 60 | 25 | 50 | Yes | Yes |
| 0008 | 1900 | 60 | 25 | 50 | Yes | Yes |

Close

0.00

0.00

Lastly, you need to press the Available Sites button to select the site where the existing Guest is staying. You can then select the Site they are in from the list. You can also, in this situation, enter the Guest's Site Number in the Site No field as shown below, and press Enter:

Site Information

Site No 3 Daily Weekly Monthly 3 Mo 6 Mo Yearly

Electric Amps 50 Water Sewer Assign New Site

Arrival Date 07/15/2013 Departure Date 08/16/2013 AvailSites

Last Meter 0 Current Meter 0 Bill Elect

The Site information will be filled in, and you are ready to press the Save button. This will Save the Guest Reservation and you will be ready for the Payment process. Remember, if the Guest decides to extent their Stay, just change the Departure Date (providing the Site they are in is available for that new date). The Arrival and Departure Dates set the Reservation Grid for this site and days to Yellow and lets RV Park know this site is already occupied when making other reservations.

Usually, you will be taking money for whatever Pay Period the Guest will be staying for, or you may be taking a Deposit. You can enter a Deposit and press the Save button and you will get a message about Adding the Deposit to the Billing Records. Usually, you will be refunding or applying the Deposit to the Guest's final Bill. Generally, you will be Applying the Deposit to their last Bill, so it is recommended you Add the Deposit to the Billing Records, so when you apply the Deposit later, the accounting will be right.



You can also register How Did You Find Out About Us, if you want to track where Guests are finding you. This may provide you with information on where to spend your Advertising dollars ...

A form field with the label 'How Did You Find Out About Us?' in blue text. To the right of the text is a dropdown arrow and a button labeled 'R'.

You can use the drop down to select an existing Advertising Item, or enter a new one and press Enter to Save it. If you have an Item selected, the "R" button will allow you to Revise that Item.

See Processing a Payment for the steps to Billing a Customer.

Reservation Grid Guest Entry



This is the second way to enter Guests or take Reservations. If you are entering existing Guests, it is recommended you use the Guest Panel Entry approach. This is better for taking a Reservation.

The Reservation can be configured to display as many as 190 days or as few as 30 days in the Setup Campground Information panel. The more days and sites you have the longer the Reservation Grid Panel takes to refresh.

NOTE: If the Grid Cells are Green, that Site is Unoccupied, Yellow Grid Cells indicate the Site is Occupied, and Blue mean the Site has been made Unavailable or not in service.

Entering a New Reservation - If the reservation will be for a few days, you can position your mouse over the desired Site and Arrival Date and holding the left Mouse button down, drag over to the Departure date and release the mouse button. That will enter those two dates in the Guest Panel. If the reservation will be for a longer period of time, just left click on the Arrival date and use the Guest Panel to enter the Departure Date. You can always change either date once you get to the Guest Panel.

| Sites Available for Next 30 Days | | | | | | | |
|---|------------|------------|------------|------------|------------|-------|------------|
| Help | | | | | | | |
| Select an Arrival Date for a New Arrival from a Green Grid, or go to the Click on the Arrival Date and (Holding the Left Mouse Button) Dr. | | | | | | | |
| Site | 08/24/2013 | 08/25/2013 | 08/26/2013 | 08/27/2013 | 08/28/2013 | TODAY | 08/30/2013 |
| 1745 | Green | Green | Green | Green | Green | Green | Green |
| 1746 | Blue | Blue | Blue | Blue | Blue | Blue | Blue |
| 1748 | Green | Green | Green | Green | Green | Green | Green |
| 1749 | Green | Bill | Bill | Bill | Bill | Bill | Bill |
| 1750 | Green | Green | Green | Green | Green | Green | Green |
| 1751 | Green | Green | Green | Green | Green | Green | Green |
| 1752 | Blue | Blue | Blue | Blue | Blue | Blue | Blue |
| 1753 | Green | Green | Green | Green | Green | Green | Green |
| 1754 | Green | Green | Green | Green | Green | Green | Green |
| 1756 | Green | Green | Green | Green | Green | Green | Green |
| 1757 | Green | Green | Green | Green | Green | Green | Green |

If the Reservation Grid isn't at the date you need, simply click the Date field and go to the date you need and then press the [Go To Date](#) button.

Today
8/29/2013
GoToDate

August 2013

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 28 | 29 | 30 | 31 | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

Today: 8/29/2013

Once you have the Date visible and the Site Cells for the desired timeframe are Green, you can left click on the Arrival date and be taken to the Guest Panel.

Guest Information

Help Set Default Printer Print Form

Guest Information

Name: Bill Lusby Assign'd Site: 001

Address1: PO Box 70

Address2:

City: Howard State: CO Zip: 81233

Phone: Pets:

Cell: Notes:

Drivers License: No People: 1

Deposit: 35.00 Apply Discount: 0 Guest No: 1

Adjust Rate Rate Adjustment: Flag Guest On Grid: Do NOT Tax Rent: Do NOT Rent:

Email: support@e-businessmadesimple.com

Member #: A12345678901

Vehicle Information

Vehicle 1: Length: Width:

Plate 1 #: VIN: Vehicle 2: Plate 2 #:

Cabins Campers Boats 5th Wheels Motorhomes

Delete Clear Save Close Return To Grid

Print Reservation OutPut Reserv Other Reservations for This Guest

Site Information

Site #: 1 Daily Weekly Monthly 3 Mo 6 Mo Yearly

Electric Amps: 50 Water Sewer Assign New Site

Arrival Date: 8/31/2015 Departure Date: 9/07/2015 Avail Sites

Last Meter: 0 Current Meter: 0 Bill Elect

Other Charges: Select Charge: Prev Balance: 0.00

Site Rate: 150.00

Other Chg: 0.00

Electric: 0.00

Taxes/Fees: 0.00

Reset Date Rate Details Amount Due: 150.00

Last Paid: Pay Thru: 9/07/2015 Amount Paid: 150.00

Do NOT Prorate Do Not Show Amt Paid on Bill 1.0 Weeks =

This is an Interim Bill Adjust for Seasonal

Email Bill to Guest

1) Create Bill 2) Bill Paid 3) Ck Out

Cancel Resv Guest History Form Of Payment

PrintOut NO PrintOut

How Did You Find Out About Us? D R

Enter the Guest Information (remember, if the Guest has been there before, you can enter a few characters of their Name in the Name field {press Enter} and get a list of Guests).

Very Important: Select correct Stay Rate to be used ... we are selecting Monthly, because this Guest will be PAYING on a Monthly basis. It doesn't matter how long they intend on staying or if they have entered into a longer term contract with you. If is How They are Going to Pay, that is what this is for. RV Park will use that Rate when figuring their Rent Amount Due.

Site Information

Site No: 39 Daily Weekly Monthly 3 Mo 6 Mo Yearly

Electric Amps: 50 Water Sewer Assign New Site

Arrival Date: 8/31/2013 Departure Date: 09/20/2013 Avail Sites

Last Meter: 0 Bill Elect

Other Charges: Select Charge: balance: 0.00

Rate: 0.00

Other Chg: 0.00

Electric: 0.00

Taxes/Fees: 0.00

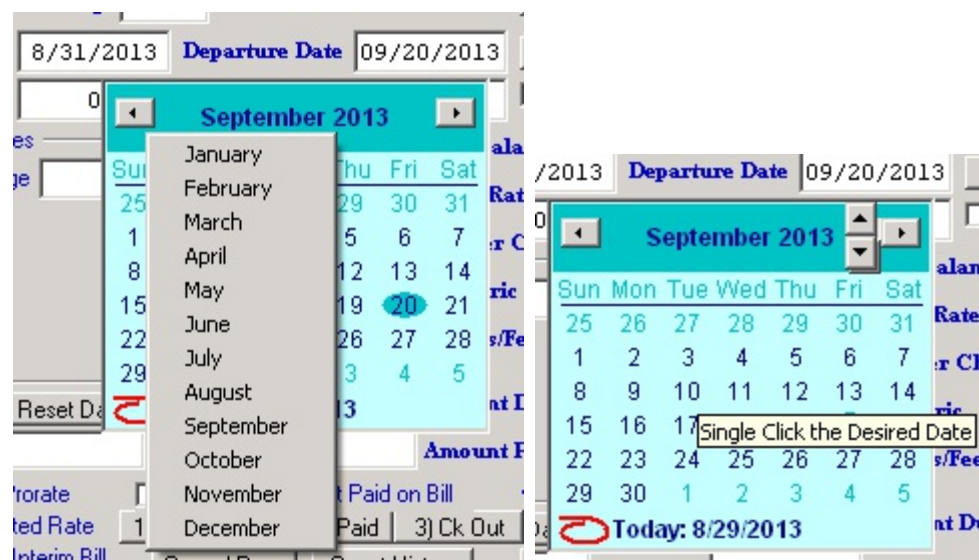
Amount Due: 0.00

Reset Date Today: 8/29/2013

Last Paid: Pay Thru: Amount Paid: 0.00

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 1 | 2 | 3 | 4 | 5 |

Next, double click on the Departure Date field and navigate to the appropriate Departure Date. By left clicking on the month (September in the above image) you will get a list of months or left click on the Year and you will get up & down arrows to scroll to the Year:



Usually, you will be taking money for whatever Pay Period the Guest will be staying for, or you may be taking a Deposit. You can enter a Deposit and press the Save button and you will get a message about Adding the Deposit to the Billing Records. Usually, you will be refunding or applying the Deposit to the Guest's final Bill. Generally, you will be Applying the Deposit to their last Bill, so it is recommended you Add the Deposit to the Billing Records, so when you apply the Deposit later, the accounting will be right.



See Processing a Payment for the steps to Billing a Customer.

Map Panel Guest Entry



Maps can be a way to graphically look at your Park's occupancy. It requires you enter dates for the Map to properly illustrate that period of time. Simply, double Click on the From or To Date field and using the Calendar, select the Date you need.

Set From and To Dates for Site Map

06/10/2013 < > 12/05/2013 Return To Grid MAX
 From Date Today To Date Refresh Close Maps

With the Map set to the appropriate time frame, select any Green Sitebox and the Site Number and From and To Dates will be entered into the Guest Panel.

Enter the Guest Information (remember, if the Guest has been there before, you can enter a few characters of their Name in the Name field and get a list of Guests).

Very Important: Select correct Stay Rate to be used ... we are selecting Monthly, because this Guest will be PAYING on a Monthly basis. It doesn't matter how long they intend on staying or if they have entered into a longer term contract with you. If is How They are Going to Pay, that is what this is for. RV Park will use that Rate when figuring their Rent Amount Due.

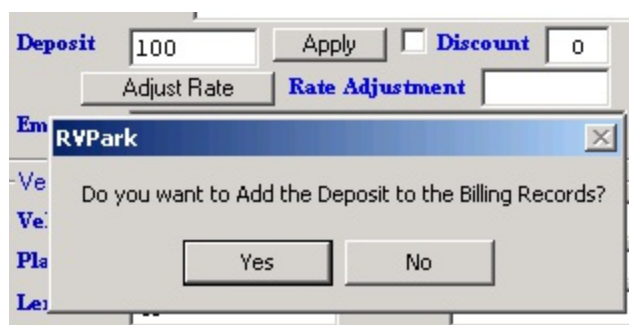
Guest Information

Help Set Default Printer Print Form

| | | | |
|--|--|--|--|
| Guest Information Name: Bill Lusby Address1: PO Box 70 Address2: City: Howard State: CO Zip: 81233 Phone: Pets: Cell: Notes: Drivers License: No People: 1 Deposit: 35.00 Apply Discount: 0 Adjust Rate Rate Adjustment: <input checked="" type="checkbox"/> Flag Guest On Grid Email: support@e-businessmadesimple.com <input type="checkbox"/> Do NOT Tax Rent Member #: A12345678901 <input type="checkbox"/> Do NOT Rent | | Site Information Site #: 1 Electric Amps: 50 <input checked="" type="checkbox"/> Water <input checked="" type="checkbox"/> Sewer Assign New Site Arrival Date: 8/31/2015 Departure Date: 9/07/2015 Avail Sites Last Meter: 0 Current Meter: 0 <input type="checkbox"/> Bill Elect Other Charges: Select Charge Prev Balance: 0.00 Site Rate: 150.00 Other Chg: 0.00 Electric: 0.00 Taxes/Fees: 0.00 Amount Due: 150.00 Last Paid: Pay Thru: 9/07/2015 Amount Paid: 150.00 <input checked="" type="checkbox"/> Do NOT Prorate <input type="checkbox"/> Do Not Show Amt Paid on Bill 1.0 Weeks = 1) Create Bill 2) Bill Paid 3) Ck Out <input type="checkbox"/> This is an Interim Bill Cancel Resv Guest History Form Of Payment <input type="checkbox"/> Adjust for Seasonal <input checked="" type="checkbox"/> Email Bill to Guest PrintOut NO PrintOut How Did You Find Out About Us? | |
| Vehicle Information Vehicle 1: Length: Width: Plate 1 #: VIN: <input type="checkbox"/> Cabins <input type="checkbox"/> Campers <input type="checkbox"/> Boats <input type="checkbox"/> 5th Wheels <input checked="" type="radio"/> Motorhomes Vehicle 2: Plate 2 #: | | Delete Clear Save Close Return To Grid Print Reservation OutPut Reserv Other Reservations for This Guest | |

You can always change the Arrival or Departure dates, just remember to stay within what you were using in the Map, so the Site will stay available.

Usually, you will be taking money for whatever Pay Period the Guest will be staying for, or you may be taking a Deposit. You can enter a Deposit and press the Save button and you will get a message about Adding the Deposit to the Billing Records. Usually, you will be refunding or applying the Deposit to the Guest's final Bill. Generally, you will be Applying the Deposit to their last Bill, so it is recommended you Add the Deposit to the Billing Records, so when you apply the Deposit later, the accounting will be right.



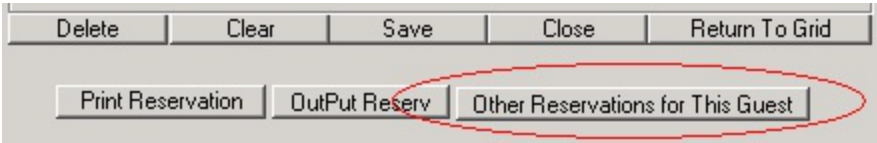
See Processing a Payment for the steps to Billing a Customer.

Processing a Payment

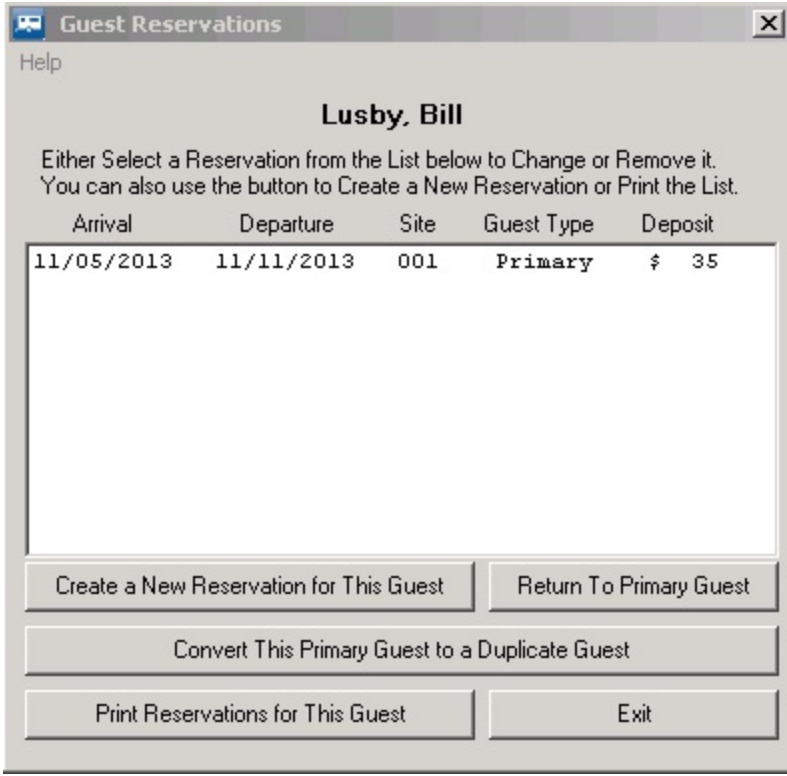


Concept: There are "Primary Guests", which are the Key Guest instance in the Guest Table of the database, and there are "Duplicate Guests", which are temporary Guest instances in the Guest Table. Once a Primary Guest's stay is over, if there are future reservations in the form of Duplicate Guests for 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 and is still checked in, 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. **NOTE: If the Guest has already been checked out, you can simply use that Primary Guest to create the new reservation.**



A new panel for Multiple Reservations will be displayed.



The panel will list All reservations related to the active 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. There is also a tool to convert a Duplicate Guest to a Primary Guest available when the Duplicate Guest is active in the Guest panel.**

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.



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.

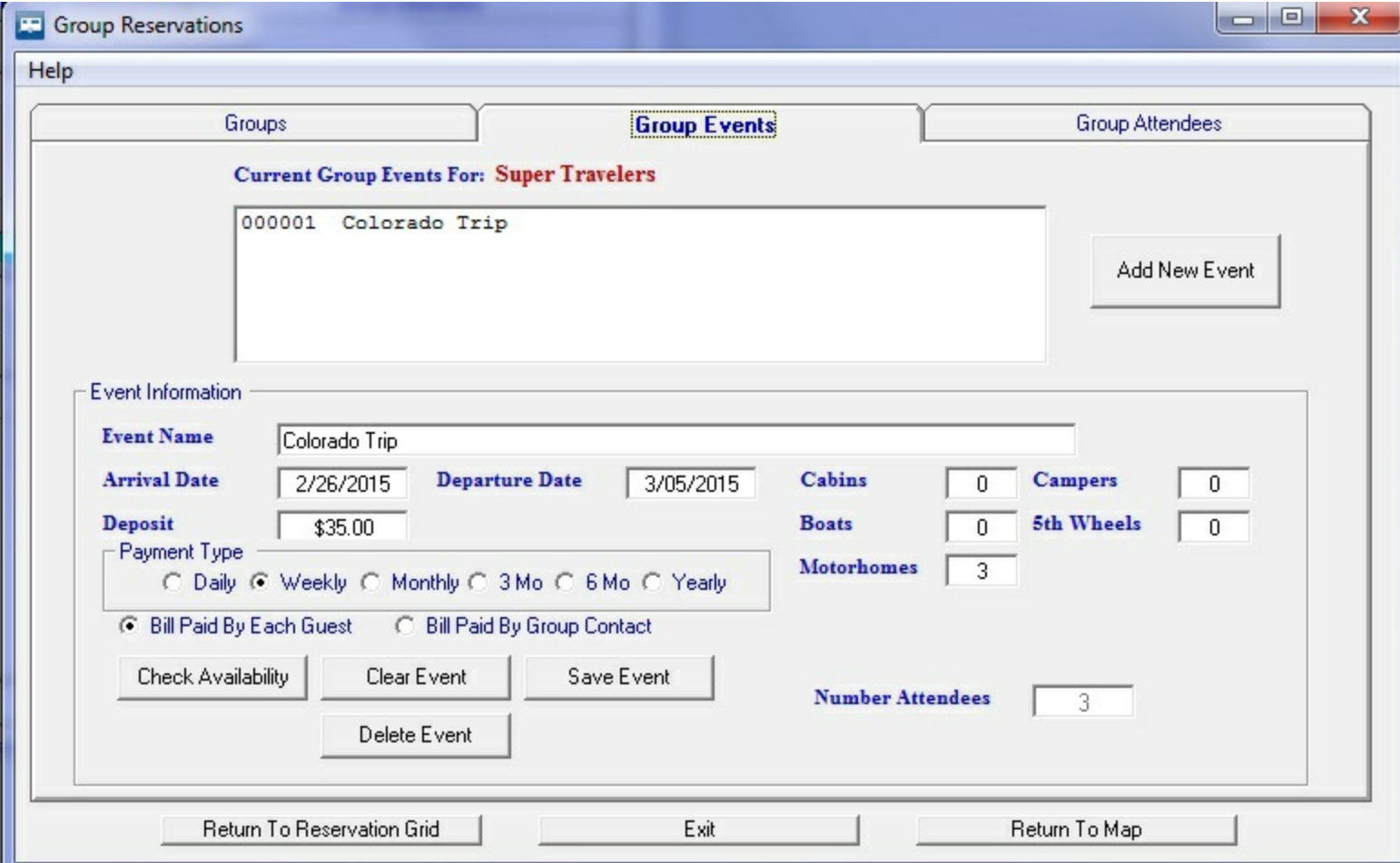
Process:

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.

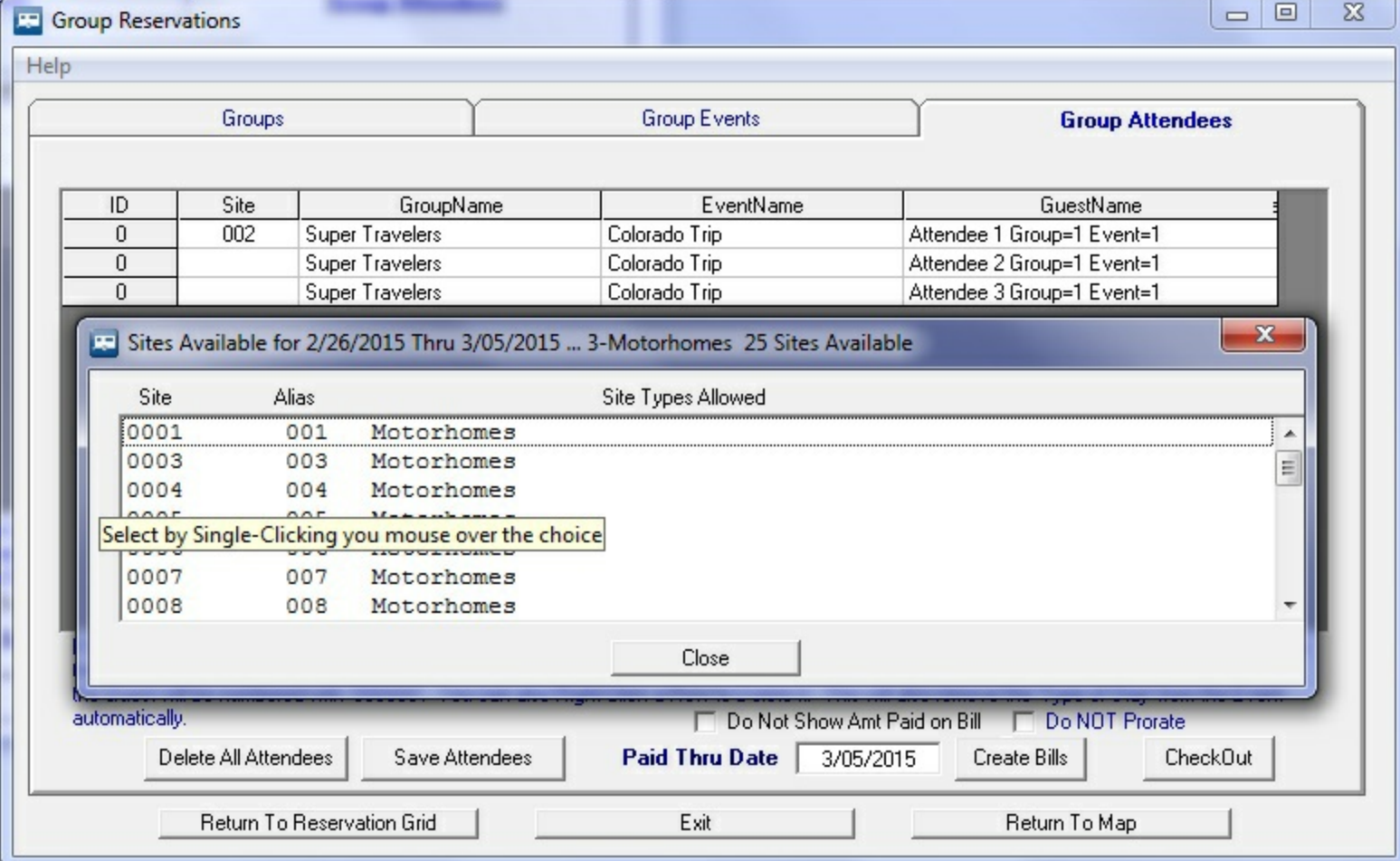
You **MUST** Save the Group before going to the Event Tab.

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.



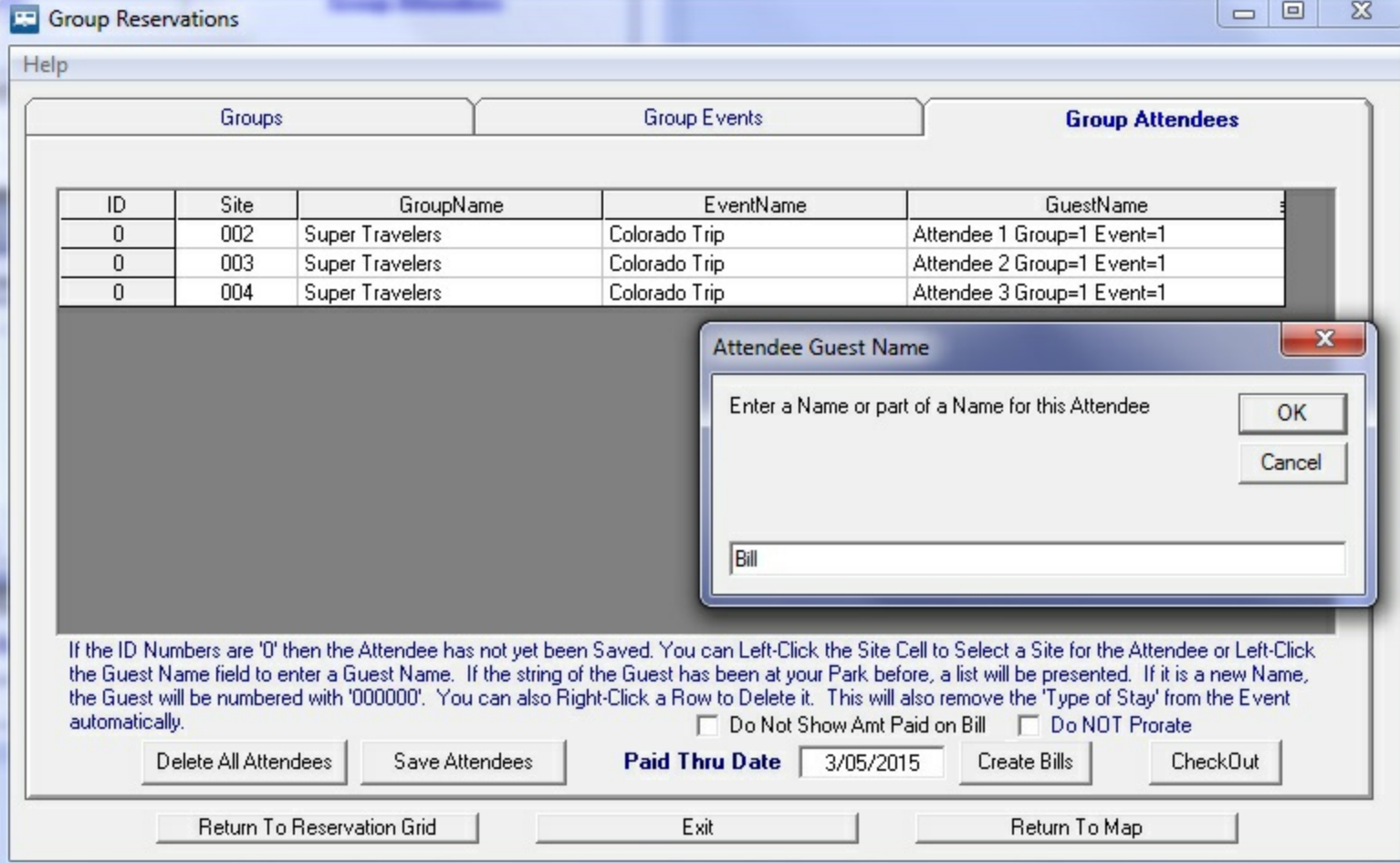
After entering an Event Name, you need to provide the Arrival and Departure dates, a Deposit amount (for either each Guest or just to the Contact Guest). You also need to select the Payment Type (i.e. Daily, Weekly, Monthly, etc.) and how many sites of each type are needed for the Group. Then Save the 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.



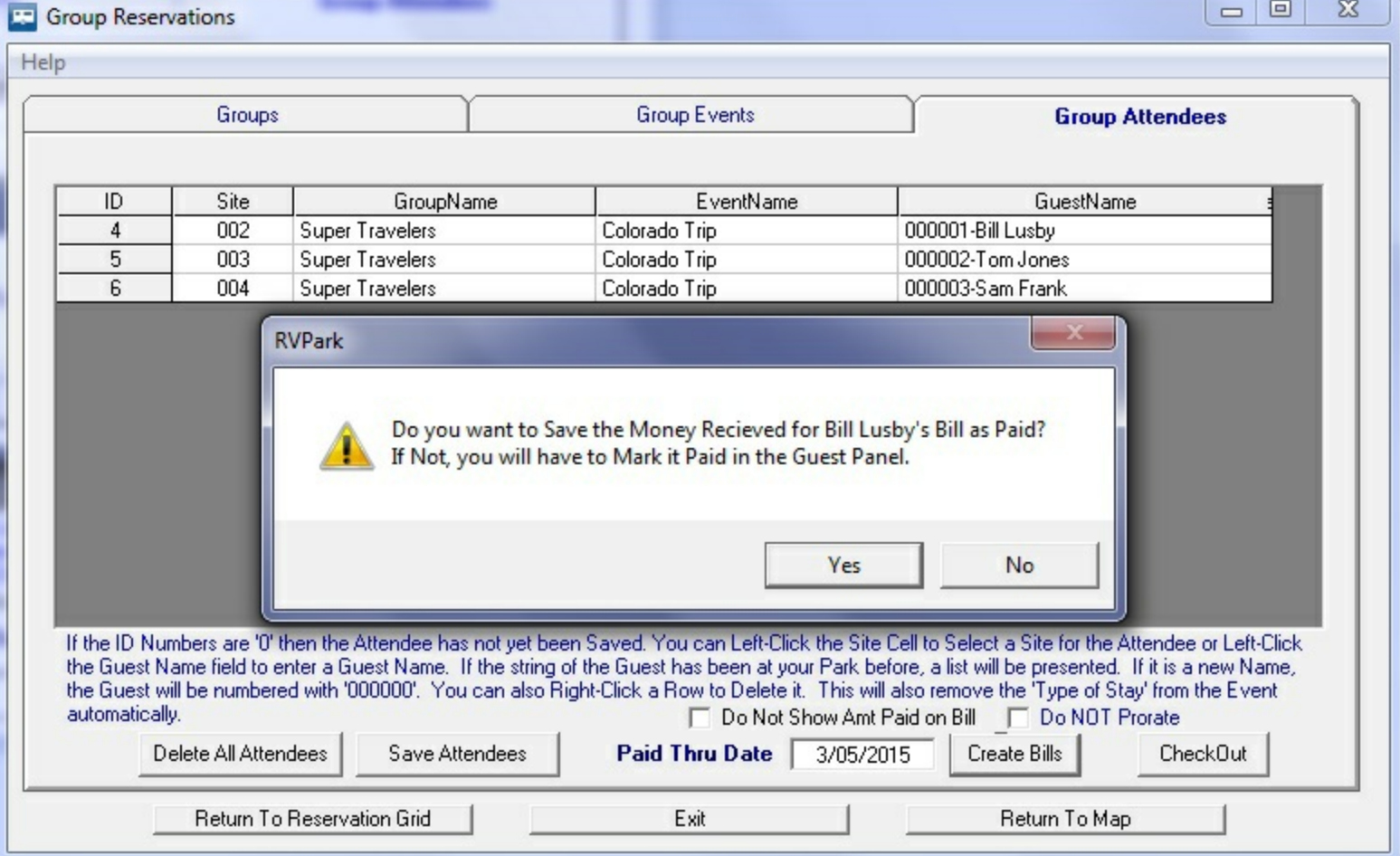
Knowing your Park, you can select Sites in close proximity of each other for the Rally.

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.



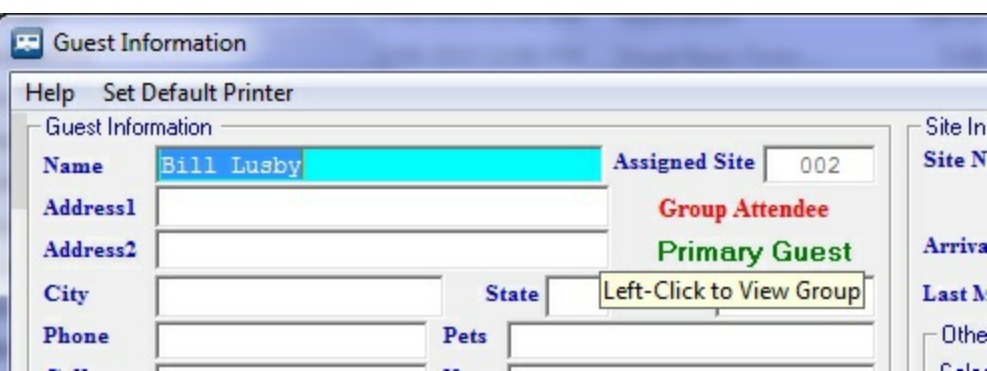
After all Attendees have Sites and Names determined, you can press the Save Attendees button. RV Park may ask you questions about saving the Deposit, similar to the Guest Panel. You can make changes to the Names or Sites as needed. You can also go to the Guest and alter their actual Arrival or Departure 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 ti 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.



Generally whenever a Guest is initially checked-in you charge and collect at least the first payment period fee. If they are staying Weekly, that would be the first weeks rate. Sometimes, you collect a deposit, which can also be handled nicely by RV Park Software. First, we will handle a Deposit. **Deposits** - a Deposit can be secured via a Credit Card over the phone or through an Email. Simply enter the Deposit amount in the field provided and press the Save button. You will be asked if you want to Add the Deposit to the Billing Records. It is recommended you do that. Especially if you will be applying it to the last Bill or refunding some portion of it, to keep your accounting right.

The screenshot shows a form with fields for Phone (7199424772), Cell, Drivers License, Deposit (100), and Email. A dialog box titled 'RVPark' is open, asking 'Do you want to Add the Deposit to the Billing Records?' with 'Yes' and 'No' buttons. Other buttons like 'Apply', 'Adjust Rate', and 'Rate Adjust' are visible.

There is no receipt per se, for a Deposit, however, you can Email or Print a Reservation via 2 buttons at the bottom of the Guest panel. They look a little different, but both reflect the Deposit amount.

The button panel includes: Delete, Clear, Save, Close, Return To Grid, Get Internet Guest from Web, Remove Internet Guest From Web, Print Reservation, OutPut Reserv, and Other Reservations for This Guest.

Regular Payment - When a Guest "Checks In", usually you collect the first Rate Period Payment. So, if the Guest will be Paying Weekly, you typically want to set his Paid Thru Date for one week from their arrival date. With all of their reservation information correct you should see the Guest's Weekly Billing. NOTE: You can Click the Paid Thru label (Circled below), which will enter a date 7 days after the arrival date.

The billing summary shows: Arrival Date 9/4/2013, Departure Date 10/2/2013, Last Meter 380.5, Current Meter 0. It lists charges: Site Rate 100.00, Taxes/Fees 10.10, and Amount Due 110.10. The Amount Paid is 110.10. The 'Pay Thru' date is 9/11/2013, which is circled in red.

Or you can double-click the Paid Thru Date field and use the PopUp Calendar to enter the Paid Thru date.

The site information screen shows Site No 4, Electric Amps 50, Water and Sewer checked. A calendar pop-up for September 2013 is shown, with the 4th circled in red. The 'Today' is 9/4/2013. The 'Pay Thru' field is currently empty.

Just click the 11th and you will get the panel filled out. You can enter Other Charges or Bill Electric to the Guest if needed. Once the Billing is what you need, press the **1) Create Bill** button to update the Guest information and create a Paper Bill on your Default 8.5 X 11 Printer. There is also a Checkbox to Email the Bill to your Guest if you have their Email and the [Email SMTP](#) has been properly setup in RV Park. **NOTE: If you check the Do Not Show Amt Paid on Bill checkbox, the output will be more like a Bill, where if you don't check the box, it will be more like a receipt. You are also always able to alter the actual Amount Paid field to more or less than is actually due.**

Usually, the Guest is there during this process, so if needed you can uncheck the [Do Not Show Amt Paid on Bill](#) box and print another Bill as a receipt, then press the **2) Bill Paid** button to record the transaction when the Bill is paid and you get the payment.

This process is repeated until the Guest is ready to leave. When the Guest leaves and has made their last Payment, it is **VERY IMPORTANT** you use the **3) Ck Out** button and properly release that site. It is also important that the Last Paid date and Departure dates are the same. If they are not the Unoccupancy Report may not be accurate, so if those dates do not match, you will be asked if you would like the Departure date to be changed to match the Last Paid date.

NOTE: There is a capability to track the Form of Payment for a Guest via the [Form of Payment](#) button. This provides a panel to track the various ways a Guest may be paying their Bill. If they generally use a check, you can enter the check number each month or period for your records. You can also enter the Guest's Credit Card information, if you want ... it is NOT used anywhere, but will provide you with a record of that information. **NOTE: Upon CheckOut the Credit Card information is automatically deleted.** In the [Form of Payment](#) panel, you can also enter a **Credit Card processing Up Charge percentage** if desired. This percentage will be the same for ALL Guest's Credit Card processing fees. That is, if a Guest is flagged with the Credit Card form of payment and a percentage is in the field, the Guest will get an Other Charge called [Credit Card UpChg](#) added to their Bill each time they make a payment.

CAUTION: There are 10 States where this practice may be illegal. Please check your Credit Card Processing Agreement. The States to be concerned with may be: CA, CO, CT, FL, KS, ME, MA, NY, OK, TX.

There are also [Group Reservation Billing](#) that is much more simplistic. See [Group Reservations](#) for Details.

This concludes this RV Park Training Help File. There is a lot of detailed information in the RV Park HELP Files.



There are a lot of other features and functionality included in RV Park Software. This Training Help file does NOT address all of them. The **Detailed Help files** cover all of the Features. Please refer to it for information on:

[Point of Sale](#)

[Reports](#)

[Electric Meter Reading Automation \(Updating the whole Park and not just one at a time\)](#)

[Multiple Billing Statements](#)

[Creating Your Own Special Reports \(Exporting Excel Data from the Database\)](#)

[Overriding Rates in the Guest panel](#)

[Sending Email Reservation Confirmations and Billing](#)

[Tips and Tricks](#)

And much much more. RVPark is designed with a LOT of features, but it is also designed so that you do NOT have to use them if you don't want them.



The primary purpose for this Tool is to import Guest or Point Of Sale data into the RV Park database. The tool provides an interface to Match fields from other systems to the RV Park Software fields. You can Import Text or Excel formatted files. Either type MUST have the first line contain the Field Names so you can match them with the RV Park Software Field Names in the corresponding Table (Sites, Guests, or Other Charges). If at all possible, try to use Excel files, because they will have the highest success rate.

It is also critical that if the data is in an Excel format, it MUST be an Excel 97-2003 file format, which is simple to produce using the Save As option in Excel.

1. First, determine which Table will be imported (Site Definitions; Guest Data; or POS Items).
2. If the File is Text based and not Excel, select the type of delimiter used in the File (comma or semicolon).
3. Next, select the Text or Excel File in the RV Park Database Directory from the List for Import. This action will import the Field Names from the File into each of the Dropdown lists below each RV Park Field Name. You will be given an option to use the first Sheet of the Spreadsheet or select a different Sheet, if the Spreadsheet contains more than one. **NOTE: The file MUST be in the RVPark directory.**

Read CSV or Excel Spreadsheet

Help

This process requires you Export a Text CSV or Excel Spreadsheet of the Site or Guest information. The exported file MUST have the Titles of the Fields as the first line and each field, and in the case of the Txt_CSV files, be separated by either a comma or semicolon. Then you must be aware that if you use a comma you can't have any other commas in the data; likewise, if you used semicolons there can't be any semicolons in the data. If there are commas or semicolons in the data it will cause extra fields to be created and that will make the record input fail. The error will be reported and you can continue the import just without that record. The Excel Spreadsheet will have the best success rate for Importing.

1) Determine Which Table Will Be Imported

Site Definitions
 Guest Data
 POS Items

2) Select a CSV or Excel Spreadsheet for Import

Select Delimiter
 Comma Semicolon

Text Case
 All Caps
 Title Case

Export1.csv
 Guest.csv
 Guest.xls
 GuestList 07-31-2013.csv

3) Match the Field Names for Site Definitions

| | | | | | | | |
|----------------------|----------------------|----------------------|----------------------|---------------------------------|---------------------------------|---------------------------------|----------------------|
| Number | AliasNumber | Length | Width | Water | Sewer | ElectricAmp | PrevMeter |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| | | | | <input type="checkbox"/> YES/NO | <input type="checkbox"/> YES/NO | <input type="checkbox"/> YES/NO | |
| CurrMeter | SumDaily | SumWeekly | SumMonthly | WinDaily | WinWeekly | WinMonthly | 3 Month |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 6 Month | 12 Month | | | | | | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Place your Mouse over the Field Text to understand what the Input Format Must be. Then Select the Field Header from the DropDown that best matches the Label above. If there is no match, leave it blank and nothing will be imported for that field. Site Number and Site Alias can be left Blank and will be entered automatically. You can always edit these entries later

Import

Purge ALL Site Data

<== Enter Sites Manually

<== Return to Site Types

<== Modify Guest Data

Export Access DB

4. To better understand the RV Park Fields, you can put your mouse over the Field Name and get information on that field.
5. Select the Field Name below the RV Park Field Name that best matches the old data. If there isn't a match, leave the dropdown empty and no information will be imported for that field.

NOTE: There are some Fields in the RV Park Software database that are Boolean (True/False or Yes/No type) These MUST have either True/False or 1/0 in them. If the File has Yes/No, you can use the checkbox just below that field to convert the Yes/No to True False.



Sometimes, the CSV file does not have Quotes around each field. When this happens, you can add Quotes with this tool. Just pick the OK button and a new file will be created with each field being bound by Quotes.

6. Once all of the Fields that have a matching choice, press the Import button to Import the data into the RV Park Software database.

The Purge ALL Data button will remove ALL records/data from the Table you are working with.

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