These release notes list all changes since the version10.0 (rev.u) release.

To upgrade to this release, you only need to install it over your current version. There is no need to uninstall the previous version. Any previous versions will be upgraded automatically -- you do not need to install previous upgrades before this one, and all of your data and settings will be retained. It will make some automatic changes to your database to bring it up to date, so there may be a slightly longer delay the first time you open it.

Upgrades License Expiration Note: To use this version, your free-upgrades license must be current through **04 / 2020** (April 2020). To check your free-upgrades license expiration date, go to View / Product Authorizations and check the "Upgrades free through" date.

Networking Note: Be sure that all workstations are upgraded at the same time (shut down all workstations, upgrade all of them, then restart them one by one starting with the master workstation).

Previous Versions Note: You will not be able to go back to using your database with a previous version of Campground Master **earlier than 10.0** once you start using this version. You WILL be able to go back to the current 10.0 release, but will get an initial warning about opening a database from a newer version. It will work, and you won't lose anything that's not part of the new functions in version 11.

Most Significant Enhancements:

- Added a new **"Cancel Reason" pick list** that can be changed by the user, and allow selecting a Reason in addition to the Type when canceling. (See Maintenance / Pick Lists / Cancel Reasons)
  - Added drop-down "Reason" selection to the Cancel Reservation dialog
  - Add the Reason (as part of the Status column) to various lists/reports -- Find Reservation, Reservation Receipts/Forms, Non-Reserved tab, etc.
  - Show the reason on Reservation Details (Status area) and on the Reservation Quick-Info popup
  - Unfulfilled report -- add options to Group by Status vs Reason. Also added new option to "Report by Date Canceled"
  - Added a **default Cancel Type**, and default Cancel Reason for each type. In Maintenance / Program Options / Reservations, click the "Reservation Default Values" button.
  - Reservation Filter - added Reasons selection
  - Added new access levels for cancellations:
    - "Use the default the Cancel Type when canceling a reservation"
    - "Use the default the Cancel Reason when canceling a reservation"
    - "Cancel a Reservation without selecting a Cancellation Reason"

- **Auto-Checkout** functionality enhancements:
  - Expanded the right-click menu on Departures to have 3 separate options:
    - Auto-Checkout Today's Shown departures
    - Auto-Checkout All of today's departures (shown or not) (the original function did this)
    - Auto-Checkout All Shown departures (Any dates)
  - Added access levels for each of them (1st 2 default to Reservations, 3rd one to Managers)
  - Show how many will be checked out, how many skipped due to balance or paid-thru date or guest balance/paid-thru/pending

- Added more **linked reservation operations** (right-click menus, under Linked Reservations...)
  - \- Add a New Linked Master reservation (making this its Sub-member)
  - \- Make this a Synced reservation
  - \- Unlink this reservation from its parent (keeping any 'children' linked to it)

- o - Unlink this reservation from all others
- o - Link this reservation to another, as Synchronized
- o - Link this reservation to another, as a Sub-member
- o - Link this reservation to another, as Non-Synchronized
- o - Merge with next reservation
- o - Merge with previous reservation

- Added a **"Find Receipt"** function under the Transactions menu. (previously was only available under POS, if that option was enabled). Now it will search all receipts, not just POS, and can search the description as well as by invoice #. The original Find Receipt under POS menu renamed to "Find POS Receipt" -- same as the "Find Receipt" function (now under Transactions menu), except that it starts with "POS Only" option selected to only search POS transactions.

- Added **GMail OAuth2** functionality for sending E-mail with GMail or G-Suite. No host/port/username/password needed with this method, avoids the issues with Allow Less-Secure Apps, etc. Will be required starting June 2020.
  - To use this, go to SMTP Setup and select "GMail OAuth2" for the Authentication method.

- Added a **"Date-Made Statistics report"** in the Reports menu (to count the # of reservations made each day)

- Added a **"Move Transactions"** function to the Transaction History dialogs (through Reservation Details / Customer Details. This allows completely moving transactions of any type from one Reservation or Customer to another -- e.g. to fix mistakes of putting transactions on the Customer instead of Reservation, or putting a payment on the wrong reservation.

- Point of Sale option -- **Added detailed Inventory tracking**, with **cost reporting**
  - o Reporting:
    - New report <u>On Hand by date</u> (qty or value on hand on any given date), using the adjustment tracking, sales, and cost calculations
    - New report <u>Cost of Goods Sold</u> -- will accurately show Cost of good sold by date, according to method selected (below)
    - Cost Accounting method selected in Program Options / POS
      - Supports FIFO, LIFO, Weighted Avg and Moving Avg, or can use "none" to simply use the current "Cost" field in the inventory item details
    - New Adjustment reporting to show qty and value adjustments by date, filtered by reason, etc... e.g. can report losses, purchases, etc.
  - o Purchase Orders Outstanding/Receiving report:
    - Added options to search for order by Inventory Item scan/description, purchase order #, or vendor stock # (the default is by inventory item, so can simply scan an item to receive it)
    - When a single item is found, it will automatically open the Receiving entry for that item
    - When receiving an item, can click an "All received" button instead of entering a number
    - Can adjust the Cost during receiving
  - o Adjustments:
    - Edit Inventory item -- will use an "Adjust" button instead of just entering a new qty. Enter qty change OR new qty... and select a "reason" for adj.
    - New menu functions to enter manual adjustments for receiving, losses, or other adjustment, can also adjust the Cost during receiving
    - Also easily enter new Inventory Counts, streamlining inventory recount entry
    - Added Pick List for "Adjustment Reason" when entering a manual adjustment (and defaults for the different types like Loss, Receiving, Counts, etc)
    - Adjustment entries automatically created from any old P.O.'s (if they have been received)
    - Reporting functions for adjustment details, for tracking down issues.
    - Set default Adjustment reason for each type of adjustment entry in Program Options / POS
  - o Tracking:
    - Every manual change in the Qty, Price, or Cost of an item is tracked in a new "Adjustments" table. (Does not include qty changes due to sales)

- Adjustment entry to reset Weighted Avg cost (e.g. at end of accounting period)
- New reports for viewing Adjustments

- Added options in Program Options / Functions to select the **action to perform when double-clicking** a Reservation or Site (instead of always just showing the Quick-Info popup)

- Added options in Advanced Customizations / Tab Views to select the action to perform when double-clicking a Reservation or Site, for each Tab view (so any Tab View can override the default double-click actions set in Program Options / Functions)

- **Batch E-mailing "Resume"** -- It will now save any failed/canceled records as "unsent", and it can try those again next time after fixing the problem. (When re-entering the same function for batch E-mailing, it will offer to select those unsent last time so you can send just to those unsent ones.)

- **Allow Updating "credit card on file"** (using Guarantee Info) -- If a new credit card is entered through Guarantee Info, offer to make whatever changes are needed to make it the new 'card on file'
  - -- if transactions have card info on them, set them to 'obsolete' so it won't retrieve that card info
  - -- if entering Customer Guarantee, offer to copy it to the Guarantee Info of any active Resvs also.

Other General Changes:

- Updated Zip Code / Postal Code lookup data.

- Added a Confirmation option (and E-mail confirmation option) to show "Check In" and "Check Out" dates, instead of "First Night" / "Last Night". ** Note: These only affect the confirmation letter and E-mail, not other invoices/receipts.

- Added Confirmation options (and E-mail confirmation options) to include # pets and/or # vehicles/trailers

- Reservation Tab views (Arrivals, Departures, On Site, etc) -- when sorted by an appropriate column, it will insert sub-total rows and sub-total any numeric fields. This can be disabled in the Options for each tab if needed. There's a separate option for inserting sub-totals after each Site, which is disabled by default but can be enabled if needed.

- Added a Program Option (under Prompts) to "Show a Reminder if the Customer has a usable credit balance, when making a new Reservation" -- enabled by default so it works as before, but now you can disable the reminder if it's not wanted. Also added a similar option for when checking in a reservation.

- Added the keyboard shortcut hints in the menus (e.g. F2, Ctrl-T, etc)

- Network Setup - Added "Show IP Address" button if it's the master

- Maintenance / Program Options / Reservations - moved the default settings for ETA, Resv Type, Date, and # days to a separate dialog (click the "Reservation Default Values" button).

- Added an option to default Memo transactions to printable -- it's an option on the Memo entry dialog itself (if Administrator), and it will remember the setting

- iCalendar export: added a new "Custom Header" expression that can define additional header fields for the file (which will appear before the VEVENT)

- Added a "Forgot Password?" function on the Login dialog (after a failed login attempt, if nobody is currently logged in). This will send a request to support for a temporary login.

- Added options to Retrieve Online Reservations for whether or not to show requests that are Saved, Ignored, and have Errors

- Added options for the maximum number of receipt #'s shown on receipts (Printing Options / Receipts and POS Receipts), to keep long-term receipts from being too long for the page.

- Added a Credit Card processing option: Allow Partial Approvals -- Selects whether partial approvals will be approved (for the partial amount) or declined (if the full amount cannot be approved). This depends on support by the software/gateway used and also the end processor, so this is not guaranteed to have any effect.

- Added option (in Printing Options / Receipts) for whether the separate "Change" line is shown on receipts for payments with an Amt Tendered entered.

- Added "Edit the Pick List" button at the bottom of the list wherever there's a pop-up selection from a pick list, so you don't have to go back to the Maintenance Menu to make changes to it.

- Made the Select Rates dialog a little larger, to allow for longer rate descriptions

- Added Prev/Next buttons to POS Sales Entry, so can back up to the previous sale, etc. (and an Access Level for it).

- Added Access Levels for each Linked Reservation function, including making new linked resvs, and changing default linking mode.

- Added Access Level for adding a Payment transaction before a reservation is checked in (thus you can set it to force Deposits to be used instead of Payments)

- Added Access Levels for editing and deleting post-dated transactions

- Added option (Program Options / Reservations), "Show a 'Guarantee Reservation' information dialog for entering details when Guaranteeing a reservation" (enabled by default, can turn off if desired)

- Added option (Program Options / Reservations), "Allow credit card information to be entered on Guarantee Info (for Customers and Reservations)" (enabled by default, can turn off if desired)

- Added options (Program Options / Prompts), when reminding that there is a credit balance on the customer to transfer, to perform the transfer immediately, if possible and appropriate. Options are enabled by default.

- Export to Quick-Books - Automatically re-import chart of accounts, etc every time the function is opened, if the file still exists (so the lists are always populated)

- Added options in Transactions / Summary Options, "Blank zero amounts in body" and "Blank zero amounts in group totals"

- Occupancy/Availability/etc reports - Include reservations with no site assigned, including Day Passes, in a "(no site)" grouping (previously were not included at all). Can exclude if needed, with Site filtering.

- Occupancy/Availability/etc reports - Added checkbox to "Exclude Guest and Owner reservations", which is set by default.

- Added "Customer" versions of default E-mail invoice/receipt/statement, which can be used for E-mailing to Customers (e.g. w/out a reservation, or including all total for all reservations).

Advanced Customization changes:

- Added Expression functions for all right-click functions that operate on single reservations or sites (performs the same as if clicking on the right-click menu, for that resv/site, and with the date/period if applicable)
- Added options in Advanced Customizations / Tab Views to enter expressions to override the Quick-Info window text and the mouse-over Tip Text (and added functions to get the default text for easy modification).
- Added "ProcessEvent" expression function to process an event action
- Added expression functions for various actions on linked reservations (Unlink, LinkAs, etc)
- Added expression functions to trigger Hercules notification if changing reservations or sites
- Expression Elements selector dialog, added "Insert Numeric" button for Pick List and Fixed List values
- Support using fancy quotes or accent characters as beginning/ending quotes for text strings (e.g. if pasted from document)
- List Queries - allow multi-line headings (use \n as a line break in the heading text, like "Item\nQty")
- Allow the transactions table to be in the "Register-style statement" format on E-mail receipts.
- Added a new Sample Form, "E-mail cancellation letter with sites, dates and transactions"

Bug Fixes:

- Fixed "Purge Old Data" issue with deleting older resvs/transactions that still have recent transactions that should not be deleted.

- Fixed getting previous credit card transaction ID (e.g. for refunds) for MerchantWare or MCPS transactions (was only working for X-Charge or Genius)

- Fixed bug that was allowing a non-synced resv with a different customer to be made a sub-member (sub-members must have same customer)

- Fixed so "Linked reservations" options on the Map right-click are disabled when appropriate

- Fixed "Find Customer" to be enabled based on the "View customer details" access level instead of requiring Edit Customer access.

- Fixed so all local settings are changed properly when the Workstation ID is changed (e.g. printing options, SMTP, credit card processing, tab options)

- Fixed Occupancy report bugs when site is occupied but the site is unavailable or inactive

- Properly clear cancel date/time/operator history if Undoing a cancel (setting to Pending)

- Fixed the Ticket Form to show the park name/address/phone/E-mail/web even if it's printed for non-reservation transactions

- Fixed so the correct access level is checked for showing Quick-Info windows on Map tab (resv vs site quick-info)

- Fixed transaction summary reports to include categories even if they're disabled, if there is a transaction for that category in the time period reported

- Fixed issue of Rack, etc not updating after doing a new resv, Continue to Details... and using Quote/Confirmation just before closing Resv Details

- Fixed credit card processing to strip unacceptable characters in zip code, name and address fields -- was allowing "fancy" quotes and accent chars

Rev.a changes

- Fixed processing error when using Cayan Genius terminal

Rev.b changes

- Fixed Reservation History issue if Confirmation # field is disabled -- show proper fields/columns

- Fixed issues on tab views with tip text and double-click functions doing things on "total" rows (should be no tip text, no double-click action)

- Fixed EditReservation() expression function to do "Browse" if called with a null record.

- Fix shortcuts like Resv:Resv_... to return the correct type for disabled fields instead of always text (which was changed in 10.0 rev.p and caused issues with condition expressions)

- Fixed Customer Transactions to not disable Payment button based on a Reservation-checked-in access level

- Fixed Transactions dialog to enable certain controls when Temporary Operator Override is used.
- Fixed Reservation Details dialog to enable certain controls when Temporary Operator Override is used.
- Fixed Customer Details dialog to enable certain controls when Temporary Operator Override is used.

- Fixed so Rack, etc not reset to today when certain settings changed that shouldn't affect it. Also Avoid resetting views to today after closing a dialog due to records deleted on other WS's, unless it's required (e.g. Site deletion)

- Fixed so Rack, etc is properly refreshed whenever changes are made to a reservation at another level, e.g. through Customer Dtails, Find Reservation, etc

- Fixed so the Blocked to date is ignored once a reservation is checked out, e.g. for Conflicting reservations, showing on the map, etc.
- Fixed so the Blocked to date is ignored for canceled or "couldn't book" reservations (e.g. for Find Reservations)