1 Version 2.5 Release Notes

Version 2.5 brings a lot of interface changes to Campground Master and some major new functionality.

(Note: Version 2.5 was previously released as version 2.1during beta testing.)

This release also adds a lot of smaller additions, changes, and bug fixes.

To upgrade to this release, you only need to install it over your current version. There is no need to uninstall the previous version. All 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.

Note: While there should be no problems with the new version, be aware that you cannot go back to using your database with a previous version of Campground Master once you start using this version, due to upgrades that are automatically made to the database. Be sure you make a backup of the database before installing the new version, in case you have any trouble.

Also Note: When you install the new version, the "**demo**" database (demo.prk) will be overwritten with a new version of the sample database. If you have been working with the sample database and want to save the changes you've made, then you need to load it and then use File | Save As to save it to a different name before installing the new version of the software.

Version 2.5 release changes:

- **Changes to be aware of** -- minor but important changes you should know about, which may require changes to your settings.
- **Other changes** -- other changes and bug fixes, not affecting the previous functionality in a noticable way.
  - **Changes after beta 14**
  - **Changes after beta 20**
  - **Changes after beta 23**

Complete documentation for the major additions:

- **Auto-rate calculations** -- details of the new auto-rates functionality
- **Maps** -- details on setting up and using the new Maps functionality
- **Access Levels Setup** -- details on the new access levels configuration function

Changes to be aware of

The changes below may affect what you see and do in normal operations. Please read these carefully before installing the new version. Some of the changes can be disabled if you prefer the original methods, but we feel that they are worthwhile for improving the ease of operation and preventing errors.

- A Reservation Type has been added, replacing the Free site, Extended Stay, and Group flags and adding more options. This is now entered as a list selection instead of checkboxes, on the New Reservation dialog and Reservation Details. Extended Stay is now a "Monthly" type, and Free Stay and Groups are now separate types (database conversion is done automatically). Day Passes are also separate types, rather than just a special status. Rates can be set up specific to selected reservation types. Transaction reports can be filtered by the reservation type, as well as other functions that use the reservation filtering. See Program Options / Reservations tab to select which types are enabled.

- Any current Day Fee rates should be moved to Rental Rates, since Day Pass is handled as a rental rate. The Day Fee rate type is still available if you prefer to have some manually-selected rates in this category.

- The option to enable Day Passes is now part of the Types Enabled selections under Maintenance / Program Options / Reservations. This may need to be set appropriately to disable day passes if desired.

- Guest handling has changed from a simple list of customer records to completely separate reservations, using a special Reservation Type. This is still handled through Manage Guests on the Reservation Details dialog. Guests will now show separately on reports like Arrivals, Departures and On Site, and can have separate dates and transactions (e.g. they can pay for their own extra charges for the days they are in the park). Guest reservations are also unique in that they can occupy the same site as the 'host' reservation at the same time.

- Reservation Details, Transactions, and New Reservation dialogs have been rearranged, and a larger format is used if the screen resolution is 800x600 or more.

- Est. Arrival Time (now just "ETA") has been changed from a time entry to a free-form entry with pick-list assistance for common values, and it can be set directly on the New Reservations dialog. ETA can also be displayed on the Arrivals list. See Program Options / Reservations tab to set a default ETA, and Maintenance / Pick Lists to set up the list of selections.

- Rates Setup has been modified in several ways for flexibility and ease of definition. A single rate can apply to multiple site types, classes, discounts and reservation types. Rate definitions can be easily duplicated to create similar definitions, using the "Copy Rate Definition" function. Special dates like holidays can be added or removed from multiple rate definitions at once with the Add/Remove functions

- Auto-rate calculations functionality has been added (optional, see Program Options for configuration). Rates can be designated as auto-rates or not, so special cases can be handled manually. See separate section below for details

- Transaction Notes have been removed, since it was difficult to recall them. Instead, a Memo transaction type has been added. Memo transactions will show in the transaction list, but will not be printed on receipts. Any previous notes will be automatically converted to Memo transactions.

- Phone numbers will be auto-formatted if entered as just digits (e.g. 1234567890 becomes (123) 456-7890 automatically)

- States are automatically capitalized if entered as 2-letter abbreviations.

- Warning-flagged customers show in red on Find Customer lists.

- The Transactions / Enter Transactions function has been replaced with 3 separate functions for reservation, customer, and unbound transactions. Find Reservation or Find Customer is used automatically if the reservation/customer transactions functions are used.

- When entering Payments and Deposits, the first payment method is no longer automatically selected -- a method must be selected manually (using the arrow keys or mouse). This helps prevent payments from going in the wrong place.

- If Available Only is selected on the rack, double-clicking on a site to start a new reservation will automatically use the date range selected on the rack. If this is not desired, it can be turned off (Program Options / Reservations)

- Color coding has been added to the Transactions dialog -- Auto-charges are blue, payments (positive receipts) are green, and refunds (or negative receipts) are red.

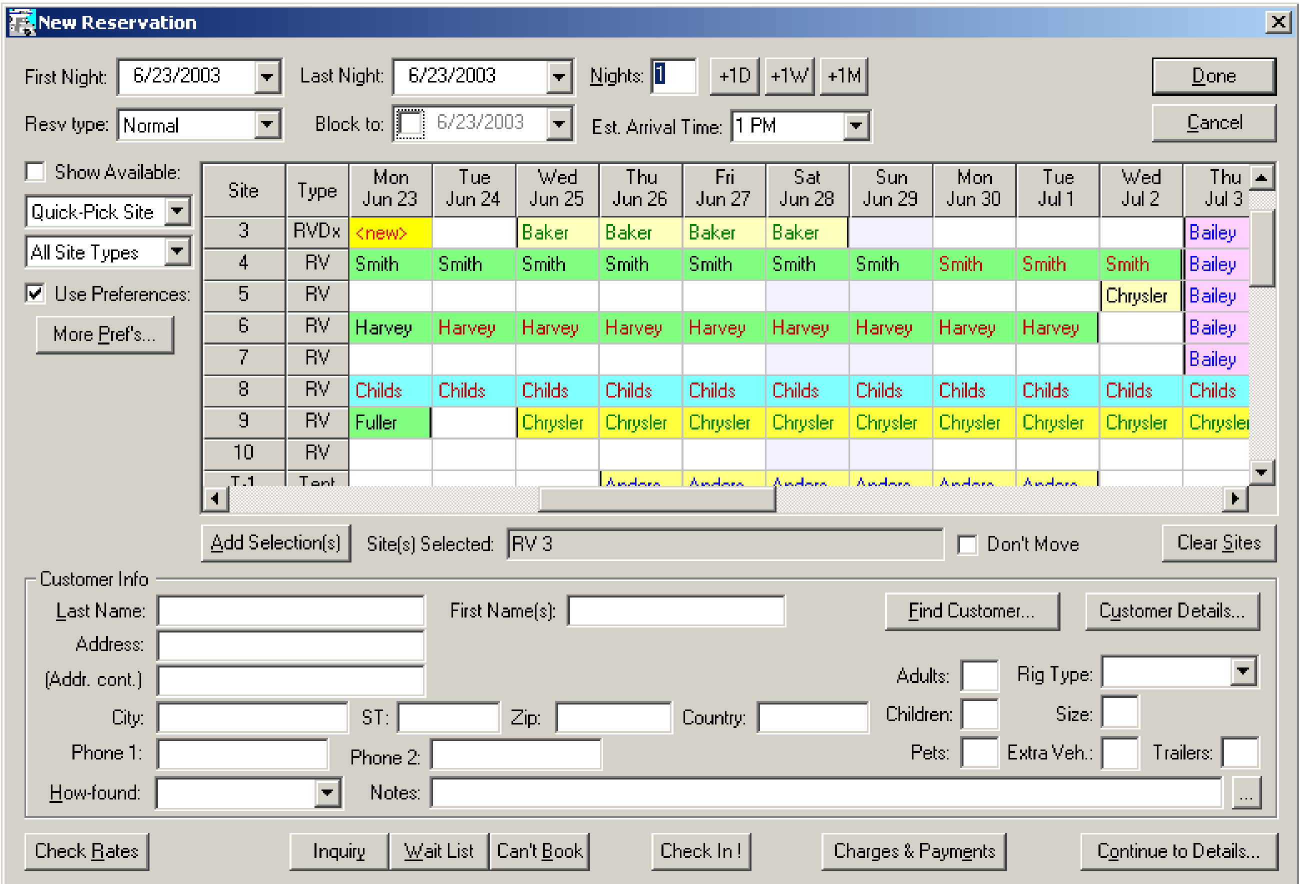
- Monthly billing and batch receipt will only print one copy (regardless of the setting for number of copies in Printing Options.

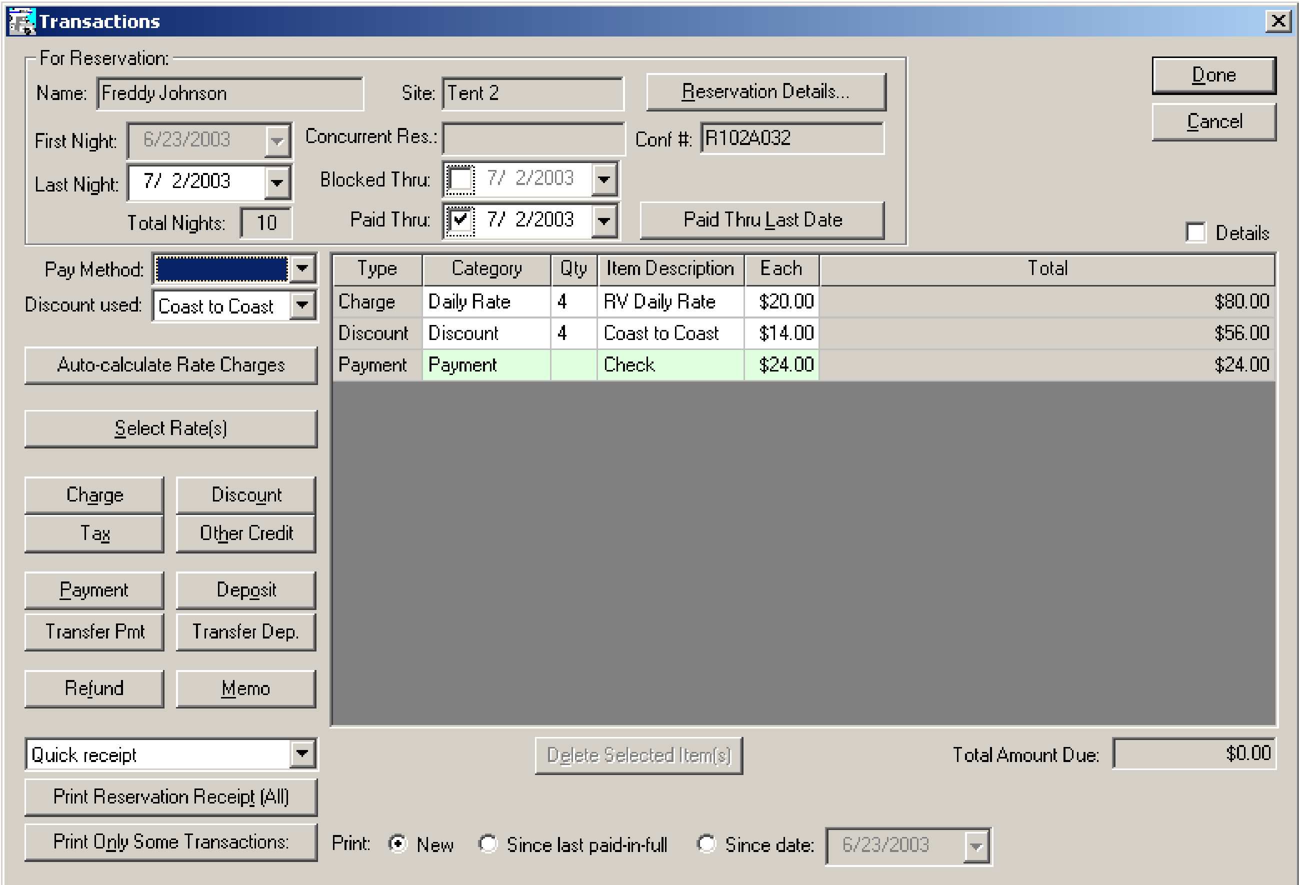
- When deposits are applied (e.g. when charges added after a deposit), only the amount of the charges will be applied, rather than the entire deposit. This makes the Deposit balance reporting more accurate, and allows unused deposit balances to be transferred to another reservation or to the customer.

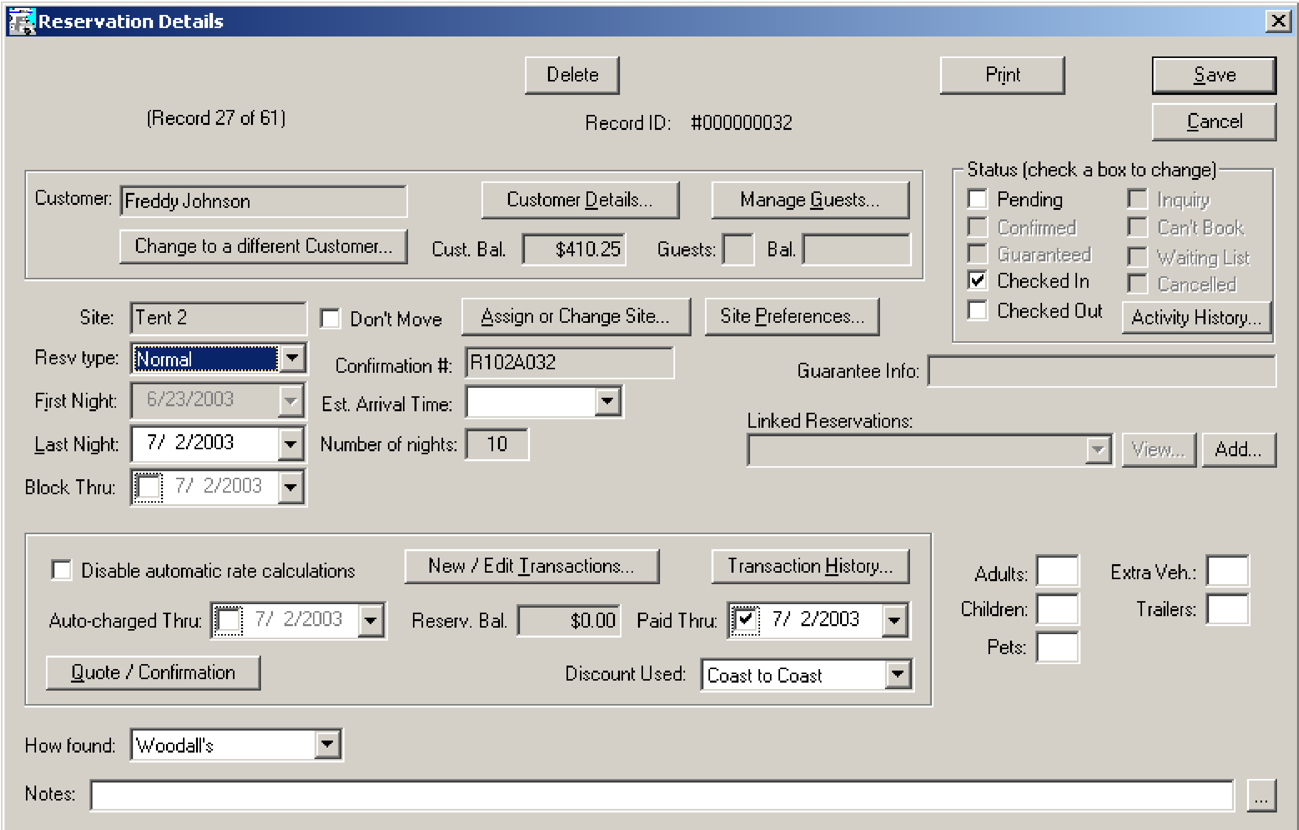
- The rules for whether transactions can be deleted has been changed for non-managers, to make it easier to correct "safe" mistakes. Instead of preventing the deletion of all "old" transactions (previous sessions), transactions can be deleted as long as it is still the same day (or the same shift, if shifts functionality is enabled). In addition, auto-rate transactions cannot be deleted if the reservation has already been checked in. (You can undo the check-in, delete the transactions, and check it back in if necessary.)

New Dialog Formats

Below are the new formats for New Reservations, Transactions, and Reservation Details, for 800x600 and larger screens. (640x480 screens also have new formats similar to these, but more compact).




Transactions
For Reservation:
Name: Freddy Johnson
Site: Tent 2
Reservation Details...
Done
Cancel
First Night: 6/23/2003
Concurrent Res.:
Conf #: R102A032
Last Night: 7/ 2/2003
Blocked Thru: 7/ 2/2003
Paid Thru: 7/ 2/2003
Paid Thru Last Date
Total Nights: 10
Details
Pay Method:
Discount used: Coast to Coast
Auto-calculate Rate Charges
Select Rate(s)
Type Category Qty Item Description Each Total
Charge Daily Rate 4 RV Daily Rate $20.00 $80.00
Discount Discount 4 Coast to Coast $14.00 $56.00
Payment Payment Check $24.00 $24.00
Charge
Discount
Tax
Other Credit
Payment
Deposit
Transfer Pmt
Transfer Dep.
Refund
Memo
Quick receipt
Delete Selected Item(s)
Total Amount Due: $0.00
Print Reservation Receipt (All)
Print Only Some Transactions:
Print: New Since last paid-in-full Since date: 6/23/2003



Other Changes

- An "Owner" reservation type has been added, which can be used to designate the owner/lessor of a site. This would be entered as a long-term reservation (by the first/last night selection), and will appear on the Rack in a light color. In most ways it will still be treated as an "open" site, so other reservations can be made on top of it when the owner is not present. (When the owner is present, a separate reservation should be made for the same customer, to designate that the site is occupied.)

- A Quote / Confirmation function has been added to the Reservation Details dialog. This will open the Transactions dialog and allow temporary charges to be added and printed as a confirmation letter (or other receipt type). If auto-calc rates are enabled, charges will be calculated automatically. All charges entered here are temporary and will not be saved. The default receipt format and # of copies can be defined (File / Printing Options / Receipts). With this function and the auto-rates available, there is little need for adding charges to a reservation before they check in, making it easier to do bookkeeping and "balance out" each day.

- Functions have been added to Transfer Deposit and Transfer Payment from one Reservation or Customer to another. Thus a deposit for a group can be entered for the group leader and then divided among the other reservations as needed, or a credit balance can be transferred from a reservation to the customer record. (If a customer has a payment or deposit credit, a reminder will be displayed the next time a reservation is made for that customer.)

- Up to 5 quick-preference checkboxes can be added to the New Reservation dialog, to easily select common preferences such as pull-thru, 50A, full hookup, etc. These can be used for selecting sites, and to have the extra charges automatically added. See Program Options / Reservations for setting these up.

- The Blocked date can be set on the New Reservation dialog, so you don't need to go to Reservation Details to set it.
- Added a function to Add/Insert multiple sites, with automatic numbering, in the Raw Data Tables for Sites.
- Access restrictions for various functions have been changed to further restrict access by non-managers.
- On the New Reservation dialog, if a rig length is entered, the sites will be filtered accordingly (if the sites have max lengths set up).
- A "Backup is complete" message has been added when doing backups, just so you know it's done.
- Concurrent reservations can be added directly form Reservation Details (new "Add" button), and any existing linked reservations can be viewed with th new "View" button.
- The confirmation number is now shown on the Transactions dialog.
- An option has been added to automatically set the paid-thru date if a reservation is paid in full (0 balance), bypassing the reminder prompt. (See Maintenance / Program Options / Functions.)
- An option has been added to automatically guarantee a reservation when a Deposit is made. (See Maintenance / Program Options / Functions.)
- An option has been added to not allow a reservation to be checked out if it has a balance. (See Maintenance / Program Options / Functions.)
- An option has been added to omit the site name from Confirmation letters, showing just the site type instead.
- Transaction filtering can be done with a date "type" (Today, Yesterday, MTD, MTD, etc.), and this type will be saved with memorized reports.
- Functions have been added under the Reservations menu to show all conflicting reservations and all unassigned reservations.
- A Reservation menu function has been added to "Edit last reservation viewed". This is also accessible with Ctrl-R.
- Ctrl-F can now be used for Find Reservation
- Ctrl-U can now be used for Find Customer
- Ctrl-S can now be used in place of F9 (search view)
- Check Rates now handles multiple (concurrent) sites.
- The Transactions tab will now show a separate Summ Options button if 800x600 resolution is used (instead of requiring Summarize to be checked first)
- Fixed so F4 will open Unbound Transactions like the icon, if configured as such.

- If the Search function (F9 / magnifying glass icon) fails to find anything, an error message is displayed with tips.
- Transaction Quick-Report and memorized report names are used as headers when printing such reports.
- View Report and View Details functions have been added to the Transactions tab Summary Report Options, to immediately load and view memorized transaction reports.
- Non-managers can now un-do checkins, checkouts, and cancellations (needed to fix mistakes).
- The Quick-Pick list on the New Reservations dialog can be turned off if it's not useful (Program Options / Reservations)
- New receipt formats for "Full-page Receipt" and "Full-page Statement" have been added -- they are identical to the Full-page Invoice except for the header, and can also have separate Notice text for the bottom.
- Notices for the various receipt types have been made more flexible (see Maintenance / Park Setup)
- "Shift" functionality has been added for transactions (optional configuration -- contact us for details). A shift number can be added to transactions (automatically), and the shift changed when needed. Transaction reports can be done by shift instead of by date, so for instance you can have multiple shifts in a single day. A special Shift Report function is also available which summarizes all charges by category, receipts by type and payment method, deposit balance changes, and A/R balance changes. This effectively combines 6 transaction reports into one summary, and will indicate whether the shift balances (e.g. sales totals balance with cash receipts).
- A function to add a "New reservation for this site" has been added to some right-click menus, for instance when right-clicking on the site name of an empty site on the On Site tab view.
- Added a "meter allowance" to meter rates, for instance to exclude the first xx kwH from the metered electric charges.
- Corrected some accuracy problems with the assumed "Qty" when selecting rates.
- Improved the user-interface for various functions, such as remembering the last item selected in lists, scrolling lists to keep selected items visible, allowing multiple items to be moved at once (Rates, Raw Data Tables), etc.
- Added command line parameters for network settings, making it easy to set up multiple remote database connections.
- The "Enter Charges" button on New Reservations has been renamed to "Charges & Payments". The function is the same as before (saves the reservation and opens the Transactions dialog).
- New field options have been added for most of the tab views, and fields have been added and/or rearranged in many lists and reports to provide better information.
- Long fields in reports, like Notes, have been limited in width to make scrolling more manageable, and so the column can be resized before printing. If a note is longer than the displayed width, a pop-up hint will show the full contents (at least up to the screen width).
- The Blocked date and ETA have been added to the New Reservation dialog, so these can be set without going to the details.

- The Window Tag format now includes the confirmation number, customer name, and all vehicle licenses (except when printed on 3" receipt printers, due to space available).
- When a Restore form backup is done, the current (pre-restore) database is saved to a date-stamped file just in case the restored database is not wanted. Additional safeguards have also been added in case the restore operation fails.
- If a customer record has a deposit or payment balance (not attached to a reservation), a reminder will be shown when making or checking in a reservation for the customer -- thus customer credits can be "held" in the customer record, and transferred to the next reservation they make.
- If a customer record has a balance due (e.g. a positive balance excluding reservations), a warning will be shown when a new reservation is made for the customer.
- An option to Override auto-selection has been added to the Select Rates dialog, so all rates can be seen regardless of the site type, discount, etc. of the current reservation. (If this is used, it probably means the rate definitions need some adjustments, but it can be used for a quick fix or to manually select a non-standard rate.)

Changes after beta 14

- **MAPS** -- map view functionality has been added (a new "Map" tab will appear after the Rack tab, if maps are set up). See the separate Maps section of the release notes for full details.
- Fixed the problem of some drop-down lists being too long for the screen, resulting in difficulty selecting items with the mouse. Also fixed the "flash" problem where the list (or at least a white block the size of the list) would flash each time the display is refreshed.
- Fixed auto-rate calculations to take a customer's Discount into account when automatically adding charges upon reservation creation or check-in.
- Added a warning when doing operations on Monthly Billing, to help avoid major actions like adding charges by accident. (To further avoid the problem, it is recommended that the access level of most operators be changed to Reservations or Manager, since Administrator access allows many "dangerous" actions that can cause problems.
- Added the reservation's date-made to the quick-info (pop-up) window.
- Don't print the customer detail fields on the Ticket Form receipt unless the fields are enabled (e.g. rig model, type, color, car model, pets, extra trailers, etc.)
- Don't allow deleting a Site record (from Site Details) if it has a reservation on it (past or future included). This should help prevent accidental deletion of sites.
- For the menu bar functions "Reservation Details", "Customer Details", "Reservation Transactions" or "Customer Transactions", if a reservation is currently selected in a tab view, then it will use that reservation/customer for the details/transactions. (The right-click menu is still the recommended way of getting to these, but this was done to avoid some confusion and to make those functions more accessible with Alt-key commands.)

- Any number of "Park" records can now be added without specific authorization -- however each park record must have an appropriate authorization code entered. Use the same authorization code for each park record, as long as they have the same name and address, but each record should have a different "Short Name". (If a different park name or address is needed, it must still be authorized separately at additional cost.) This allows further sub-sectioning of "sites" for reports, and allows separate sections (parks) to have different check-in/check-out times, phone number, and notes for the ticket form.

- Improved the Restore from Backup functionality so it automatically checks the logs for changes to be applied., and also changed the associated prompt messages to be clearer and more informative.

- Added a reminder message (when closing the program) if a manual backup has not been done in the past 3 days (presumably to floppy or other separate location). A backup can be done immediately at that point. The number of days between reminders can be changed in Maintenance / Program Options / Database. If you're running a network, this warning only applies to the Master workstation.

- Backups of the database are automatically created every day, with the date included in the backup name (for networked setups, this is done on the Master workstation only). The backups will be placed in the same location as the current database, and they will be compressed to a .zip file. This function cannot be turned off. The backups are deleted after 32 days, so you will have a backup for every day of the past month on your hard drive. (At an typical size of 500k or less per day, this is a minimal use of disk space.) NOTE: This is not a replacement for manual backups, it is only an additional safeguard. Manual backups to a floppy or other removable drive should still be made daily in case of hard drive failure!

- When a File / Save As function is done, it now asks if you want to make the new name/location the default (instead of using it as the default automatically). This allows making a copy of the database without changing where changes will be saved.

- When a File / Open function is done, it now warns that this will be the new default database. (An option to keep the old location is not feasible, since it must use the newly opened database.)

- The default number of days that log files are kept has been changed from 7 to 32.

- A default Reservation Type can be set up for new reservations (instead of always defaulting to "Normal"). See Maintenance / Program Options / Reservations).

- Fixed the receipt printing option for printing transactions "since last paid in full" so that if the reservation is currently paid in full, then all of the transactions since it was *previously* paid in full are printed, instead of printing no transactions at all.

- Added the ability to define a rate to apply if a site preference field is "false" (previously it could only apply if "true", or "Must Have"). This allows mutually exclusive rates to be set up, for instance one rate for 50A and one for not-50A, rather than requiring the 50A to be an add-on to a default rate.

- Fixed the over-anxious reservation conflict checking so that it's possible to correct a conflict easier (for instance, previously it was impossible to undo a checked-in reservation with a conflict so that it could be cancelled.)

- Added a warning prompt ("Are you sure...") when closing Campground Master, if the current operator is not an administrator.

- The right-click menu function "Check out (Yesterday)", which appears if the reservation's Last Night is the previous day, has been changed to "Check out (this morning)" for clarity.

- In order to make room for the Maps tab, some of the tab names will be slightly modified (abbreviated) on screens with 640x480 and 800x600 resolution.

- The "amount to transfer" field on Payment Transfers and Deposit Transfers will default to the available/suggested amount (similar to the "amount" default for making Payments). It can be changed if needed, of course. Also, transfers are not allowed if the amount is $0 or less (and the suggested amount won't me greater than is available).

Changes after beta 20

- Fixed the problem of Printer Setup settings being reset on startup (e.g. what printer is used, landscape/portrait mode, etc.). This bug was new to beta 20.

- Operator access levels -- the access level required for many program functions can now be configured (see Maintenance / Park Setup / Access Levels, also covered in detail in a separate section of the release notes).

- Transactions dialog -- if the transactions list is longer than the window, it will automatically scroll to the bottom when opened so you see the most recent transactions

- Transactions dialog -- fixed so the list doesn't scroll back to the top when the Details button is checked

- Transactions dialog -- added pop-up tips showing the transaction date, time, operator, reference info and payment method when the mouse is in the Type or Total column.

- Auto-rates -- fixed so that if the reservation does not have a Discount Used yet (e.g. it's a new reservation), the customer's Discounts will be checked -- the first discount that's non-blank, or the last discount the customer used for a previous reservation, will be used for calculating the rates. Meter readings and Monthly Billing have also been fixed to check the customer's discount.

- Meter readings -- Fixed so meter reading charges aren't flagged as Auto charges -- this can cause the meter reading charges to be credited back if an Auto-Calculate is done on the reservation later. If you see this problem, you can remove the Auto flags (from the meter readings only!) using the Raw Data Tables. Contact us if you need assistance.

- Meter readings -- Added the option on batch entry to handle synchronized reservations separately. (This should normally NOT be checked, which will now put all meter charges with the sync'ed master reservation where other charges go.)

- Meter readings -- A meter reading date can be entered separately, instead of forcing the date to 'today' (charges will still be entered today, but the reading date in the Site record will be as you specify). This is on both individual readings and batch readings.

- Meter readings -- Added meter wrap-around support. These are set in the Park record (Maintenance / Park Setup / Parks). When meter readings are entered, you can enter it as it actually shows on the meter and it will still calculate properly -- for instance if the last reading on a 4-digit meter was 9500 and now it's 100, it will assume wrap-around and calculate as 600 kwH. (If you have current readings entered with extra digits to get it to calculate correctly before, that will be understood -- no adjustments should be needed.)

- Maintenance -- Allow more of the tables to be viewed under Raw Data Tables (for diagnostic purposes only!)

- Receipts -- if a customer has a negative balance (ie. credit due), all receipts will show this as a positive "Credit Balance" instead of a negative "Balance Due".

- Rack, etc -- on grid reports that have both row and column headers, the row and column cells will indent to indicate the current selected cell.

- Maps -- Fixed a bug with reading some variations in bitmap format (for the maps).

- Maps -- Fixed map editing so the circle diameter is remembered properly when adding multiple elements

- Maps -- On the map view, the Page Up, Page Down, Home and End keys can be used to navigate maps (flip through map pages).

- Maps -- Added a "Change-map hotspot" element. This is an invisible element that will change to a different map when clicked on. For instance, it can be used to create "buttons" on an overview map, so when a particular area of the map is clicked on, it instantly switches to the zoomed-in map for that area. Or you can create your own buttons to flip between maps (or back to the overview), or even a menu of maps. (buttons, etc will have to be created on the bitmap image itself, then you just add the invisible hotspot element over the button).

- Envelope Printing -- added the option to print a return address on the envelope. The park's address will be used (if multiple parks are involved, it will use the park associated with the current reservation, or the customer's most recent reservation). See File / Printing Options / Offsets to turn this option on and set the return address position.

Changes after beta 23

- Fixed a major bug in 2.1 beta versions (affecting networked version only) that caused Reservation Type fields to be set improperly, also resulting in rates not showing properly in Select Rates.

- Fixed a bug causing a lock-up using auto-rates if a rate was missing the period-type selection.

- Improved error trapping and reporting when making backups

- Fixed so waiting-list reservations are not included in the Occupancy report

- Completed the support of Owner type reservations (proper conflict checking, display on tab views and right-click menu functions, etc.)

- Added options for showing Owner reservations on applicable tab views.

- Added "N/A" reservation status in Reservation filters, to filter Owner type reservations

- Added a function to automatically clean all "bad links" out of the database, in case bad links are causing problems (no known problems at this time, but in past releases they have caused various problems). Bad links are usually caused by editing Raw Data Tables incorrectly, but can also be a result of program errors or improper shut-down like power outages. See Maintenance / Raw Data Tables / Clean up bad database links.

- Meter List Reports -- Added the option to show (and batch-charge) only selected reservation types. For instance, you can show only the Monthly reservations so that the daily (Normal) reservations won't be charged for meter usage.

- Fixed a couple minor bugs in the Meter Lists report (when adding readings).
- Fix so if the number of adults, children, pets, vehicles or trailers are changed on Customer Details, any current (present or future) reservations for that customer will also be changed accordingly.
- If the option to auto-recalculate rates is enabled, any changes in Customer Details (# of adults, etc. or adding a Discount) will check for recalculations necessary for all current or future reservations for that customer.
- Expanded the Quick-Start guide with many additional examples.

2 Auto-Rates

Auto-Rates Setup

Auto-rates calculation can be very powerful, but some care is needed to set it up properly. It can completely alleviate the need to use the "Select Rates" or "Charge" functions except for special cases, and can help eliminate errors in selecting appropriate rates. Auto-rates functionality is based on your Rates definitions, so it's important to set up your rates properly to avoid multiple or inappropriate rate calculations.

Auto-rates can be used to fully automate charges (by automatically applying them upon reservation creation or check-in), or for semi-automatic functionality using the "Auto-Calculate Rate Charges" button on the Transactions or Select Rates dialog.

Basic Auto-Rates Configuration

For basic auto-rates configuration, see Maintenance | Program Options | Auto-Rates. Here you enable/disable the auto-rates functionality, specify whether it attempts to find "better" rates than strict rate selection (e.g. select the weekly rate if they stay 6 days, if that's cheaper), define how re-calculated rates are applied, and define when auto-rates are applied and re-calculated.

The recommended setup is to configure it to auto-calculate rates on check-in, so charges don't have to be changed or backed out when the reservation is changed before check-in or cancelled. This also helps with transaction reports, so charges are reported on the same day that the payment is received for them.

You should also enable auto-calculation for the Check Rates and Quote/Confirmation functions. These functions can be used to tell the customer what the total will be without actually adding the charges to the reservation, so there is really no need to add charges before the reservation is checked in.

Rates Definition Rules

There are several rules that need to be followed when defining rates so that they work properly with auto-rates. The main thing to keep in mind is that the rates will be applied top-down (according to the list in Rates Setup) until the reservation is "covered". All of the rate filtering is used, and it won't apply a rate that would cover dates that aren't in the reservation or have been covered by a previously applied rate. (Exception -- if you set it up to apply to longer periods to find a better rate, it will apply rates assuming the reservation is longer than it really is to see if a cheaper rate would apply.)

Auto-rates can also be set up for add-ons like 50A electric, pull-through, extra adults, vehicles, and so forth. This is done using the "Applies if field..." selection in the rates definition.

Here are the rules:

- Rates will be applied top-down.
- Only Rental Rates and Add-On rate types will be used for auto-calculations
- Put longer-term rates above shorter-term (e.g. so a weekly rate is applied before a daily rate for 7 days)
- Try to make rates mutually exclusive, so for instance only one daily rate would apply for any given site, discount, and date. If this is not practical, make sure all qualified rates are above the generic (default) rates so they get applied first if appropriate.
- Put discount rates above non-discount (if they aren't completely mutually exclusive)
- For monthly pro-rate daily rates, make sure the >= days is set properly to avoid applying pro-rates to reservations less than a month long. (Also be sure to set <= for non-pro-rate daily rates, or make sure the pro-rate rates are above the normal daily rates).

- If you pro-rate by the actual number of days in the month, have separate pro-rate rates (for 28, 29, 30 and 31 days) with season dates set appropriately.
- If a rate shouldn't be used for auto-rates, set the "Exclude from auto-rate calculations" flag.

Warning -- reservations without a site assigned will probably use the first rate definition by default (since no site type/class is available for filtering). Obviously the reservation can't be checked in until a site is assigned, but this will affect the Quote/Confirmation, as well as if the Auto-calculate function is used on the Transactions dialog. If unassigned reservations are "allowed" for your park, it may be a good idea to have "dummy" rate at the top that could not apply to any normal reservations. Make it something like $.01 per day, and apply to a site type/class combination that's normally impossible (e.g. an "rv" site type and "boat" site class).

For further information on using auto-rates, see the Auto-Rates section in *Working with Transactions*.

Auto-Rates Options

Access the Auto-Rates options from Maintenance | Program Options.

Enable Auto-Rates functions on Transactions and Select Rates dialogs -- This is the primary enabler of auto-rates, since it enables the auto-rate calculation buttons.

Auto-calculate when the "Check Rates" or "Quote/Confirmation" functions are used -- When selected, auto-rates will be used to automatically calculate the temporary charges shown in these functions. This is a "safe" way to test your auto-rates setup, since the charges won't actually be saved.

Calculate for longer periods to find "best" rate -- When selected, this will not only calculate the charges for the reservation's actual days, but will also calculate for additional days, one at a time, up to the maximum (below). It will then select the number of days that produced the lowest rate. This is used to give the customer a "better" rate, for instance if your weekly rate is better than the normal rate for 6 days.

Maximum extra days to check -- If you enable calculation for longer periods, this defines how many extra days to check. Don't set the number of days any longer than necessary, since it can take time to check each possible length of stay for the best rate. For instance, if your monthly rate is equivalent to 3 weeks and 2 days (23 days), then only check 8 extra days to cover a 31-day month. If you don't have monthly rates, then this probably only needs to be set to 2 extra days (e.g. if the weekly rate is cheaper than the 5-day rate).

When recalculating auto-charges... -- This gives you 3 different options for how charge transactions are handled when auto-calculation is done after auto-rates are already present (whether it's done manually with the buttons, or as a result if automatic re-calculations). Note that none of these will affect manual charges or payments added -- the only affect auto-charges.

> **Credit & add only charges that have changed, as needed (recommended)** -- This will check each of the "new" charges against the previously added auto-charges, and will only add the necessary transactions to reflect the new charges. It will leave any previous auto-rates intact. This may result in both positive and negative entries to make the adjustments, but won't duplicate entries. For instance, if a charge for 4 days is present and a new day is added, a charge for 1 day will be added). If the days aren't changed but an additional vehicle is added, then only the charge for the additional vehicle will be added.
>
> **Add credits (negative charges) for all old auto-charges and add all new charges** -- This will leave the original auto-charges alone, but will add negative charges for every previous auto-charge, then add the complete set of new charges. This results in more transactions, and can make the receipts either more or less confusing depending on the situation

Remove all old auto-charges and add new ones (will cause daily balances to change!) -- This results in the "cleanest" receipts, but cannot be done if you depend on daily transaction balancing. It also does not leave a trail of original charges and changes -- it simply removes all old auto-charges and starts over.

Automatically add auto-charges when a reservation is... (**Created** or **Checked In**) -- If this option is selected, charges will be added automatically as soon as the reservation is created or checked in, as desired. The recommended option is to add them when the reservation is checked in. They will be added before the transaction dialog is opened, so the amount due will be instantly presented.

Automatically recalculate charges whenever reservation details are changed, as appropriate -- This option will help prevent charges from being forgotten if reservation changes are made (e.g. adding extra people, changing dates, adding options, etc.), but it can also be a little dangerous and can result in a lot of charges being added and deleted back and forth if reservations are tinkered with. It's recommended to try enabling this option to see how it works for you, and disable it if it becomes an annoyance. If this option is disabled, you must remember to go to Transactions and click the Auto-calculate button whenever changes are made.

Using Auto-Rates

Depending on the Auto-Rates Options (Maintenance | Program Option), you may or may not see an Auto-calculate Rate Charges button on the Transaction and Select Rates dialogs. Auto-rates are disabled by default, because the rates must be set up very carefully for it to work properly. (See the Auto-Rates Setup section for details.)

If auto-rates are enabled, then they can also be set to automatically be added when a reservation is created or checked in. In either of these cases, charges become fully automatic and the Select Rates dialog may never be needed except for special cases.

If it's not set up to be fully automatic, then you can still click the Auto-calculate Rate Charges button on the Transactions dialog to instantly add the appropriate rate charges. This eliminates the need to go into Select Rates, pick the rates that apply, and so on. They will be added directly in the Transactions dialog as new charges.

Recalculating auto-rates

Obviously when changes are made to a reservation such as extending the stay, the charges need to be adjusted.

You can set the option to automatically recalculate rates whenever there is a change, but that could result in a lot of rate adjustments and re-adjustments when "tinkering" with a reservation (this may depend on how many different add-ons affect your rates). It may be better to leave the re-calculation disabled, and make sure the staff is trained to use the "Auto-calculate Rate Charges" function on the Transactions dialog whenever changes are made. If the Auto-calculate function is used and the rates are already correct then it won't change anything, so it never hurts to double-check it. (Note: This assumes that the "Credit & add only charges that have changed" option is used for recalculating rates -- other options can result in a lot of redundant adding & removing of charges.)

Concurrent Reservations

As with the manual Select Rates function, rates are automatically calculated for concurrent (synchronized) reservations. Likewise, you need to be aware that if the reservations are unsynchronized later (e.g. one of them is checked out sooner), then the rates need to be recalculated for **both** the original master reservation and the newly unsynchronized reservation. The charges for the linked reservation will be removed form the master, and added to the unsynchronized reservation. If necessary, you can transfer part of the payment from the original master reservation to the unsynchronized reservation so that the master still balances out, and then a payment or refund can be added to the unsynchronized reservation to make up the difference due to the changes.

Deleting Auto-Rate Charges

To prevent "rate tampering", auto-rate charges cannot be deleted without a Manager operator access level once the reservation is checked in. If a mistake is made requiring that the rates be removed (e.g. the reservation is checked in by mistake, or a mistake is made that will look too confusing if an auto-recalculation is done), then you must undo the check-in to make the reservation Pending. This can be done from Reservation Details by unchecking the "Checked In" box. Then you can delete the auto-rate charges (which will be in blue). They will be re-added appropriately when the check-in is done again (assuming that's the auto-rate option you're using), or if the Auto-calculate Rates function is used again.

3 Maps

Map Tab View

The Map view is optional, and requires that you have a suitable map bitmap (image) file available. This tab will appear automatically once a map is set up (under Maintenance | Park Setup | Maps).

The map view is an image representation of your campground, with indicator "elements" placed on each site to show the status. If necessary, you can have multiple maps to represent different areas of your park, or multiple parks -- or even use multiple images to represent the same area but with different aspects (e.g. a separate map showing additional overflow spots available during special events).

Note that when printing a map view, it will automatically be sized to fit on the page. (If printing in Portrait mode, it will fit to the width of the paper but will generally fill only the top half of the page.)

Most of the controls on the map are similar to the Rack -- you can select the From and To dates to show status for a date range, Reset to today, and select the Site Type, Site Class, or Park to show.

Selecting a Map

In addition to the typical controls, there is a drop-down list for selecting which map to view. If you have only one map, of course, this is ineffective. If you have multiple maps, you can select the map to view from the list, or you can cycle through them with the arrow buttons on each side of the list.

In addition to the selection list/buttons, you can use the Page Up, Page Down, Home and End keys to change map pages. Note that the "focus" has to be on the map to do this, so if the key doesn't work, click once on the map first.

You can also place "hotspots" on a map that will change to a selected map when clicked on. This can be used to "zoom in" on a section of an overview map, or you can set up "buttons" on a map image and click on those to change maps.

Options

There are two options for the map view:

Default Map -- This selects the default map shown on program start-up and when the Reset/Today is clicked. You can also leave the default blank, in which case the first map will be shown by default, but the map will not change when Reset/Today is clicked. (The map order can be changed in Setup, so you can still specify which map shows up first by changing the order.)

Use reservation color coding -- Select this if you want to see the status for reservations colored exactly as on the Rack and other tab views, rather than the generic coloring for reserved/occupied (map colors). This only applies if there is only one reservation occupying a site for the selected date range. If more than one reservation occupies the site for those dates, it reverts to the generic reserved/occupied colors for the map.

Color Key

The map has a separate color key to determine the color for site indicators. This is a simpler color key, for the most part indicating whether a site is open, occupied now, or reserved (not yet occupied). If it's open, it can also indicate that a site is unavailable, "blocked" by a reservation, or it should be open today but yesterday's occupant has not yet been checked out. Conflicting reservations are also indicated, and if you have a site type filter selected (e.g. showing only Tent sites), then any sites that don't match the criteria are considered "inappropriate" and will be shown in a different color (normally dark grey).

The color key can be viewed and colors changed from the right-click menu or from the View | Color key for Maps option.

Site Status and Interaction

As described above, the site indicators will be filled with an appropriate status color -- either form the simplified Map color key or from the Reservation color key. Generally any status color other than the "open" color (normally white) indicates that the site is not available for reservations. The one exception is the "may be available" color (normally a very light green). This indicates that there is no reservation for the current dates, but there is someone checked in to that site that is supposed to be leaving. This means that the site should probably be checked before putting someone in it, since the current occupant may not have left yet. Once the occupant is checked out, the site will return to Open status.

Interaction with the Map view is similar to the Rack. When you move the cursor over a site indicator, a pop-up tip will show the current occupant name, or the site description if there is no occupant. If an occupant is due out today, their name will be shown with a note that they are due out today.

Double-clicking will work the same as on the Rack -- if there is an occupant, the quick-info window will be shown for that reservation. If there is more than one occupant for the selected date range, a list of occupants will be shown, and you can view the details of each one from there. If there is no occupant and the site is available (even if there is an occupant due out today but not yet checked out), a New Reservation window will appear, starting a new reservation for that site. The dates will default to the From and To dates selected. If the site is unoccupied but not available or inappropriate for the selected type, a quick-info window will appear with the site information.

Right-click functions are also similar to the other views, as appropriate for the site clicked on (if you click outside a site indicator, the functions are limited to printing and viewing the color key). One exception is that if the site is open for tonight but last night's occupant is not yet checked out, the right-click menu is similar to an open site's menu but has a "For the reservation due out today" sub-menu, where you can access functions for that reservation. From there you can check out the reservation, view details, and other related functions.

Copying the Map to the Clipboard

You can copy the entire map image to the clipboard, including the current site status indications. This could be pasted into other documents, for instance. To copy the map, first click somewhere on the map to make sure it has the keyboard focus. Then use the standard Copy command, either **Ctrl-C** or **Ctrl-Insert**.

Maps Setup Dialog

To start setting up a map (or to edit the map later), start from Maintenance / Park Setup / Maps. This will open the Set Up Maps dialog, which simply shows a list of current maps defined (if any), and buttons to add, edit, delete, and move maps around the list. Any number of maps can be defined, and this list corresponds with the list of maps available (from the drop-down list) on the Map tab view. The order in the list here determines the order in the drop-down list, and the first map in the list will be shown by default unless a different default is selected on the Map Options (from the tab view controls). The only information shown in this dialog is the map name (as it will appear in the list) and the filename of the map image.

The main reason that you might have multiple maps is that the visible area of each map is limited in the tab view (and it cannot be scrolled). Therefore if your park is too large to show in one view without making the sites unreasonably small, you would want to split your park into different sections and show each section on a separate map view. You might also have multiple maps for the same area if there is a significant change in the use for that area in different seasons or for special events.

Click New map entry or Insert map entry to define a new Map, which will open the Edit Map Dialog. This is where you will define the site locations. Insert is the same as New, except that the map will be inserted in the list at the current selection point, rather than added to the end of the list. You can edit any of the existing maps by clicking on the map in the list and selecting Edit map entry (or you can double-click on the map in the list).

You can Move or Delete one or more maps by selecting the map(s) in the list (Ctrl-click or Shift-click will select multiple maps), and then click the appropriate button. Note that if you delete a map, all of its elements are also deleted automatically.

Warning -- All changes to maps are permanent -- there is no way to cancel the operation. (Moving maps in the list is also "permanent" since there is no Cancel button, but you can always move them back.) Making a backup is recommended before any significant changes are made to a map.

As with all tables, the list of maps can also be Printed or Exported to a text file.

Edit Maps Dialog

When you select New, Insert, or Edit from Set Up Maps, the Edit Map dialog will appear. This is where you select the map name and image file, and position all of the site status elements.

This dialog only has a two entry fields -- Map name and Image File. The dialog will automatically be sized to match the program main window, and rest of the dialog is used to show the map and edit the site locations.

Map Name

If this is a new map, enter a name for the map (the way you want it to appear in the list of maps on the Map tab view). This should be limited to the size of the entry box to avoid truncation. If editing a map, you can change the name as needed. Each map should have a unique name for identification.

Image File

This is the file name of the map image. No path should be entered, only the file name. All map images must reside in the same folder as the database (and must be present on each computer if using the program on multiple computers or a network). A Browse function is available for convenience in selecting a file instead of typing in the name, but be aware that an image cannot be loaded from a different folder. If necessary, you can use the Copy and Paste functions within the file dialog (when using Browse) to get the image file into the right folder.

Important: The map image is ***not*** included in backups of the database, so be sure you have a copy of all image files in a safe place!

Image File Format

The image file must be in a specific format for Campground Master to read it:

Windows Bitmap (.BMP) with RGB encoding, in either 16 or 256 colors

If the image is not in this format, an error will be shown when attempting to load the image. Note that an RLE-encoded (run length encoded) bitmap cannot be used, it must be RGB encoded. If your image is not in this format, use an image editing program to change the format, such as the Windows "Paint" program. When saving the file, be sure to change the File Type to "256 color Windows BMP" (wording depends on the specific application, but look for "256").

The image size is also important, since it must fit in the tab view window. Note that the area of the Edit Map dialog is the maximum that can be shown with the current program window size, but that assumes that the Toolbar and Status Bar are both turned off. Since you most likely turn the Toolbar and Status Bar on, the viewable image will probably be shorter than the Edit Map dialog window allows (so there will be a grey area below the map image while editing).

The chart below shows typical image sizes for various display resolutions. Note that if you're on a network, keep in mind the *smallest* display resolution of all of your workstations. These sizes assume that the toolbar and status bar are both on, and that the Windows Taskbar is visible at the top or bottom of the screen. Also, the window settings can affect how much area is actually visible (font size, border widths, etc.). So before going too far with map editing, be sure to check the Map tab view and make sure the map is sized appropriately (make sure you can see all of the map).

Resolution	Map Image Size
640 x 480	630 x 290
800 x 600	790 x 410
1024 x 768	1014 x 578
1280 x 1024	1270 x 834

Scanning maps or photos

If you already have a map in hard-copy format (or even an aerial photo), you can use a scanner and appropriate software to digitize that image for use in Campground Master. You will probably want to scan it in at a higher resolution for clarity, then use a good image editing software package to clean up, trim and resize the image as needed. Don't forget to reduce the colors to 256 colors, and save the final image as a Windows Bitmap file. If you don't have the facilities to do this, or don't have a map of your park in any form, contact Cottonwood Software for a quote to digitize your map or create a map from scratch.

Other image considerations

Try to avoid using an image with colors close to the site status colors (the bright yellow, green, red, etc.), to avoid confusion. The best map image would have a light (but not white) background, light colors for features like trees, buildings, etc., and black or dark colors for site borders. A white background is actually not recommended since the default "available" site status is white -- if the background is white, it's not as easy to notice available sites. However if a white background is all that's available, the status color for an available site could be changed to something else -- perhaps a very light blue color.

Whether the image already has site numbers on it, or whether the sites already have some shading or color indication of the type of site, may determine the kind of status indicators that are suitable -- conversely, you may decide to use an image with or without site numbers or shading based on the type of indicators you prefer to use. This is all very subjective, and Campground Master offers different indicator choices so that just about any type of map can be used. Most likely you will want to experiment with the different possibilities before setting up the entire map.

If you intend to use the "Fill" indicator type (nice for odd-shaped sites, but slower to display), there are a couple very important prerequisites -- the Fill indicator will flood-fill an area that is ***exactly*** the same color as the starting point of the fill indicator. This not only means that the boundaries of the site must be complete and in a different color than the interior (e.g. a complete rectangle), but it also means that a ***solid*** color must be used for the interior. If you are scanning an image from a hard copy, this is rarely the case due to minor color variations, and photo editing software may need to be used to clean up the image.

If your park is large, you will probably need to split the map up into separate map pages. The map page can be changed with the controls on the map display and with page up/down keys, but you can also put "hotspots" on the images to change maps with a mouse click -- this is especially handy for an overview map, where clicking on a section can switch to another map showing that section in detail (see below).

Element Types

There are two basic types of elements -- Site Indicators and Hotspots.

Site indicators are placed on the map to show the status of each site. This can be on top of a site on the map image, next to it, or anywhere you like, and can be any size needed. There are three types to choose from -- Rectangles, Circles, or Fills (which automatically become the shape of the object you place it in. You could even start with a blank map and just arrange the site indicators to create the layout of your park (of course it's nicer to show roads and landmarks as points of reference, but that's entirely up to you.) Site indicators are interactive in the Map View. Besides changing color to indicate the status of the site, they will show the occupant or site name when the mouse is over them, and also have double-click and right-click menu functions very similar to the Rack.

Hotspots are invisible on the map, but perform a function when the user clicks on that area -- in this case, it will switch to a specified map. Of course these are only useful if you have more than one map image. A hotspot can be any size, but can only be a rectangle. Hotspots are used to make "buttons" on a map that will change map pages. The actual buttons need to be part of the map image and you define the area of the button with a Change-Map Hotspot, so you can make the buttons look like anything you want. You can also set up one page to be an overview of the whole park, and set up "hotspots" such that when a section of the overview is clicked on, it switches to the zoomed-in map for that section with the actual site status indicators (and you can add "Overview" buttons on the zoomed-in sections to make it easy to get back to the overview).

Adding and Editing Map Elements

Once you have the map image loaded, you can add and edit the "elements" that will appear on the map. An element is basically an object that indicates the status of a site, or a clickable hotspot to change maps. You can place any number of elements on a map, and more than one element can indicate the same site if necessary, either on the same map or separate maps.

All of the Element functions are accessed through the right-click menu. When you right-click anywhere on the map image, a right-click menu will appear with appropriate choices -- either to edit/delete an existing element or to add a new element. Note that the exact point you click on will be used for placing site elements, so careful clicking will avoid having to edit the element later. Also note that the point you click on means something different for each type of indicator (described later).

When you're done adding elements (or want to check the map in the real tab view at any time), click Close on the Edit Map and Set Up Maps dialogs. All changes are saved automatically.

Adding Elements

To add an Element, you must right-click on an area of the map that doesn't already have an Element (they shouldn't overlap). Then select one of the "Add" options for a site indicator or other element.

An appropriate Add/Edit Element dialog will appear, where you can specify the details like which site the indicator should show, the size and position, and text if needed. (See the section below for details on this dialog.) Click Save, and you will immediately see the indicator appear on the map. While you're in this setup mode, the color of site indicators will be green, similar to the "site occupied" indicator, regardless of the current status of the site. (This color can be changed through the Maps Color Key.) Hotspot elements will simply be a black border (since they are normally invisible).

Double-click to add more of the same element

Once you have added one site indicator, you can use double-click as a shortcut to add more. Just double-click the left mouse button to add the same type of indicator as the previous one. The next site in the list will be selected automatically, and the size will be the same. So in many cases, all you have to do is click Save on the Add dialog and go on to the next one. The Save button is the default button on the Add dialog, so you could also just press the **Enter** key -- use two hands, one on the mouse and one on the Enter key, for quickly adding many sites. Just be sure to start with the "first" site and go in the order they appear in the site selection list (which is the same order as on the Rack).

Note that other than for this convenience of adding many in a row, there is no need to add site indicator elements in any particular order.

Editing Elements

To edit an existing element, for instance to adjust the position of an element just added, right-click on the element and select "Edit Element". You can also double-click on an element to edit it. The same Add/Edit dialog will appear and you can change the X and Y values to adjust the position. You can also change the size or the text. (Click near the "center" of the element for the best results -- if you click near the edge, it may not know that you're trying to select that element.) If you're adjusting the position, keep in mind that the X and Y values are in pixels (screen dots), and 0,0 is in the upper left corner (rather than the lower left as in traditional math class graphs). So for instance you need to increase the Y value to move an element down.

Note that there is no way to change the element type, so for instance if you want to change from a circle to a rectangle then you must delete the circle element and add a new rectangle one.

Deleting Elements

As with editing, just right-click on an existing element and select Delete element. A confirmation prompt will be shown, which is the only chance to change your mind -- once an element is deleted, it cannot be recovered and would have to be added again if you make a mistake. Note that if you want to completely delete a map, there is no need to delete its elements first -- just use Delete Map from the Maps Setup Dialog.

X, Y Positions

An mentioned earlier, the "position" of an element means different things for each element:

- **Site Indicator Rectangle** -- the position is the upper left corner of the element.
- **Site Indicator Circle** -- the position is the center of the circle.
- **Site Indicator Fill** -- the position is the "start" position of the flood-fill operation, and also the center of an imaginary rectangle for detecting mouse clicks (the rectangle size is determined by the Height and Width values).
- **Hotspot** -- the position is the upper left corner of the element.

Since there is no drag-and-drop support for map editing, you must use the Edit function to change an element's position manually.

Element Borders

Rectangle and circle site indicators will have a border that can be a different color than the interior of the indicator. The colors are configured through the Color Key. If you choose to show text in the indicator, the text will also use the same color as the border (therefore if you want text to show up, the border will also have to be visible).

Fill indicators have no border (since the shape can be irregular), but they can have text.

Hotspot elements have no border since they are normally invisible, but will have a black border when editing so you can properly set its size and position over the image.

Element Text

Any of the site indicator elements can have text added to the indicator by the program. The text can be specified for each element -- you can default the text to the site's abbreviation for convenience when adding elements, but keep in mind that once the element is added the text won't change automatically if the site abbreviation is changed. Whether you use text on the elements is up to you -- obviously if the sites are already numbered on the map (and the indicator doesn't cover that number up), there is no reason to add the number on the indicator. Also, the site indicators may be too small on the map for the text to fit (since only one size of text can be used.), in which case the map graphic should include the site numbers.

If text is used, the text will be positioned in the center of the indicator. For rectangles and circles, the center is visually obvious. For fill elements, the center is determined by the position chosen for the element. In many cases this allows you to adjust the text position of a fill element for the best position within the area being filled. Also note that the text will be limited to the "size" of the element -- if the text is too large for the size, it will be cropped. For circle elements, the "size" assumes it's a square so the text can appear slightly outside the actual circle. For fill elements, the Height and Width of the element is used for the size of the text area.

Change-Map Hotspot Map Name

The target map name must be set for hotspot elements to change maps. Note that this must be the "Map name" you give a map, not its image file name. It must also match exactly, including case ("Map" is not the same as "map"). This also means that if you change the name of a map, any associated hotspots must also be changed.

Raw Data Tables

The raw data tables for the maps and map elements can be viewed and edited (see Maintenance / Raw Data Tables), but as always please use extreme care when doing this. The primary reason to use the raw data tables would be to make some adjustment to a large number of elements at once, such as slight adjustments to positions or sizes, or perhaps to change the text for all of them.

Add/Edit Site Indicator Dialog

This dialog is used when you Add or Edit a site indicator element from the Edit Map dialog. All of the details of an element can be entered or changed here, except for the element type and which map it appears on.

Default values when adding an element

The Site list is used to select which site this indicator will show status for. If you're adding a site, the "next" site will automatically be selected (the one after the previously added or edited element), making it easy to add multiple sites in a row.

The X and Y position coordinates will default to the position where you clicked the mouse button, but can be changed here if needed.

The Height and Width will default to the same values as the last element edited or added. (Height and Width will not be shown for Circle elements.)

The Diameter will only be shown for Circle elements, and will default to the same value as the last element edited or added.

The Text will be blank unless the Default to site abbreviation box was checked for the previous element, in which case it will default to the selected site's abbreviation (and will change if a different site is selected). Note however that once the element is added, the text won't automatically change if the site's actual abbreviation is changed.

Add/Edit Hotspot Dialog

This dialog is used when you Add or Edit a hotspot element from the Edit Map dialog. All of the details of a hotspot element can be entered or changed here, except for the element type and which map it appears on.

Default values when adding an element

The X and Y position coordinates will default to the position where you clicked the mouse button, but can be changed here if needed.

The Height and Width will default to the same values as the last element edited or added. These dictate the area of the map that will be sensitive to the mouse click for the hotspot action.

The Change to map named field will be blank to begin with, and must be set to the map name you want to change to when the hotspot is clicked. This must be an exact match, case-sensitive.

4 Access Levels Setup

The Access Levels setup dialog (Maintenance / Park Setup / Access Levels) can only be viewed by an operator with Administrator access. This is where an administrator will set up the minimum access level required for various program functions.

Each configurable program function will be listed along with its default access level and current (overridden) access level, if any. The current level for each function will be blank as long as it's still the default level, and will only change if you edit the function's level.

Note that the access level for most maintenance functions require Administrator access and cannot be changed, most reservation-editing functions are fixed at the Reservations level, and basic functions like unbound/customer transaction entry and customer editing is fixed at the Clerk level. The configurable functions are the ones that you may want to decide whether you want to make them available to Reservation, Manager, or Administrator levels depending on your situation.

Editing Access Levels

To change the minimum access level required to perform a function, click on a function to highlight it and click Edit access level (or you can simply double-click on the function name). A new dialog will appear to **Add/edit Access Level Override**. This shows the function name and default level -- just select the New Minimum Access Level from the drop-down list.

Note that if you change the level back to its default, it will show that in both the Default and the Current level. That's OK, it just means that it has been overridden before but is currently back to the default. (The only way to clear these out is by using the Raw Data Tables function.)