# 1    Version 2.6 Release Notes

**Version 2.6 is a relatively minor update to 2.5.  This document contains all notable changes since 2.5, including the 2.5.x incremental updates.**

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.

**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).

**Note: 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 <u>File</u> | <u>Save As</u> to save it to a different name before installing the new version of the software.

## Version 2.6 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 noticeable way.

## Complete documentation for the major additions:

- **Cash Drawer Setup** -- details of the new cash drawer function

- **Database Maintenance** -- details of the new database maintenance functions

# 2    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.**

- The Printing Options function now also appears under the Maintenance menu (in addition to the File menu).  This is for convenience only, and using it from either menu does the same thing.

- Added tax details on receipt, like "Sales Tax ($20.00 @ 5.25%)".  This is the new default, but it can be disabled through a new option under Maintenance / Printing Options / Receipts.

- The "Set ID" in Transaction records has been changed to "Receipt #".  This will simply appear to be a field name change as seen in the transaction details.  However there is also a formatting option so that the receipt number can include various information, and it can also be shown on receipts.  See Maintenance / Program Options / Formats for the formatting options, and Maintenance / Printing Options / Receipts to add it to receipts.

- The formatting has been changed for the Confirmation # field.  By default, it should still appear the same as it did before (it's automatically converted), but you should double-check new reservations to make sure the confirmation number appears the way you want.  See Maintenance / Program Options / Formats for the formatting information.

- Cash drawer support has been added, so an electronic cash drawer can be controlled directly.  See the separate section for complete setup details.

- A new menu item "Database Maintenance" has been added to the Maintenance menu, and a few items have been moved into that sub-menu (Deposit and A/R balance adjustments and bad-link cleanup).

- The Raw Data Tables menu item has been moved down in the Maintenance menu to get it out of the way of the setup-type functions.

- If a File / Save As is done to a removable drive (like a floppy disk), it will not use that as the new default database (to prevent accidentally setting the default database location to the floppy when making a backup copy).

- By default, the "Total" column of the Transactions dialog will show the amount as negative if the amount is a Credit, Discount, or Payment/Deposit.  Previously it always showed positive values, which were correct in the given context but did not "add up" correctly to the Total Amount Due.  If this is not desired, it can be disabled through Maintenance / Program Options / Formats.

- The Payment Methods pick list now has additional fields to make it a little "smarter".  By selecting the appropriate Base Type (cash, check, credit, etc.) and options for whether a qty is needed, etc., unnecessary fields on the Enter Payment dialog will be disabled so that data entry is less confusing.  See Maintenance / Pick Lists / Payment Methods.  The default payment methods will be set up automatically, but you may need to adjust the settings for any new payment methods you added.

- The dialog to Enter a Payment, Deposit, or Refund for transactions now has specific entry fields for credit card information, and validation / auto-formatting is done for the credit card number and expiration date.  These fields are optional, but can be used to store the information.  (The information will actually be stored in the Ref field as before, but it's encoded so it can be automatically retrieved.)

Once a customer has this information entered, it will be automatically retrieved the next time it's needed for a credit card payment or guarantee.  This is also in preparation for credit card authorization functionality to be added later.

- The Guarantee dialog also has credit card information fields, and the information will also be automatically stored/retrieved when future payments or guarantees are made.

- The Guarantee Information field on Reservation Details can now be edited if needed (but be careful with the credit card information since it's encoded).  If you want to prevent editing for certain operators, that can be done by setting the new Access Level setting for this.

# 3    Other Changes

- If the "No Site" indicator is shown on the Rack, and add a right-click function to View All Unassigned Reservations for that date.

- Allow changing the bottom "Thank you" text on a 3" receipt.  (See Maintenance / Park Setup.)

- Added a warning if attempting to add new transactions to a checked-out reservation, and an access level setting for whether to allow new transactions or not.

- Added a warning if attempting to make a new reservation that starts before today (unless an administrator is logged in).  Also added access level settings to skip the warning or not allow prior-day reservations at all.

- Added a setting for the default receipt type for Unbound transactions (e.g. to use a simple receipt for counter sales instead of a reservation ticket).

- Fixed so transactions on the Transaction tab view are shown in the actual order entered when sorted by date.

- Allow Reservation Types to be changed, added or deleted.  This is done through Maintenance / Pick Lists / Reservation Types.  A "base" type is selected for each reservation type, which determines how it is handled by the system.  Enabling and disabling types is now handled through the Pick Lists instead of Program Options, and the order can be changed as with other pick lists.

- Added an Occupancy Report option to group by Discount Used.  (For future reservations, the customer's first discount type is assumed.)

- Allow changing the currency symbol used. (Maintenance / Program Options / Formats)

- Allow changing the field labels on entry dialogs and reports for several customer and reservation fields (# Adults, # Children, # Pets, Pets Description, Extra Trailers, Extra Vehicles, Emergency Contact, Phone 1/2/3, and Driver's License).  These can be changed through Maintenance / Data Field Definitions.

- Allow deleting customers from Customer Details in a few places where it was previously disabled (from Mailing Labels lists, Warning flag lists, etc.)

- Fixed New Reservation dialog to correctly update the sites available for the given rig length when the Rig Length is changed.

- Select Rates -- filter concurrent reservations individually, so all applicable rates are shown for all reservations

- Auto-calc rates -- allow it to check more days in the future (2/3 of stay extra instead of 1/3), before limiting by the user setting.

- Rates Setup -- Allow $0 charge in the Rates, but show a warning and the option to correct it.

- Show an error message if a site is made Inactive but has current or future reservations on it.

- Don't show Inactive sites on the Map view.  (Previously they were shown in grey, but now they will not be shown on the map at all.)

- Allow Deleting customers after using Find Customers to find the customer (previously the Delete button was disabled on Customer Details if you came from a Find Customers list).

- The controls have been rearranged on the Summary Options of the Transactions tab. In addition, there's a new section for "Report-by", where you can select Amounts, Quantities, or # of Transactions.

- Added an option to replace State and Zip Code labels to Province and Postal Code (or appropriate abbreviations). (See Maintenance / Program Options / Formats.)

- Added an option to select Use Preferences by default in the New Reservations dialog -- this is enabled so it works as before, but it can be disabled now if needed. See Maintenance / Program Options / Reservations.

- Added a default start date, for New Reservations, Rack, and Map views, plus an option to ignore the date if it's already past. This can be used for instance to make next-season reservations easier. See Maintenance / Program Options / Reservations.

- Added a default # of days for new reservations, which can be used if your minimum or typical reservation is more than 1 day (e.g. weekend camps). See Maintenance / Program Options / Reservations.

- Added an option to Monthly Billing to include charged-dates in the charge descriptions.

- Added pop-up tip text to the New Charges column in Monthly Billing, so the details of the new charges (or error description) can be seen for each reservation.

- Added a warning on the Transactions dialog if it's going to reset the charged-through date (due to deleting auto-charges, for instance), so it can be manually fixed if necessary.

- Added an option to automatically delete the "other side" of Payment and Deposit transfers when deleting a transfer transaction.

- Reports and auto-repair functions have been added for unmatched transfers and orphaned links. See the Database Maintenance section for more details.

- Phone numbers can be entered with a leading "1", like 18774148384, and it will still auto-format them like (877) 414-8384

- Allow excluding all reservation transactions in transaction reports (Transactions tab view), by unchecking all 3 "Include if balance..." options in the Site/Reservation filtering dialog.

- A "Guarantee" button has been added to the New Reservation dialog, which will save the reservation and go directly to the Guarantee dialog. This can save a step, since you don't have to go to Reservation Details first to guarantee it.

- An option has been added to the Guarantee dialog to continue to Reservation Details, so that other information can be entered after guaranteeing the reservation.

# 4    Cash Drawer Setup

This configuration function, accessed through the *Maintenance* menu, is used to set up the options and hardware commands required to open an electronic cash drawer.

Most cash drawers are connected through the receipt printer, and are opened with a command to the same port or by printing a commands in a special font to the printer.  Either of these methods is supported, as well as interfacing directly to a cash drawer without a receipt printer (provided the cash drawer has a serial or parallel interface).  Selecting the method of commanding the cash drawer, assuming more than one method is available, can involve some experimentation to see which method operates it faster.

Generally the direct approach is best -- that is, command it directly to the hardware port.  This will also be the fastest, especially if the cash drawer can be connected to a separate port without a receipt printer involved.  On the other hand, if the cash drawer is connected through a receipt printer, there can be a significant delay even if it has a direct-to-port (pass-through) command option, depending on the version of Windows used and how the print spooler handles it.  Of course if the receipt printer is connected to a different computer on the network and you're using print-sharing in access the printer, then the only option is to command it through the printer.

Each setting is detailed below.

**Networking note:** These settings are separate for each workstation, and are specifically *not* synchronized when a *Network Functions* / *Synchronize local options* is performed.


**Cash drawer is present** -- Obviously this should be checked if you want the software to command the drawer.  The function to Open Cash Drawer will only appear on the dialogs if this is checked, and it will only open automatically when printing a receipt if this is checked.

**Show an "Opening Cash Drawer" message while opening drawer** -- Check this option if none of the command options open the drawer immediately.  This simply serves as an indication that it did send the command, so you don't have to wonder while you wait.

**Send command through the 3" receipt printer driver** -- Select this to send the command as if text is to be printed in a special font.  For instance, Epson printers can be commanded to open the drawer if an 'A' character is sent in the "control" font.  Note that this always sends it to the printer designated for the 3" receipt printer (under File / Printer Setup), even if you're printing a receipt to a different printer.

**Send command directly to the hardware port** -- Select this to send the command directly to the port.  This can be used even if the drawer is attached to a receipt printer, assuming the printer has a special pass-through command to open the drawer.  Several examples are listed at the bottom of the dialog.

**Baud, Parity, Data bits, Stop bits** -- These only apply if commanding through the port and if it's a serial port (com1 through com4).  Enter the appropriate values according to your cash drawer or receipt printer manual.

**When printing a receipt....** -- This selection simply determines when (and if) you want the command to be sent automatically when a receipt is printed.  Usually you want it to be sent before the receipt text is printed, so the drawer opens immediately.  However this can be changed as needed (it may even be necessary to send it after the text for it to work properly with your printer).  Note that it doesn't matter which receipt format you're printing -- even if you print a full-page receipt to a laser printer, the cash drawer command will be sent separately to open the drawer, even if it's connected through a receipt printer.

**Characters to send** -- This is the most critical part of course.  Refer to your printer or cash drawer manual if your printer isn't one of the examples listed on the dialog.  The command string must be entered as a string of decimal numbers separated by commas.  (Plain text entry is not possible because most command codes use non-printable characters.)

**Test** -- After everything is set up the way you think it should work, click the Test button to send the specified commands.  If it works, you're done.  If not, you have more experimenting to do.

# 5    Database Maintenance

## Overview

The new Database Maintenance functions are miscellaneous functions you can use occasionally to check the database for anomalies or make manual corrections.  Database anomalies like bad links, orphaned transactions, etc. could occur as a result of internal program errors, accidental deletion of records through Raw Data Tables or Pick lists, database corruption due to a computer crash, or improperly restoring from a backup database.

It's a good idea to run through these every few weeks just to make sure no problems are occurring that need to be corrected.  The "orphan" functions and the bad-links function can correct the database automatically.  Unmatched transfers need to be manually corrected.

Most of these functions require administrator access (at least to make any changes), but the Orphan and Unmatched Transfer reports can be viewed with Manager access so they can at least be monitored more readily.

**Networking note:**  Since some of these functions require a large number of records to be locked and modified, it's recommended that you perform these only on the Master workstation.

## Report and repair Orphaned Transactions

This pair of functions (one for Reservations and one for Customers), accessed through *Maintenance / Database Maintenance,* will report and repair situations where a transaction is in the system and linked to a reservation, but the reservation's link to the transaction has been broken (or likewise for customers).  In this case, it looks like everything is fine from the point of view of the Transactions tab view, reports, etc., but if you look at the Transactions for the reservation (e.g. through Reservation Details), the transaction does not show up and is not added to the balance.  This is most likely due a program crash and/or incomplete database recovery.

If there are no orphans found, a simple message will appear saying there are no problems.

If any orphans do exist, each orphaned transaction will be shown in a list with the most relevant details.  You should print this list before making any changes, just in case you find out later that fixing the problem causes balances to be incorrect.  (This can result if the operator added the transaction again, after seeing it missing from the reservation.)

First you should check each transaction determine if it should be fixed or deleted.  Double-clicking on the transaction will open the Transactions dialog for the given reservation or customer.  Naturally, since it's orphaned, the transaction won't show up there.  What you need to determine is whether the transaction should be there, or whether another transaction has already been added to replace it.  Generally this can be determined by the balance due, but checking more details may be necessary.

If the transaction should be deleted (i.e. it would be a duplicate if it was fixed to show up on the reservation), then click the transaction in the list to highlight it, and click Delete Selected Transactions.  If it should be fixed (i.e. you want it to show up on the reservation), then leave it in the list.

Once all transactions have been checked, then click the Fix... button at the bottom to fix any that are in the list.  The links will be repaired automatically so the transactions will appear on their respective reservation or customer transaction lists.

## Report and repair Orphaned Reservations

This function, accessed through *Maintenance / Database Maintenance,* is very similar to the Orphaned Transactions function.  It repairs internal database links where the reservation knows what customer it belongs to, but the customer does not show the reservation in its Reservation History.  While this is only a minor problem since it won't affect any reports and will rarely be noticed, it should be corrected.

If there are no orphans found, a simple message will appear saying there are no problems.

If any orphans do exist, each orphaned reservation will be shown in a list with the most relevant details.  Since it's most likely that an reservation orphans should be corrected (even if they were subsequently cancelled or checked out), it's recommended to simply click the <u>Fix...</u> button to correct all of the links.  If you do want to make adjustments to the reservation first, you can double-click on it to go to Reservation Details.

## Report Unmatched Transfers

This function, accessed through *Maintenance / Database Maintenance,* will list any Payment or Deposit Transfer transactions that appear to not have a "matching" transaction for the other side of the transfer. (Transfers always consist of two transactions -- a positive transfer in to a reservation or customer, and a negative transfer out of another reservation or customer.)  Unmatched transfers can occur if a transfer is deleted and the operator does not answer "Yes" to the prompt to delete the other side (or in older software versions where this wasn't automatic), or due to program crashes with incomplete database recovery.

You should always Print the list before making corrections just in case you make a mistake and need to see what was there before.

There is no function to automatically correct unmatched transfers, so you will need to manually correct each one.  This most likely means deleting it, and adding a new transfer if necessary.  To make corrections, double-click on one of the transactions in the list to get to the reservation or customer Transactions dialog. From there you can investigate and correct the problem.

## Repair <bad links>

This function, accessed through *Maintenance / Database Maintenance,* will check all of the records for having "bad links", which are essentially links to records or pick-list values that no longer exist.  Bad links can be a result of deleting pick-list items already in use, improper editing of raw data tables, program errors, and computer crashes/lockups.  While bad links normally cause no problems, it's a good idea to clean them up once in awhile just in case they affect some function in the future.

Note that when you use this function there will be one prompt asking you if you're sure you want to do it, and then it will be an instantaneous action (more or less).  There is no way to cancel it once it starts, so it would be a good idea to do a backup beforehand just in case.