1 Version 2.7 Release Notes

Version 2.7 is a significant update from 2.6. This document contains all notable changes since 2.6 (and includes changes released in 2.6.2 through 2.6.8 beta versions).

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 File | Save As to save it to a different name before installing the new version of the software.

Version 2.7 release changes:

- **Changes to be aware of** -- minor but important changes you should know about, which may require changes to your settings.

- **Other minor changes** -- other changes and bug fixes, not affecting the previous functionality in a noticeable way.

Several significant changes have been made, so complete documentation sections have been included for these:

- **Monthly Billing changes** -- the Monthly Billing system has been completely overhauled, so these changes are important to know if you use Monthly Billing.

- **Credit Card Processing Setup** -- this is a major new feature, and this section covers the setup for it.

- **Credit Card Receipt Settings** -- these are new settings under Maintenance / Printing Options, Credit Cards tab.

- **Entering Payments (with Credit Cards)** -- This applies to the changes made to the Enter Payment dialog, particularly if you're processing credit cards through Campground Master.

Point of Sale Optional Module

Version 2.7 also includes the optional Point of Sale (P.O.S.) module. This is an added-cost module, so it will only affect you if you decide to purchase this option. You can review the documentation to decide if it will help your business, and you can also try the software in "demo mode" to test the P.O.S. functions.

The complete **P.O.S. documentation** from the manual has been included with these release notes.

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 Occupancy report has been fixed so it includes Owner, Guest and Day Pass reservations by default. However, this you may not want these included in your reports, so they can be removed with the Site/Reservation filtering if needed. (And the "Include Guests" option has been removed, since it's redundant with the reservation filtering).

- Likewise, the How-Heard report now includes Owner reservations unless specifically filtered out.

- The Payments Due tab view will now include Owner reservations, depending on the settings (uncheck the "Checked out, waiting list,..." option to not show them).

- Auto-rates have been fixed so that rates are automatically added to Day Pass reservations when they are created, even if the normal option is to only add auto-charges upon check-in. (This was a problem because Day Pass reservations are never actually checked in.) If you don't want this to happen, uncheck the new option for this under Maintenance / Program Options / Auto-rates.

- An option has been added to print the current date on all receipts. This appears either in the upper right or the lower right corner, depending on the receipt format. If you don't want this date printed, you can turn it back off under Maintenance / Printing Options / Receipts.

- The fields have been rearranged under the Transactions (or POS) dialog when the Details box is checked. The Date, Time, and Operator fields now appear immediately after the Total, instead of after the Ref, Payment Method and Discount fields.

- All report-type dialogs (showing a list of records or other report grid) are now re sizable. If your monitor is 800x600 or larger, they will automatically open larger. You can resize them by dragging the lower right corner with the mouse. (They were initially sized for 640x480 monitors, and cannot be made smaller than this size.)

- The Amount Tendered is saved with cash payment transactions (in the Ref field), and shown on receipts. It's also displayed as a pop-up window when a receipt is printed (or if the Transactions dialog is closed without printing a receipt). Either of these new features can be disabled if needed (see Maintenance / Program Options / Functions to disable the pop-up window, and Maintenance / Printing Options / Receipts to disable the Change information on receipts).

- QuickBooks Exporting -- The Quantity (and corresponding Rate) is now exported for each item when using the Cash Sale export method. This can be useful and doesn't affect the accuracy of the information, but be aware that the calculated Rate is more likely to be an average -- for instance if you have several different Daily Rates but they are all exported as one Transaction Category, then the Rate will be calculated from the total of all of them. In order to show each Daily Rate separately, you would need to set up separate Transaction Categories (and corresponding mappings for exporting to QuickBooks) for every different rate amount you use.

3 Other Minor Changes

Changes in 2.6.2 release:

- Credit card numbers are now automatically formatted with spaces in-between digits.
- Allow credit card information to be saved without the "Name" being filled in.
- The monthly auto-charge calculations have been fixed for February 29th in leap years (avoid adding an extra daily-rate charge).
- An Access Level setting has been added to prevent changing a reservation's Resv Type after it's saved.
- Fixed Rates definitions to allow selecting all discounts to apply (previously it would not select any of them if you tried to apply the rate to all discounts in the pick list).
- Fixed the problem of not adding (or re-adding) the Discount transaction category in the pick list, which made it impossible to select "Discount" as the category.
- Fixed so record ID's cannot be re-used even if records have been deleted (this was causing potentially serious problems with networked workstations, but would not affect single-computer usage).
- Removed share/security flags from file operations when making backups, which might have been causing problems in some circumstances for "Limited" XP users.
- The reserved Transaction Categories ("Deposit", "Refund", etc.) have been removed from some drop-down lists where they would not be appropriate (e.g. Tax Setup).
- A "..." button now appears after the Guarantee Info fields on Customer Details and Reservation Details. The guarantee information can be edited using this button, which will open a dialog allowing you to change the guarantee information including formatted credit card information.
- The Transaction Categories pick list will not show the reserved categories (previously shown with "do not delete" in the description). This prevents them from being changed or deleted by accident.
- The "Conflicting Reservations" report has been moved from the Reservations menu to Maintenance / Database Maintenance.

Changes after 2.6.2 release (2.6.5 beta):

- A networking issue has been fixed that was causing occasional time-outs (clients disconnecting from the server).
- A networking issue has been fixed that caused some changes to not get synchronized properly when a workstation has been offline for a long time.
- Fixed the network "Connecting" window so that it shows the reason if it can't connect or gets disconnected (previously the error message was cleared immediately so you didn't see the reason).
- If a Payments Method pick-list item doesn't have a base type selected, enable all of the fields on the Enter Payment dialog (instead of disabling them all).

- Added an Access Level setting for changing the Reservation Type of a reservation if transactions exist from a previous day or shift (since this can result in changes to reports). Defaults to the Manager level.

- Keep auto-backup files for the same number of days as the log files (setting under Program Options / Database), with a 10-day minimum. (Previously the auto-backups were always kept for 32 days.)

- Fixed so it doesn't prevent changing the site for a Group reservation type when there are no synchronized reservations left in the "group".

- Allow making a Group reservation of only one site (show a warning, not an error).

- Fixed a bug that was causing the auto-charged-through date to be set whenever a Quote/Confirmation was done for a reservation (resulting in no charges being added when they check in). This will automatically be fixed retro-actively in your database for any reservations not yet checked in.

- Added an option on the Reservation Filtering to show by a charged-through date range.

- The "print unpaid" option when printing receipts has been split into two options: print since last zero-balance, and print since paid-in-full (or credit). Thus if they paid a little extra last time, resulting in a credit balance, it can still consider that paid-in-full and will only show transactions since then.

- Fixed a bug that can cause a crash when printing transactions. While this was only known to happen with the POS dialog, it could have been an issue elsewhere.

- A new hot-key, **Ctrl-T**, has been added which will open the last Transactions viewed (e.g. the last POS receipt, or the last reservation transactions).

- An option has been added to the Site record to hide the check in/out information on receipts. This can be used for instance to make certain sites like pavilion or hall rentals not show the check in/out times. To use this, you first need to go to Maintenance / Data Field Definitions / Sites, and enable the new field. Then go to the Site Details for the site and select the Hide option.

- An option has been added to the Park record for whether the check-out time is the next day or the same day. (If it's the same day, then receipts won't show the check-out date next to the check-out time.) While this setting is global to the park and not by site, you can add another park record and sub-divide your sites accordingly if this should only apply to certain sites.

- Confirmation letters -- there are now a few new formatting options (Maintenance / Park Setup / Confirmation letter text & options). You can set the text size for the bottom text (default is 9, but the rest of the letter is 12, so for instance you can set it to 12 to be consistent). You can choose to show only a summary of the deposit paid/balance due totals instead of the detailed list of transactions. If you choose the summary option, you can also choose to show the # adults and # children that the rate applies to. (Note that the text for the # adults and # children labels on the receipt come from the Data Field Definitions for the Reservation records.)

- Confirmation letters -- if you need to show information specific to certain sites, you can now do so. First, go to Maintenance / Data Field Definitions / Sites, and enable the new "Confirmation Text" field. Then go to the Site Details for the sites needing special text and click the "Confirmation Text" button, and enter the text. Confirmation letters for any site with this text set (non-blank) will use that site-specific text instead of the bottom text configured through Park Setup (and will also not show the signature line even if it's enabled -- so add it to your special text if needed). The other confirmation letter options from Park Setup, including the start position and font size, will still be used.

Changes after 2.6.5 beta:

- Added a menu item under Transactions to open the last transaction (same a the Ctrl-T function)
- The Guarantee info fields for reservations and customers, and the Ref/Check# field for transactions, now use special formats for holding credit card information in addition to other text. They are also encrypted in the database, in log files and when transmitted on the network for added security.
- When a credit card is entered on the Enter Payment/Deposit or Enter Refund dialogs, the appropriate payment method will be selected if it's found (e.g. Visa, MasterCard, American Express, or Discover).
- Operator Access Levels have been added to restrict access to various credit card processing functions
- The options used in Find Customer are saved in the database, so they are remembered each time the program runs.
- Fixed so the Amount Tendered can be entered for Traveler's Check payments.
- The way the park name/address information is printed on 3" receipts using the native font has been changed to "manually" center instead of relying on the printer driver to center it. This may result in a slight difference in the alignment, but primarily was done to try to avoid double-spacing on some printers.
- A separate Credit Cards tab was added to Printing Options, with new options for showing credit card information on receipts and/or printing a separate credit card slip for the customer's signature.
- Added a POS option to automatically re-open the sales entry dialog after each completed sale (i.e. continuous POS entry, until Cancelled.)

4 Monthly Billing changes

The monthly billing has been redesigned to work properly with the reservation's auto-charged-thru date and auto-rates, instead of depending on the paid-through date. This solves some problems with reservations leaving mid-month, or paying in advance, or late on payments, etc. Hopefully this will also make it easier to understand and give more accurate results. However there might be some initial problems requiring you to tweak your rates setup and reservation charged-thru dates to get things to work properly.

The biggest change is that it now uses the full auto-rates functionality, instead of blindly adding one "month" charge to each reservation. While this guarantees better results overall and allows for more flexibility, you may have to make some changes to your Rates setup initially.

- The "Use for monthly billing" flag in the Rates definitions no longer exists. To specify which rates should be used for monthly billing, use the "Resv Types" selections -- include the "Monthly" reservation type in any rates that should apply, and remove it from any that shouldn't. You can also exclude rates from the monthly billing calculations by checking the "Exclude from auto-rates" option (which will exclude them from other auto-calculations as well, e.g. when adding charges when checking in.)

- Since the full auto-rates algorithm is used for monthly billing, your Rates setup needs to follow the guidelines for auto-rates (see the Help file for details). In particular, you need to make sure that all of your monthly rates appear above the shorter-period rates in the Rates list, so they are applied first.

- Depending on the options you've set up for monthly billing, it may need to add charges for a partial month (e.g. if the reservation ends before the end of the billing month). You'll need to have rates that can be applied to this, for instance a pro-rated daily rate if that's the way you handle it.

You'll also notice that the dialog now asks for the "Bill-To" date. This is an important distinction from the previous paid-through date setting. For instance, previously you would set the date to 3/31/04 if you're billing for April (to show any paid through March). Now you would set it to 4/30/04, since you want to bill them through April. (A new "End of next month" button has been added to make this easy.) Therefore any reservations that have not been charged for all of April will be included. You can also opt to show any not yet paid through a particular date, regardless of how far in advance they might have been charged. (This can also be handy to get a list of delinquent payments.)

The other big change has been the addition of several options to customize exactly how and what you bill the customers. These options, which you probably only need to set up once, have been moved to a sub-dialog (Billing and Printing Options), to get them out of the way.

Here's a brief description of the new options (not necessarily in the order they appear on the dialog):

You can now choose to exclude reservations leaving before the bill-to date. While the new auto-rates method can handle the actual charges better now, there may be other reasons that you don't want to bill them at all this time (for instance if their actual departure date is uncertain and you prefer to charge them when they leave).

There is a new option to use the reservation's paid-through date if the charged-through date has not been set. While this is not generally recommended, you may need to set this the first time through to cover "old-method" reservations that might not have a charged-through date yet. (A better method would be to review all of your monthly reservations and manually set their correct charged-through date in Reservation Details).

There is a new option to include Owner reservations in monthly billing. This was an oversight previously, since many parks need to charge owners a monthly storage fee, for instance.

Finally, there is a group of 4 options that determine what to charge each reservation depending on its last charged-through date, the bill-to date, and its Last Night (departure date). Note that if all 4 of these are NOT checked, then the billing will essentially be the same as it was before -- 1 month's charges will be added to each reservation to be billed, starting from the current charged-through date. Here are the new billing options:

- Charge to at least bill-to -- With this option set, it will add charges all the way from the last charged-through to the bill-to-date, no matter how many months (or partial months) that would be. This is great for "catching up" on missed billings, but may bill for more than you expect if a reservation's charged-through date isn't accurate. Note that the reason it's "at least to..." is to allow for the next option.

- Charge only in full months -- This option can be used if you don't want any partial-month billing to occur. For instance if your bill-to is 4/30 but the reservation has already been charged through 4/15, it will still add 1 month (and adjust the charged-through to 5/15 after billing). This is a good choice if you don't try to keep your billing in sync with the 1st of the month and just charge months from their first night. Note that this can be overridden by the next option.

- Limit charges to the end of the reservation -- This will prevent charging a full month if their Last Night occurs before the bill-to-date -- it will attempt to use weekly or daily rates as appropriate to bill their remaining time. More precisely, it charges from their current charged-through to their last night, charging a partial month if needed. So if the previous option was also checked along with this one, the example given above would still result in a partial-month bill if their last night was 5/10, for instance.

- Don't add any charges if already charged for part of the month -- With this option selected, then instead of billing for a partial month or charging beyond the bill-to date, it simply wouldn't add any charges at all if it can't add a full month. This effectively overrides the last 2 options, since it can't add charges past the bill-to and it can't add partial month charges.

An important note -- since some of these new options can result in some reservations having no new charges added, you should check the list to see if any have $0 for the New Charges. You may not want to print invoices for those. To skip them easily, sort by New Charges and then highlight only those with non-zero charges before pre-printing invoices.

Another important note -- since this is now based on charged-through instead of paid-through, the New Charges for most or all of the reservations will change to $0 after you click Add Charges (because the charged-through is instantly updated, and now they are charged in full). If you don't have the "Also include any paid-through..." option selected, with the same date as the bill-to date, all of those just charged will be removed fro the list before you get a chance to print them. So, you either want to use the Pre-Print function first, before adding the charges, or you need to select the option to include any not paid-through the bill-to date.

5 Credit Card Processing Setup

These settings are found through Maintenance / Credit Card Processing Setup.

This section only applies if you plan to process credit cards directly through the software when making payments, instead of using a separate credit card terminal.

Processing credit cards through the software can be convenient and helps keeps a record of credit card information, and assures that credit card payments can't be recorded without the credit card charge being approved. However the convenience of a separate credit card terminal which can be used separately is also a consideration. It might even speed things up to have it separate, allowing you to do two things at once, like printing the receipt while waiting for the credit card to be processed (through the software, the processing must be completed before a receipt is printed).

Note: There is one option on this dialog that applies to a credit card mag-stripe reader, which may be used even if you're not doing the processing in Campground Master. This should be set to the appropriate number of tracks if you're using a mag-stripe reader.

Processing Software

Credit card processing is supported through 3rd-party authorization processing software. The processing software is required to handle the actual communication with the merchant bank, which is only possible with certain licensed providers.

Note: If you're outside the U.S., this may not be available depending on the software and your merchant account. This is only guaranteed to work in the U.S. at this time, although Canada merchants may be supported in some cases.

Campground Master is currently compatible with two different products:

X-charge -- This is our provider of choice, and integrates seamlessly with Campground Master. There is no charge for this integration no matter how many workstations you have, and it works in conjunction with their own merchant services (so support for both the software and the merchant services are provided by the same company). Their discount rates are very competitive (they can provide you with a detailed comparison to your existing merchant statement), and it's simple to get set up. Contact us to find out more. (U.S. and Canada only at this time.)

ICVerify -- This software is sold separately from merchant services, must be purchased by another supplier, and has expensive annual support fees. While it can be used with most existing U.S. merchant processors, support for the software is separate and can result in conflicts of opinions between the software vendor and the merchant provider. While we do support its format, we can only recommend this option if you don't have the ability to change your merchant provider. Important -- if you're using more than one workstation (networking), then you must use the Multi-user version of IC Verify. If you have more workstations than the multi-user version supports, you may have to buy multiple copies of the software (and have multiple phone lines) to support all of your workstations.

Whichever processing software you use must be installed and running at the same time as Campground Master. This must be on the same computer or a computer that is accessible through a mapped network drive. In a networked environment, this only needs to be running on one computer, which should either be the Master workstation or one that the master can see through a mapped drive.

Campground Master communicates with the processing software using a "request/answer file". This is the most robust method, and allows the most flexibility. Essentially this means that an authorization request is written to a file, the processing software picks it up, processes it, and puts the response back in another file that Campground Master reads. All you need to do is tell Campground Master where this directory is located (which is determined by the processing software).

Hardware

The computer with the processing software will also need to have a dial-up modem. We recommend an external serial-port modem for ease of support and safety (lightning strikes to telephone lines can destroy a computer if the modem is internal, because the wire goes straight into the computer with no isolation).

You will also probably want a mag-stripe reader for swiping credit cards -- not only does this save a lot of time and eliminates mistakes, most merchant services also offer a much lower discount rate for swiped cards. Keyboard-wedge interfaced readers work best (these connect in-line with your keyboard and don't occupy other ports), although any reader that simulates keystrokes can be used. The reader must support either Track 1 or Track 1&2 reading. We recommend the ID Tech mini-mag reader, model number IDT3331-12. Magtek makes a similar "mini-wedge" reader. Note that the reader should be set to either include a CR/LF after each track or the "sentinel" characters, or both. (Do not use the Tab character as a delimiter.) These settings are usually set with dip switches on the bottom of the reader.

It's also a good idea to use a 3" receipt printer, especially for printing the credit card signature slips. These can be set up to print automatically on the receipt printer when the credit card payment is processed, separately from the customer's receipt. A normal full-size printer can also be used for the credit card slips, but it's not as convenient.

Any receipt printer with a Windows driver can be used. We recommend either a serial or parallel interface, depending on what ports your computer has available. Examples of receipt printers that work well are:

- SP212FC STAR SP200 series, parallel interface, an inexpensive impact printer
- SP212FD same as above with serial interface
- TMU220PD-103 Epson U200 series, parallel interface, a basic impact printer
- TMU220PD-103 same as above with serial interface
- SP512MC42-120 STAR SP500, parallel interface, a fast impact printer
- SP512MD42-120 same as above with serial interface
- TMT-88III Epson TM-88III, fast thermal printer

Setup Options

These options are primarily related to the actual processing software and mag-stripe reader. See Maintenance / Printing Options / Credit Cards for options related to what information is printed on receipts.

Enable credit card processing -- This option must be enabled to set any other options, and to enable the "Process" function on the payment entry dialogs.

This workstation's "User" number -- This determines the file name used for the request/answer file. This is normally 1, but if you have multiple workstations then each one will have to have a different number. Note that the lowest user number for the processing software is 1, not 0 -- so don't use 0 like you do for the networking ID.

Send processing requests to the Master workstation -- If you're using multiple workstations, and if this is not the master workstation, you can choose this option if only the Master workstation has access to the processing software's request/answer file directory. This allows you to use multiple workstations even if you're going through the internet, and eliminated the need to have mapped network drives between all computers. It does add a slight delay, however, so if you are able to access the master's drive directly then it may be better to use the direct path instead. Note that the credit card information is scrambled when sent between workstations for security (as well as in database and log files).

Process using path on this workstation (or a network path visible to it) -- This is the only option for single workstations or the master workstation. If it's a networked workstation, then you could still use this option for slightly faster processing if the required path is visible to this computer.

Path to request/answer files -- If this field is enabled, you must designate the path where the processing software expects to find the request/answer files. You can use the Browse to select the appropriate folder, or type it in manually.

Processing software used -- Select the brand of processing software being used, so Campground Master knows the proper format needed to communicate with it.

Time-out for processing -- Enter how many seconds to wait for a response. This should allow enough tie for the processing software to dial, process, and return a response. This only applies if using the path option to directly communicate with the processing software. If it's sending requests to the master workstation, the master's time-out value is used. Note that in a multiple-workstation environment, you need to allow extra time in case it's busy with another workstation's request.

Expiration date format for processor -- This setting depends on the settings in the processing software. This is usually YYMM, but some processing software allows it to be changed.

AVS enabled -- You can set this if you want to use (and your processor supports) Address Verification. The Zip code and Address information will be included in the authorization request if it's available, and the response will show the AVS response. Due to differences in processing software responses, you also need to indicate whether the AVS response is included when the authorization is not approved, and if the response is included when there was no address information sent. These are pre-set according to the processing software selected above, but if you see responses with extra or missing letters in them, then these setting can be adjusted as needed.

CVV2/CVC enabled -- You can set this if you want to enter (and your processor supports) a CVV2/CVC code (the extra 3-digit code on the back of some credit cards). If enabled, the response will be shown for this also. As with AVS, the responses expected may be adjusted as needed.

Void transactions must be done directly with the processing software -- Normally you can do Voids directly in Campground Master by deleting the payment (or refund) transaction, and it will be processed accordingly. However, in some cases the processing software may not allow voids to be handled through Campground Master, so this option would be checked to allow voids to be deleted without processing. Do not check this option unless you always get an error message when trying to Void a transaction!

Forced Sales enabled -- If your processor enables forced sales (entering an approval code obtained by voice authorization), and you want your clerks to be able to do this, then check this option. An extra "Forced" button will appear on the payment entry dialog allowing you to do a forced sale.

Process swiped cards automatically -- This option saves a step when swiping cards -- as soon as the card is read (successfully), it will submit the payment for processing so you don't have to click the Process button. Note that if you select this option, you must enter CVV2/CVC code and/or address information **before** swiping the card!

Automatically close payment dialog if the transaction is approved -- This option can save yet another step. As long as the transaction is approved, the dialog will immediately close without requiring you to "OK" the approval message. The only drawback is that you won't be able to see the AVS or CVV2/CVC response codes.

Include billing address entry fields if AVS is enabled -- If you use AVS, Campground Master will automatically get the address information from a customer's record whenever possible. However if the customer record is not filled out yet, or if you're entering unbound/POS transactions with no customer information, you may want to enter this information manually. This option adds Zip/address entry fields that can be filled in when needed. You can also verify/change the information before processing as needed.

Card reader supports 2 tracks of data -- if you're using a magnetic strip reader and it's a Track 1&2 reader, this option should be selected so that the program knows to expect 2 tracks of data before processing it. If you want to include both tracks of data to the processing software, you can select that option also (but it's not required).

6 Credit Card Receipt Settings

These options apply when a credit card payment or refund is entered. They are found through Maintenance / Printing Options / Credit Cards.

Show credit card information on receipts -- This option will show the credit card number (masked with X's except for the last 4 digits), expiration date, etc. on the receipts if the last payment (or refund) was made with a credit card and the information was entered.

...only on 3" receipt printer formats -- Set this to designate that the credit card information is only included on 3" receipt printer receipts, for instance if you don't want it to appear on the ticket form, confirmation letters, etc., but want it to show on the cash-register type receipts.

Include credit card signature line -- If you're showing the credit card information, you can also opt to include a signature line on every receipt that has the credit card information. This is typically only enabled if you're doing the credit card processing through Campground Master (otherwise your credit card machine prints the appropriate signature ticket), and even with Campground Master doing the processing, you may prefer the auto-print option below.

...only if authorization is processed --Set this option to only show the signature line if Campground Master actually does the processing.

Automatically print a credit card signature slip when credit card payment is entered -- This is the preferred option if Campground Master is doing the credit card processing. This will print a slip for the customer to sign as soon as the Enter Payment dialog is closed, so it's faster than you printing it manually.

...only if authorization is processed -- Set this option to only auto-print the signature slip if Campground Master actually does the processing.

Credit card slip format -- There is a special "Credit Card Slip" format that's normally used, designed for 3" receipt printers. This prints the minimal necessary information, with only the payment transaction instead of all transactions. (Note that this format always goes to the printer set up as the "Receipt Printer", but it doesn't have to be a special printer -- you can make a normal printer simulate a 3" printer by selecting a paper size like a 4x6 index card, for instance.) If you prefer to print one of the other formats, with complete information instead of the summary, you can select that here.

7 Entering Payments (with Credit Cards)

This information applies to the "Enter Payment" dialog for entering payments, deposits, and refunds with credit cards, especially if credit card processing is done through Campground Master.

Credit Card Information

If the payment type is a credit card, you can enter the information in the bottom section of the dialog. If you have keyboard-wedge-type a credit card reader attached, you can simply swipe the card and the fields will be filled in automatically (make sure the text cursor is in the Credit Card # field before swiping the card).

Note that if you do use a credit card reader, you may need to adjust its "termination" settings and make sure the credit card processing settings match the number of tracks that the reader will read.

Even if you don't have Campground Master set up to process credit card authorizations, having the credit card information in the system can save time later, for instance the next time a customer calls to make a reservation and you need the credit card information to guarantee it. In fact, your operator access level may require you to enter credit card information for any appropriate payment methods.

Also note that the credit card information can be shown on the customer's receipts, with an optional signature line. You can also have it print a special credit card signature slip automatically when a credit card payment is entered. See Maintenance / Printing Options / Credit Cards.

Processing Credit Cards

If you have enabled credit card processing (and assuming that you have the required 3rd-party processing software installed, etc.), then you can process the credit card right here on the payment dialog. This also assumes that your operator access level is sufficient for credit card processing.

After entering the credit card number, expiration date and optional name (or swiping the card successfully), press the "Process" button to request authorization.

The program will not let you Save a credit card sale unless it's processed and approved successfully. If you find that it's not possible to get a payment approved, perhaps due to phone lines being down, then you should save the information and enter it later (or request that they come back, or pay with an alternate payment method).

After you press the "Process" button, all other controls will be disabled except the Process button, which will now be an "Abort" button. Abort can be used (and should **only** be used) if you decide that the processing will not be completed due to a phone line problem or processing software problem. Note that the Abort will actually just "request" that the process be aborted. If it appears that the processing software has already picked up the request and is in process, it cannot be aborted. It will eventually time out and return an error if the processing software does not respond. Not that it's still possible that the transaction goes through, in which case you need to adjust the time-out settings to allow for a longer delay.

Once processed, a response will be shown. If it's approved, clicking OK on the response will immediately close the Payment dialog. (There's also an option to skip showing the approved message so the dialog closes automatically.)

You may see additional CVV2/CVC, Zip and Address fields below the credit card entry fields, depending on the processing options. These can be entered after swiping the card or before -- except that if the option is selected to immediately process the card after swiping, then you need to enter these before swiping the card. While these are always optional, you often save money on processing charges if this information is entered.

If the transaction is for a customer with address information already entered, those fields will be filled in already. You can verify these with the customer and/or change them if necessary.

Debit Cards

At this time, Campground Master doesn't directly support debit cards with PIN# entry and cash-back. If it's a Visa or MasterCard type debit card, then it can be processed just like a credit card if you like. Otherwise, you will have to use the processing software's own interface to process the debit card outside of Campground Master, then enter the payment in Campground Master separately.

Important: If you give them cash back, you should change the Amount Paid to be the total amount for the debit card payment, and then do a Refund transaction for the cash back (with a payment method of Cash selected) -- this way the amount of cash in the drawer and the total debit card charges will balance with the reports at the end of the day.

Forced Sales

There may also be a Force Sale button shown next to the Process button, which will allow you to force the authorization of the credit card sale. This should only be used if you have already received an approval card from a voice authorization. After pressing this, you will be asked to enter the approval code you received for the transaction. It will then submit the transaction to the processing software as a forced sale. This will usually be approved as long as there are no errors in the card number, etc.

Voiding credit card payments and refunds

After a credit card payment (or refund) has been processed and approved, it cannot be deleted without voiding the credit card transaction. To do this, you simply highlight it on the Transactions dialog and click Delete Selected Transactions as you would for any other payment. After a warning, a Void dialog will open with the credit card information, and you can submit the void transaction for processing.

If you have credit card processing enabled (and the Credit Card Processing Setup indicates that Voids are possible through your processing software), then removing credit card transactions requires that the transaction be Voided before it's settled with your merchant processor. After a credit card payment (or refund) has been processed and approved, it usually cannot be deleted without the Void procedure. To do this, you simply highlight it on the Transactions dialog and click Delete Selected Transactions as you would for any other transaction. After a warning, a Void dialog will open with the credit card information, and you can submit the void transaction for processing.

Note that you might not be allowed to Void a transaction, or may only be allowed to Void it before the Transactions are Saved, depending on your operator access level.

The Void process is similar to processing payments -- it requests the void from the processing software, and shows a response. It can also be aborted if necessary.

There may be an additional option on the Void dialog to delete the transaction without processing the Void. This is restricted depending on your operator access level (see Maintenance / Park Setup / Access Levels), and should **only** be used in situations where you must delete the transaction from Campground Master but cannot get the Void processed automatically. If the Void cannot be processed for legitimate reasons (e.g. the batch has already been settled), then you should cancel the Void process and enter a Refund transaction instead.

8 Point of Sale

Overview

Point of Sale, or "P.O.S.", is an added-cost option available for Campground Master. If you have not purchased this option, then this chapter can be completely ignored (none of the included functions will be available, unless you're using the sample database demo with the P.O.S. functions enabled). The simplest way to determine if you have purchased the P.O.S. option is look at the main menu of the program. If there is not a P.O.S. menu item after Transactions on the top menu bar, then your license does not include the P.O.S. option.

P.O.S. Summary

The goal of the P.O.S. functionality is primarily two-fold -- to take the place of a cash register, with bar-code scanning capabilities, and to provide inventory database functions. It's typically recommended for use in a store or registration office check-out counter that sees a fair amount of traffic with a large number of items sold, where the required rate of sales is too great to enter each item's charges manually. However it can greatly aid convenience and reduce errors even if only a dozen or so items are sold on a regular basis.

The P.O.S. functions are separate from the reservation functions in some ways, but they also fully integrate with Campground Master. P.O.S. transactions are combined for reporting and exporting to QuickBooks, and P.O.S. sales can be added to a customer or reservation receipt (by using the added "P.O.S." button to jump into P.O.S. sales-entry mode temporarily). It's basically just another function in Campground Master -- by default, the "cash register" icon will open the P.O.S. dialog for making sales, which is similar to the Transactions entry dialog but has inventory item scanning support and other features to aid in rapid sales. P.O.S. transactions are also seamlessly included in the Transaction tab view reports, with additional filtering and grouping options available for detailed inventory sales reporting.

The P.O.S. option also adds support for a bar-code scanner and pole display (both optional). The pole display is also used by the normal Transactions dialog for reservation check-in, etc., if the P.O.S. option is present. (While hardware support for a receipt printer, cash drawer, and credit card reader are also important for P.O.S. functions, those are included even without the P.O.S. option.)

The key features added by the P.O.S. option are:

- A cash-register-like interface for entering sales
- Bar-code scanner support
- Pole display support
- Inventory database for scanner support, price/descriptions, quantity on hand, etc.
- Automatic discount pricing based on several factors
- Inventory tracking and reporting functions
- Inventory reporting/filtering of Transactions
- Inventory import from CSV or tab-delimited text files
- Vendor purchase order printing, receiving and reporting

Setting Up For P.O.S. Use

You'll find most of the setup functions for P.O.S. in a special section of the Maintenance menu, with some settings appropriately located under new "P.O.S." tabs in Program Options and Printing Options. Setting up the P.O.S. falls into 3 general areas:

- Hardware setup
- Database fields and options setup
- Inventory setup (and/or importing from another database)

For complete information on setting these up, see the P.O.S. Setup section.

P.O.S. Functions

Overview

Basic P.O.S. functions include sales entry, reporting, and purchase order functions. Most of these can be found under the P.O.S. menu on the main menu bar. The one exception is transaction (sales) reporting, which is done using the Transactions tab view along with all other financial reports in Campground Master.

New Shortcuts and Helpful Tips

There are some new shortcut keys added for the P.O.S. functions:

- **Ctrl-T** -- Re-opens the last **Transactions** added or viewed (sales ticket)
- **Ctrl-I** -- Find **I**nventory
- **Ctrl-L** -- Find (**L**ook up) Receipt

Here are some other helpful keys you can use in various functions. They're not all new, but listed here as a refresher:

- **F4** -- This hasn't changed, it's still the same as clicking the cash register icon on the toolbar. But with the P.O.S. option it now opens the new Point of Sale dialog instead of the normal Unbound Transactions dialog (unless this is changed through Maintenance / Program Options / Functions). So at a busy P.O.S. workstation, you'll be using F4 a lot (or you should be), unless you prefer clicking the icon with the mouse.

- **F4** inside Transactions **--** F4 also opens the P.O.S. dialog when you're inside the Transactions dialog for Reservations or Customers (same as clicking the P.O.S. button inside that dialog).

- **F8** -- Use this to print a receipt in th P.O.S. dialog (it also does the default Print function in just about any other dialog, as it did before).

- **Ctrl-Enter** -- This is the same as clicking the Done button (or Save) on most dialogs.

- **Esc** -- This is the same as clicking Cancel on most dialogs (or Close, if there is no Cancel button).

Sales Entry -- Point of Sale Dialog

The Point of Sale dialog is the "cash register" interface of the program, where you enter sales or return items.

This dialog can normally be opened with the F4 key or by clicking the cash register icon on the toolbar. (This depends on the settings in Maintenance / Program Options / Functions -- it might be set to open reservation transactions instead.) You can also open it from the menu, P.O.S. / Sales Entry.

Many of the functions in this dialog work the same as the Transactions dialog for reservations, customers, and unbound transactions. Functions that work the same won't be covered again here, like printing receipts, opening the cash drawer, viewing transaction details, entering payments and refunds, etc. -- see the main *Working with Transactions* chapter for the details of those functions.

This dialog has some special features to save time and support functions more like a cash register. It supports entering special charges, credits and discounts just like the Transactions dialog, but those can be disabled or restricted to certain operators to further simplify the interface.

Note that if this dialog is opened for previous transactions (a sale already completed), most functions will be disabled -- you can't add more inventory items or charges, and may not be able to delete any transactions. This is usually only done for reference purposes or to return items.

Entering sales for customers or reservations

The methods mentioned above for opening the P.O.S. dialog should only be used for "anonymous" sales, where payment will be made immediately and there's no need to record who purchased the items. It's not possible to complete an anonymous P.O.S. sale without it being paid in full, nor is it possible to "attach" P.O.S. transactions to a reservation or customer if it's started anonymously.

If you want to add P.O.S. transactions to a reservation (to combine them with their reservation receipt for instance), or if you want to add the merchandise to the customer or reservation balance without entering payment in full at this time, then you must open the normal Transactions dialog for that reservation or customer first -- then click the P.O.S. button at the top of the Transactions dialog (or press **F4**).

If you find that you almost always want to apply P.O.S. transactions to reservations instead of anonymously, then you may want to change the settings so that the cash register icon (and the **F4** key) open Reservation transactions first. This will allow you to find the reservation to apply it to at that time. You can still enter anonymous P.O.S. sales by going through the P.O.S. menu when needed. Alternatively you could leave the settings for the cash register to do anonymous sales, but always use the Rack or On Site list to locate the reservation first, and right-click to get to its Transactions before entering P.O.S. sales.

Scanning or entering search terms

The main feature of the P.O.S. dialog (in fact the primary benefit of the P.O.S. system as a whole) is the easy selection of inventory items from the database and automatic addition of those items to the "ticket", with the price, taxes, and any applicable discounts. With the addition of a bar code scanner, and optionally a receipt printer, cash drawer and pole display, it becomes a fully functional cash register which is also tied into the inventory tracking. This is all handled through the simple "Scan" text entry box.

Note: If you prefer, you can allow sales entry with no inventory tracking at all. This would be done using the Other Charges button, with Continuous entry enabled. See below for details.

If you're using a bar code scanner, all you have to do is make sure the text cursor (a little blinking vertical line) is in the Scan box, then scan the item's bar code. The cursor is actually returned to the Scan box after every action, so you rarely have to worry about that in.

If you don't have a scanner, or if the item doesn't have a bar code, simply enter some word or partial word that should be part of its item code or description, like "ice" or "shirt", and press the **Enter** key.

When an item is scanned or a word is entered, one of four things can happen:

- If the item scanned is found in the database, and it's an exact match with the item's code, and it's the only exact match -- the item will be automatically added to the ticket, just like in store check-outs. The description and price will be shown, with any known discounts, and applicable taxes added at the bottom. If sounds are enabled, a beep will indicate that it was added automatically

- If more than one exact item code match is found (for instance if you have the same item listed more than once because it requires selection of color), then all matches will be shown in a list. If sounds are enabled, a different sound will indicate that your attention is required to select the appropriate item.

- If no exact match is found, it will check the database to see if the item code or description for any items contain the text or code you entered (a partial match). If any partial matches are found, they will be listed for you to select one. Note that even if only one partial match is found, it will not be automatically added because it's only a partial match -- you must confirm it by selecting it form the list.

- If no exact match or partial match is found, the selection list will appear but will show a message that there is no match. A different sound will indicate no match, if sounds are enabled.

In addition, you may be able to view your entire inventory list by simply pressing Enter without entering any text. This is an option that can be disabled if your inventory is very large (see Maintenance / Program Options / P.O.S.).

Selecting Items

If a list is shown to choose from after scanning or entering text, just use the arrow keys or the mouse to select the one you want, press **Enter** (or double-click on the item), and it will be added to the ticket. You can also Cancel if you want to just try again, or click Details after selecting an item to see more information before making a selection, or even to make changes in the inventory data (if your access level allows it).

If you want to try finding the item a different way, for instance if you don't know the name but want to browse items by Item Class, click Find More. This will open the Find Inventory dialog to help you locate and select the item to use.

You may also have the option to Add New if your access level is high enough. In this case, the Edit Inventory dialog will open with a new inventory record and the code you entered or scanned will already be inserted. If you complete the information and Save it, then that new item will immediately be added to the ticket. Or you can Cancel to simply return to the P.O.S. dialog without saving or adding the item.

Adding Quantities

If more than one of an item is being sold, you can save time and space on the receipt (and space in the database) by entering a quantity for it instead of scanning/entering it multiple times. To do this, you have to move the Quantity field and change the number **before** scanning or entering it. The quantity cannot be changed once an item is added to the ticket.

Tip: Press **Shift-Tab** to move from the Scan field to the Quantity field, then just type the number and press Enter to get back to the Scan field.

Discounting Items

If you have set up Item Discounts for items that are always applied or depend only on the quantity purchased, those discounts will be deducted from the ticket and added to the receipt automatically when applicable.

If there are automatic discounts that only apply to certain Discount Types, such as seniors, employees, club members, etc., then you must select the discount type used **before** scanning the items. This is important -- discounts will not be automatically applied if you change this after adding the items to the ticket. (This also allows you to change it for different items, for instance if you know a senior discount is best for some items and the member discount is better for others.) To select the discount, click on the Discount type used field with the mouse and select the discount from the list. You can also press **Alt-U** to jump to the list and use the arrow keys to select the appropriate item (**Alt-down** arrow will open the list up to make selection a little easier).

There is also a function to manually discount items. (This can be disabled or may only apply to certain operator access levels.) To add a manual discount, select the item in the transaction list to be discounted and click the Discount Item button. An "Enter Special Discount" dialog will appear, where you can select the appropriate category, discount type, description and amount or percentage of discount. The category will default to the same as used for the item (recommended). After making the selections, click Save and the discount transaction will be added.

Note that there are no safeguards in discounting items, so this should only be allowed for managers or other trusted people. For instance, a discount can be entered that's larger than the price of the item, or multiple discounts can be added for a single item. Of course they are all recorded as entered, so accountability is still there.

Voiding Items

If you entered an item and want to remove it from the sale, there are two ways to do it - Void or Delete.

If you have a sufficient access level, then you can select the item in the transaction list and click the Delete Selected Items button at the bottom. Simply confirm the prompt and it will be removed, along with any applicable taxes and discounts.

If you don't have access to delete items, or if you prefer to show that it has been voided on the receipt, then select the item and click the Void Item button. Instead of removing it from the list, an additional transaction will be added with a negative quantity to credit the item, and it will show "Void:" in the description. Voids done this way are also recorded in the transactions, for reporting and historical purposes.

Voiding the Sale

If you wish to void the entire sale instead of individual items, simply click the Cancel button. All transactions entered will be deleted without saving them. Note that it's possible to void the sale even after a payment is entered (depending on the settings and your access level), unless it was a credit card payment that was already processed and authorized.

Other Credits

If the function is enabled and you have sufficient access, you can use the Other Credit button to enter special credits. This is usually used for coupons or other special cases. Note that credits entered this way are not applied to any particular item and will not reduce the price of an item, so the item's full price will still be counted in sales reports. It also won't reduce the taxes calculated. However it will reduce the amount to be paid and will thus affect Receipts reports appropriately. Credits are generally reported in their own category, so they can be applied to your accounting as needed.

As with discounts, there are no safeguards on entering credits, so you may want to only enable this and allow access as you feel comfortable.

Other Charges

If the function is enabled and you have sufficient access, you can use the Other Charge button to enter charges without selecting an item from the inventory.

This function can be used to enter miscellaneous charges (sales) that have no related inventory items. It works basically like the Charges on the main Transactions dialog, opening the Enter Charge dialog for the details, but with a couple extra features. The main addition is the Continuous entry option. With this checked, the Enter Charge dialog will re-open immediately after each charge is entered, until you click Cancel to stop entering charges.

For even more rapid price entry, you can select a default Transaction Category for other charges (see Maintenance / Program Options / P.O.S.). When this is set, the category is pre-selected on the Enter Charge dialog and the cursor starts in the Amount field. Simply enter the amount and press **Enter** (assuming quantity 1, and assuming the taxes selected by default are correct). In this mode, it's basically like a cash register where you can just enter one amount after another. You may even use this mode to skip inventory tracking altogether if you prefer.

Memo

As with the main Transactions dialog, you can use this function to enter notes with the ticket. Memos don't appear on the receipts.

Refund Payment

This is only enabled if there is a credit balance (e.g. after returning an item), so you can enter the refund given to the customer.

Payment

Use this to enter the payment for the sale. This is basically the same as for Transactions, but there are a couple a special options that apply only to the P.O.S. dialog. Depending on the options selected, it may print a receipt and/or close the P.O.S. dialog immediately after entering the payment.

Note: If you are accessing the Point of Sale from the P.O.S. button on a reservation's or customer's Transactions dialog, you don't need to enter the payment here. Just click Done to go back to the Transactions dialog, and enter a payment for their complete bill at one time. (This is the only time the Point of Sale dialog can be closed without payment in full, without canceling.)

Returning Items

Returning items is also done through this P.O.S. dialog. You can either just start normally with a blank sale, or you can locate the original receipt and re-open it to return items. The latter method is recommended, so you can verify the amount paid, any discounts applied, etc., especially if they don't have their original receipt.

To return an item without finding the original receipt first, simply enter a **negative** quantity (e.g. **-1**) and then scan or enter the item. A negative charge will be shown, with appropriate taxes also deducted. Then enter a

Refund Payment and print a receipt if they need one.

To return an item and record it with the original receipt, use the Find Receipt function to locate the original receipt. This can be located by the receipt number or item code, and/or date. See the Find Receipt section for details. Once the item is located, this P.O.S. dialog will be opened with the complete original receipt. Then you can select the item to be returned (click on its transaction line) and click the Return Item button.

When you click Return Item, a dialog will show the description to be used on the receipt for the return, and allow you to enter the quantity returned (in case the original entry was for multiple items). Click Save, and new transactions will be added with appropriate negative charges and taxes. Any automatic discounts that were based on quantity may also be adjusted. Then enter a Refund Payment and print a receipt if they need one.

Note: The Return Item function adds new transactions, never affecting old ones. This way it's impossible to affect reporting for previous days or shifts -- the return is a new transaction. While it may be possible to use Delete if your access level allows it, this should not be used for simple item returns.

Also note that when viewing an old receipt, there is a new option next to the Print Receipt button, "Print only new transactions". This is the default, and recommended for returns. Only the returned item and refund transactions will be printed, instead of the entire original receipt.

Find Receipt

The Find Receipt function is opened through P.O.S. / Find Receipt on the main menu. It can also be opened by pressing the **Ctrl-L** key.

This function is used to locate a previous P.O.S. receipt. This is especially helpful for returns, but it can also be used for other purposes. For instance, by entering an item code and perhaps a date range, you can get a list of all receipt line-items for that item.

Note that this will only show transactions that were entered through the P.O.S. sales entry dialog, not through the normal Transactions dialog.

There are three ways you can look for receipts -- by date, by receipt #, or by inventory item code. A date range can be combined with either the receipt # or inventory code search if necessary. After checking the appropriate options and entering text to search for, press **Enter** or click Search. All receipt line-items matching the criteria will be shown (thus a single receipt may be represented by many lines in the results).

If you want to view a particular receipt in its entirety, double-click on the line (or select it and press the View button). The P.O.S. dialog will open with all of the transactions in that receipt. From there, you can return items or print another copy of the receipt.

When you're done viewing and/or changing that receipt, the Find Receipt window will still be open in case you need to look at others.

When you're finished with finding receipts, click Cancel.

Find Inventory Item

The Find Inventory Item function is opened through P.O.S. / Find Inventory Item on the main menu. It can also be opened by pressing the **Ctrl-I** key.

This dialog is used to locate an inventory item in the database, and is also used from inside other functions such as Edit Inventory and Create Purchase Orders, as well as when Find More is used inside the P.O.S. dialog search results list.

It can also be used to print simple inventory list reports according to a specific filter (or no filter at all, to list all items). While that's also possible with the Inventory Check-list report, there is a difference -- In this dialog, each item shows its price and price with tax (public information). The Inventory Check-list report is designed for internal use, showing Cost and Total Cost for inventory valuation. As with all other reports, the items listed can be printed, exported, or copied to the clipboard.

Normally you would just enter a search term or scan an item into the text box. However you can also filter items using the Inventory Filter, either in combination with a search term or instead of a search term. The filtering allows you to locate items by many different criteria.

When you find the inventory item you're interested in, double-click on the line or select the item and press the View or Use button -- depending on how it's invoked, this "OK" function is different. If it's used from inside another function, then the "OK" function is to close the Find dialog and use that item for the indicated function (e.g. add it to the purchase order). If it's invoked from the top level (main menu or Ctrl-I), then the OK function is to view the item's details.

When you're finished with finding items, or don't want to use any of those found for the function you came from, click Cancel.

Inventory Filter

This dialog is used from several different places. It's used to define a filter for finding or listing only particular items from the inventory database.

Nearly every field in the inventory database can be filtered using this function. The "Reset" state will be no filtering at all (include all items) **except** inactive items. Note that even a reset filter must have some things checked, so that all possible combinations of conditions are included (e.g. all cases of what taxes apply).

The filter selections should be simple enough to understand. It's just a matter of figuring out which conditions you want to check. Quantities can be filtered by any range (minimum and maximum values. Keep in mind that **all** "Filter by" conditions selected must be met for an item to be included. For instance if you enter both a price and a cost range, an item will not be included unless it meets **both** the price and the cost criteria.

To filter by class, category, park (if applicable) or vendor, just select the ones that you want to include -- use Ctrl-click to select multiple items. If no items are selected, than that's actually the same as selecting none of them (all items cases be included). You can filter by more than one field at a time also -- for instance to show only items belonging to a particular class **and** from a particular vendor.

Inventory Reports

Three different inventory reports are currently available. Each report uses the same dialog, with the only differences being the default filtering and the fields that are shown. By changing the filter after opening the report, you can modify any of them to fit your needs.

Note: Any changes to a report's Inventory Filtering is remembered, local to the workstation. While this allows you to customize the conditions of each report, even to be different on each workstation, this also can result in a report being "broken" if the filter is tampered with or changed by accident. If this happens, simply change the filter according to the default filter for the report, as indicated for each report below.

These reports don't total columns like Total Cost, which would certainly be handy, but you can export (or copy/paste) the data into Excel or other spreadsheet programs if you want to total the columns or do other manipulation.

Inventory Check-list report

This report simply lists all inventory items (except inactive ones), with the quantity on hand, cost and total cost of the complete inventory. This can be used for tax reporting of inventory valuation (assuming all of the costs entered are correct for your accounting methods), or simply used as a check-list for taking inventory.

The default filter is simply a reset filter -- Click the <u>Change Inventory Filtering</u> button and click <u>Reset All</u> to get it back to the default.

Items below re-order threshold

This report lists all inventory items which have a quantity on hand lower than (or equal to) the re-order threshold. It won't show any inactive items, and it won't show any that don't have an on-hand or re-order quantity entered. It shows the on-had and re-order quantity, along with the minimum re-order quantity, cost, and vendor. This can be printed or exported for placing orders (assuming you're not using the internal purchase orders).

The default filter is a reset filter with only one change. To get the filter back to the default, click the <u>Change Inventory Filtering</u> button and click <u>Reset All</u>, then **un**check the box to <u>Include if qty > re-order threshold</u>.

Old stock

This report lists all inventory items that have not been sold in the past 30 days, that show at least one remaining in stock. It won't show any with no quantity on hand, and it won't show any that haven't been sold in the past 30 days. The price, last sale date, and qty/cost information is shown so that you can determine the value of the old stock.

Note that if an item has no sales in the system (no transactions for it), then it will be listed because it's assumed that it has never been sold since it was entered in the system. This may list items recently entered in the database, so be sure to take that into account when it shows a blank last-sold date.

The default filter is a reset filter with two changes -- To get the filter back to the default, click the <u>Change Inventory Filtering</u> button and click <u>Reset All</u>, check <u>Filter by the number of days since last sold</u> and enter 30, and check <u>Filter by qty</u> and enter 1 for the minimum, 0 for the maximum.

<u>Purchase Orders</u>

Overview

Campground Master isn't designed to be a complete accounting system like QuickBooks, so it doesn't handle things like cost accounting, inventory valuation, average-cost or LIFO inventory cost updates, etc. However, some basic functionality has been included for easily entering order details and printing purchase orders that you might be able to use when re-ordering inventory -- or at least serve as a list for each vendor that you can give to the person in charge of ordering.

Of course these are simply called purchase orders due to their basic function, as an "order" to purchase inventory items. If you don't actually issue purchase orders but rather pay up front, that's between you and the vendor. Basically a "purchase order" here is a list of inventory items that you want to order from each vendor, with basic vendor information included to look like an official purchase order. You can add some specific information on the orders, either by vendor or for all orders. You can also add extra line-items like shipping or other charges so that they appear on the printed orders.

The basic procedure for handling purchase orders is:

1. Select the items from inventory you want to order (and/or automatically add all items below their re-order threshold or other filter criteria).
2. Adjust the quantities and cost of each item if necessary, and perhaps change vendors as needed.
3. Add any extra line items (shipping, fees, etc.)
4. Create the purchase orders (this creates the order records and puts them in the Print dialog ready to be printed).
5. Print the purchase orders.
6. Print mailing labels or envelopes if needed.

Later...

7. When an order is received, go into the Receiving function, verify the quantities, and 'Receive' the items to update inventory and confirm the order has been fulfilled.

Note: The Campground Master database doesn't store complete purchase orders -- it works just like transactions, so that it simply keeps a list of the line items. Each line item is given an appropriate P.O. #, and that's what ties the line items together. It's smart enough to assign the same P.O. # to every line item ordered from the same vendor (in a single session), and when these are printed they will come out as coherent orders for each vendor. However there is no function that will show a complete purchase order on a single dialog -- they will always be listed as individual line items, similar to the Transaction History for a customer, or the Transactions tab view. You can locate purchase order items by P.O.# of course, to show all items that were on and order and even re-print it if necessary.

QuickBooks note: While it's feasible to get QuickBooks exporting set up to properly update item inventory levels for each item sold (because quantities are included with the daily sales reports exported to QuickBooks), the purchase orders and received items are not exported to QuickBooks at this time. So if you're trying to keep inventory levels accurate in both systems, the quantities of items received will have to be manually updated in either Campground Master or QuickBooks (depending on which system you use to create and receive purchase orders). It's probably better to only worry about the quantities in Campground Master (assuming you want the associated warnings and reports to function), and only update the inventory in QuickBooks if and when reports are needed for tax accounting.

Create Purchase Orders

This dialog is accessed through the main menu: P.O.S. / Purchase Orders / Create Purchase Orders.

Here you will create a list of line-items that you need to order. This is usually for items in your inventory database, but you can also add any non-inventory items you need to.

Each line item can be ordered from a different vendor, and they can be all mixed up. When the orders are printed, it will group all items for a given vendor into a single order, assign an appropriate P.O. # to all of the items for that vendor/order (unless you enter P.O. #'s manually), and print out one order form for each vendor represented. If there are 10 line items from 3 different vendors, it will gather those items into 3 orders, one for each vendor. (Technically it groups them by P.O. number, but those are generated automatically to be different for each vendor so it's the same thing if you're leaving those as "automatic" -- see below for more information.)

The order of the items does not matter as far as vendors, but the order is preserved for the items of a single vendor. Therefore you should make sure that additional items like shipping charges are added at the bottom (and be careful about re-sorting them, which could move items around in the list).

Order Date

You can specify the actual date of the order by setting the date at the top of the dialog. Normally it's the current day, of course, but you may have a reason to change the date, for instance if you need to keep it consistent with the date of the check.

P.O. Numbers

Unless you already have a P.O. # system that you maintain, you'll probably want to let Campground Master automatically assign P.O. numbers. The numbers are created based on a format that you specify in Maintenance / Printing Options / Purchase Orders. Until you actually create the orders, the number will be shown in this list as "(automatic)".

If you prefer to assign specific P.O. numbers, simply click on that field and type the P.O. number you want. Be aware that if you enter your own P.O. numbers, then it will print separate orders based on those, not based on the vendors. For instance, If you enter different P.O. numbers for two items from the same vendor, two different orders will be printed. Likewise, it will combine any with the same number -- so if you enter the same number for items from different vendors, they will be printed on the same order anyway!

Adding Items to an Order

There are a few different ways you can add items to your order, described below. Remember that none of this is saved until you click the Create & Print Orders button at the bottom, so you can add and delete order items as needed until you get it the way you want, or cancel it altogether by closing the dialog without creating them.

Any time an item is added from inventory, the Qty (to order) will be set to the item's re-order minimum value, if it has one. The Cost will also be filled in with the cost value in the database, and the vendor information will be filled in. Note that the Vendor's Stock # and Vendor's Description may default to the Item Code and Item Description if those fields are blank for the inventory item, depending on the Printing Option settings.

Once an item is added, you're free to edit some of its details -- the Qty and Each values can be changed, you can select a different vendor, and change the Vendor's Stock # and Vendor's Description if needed. The P.O. Number can be set also, if necessary (see above).

If you hold the mouse cursor over the Inventory Item field of any item, the description and quantity on hand will be shown in a pop-up window. Note that if an item does not have an item code, its record number will be shown instead, like "<#4>". This doesn't matter to the order (the Vendor's stock #/description will be used), and you can see the description by holding the mouse over it. However we generally discourage entering items without an inventory code of some kind, even if it's a just word like "shirt".

If you need to see the Inventory Details or Vendor details for any item, click on the row once to highlight a field, then click the corresponding View button at the bottom. You can edit the inventory or vendor record if needed. Note that changing the item's cost or re-order minimum will **not** change the order cost or qty for line items already added. Changing vendor information will affect the corresponding information printed on the orders, however.

The four different ways to add items to an order are described below:

Auto-Add all items below threshold
For "automatic" ordering, just click this button. It will add all inventory items that show a current on-hand quantity equal to or less than the re-order threshold for that item. Of course this must be used with care -- it won't know if items have already been ordered, so it could result in duplicate ordering.

- **Adjusting the filter** -- You can also adjust the criteria for this auto-add function, for instance if you only want to include items of a certain class, or items that have less than a certain quantity (regardless of the re-order threshold). This is done by changing the filtering -- click Adjust Filter for items to auto-add. After the filter is changed, the Auto-add button will change to "Auto-add all filtered items" to indicate that it's not just items below the re-order threshold anymore. Note that any changes to the filter will be saved, and used next time also.

- **Resetting the filter** -- If you want to reset this filter to just be items below the re-order threshold, then open the filter (Adjust Filter) and click Reset All, and **un**check the box for Include if qty <= re-order threshold.

Find Inventory Item to Order
Use this function to locate and add a particular item to the order. This will open the Find Inventory dialog, where you can scan an item or enter a search term, or list items according to a filter specification. (Or show all inventory items by unchecking both check-boxes.) Once the desired item is located, double-click on that row (or select it with the keyboard arrows or mouse, and press Enter or click Use). It will be added to the order with the cost, re-order minimum, and vendor information from the inventory record.

Find Previously Ordered Item
Use this function to locate a previous order and add an item to a new order, with the same quantity, price, and vendor as before. The Find Purchase Order dialog will be shown, where you can use various search methods to locate the item you want.

Add a Non-Inventory Item
Use this function to add any miscellaneous items to an order, such as products not in the inventory database, shipping charges, fees, etc. It will add a blank line to the order, and you simply fill in the information for each field. These will appear on the order like any other items.

Creating the Orders

Once you've added all of the items you want to order, click the Create & Print Order button. If there are any errors (missing information), you will be prompted to correct the errors and try again. When everything is validated, all of the order items will be saved and it will open them in the Print Purchase Orders window (see that section for details). The list there will be nearly identical, except that the real P.O. number will be filled in for any that were automatic, and the items cannot be edited.

Print Purchase Orders

This dialog is accessed through either the Create Purchase Orders function or the Find/Print Purchase Orders function, from the P.O.S. / Purchase Orders menu.

If no items are selected in the list, then it will print orders for all items shown. If you only want to print orders for some items, select those items before clicking a Print button.

When the orders are printed, it will group all items with a given Purchase Order Number into a single order. Generally all orders created for the same vendor at the same time will have the same P.O. number.

Note that there is limited space on an order form for items, and it won't automatically print multiple pages. If there are too many items for one page, you can separate them into two order pages by selecting some of them to print each time. Tip: If they are all grouped together in the list, just click, hold the button down, and drag the mouse to select all of the ones you want to print.

Notes
You can enter notes to print on all of the orders, below the list of items. If it's a short note, you can just type it on the Notes field. Otherwise, click the "...' button next to the Notes field to open a multiple-line window and enter the information to be printed. If you need different notes for each order, then select and print only the appropriate items at once, changing the Notes text for each selection group you print.

When you're ready to print, just click the Print Orders button. You can also print labels or envelopes for the associated vendors if needed, and print or export the list of order items.

Find/Print Purchase Orders

This function is accessed through the main menu: P.O.S. / Purchase Orders / Find/Print Purchase Orders. This same dialog is also used for the Find Previously Ordered Item in the Create Purchase Orders function.

This function is generally used to locate previous purchase order items, either for reference, reporting, or to re-print an order. You can search for orders by several options, including date, inventory item code (which can be scanned from a bar code), P.O. numbers, vendor stock numbers, or a variety of Purchase Order Filtering options.

All of the relevant information about each order item will be shown. You can sort the items by any column if needed, and print or export the list you want it for a report.

If you want to view the inventory or vendor details for any item, simply select the row and use the appropriate View function at the bottom. You can also Delete items if necessary, but remember that this actually deletes the order -- it doesn't just remove it from the list!

If this was invoked form the Create Purchase Orders function to find a previously ordered item, then select the item you want and click Use (or press **Enter**).

If you're locating purchase orders to print, select all of the items you want to print and then click the Print Orders button at the bottom. (Or to print all of them, just click Print Orders without selecting any.) This will copy the order items into the Print Purchase Orders dialog, where they can be printed.

Purchase Order Filter

This dialog is invoked from either the Find/Print Purchase Orders function, the Purchase Orders Outstanding function, or Print Vendor Labels/Envelopes. It's used to help locate specific orders, and perhaps to generate a specific report.

Order items can be filtered by nearly any of the order information by selecting the appropriate options. For instance you can select a particular vendor (or multiple vendors), select orders by quantity ordered, date, or the operator who created the order.

You can also use inventory filtering to look for orders according to the item ordered -- particular classes, cost, and so forth.

To reset the filter to include all purchase orders, click the Reset All button (this also resets any inventory filtering).

Purchase Orders Outstanding (Receiving)

This dialog is accessed through the main menu: P.O.S. / Purchase Orders / Purchase Orders Outstanding (Receiving). This function is the easiest way to update your inventory to reflect an order received (assuming you generated the orders through Campground Master to begin with).

When this dialog is opened, it will show all ordered items in the system that have not been completely fulfilled, sorted by date. (Order items that have no quantity will not be shown, such as shipping). If necessary you can change the filtering criteria by clicking Change Purchase Order Filtering. Note that unlike most other functions, changes to this filtering are **not** saved -- it's reset each time the dialog is opened.

Receiving All Items

If an entire order is received from a vendor, the easiest way to "receive" it is to sort by P.O. number, locate the items for the order received, select all of those items (click on the first one, and Shift-click on the last one), and click Receive All of selected items. The Qty Received values will be updated and the inventory on hand is immediately updated for those items (if it's an inventory item).

Items are not immediately removed from the list when received, so you can print a report if needed. If you want to clear all of the items that have now been received in full, click the Refresh List button.

If only part of an order is received, you can also just select those items received (use Ctrl-click to select individual items if they aren't contiguous in the list). Again, you can use the Receive All of selected items function if the entire quantity was received for each item.

Entering Qty Received

If only some of an individual item were received (for instance 25 out of 100 ordered), then select the item and click Enter qty received of item selected. A dialog will appear showing the number ordered and previously received. Enter the amount received **this shipment**, and the remainder will be shown. Press **Enter** or click Save and the inventory will be updated.

Deleting Order Items

If necessary you can completely delete an order item. While not generally recommended (because it loses all record of the item being ordered), you may need to do this if an item you ordered will never be received. Select the items to delete and click the Delete Selected Items button to delete the ordered items. Note that if a quantity has already been received, the inventory on hand has already been updated -- so deleting the order item will **not** subtract the items from inventory.

Cost Accounting

It should be mentioned that the Cost field of an inventory item is not automatically updated when new stock is ordered or received. The cost entered in the inventory database must be changed manually if necessary. It's up to you whether this is important for your accounting, and which method of cost accounting you use. The Cost field is simply used as the default for future purchase orders (and listed on some inventory reports). There are no profit reports or inventory valuation reports in the system at this time.

Print Vendor Labels & Envelopes

This dialog is accessed through the main menu: P.O.S. / Purchase Orders / Print Vendor Labels (or Print Vendor Envelopes). It's also used if Print Labels or Print Envelopes is done from Find/Print Purchase Orders.

Vendor labels and envelopes are basically printed the same way as Customer labels and envelopes (from the Reports menu), so some of the details can be found in that section.

If you're accessing this function from the main menu, all vendors will be shown by default. You can also select which vendors to be printed by using either Purchase Order filtering or Inventory Item filtering, or both. If both are selected, an vendor must meet both criteria (pass both the filtered orders and the filtered items) in order for it to be included.

If you're accessing this function through Find/Print Purchase Orders, then only vendors for those orders will be listed (if you uncheck the option to filter out duplicates it will show a separate line and print a label/envelope for each order item, but that would probably be pointless). The filtering options will not be shown.

Note that the vendor contact names are not printed on the labels, since it's assumed that the contact names could contain multiple names or other information that wouldn't be appropriate for the labels.

You can view or edit any vendor's information by double-clicking on the corresponding line.

When ready to print, select the vendors to be printed (or don't select any to print them all), and click the Print Labels or Print Envelopes button.

Transaction (Sales) Reports

As with all other transactions, reporting for sales and receipts for point of sale transactions is done through the Transactions tab view. With the P.O.S. option, some new settings and filtering options are available for reporting inventory sales, and for separating P.O.S. transaction reports from non-P.O.S. reports if necessary.

For details on using the Transactions tab view for reports, see that section in the main *Dynamic Interactive Report Screens* chapter.

Common Reporting Tasks

Most summary reports needed are available by clicking the Summary Options button on the Transactions tab view. This options dialog has a number of Quick-Reports for the most common tasks, and a number of other options available for customizing reports.

The most common reporting task for a P.O.S. system is a report for balancing a cash drawer after a shift or at the end of the day. This is no different for the P.O.S. as it is for other transactions (presumably all types of transactions take place on the same computer or computers). Use the Receipts by Payment Method button to generate a report showing the net amount of receipts for each payment method (cash, check, Visa, etc.). This will show the daily total for each day selected in the dates. If you need a report for a particular operator shift, then open the Filter (or More Filters) and select the operator for which to report totals.

Another common report is an inventory sales report. Two new quick-reports available with the P.O.S. option -- Inventory Sales by Amount and by Quantity. Simply click the appropriate button and set the dates or other filtering as needed. These will report sales for each inventory item. If you have a lot of inventory items, you'll probably want to go back to the Summary Options and select the Hide items with zero totals option, so it only shows the items sold that period. By default, these reports show both the inventory item code and the description. You may prefer to show it by only the code or only the description -- this is another summary option.

You can also report inventory sales according to class or vendor instead of by item. Class is probably more interesting if you have a large inventory. A Vendor report might be useful for showing which vendors are supplying you with the hottest items, or that you might be able to get a better deal from by leveraging your the volume of sales. For either of these reports, select the Inventory Sales quick-report and then go back to Summary Options to change the Group totals for each selection.

P.O.S. Transaction Filtering

A few special options are available in the Filter for P.O.S. transaction reports. You can opt to include either P.O.S. transactions or non-P.O.S. transactions (or both), in case you want to see separate totals for reservation income vs. merchandise income. (Of course this is also usually apparent if you report by transaction category, but that only works for reporting charges, not receipts.)

If you include P.O.S. transactions, you also have the option to filter the transactions by inventory. Thus you can report sales details for a single vendor or certain vendors, selected inventory item classes, filter by tax categories, and other possibilities.

Detail Reports

Transaction details are reported as usual, but with the P.O.S. option you can add columns for inventory item code, description, class, and vendor. Use the Detail Options button to select these columns in detail mode.

P.O.S. Setup

Overview

This section covers the setup functions added by the P.O.S. option for setting up your inventory database, various options for sales entry and receipts, and hardware.

Note that the setup for a cash drawer, credit card reader and credit card processing software are covered in the main Maintenance section since they are part of the main Campground Master program, not optional features.

Receipt printer setup is generally a matter of just connecting it like other printers and installing driver software. You will probably also need to adjust the various settings under File / Printer Setup and Maintenance / Printing Options for the 3" receipt printer. There is also a configuration for the message at the bottom of the receipts, under Maintenance / Park Setup.

Hardware Selection

Below is a list of suggested equipment to use for the P.O.S. system, with choices in some areas depending on your budget and preferences. If you need help locating a supplier, please contact us. Also see our web site for updated lists and vendor information. We can't support any hardware you purchase elsewhere (other than the setup in Campground Master itself), so we recommend finding a good vendor or a local computer technician to help with hardware setup.

Which items you need for your system depend on your situation. Technically the P.O.S. can be operated without any external hardware other than a standard PC printer. In a high-traffic situation, however, we recommend that you use a bar-code scanner, a receipt printer, and a cash drawer, possibly with a pole display added for a nice touch.

A magnetic stripe reader for credit cards is only needed if you plan to process credit cards through Campground Master, and then you also need compatible processing software that works with your merchant account. ICVerify is compatible with Campground Master and works with nearly any merchant processor, but is an expensive software package. X-Charge a free alternative, which only requires that you sign up with their merchant account (which has very competitive rates). Let us know if you would like more information about this.

Choosing Hardware Interfaces

The bar-code scanners and mag-stripe readers usually interface through the keyboard, and the cash drawers interface through the receipt printer (assuming you use a receipt printer). So the only interface port you normally need on your computer for a basic P.O.S. setup is for the receipt printer itself. Or, if you don't plan to use a receipt printer but do want a cash drawer that opens automatically, then you will need to use a parallel or serial port for the cash drawer.

Parallel or serial work equally well in this application, but you need to make sure you know what ports are present and not in use by other devices. For instance, if you also want to use a pole display, that will occupy a serial port.

Also, if you plan to do credit card authorizations through Campground Master, then you may also need to connect an external modem. This will also occupy a serial port (we recommend an external serial-interface modem for simplicity in support, but an internal modem will also work if necessary). Note that only one of your Campground Master workstations will need a modem if you're using Campground Master in a networked setup.

Suggested Equipment

The items listed below show a recommended part number, which may be either the manufacturer's number or a part number at a popular vendor (which can be interpreted by most vendors). Prices are not listed, but generally they are listed in lower-to-higher prices (and quality) in each section. These are all "basic" models, so there may be additional options available (for instance different colors, added stands, etc.). The sales person can help you with options and other questions.

Bar code scanners (keyboard wedge, triggered, decoded)

MS210-K	Unitech MS-210 CCD, durable but short range
MK9520-72B47	Metrologic 9520 laser, long range
LS1902T-1000	Symbol LS-1902 laser, long range

Receipt Printers (parallel or serial, with cash drawer port)

SP212FC	STAR SP200 series, parallel interface, an inexpensive impact printer
SP212FD	same as above with serial interface
TMU220PD-103	Epson U200 series, parallel interface, a basic impact printer
TMU220PD-103	same as above with serial interface
SP512MC42-120	STAR SP500, parallel interface, a fast impact printer
SP512MD42-120	same as above with serial interface
TMT-88III	Epson TM-88III, fast thermal printer

Cash drawers (interface to receipt printer, select printer brand when ordering)

ECD 2000	MMF basic drawer
APG S320	APG Multipro Series, various sizes and media slot options

Cash drawers with direct connection (if no receipt printer used)

MMF MCD 240	MMF drawer with serial/parallel interface options

Pole display

PD-3000	Logic Controls, serial interface

Mag stripe readers (keyboard wedge track 1 & 2)

MTEK 21080203	Magtek mini-wedge
IDT3331-12	IDTech mini-mag

If you're unsure about whether a particular device not listed here will work with the software, please contact us. Also see our web site for updated lists and vendor information.

Pole Display Setup

If you want to use a pole display with your P.O.S. system, so the customer sees the merchandise prices and descriptions, total due, etc., then you have to configure it through this dialog (Maintenance / Pole Display Setup).

When a pole display is properly set up, it will show items as they are entered or scanned, payments made, total amount due, etc. This will work in both the Point of Sale dialog and the normal Transactions dialog for reservations, etc.

Campground Master will work with nearly any pole display that can be connected to a serial or parallel port, presuming it's a 2-line, 20-characters-per-line display. Every brand of pole display is controlled with a different set of commands, but you simply need to enter those commands here so Campground Master knows how to communicate with it. The seven commands required are described below.

Settings

Important -- All of these settings are local to each workstation. If you have more than one workstation on a network, each one must be set up individually (so they can have different displays or use different ports on each workstation as needed). Also note that the settings are saved according to the workstation's ID (see Network Setup), so if that is changed for any reason then the pole display settings may need to be changed also.

Since many commands contain non-printable characters like ESC, CR, LF, etc., they must be entered in a special code. This code is a backslash, followed by an 'x', followed by 2 hexadecimal digits representing the character (byte) to be sent. For instance a linefeed (LF), which has the value 10 (0A in hexadecimal), should be entered as **\x0a**.

Note: Use the backslash (\ ), **not** the forward slash (/), for the special codes. The forward slash is usually on the key with the question mark (?). The backslash, which you need to use, is sometimes above the **Enter** key, and sometimes located other places.

Pole display is present -- this must be checked in order for Campground Master to send data to a pole display. All other settings are disabled unless this is checked. Note that if a pole display is removed, or the database is moved to a computer without a pole display, it's a good idea to uncheck this so it won't sent pole display commands to the port, possibly resulting in affecting other devices like a printer or modem that's now connected to the same port number.

Interface port -- select the port that the display is connected to.

Baud, Parity, Data bits, Stop bits -- These only apply if the interface port is a serial port (com1 through com4). Enter the appropriate values according to your pole display manual. (Most are set up for 9600 baud, no parity, 8 data bits, 1 stop bit.)

Reset Command -- Enter the command sequence you want to send to the display to clear it and get it ready for other commands. This often includes commands to turn off the cursor, put it in a non-scrolling mode, and clear the screen. This command will actually be sent every time something new needs to be displayed. To make sure it's correct, you can press the Test button next to it to see what happens.

Note -- Some displays have multiple modes of operation, like scrolling vs non-scrolling, auto-scrolling, horizontal scrolling, etc., so perhaps no commands at all would be needed in some circumstances. However, since this behavior is unpredictable (by the software), it's best to make sure the display is put in a non-scrolling mode, and use whatever commands are necessary to force the text to show on line 1 and line 2.

Line 1 command, before and after -- Enter the command sequence required (if any) that needs to be sent before and after any text that you want to display on line 1 of the display.

Line 2 command, before and after -- Enter the command sequence required, after the first line is displayed, to display text on the second line. Some displays simply need a CR character (\x0d) to get to the second line. Others require that both the first and second line are surrounded by certain command characters.

Test Line 1 & Line 2 -- after entering all of the necessary commands above, click this button to reset the display and send sample text "Line 1" and "Line 2" to the display.

Automatically wraps to 2nd line -- In some cases, the text written to Line 1 will be the full 20 characters. On some displays, it will wrap to the 2nd line automatically so the Line 2 command can be skipped before the 2nd line is displayed. If this is the case, check this option.

Idle message / Command -- After a sale is complete, you may want a special message to show on the display all the time. If the display supports automatic scrolling, you could even have a message scrolling constantly across the display. Enter whatever message text you want displayed during this idle time, along with any command characters necessary to get it displayed. You should also include the commands to reset the display (it doesn't sent a Reset command before the idle command, so if you just want to leave up the last total or balance due on the display, you can just leave this blank.). You can also use the Test button to make sure it's right.

Tip: for a scrolling message, don't forget to include some extra spaces at the end to separate the end from the beginning of the repeated message.

Pole Display Example Commands

Here are examples of the recommended command settings, for 4 different brands of pole displays.

Logic Controls PD-3000:

Reset command:	**\x1f\x14\x11**
Line 1 before text:	
After text:	
Line 2 before text:	**\x0d\x0a**
After text:	
Automatically-wraps:	**Yes**
Idle message:	**\x1f\x14\x05 Scrolling message here \x0d**

EMAX:

Reset command:	**\x0d\x0d!#1 \x0d**
Line 1 before text:	**!#1**
After text:	**\x0d**
Line 2 before text:	**!#2**
After text:	**\x0d**
Automatically-wraps:	**No**
Idle message:	**\x0a\x0a!#4 Scrolling message here \x0d**

IEE:

Reset command:	**\x14\x0c\x0e**
Line 1 before text:	
After text:	
Line 2 before text:	**\x0d\x0a**
After text:	
Automatically-wraps:	**Yes**
Idle message:	**\x14\x0c\x0eStatic message here (no scrolling is possible)**

DynaPOS:

Reset command:	**\x1b\x40**
Line 1 before text:	**\x1b\x51**
After text:	**\x0d**
Line 2 before text:	**\x1b\x52**
After text:	**\x0d**
Automatically-wraps:	**No**
Idle message:	**\x1b\x40Static message here (no scrolling possible)**
Alternatively:	**\x1b\x51Line 1 message\x0d\x1b\x52Line 2 message\x0d**

Program Options - P.O.S.

These options are found through Maintenance / Program Options / P.O.S. (assuming you're authorized for the P.O.S. option). All of these settings affect the way that the P.O.S. sales entry dialog operates. You can set it up the way that best suits your operation, depending on whether you want to keep it simple, minimizing clicks needed to complete a sale, or whether you want all possible features available and the ability to decide exactly in what order you do things.

Note that these settings are global, so they affect all workstations in a networked environment. Also note that some of these options are further affected by the Access Levels, so even though an option is enabled here, it may not be available to certain operators.

Hide transactions for taxes on P.O.S. entry dialog -- When this is checked, the running total for taxes will show at the bottom, but the list will not show taxes. If this is not checked, then one or more tax lines will also appear in the list and will be updated after each item added. This might cause confusion, so it's best to leave this checked.

Warn if sale exceeds known inventory for an item -- This won't prevent the sale of an item, but pops up a warning message which must be acknowledged. While this can be annoying, it's unlikely to happen without a good reason. It's especially useful if you sell items that aren't brought up to the counter first, like ice or firewood. For instance if someone says they need 5 bags of ice, this will tell you if there aren't that many out in the freezer (assuming inventory is correct).

Warn if sale results in low inventory for an item -- This will show a pop-up warning if the item just entered is getting low. This is not recommended for a high-traffic location, since it can be annoying and time-consuming. However for lower traffic situations, especially if the manager is likely to be the one handling sales, this can be a handy reminder that something needs to be re-ordered soon.

Enable Discount Item function -- This does not affect auto-discounts (set up through the Inventory setup), but enables a special button on the P.O.S. dialog allowing one-time special discounts to be entered. This is usually only desired in a small shop where the manager has the authority to offer discounts to preferred customers, for instance.

Enable Other Credits function -- This adds a button on the dialog to allow entering special "Credit" transactions. This is typically used for coupons or gift certificates, where you need the full price of the items to be recorded for reporting (so you can't use Discount), but you want to enter a Credit so the amount actually paid by the customer is reduced.

Enable Other Charges function -- This adds a "Charge" button so that you can enter sales outside of your inventory. This is usually needed for miscellaneous charges that can't be easily inventoried. It will open the standard Enter Charge dialog where you select a category, enter a quantity and amount each, and select the taxes to apply. This can also be used to operate the P.O.S. like a simple cash register instead of entering any inventory at all, just entering amounts one after another (with the "continuous" box checked on the P.O.S. dialog).

Default transaction category for Other Charges -- This is important if you use the Other Charges for rapid sales entry. It will select this category each time the Other Charges function is used, allowing you to simply type the price and press Enter to enter a sale. Typically this would be a general category like "Misc Sales". If you want the operator to select a category each time, select the blank entry at the top of the drop-down list.

Automatically print the receipt as soon as the payment is entered -- This simply saves a mouse click to speed up operations, presuming that you always want a receipt printed. As soon as a payment is entered that results in a zero balance due, a receipt will be printed.

Automatically save transactions when a receipt is printed -- This option is designed to help prevent fraud (or mistakes). Once a receipt is printed for a customer, it will record the transactions immediately so that they can't be cleared out by simply cancelling the dialog. The dialog will remain open, but will show the transactions as "old" -- items can still be returned and a refund issued if necessary, but that will all be recorded too. (This option does not need to be checked if the next one is checked.)

Automatically close the P.O.S. dialog when a receipt is printed -- This is commonly enabled just to save a step, since printing the receipt generally signals that you're done. However you might not want to do this, for instance if it's common for the customers to have a question about it after you print the receipt, and want the transactions to remain displayed until they leave. (Tip: **Ctrl-T** will bring up the last transactions entered, so the last sale is still only a keystroke away if you remember this shortcut.)

Automatically re-open the P.O.S. dialog after a sale is completed -- Enable this in a high-traffic situation where you just want it to keep the P.O.S. dialog up and ready for sales. If you need to close the P.O.S. dialog for other functions (assuming it's currently empty and waiting), just press the **Esc** key (or click Cancel or Done).

Allow closing the dialog (Done) without printing a receipt -- If it's common that your customer doesn't need a receipt (or you're doing some testing and don't want to waste paper), enable this option so that a sale can be saved without printing a receipt.

Enable sounds when scanning or entering items -- Some people find beeps and bonks helpful, others find them annoying. This is mostly useful if you're using a bar-code scanner, and don't want to have to look at the screen each time you scan an item. With this enabled, a sound will indicate whether the scanned item was found (uniquely) and the charge added automatically, or whether no match was found, or whether multiple matches were found and you need to select one of them. (The sounds used are the same sounds used throughout the program and Windows in general for "Attention", "Error", and "Warning" messages.)

Show entire inventory list if Enter pressed with no scan/search text -- This should only be used when your inventory list is small, so it doesn't cause unexpected delays. If you only sell a couple dozen items and don't use a bar code scanner, then it may be just as easy to press **Enter** and then select an item from the list as it would be to type in an item code or text to search for. Of course it could be enabled even for large inventory lists, but in that case it might be better to require that at least some text be entered (e.g. they could enter "App" if they're looking for a particular kind of apple), so if they press **Enter** by mistake it doesn't cause a delay while the whole list is being loaded and sorted for them.

Printing Options - P.O.S. Receipts

These options are found through Maintenance / Printing Options / P.O.S. (assuming you're authorized for the P.O.S. option). These settings are basically identical to the Receipts settings, but affect only the receipts printed from the P.O.S. sales entry dialog. Thus the P.O.S. receipts can have different defaults than receipts printed for reservations.

Note that these settings are local to each workstation, so they can be set differently for each workstations in a networked environment. They will be synchronized (applied to all workstations) along with other settings if the "Synchronize local options..." function is used under Network Functions.

Point of Sale Receipt default format -- Select the receipt format you will use most often for P.O.S. sales. You can select the format any time you print a receipt (without coming back here), but setting the most common one here will save steps later, and of course is very important if you configure the P.O.S. to auto-print receipts. See the section *Working with Transactions* for details on each format.

Copies -- If you usually print duplicate receipts, you can change this to **2** so that you don't have to change the number of copies every time you print a receipt. (You can still change the number of copies on the print dialog when printing -- this just determines the default number.).

Always Preview Receipts Before Printing -- When this option is set, you will get the chance to preview the printout before actually printing a receipt. (This option is the only way to get a preview for receipts.) This is usually disabled for P.O.S. receipts because speed is important.

Show printer setup dialog when printing receipts -- When enabled, a dialog will appear every time you print with options for printer selection, layout, number of copies, etc. This requires an extra step to "OK" this dialog each time. By disabling this option, that dialog is skipped so there's one less mouse click required. It will use the default settings from Printer Setup for the selected receipt type and the number of copies selected above. A small "Printing" message will appear momentarily just to let you know that it's printing, since there may not be any other indication if you're not near the printer.

Combine taxes of the same kind into a single line on receipts -- When entering transactions, taxes are usually added automatically. While P.O.S. taxes are generally all combined into one transaction anyway, if you come back in to return an item, for instance, this can result in multiple Tax transactions of the same kind. This option will combine all taxes of the same type into one line (total) on the receipt. Different tax types, for instance Sales Tax and Liquor Tax, will still be on separate lines.

Show tax details on receipts -- by default, each line for sales tax or other tax category will show the amount taxed and the percentage rate, like ($20.00 @ 8.25%). If you prefer not to have that information printed on the receipt (for simplicity), you can disable this option.

Show Receipt # on receipt -- If this is checked, a receipt number will appear on the P.O.S. receipts. This is very useful for P.O.S. receipts because if they bring back a receipt to return an item, the transactions can be found easily by entering the receipt number. Note that "Receipt #" is the default name of this field, but if you prefer "Invoice #" or some other name, you can change this by editing the name (Normal header) of this field under Maintenance / Define Data Fields / Transaction Fields.

Printing Options - Purchase Orders

These options are found through Maintenance / Printing Options / Purchase Orders (assuming you're authorized for the P.O.S. option). These settings affect only the purchase orders printed from the P.O.S. / Purchase Orders functions.

Note that these settings are local to each workstation, so they can be set differently for each workstations in a networked environment. They will be synchronized (applied to all workstations) along with other settings if the "Synchronize local options..." function is used under Network Functions.

Copies -- designates a default number of copies to print for each purchase order.

Always Preview Orders Before Printing -- When this option is set, you will get the chance to preview the printout before actually printing orders. This is a good idea so you can verify what's on each order, and in particular make sure that the orders aren't too long, filling up and overflowing a page.

Show printer setup dialog when printing orders -- When enabled, a dialog will appear every time you print, with options for printer selection, layout, number of copies, etc. This requires an extra step to "OK" this dialog each time. By disabling this option, that dialog is skipped so there's one less mouse click required. It will use the default settings from Printer Setup for the selected receipt type and the number of copies selected above. A small "Printing" message will appear momentarily just to let you know that it's printing, since there may not be any other indication if you're not near the printer.

Creating Purchase Orders -- While the settings in this section aren't strictly printing options, they are only used when creating and printing purchase orders so they were placed here for convenience.

P.O. # format -- This setting lets you format your purchase order numbers by including any text/digits along with any of several numbers representing date, time, or record numbers. Since you want each purchase order to be unique, it's important that the format include at least the record number (even including the time to the second doesn't guarantee unique numbers if you create orders for more than one vendor at a time). All of the same formatting specifications apply to the P.O. # as apply to receipt numbers and confirmation number formatting (Maintenance / Program Options / Formats), so refer to that section for details.

Use an Inventory Item's code for vendor's stock # by default -- Each inventory item in the database has a field for a vendor's stock number. To avoid redundancy and save time, you can leave that field blank in the inventory data if the item's code (e.g. a UPC scan code) is sufficient for the vendor, and check this option to use that on purchase orders.

Use an Inventory Item's description for vendor's description by default -- As with the stock # above, checking this option allows you to skip the vendor description entry for every inventory item, if the vendor doesn't require specific descriptions different from your item description.

P.O.S. Data Fields

To simplify data entry, as well as save database space, you might want to disable any data fields that you don't plan to use. This section briefly describes some of the fields in the P.O.S. system that can be disabled. Refer to the Maintenance / Define Data Fields section of the documentation for general information on managing data fields.

Inventory Item Fields

Qty, Re-order Threshold -- If your only purpose of setting up inventory items is to have pre-set pricing, and you don't care to manage inventory levels, then you can disable these fields.

Cost, Re-order minimum, Vendor, Vendor stock # and description -- If you don't want to print purchase orders with the software and don't care to keep track of vendor information, then you can disable these fields.

Add Tax 1 through 5 -- You only need tax fields enabled for which you have Taxes set up, so if you only have 2 different taxes then you might as well disable the other 3 fields.

Park -- This field is disabled by default, because in most cases all of your inventory is combined. However if you need to manage separate parks separately, or even separate stores in a single park, then you can enable this field to allow separate parks/stores to track their inventory levels and sales independently.

Inactive -- This field can be used to "hide" inventory items that you no longer sell (except from reports). Disable this field if that's not important.

Notes -- This can be a handy field if you like to keep a lot of information on your inventory items, but disable it if it's not necessary.

Inventory Item Discount Fields

This applies to both the General Discounts and Item-specific discounts.

Seasons/Dates Applicable -- These fields are only necessary if you have sales or other discounts based on specific dates, and want to set up discounts to automatically take effect on those dates.

Unavailable Sun - Mon -- These are only necessary of you want discounts to automatically be applied (or not applied) on certain days of the week.

Notes -- Disable if you don't need to make notes about your discount settings.

Vendor Fields

Address Line 2, Phone, E-mail -- These fields are for your own information, so disable the fields you don't want.

Tax ID, PO Notes -- These fields are used for printing purchase orders, but otherwise they are not needed.

Notes -- Disable if you don't need to keep private notes about the vendors.

Purchase Order Transaction Fields

Qty and Date Received -- If you are using the Purchase Order functions just as a convenience but don't actually track your inventory or orders outstanding with the software, then you can disable these fields.

P.O.S. Access Levels

Specific access-level permissions exist for nearly every type of P.O.S. function (inventory maintenance functions, reports, purchase orders, each kind of transaction entry, deleting/returning items, etc.) You may want to review the defaults for these and make adjustments according to how much you want each level of operator to have access to.

Each Access Level Function entry that applies specifically to the P.O.S. system will show "POS - " in front of it, for easy location. Also review the "CC Processing" functions, since those usually apply to P.O.S. functions (though they apply to reservation and customer transactions too.

For general information on changing access levels, see the Maintenance / Park Setup / Access Levels Setup section in the main documentation.

Inventory Setup

Overview

This section covers the details of setting up the inventory system in Campground Master and entering your inventory.

Note that the order of topics here reflects the typical order that these should be set up, rather than the order they appear on the menus.

Inventory Classes & Transaction Categories

There are two pick-lists that you should set up before adding your inventory items. These allow you to split up inventory reporting and accounting two separate ways. These pick lists can be configured through Maintenance / Pick Lists -- see that section for general information about editing pick lists.

Inventory Class

This pick list is used only for inventory items. It can be used to logically separate your inventory however you like, whether it's broad classes like food, supplies, etc., or very specific classes like sewer hoses, propane accessories, and light bulbs. Classes can be selected for filtering inventory for reports or finding item details, and for grouping sales transactions by class.

Every inventory item must have a specific class assigned. So even if you have no need for detailed reporting, you should have a few broad classes that you can assign to your items.

Transaction Category

This pick list is shared with the rest of the system, so it also includes entries for all of your other charges like daily rent, extra people, taxes, etc. Every inventory item must also be assigned to a specific transaction category, so that when an item is sold, it knows what category to credit that too (similar to general ledger entries).

This is often a more broad categorization than Inventory Class, simply because it's a shared list. You might not want 200 different transaction categories for inventory items to overshadow the few needed for your reservation charges, especially since it would make the selection list a lot longer. In some cases, a single Transaction Category called "Merchandise" or "Gift shop" is sufficient, since additional transaction reports by Inventory Class can be done when more detail is needed. However there may be cases where you do need very detailed categories for accounting, especially if you export the data to QuickBooks and have many items/accounts for your inventory sales.

Vendors

A vendor can be set up and selected for each inventory item, just as a customer is selected for each reservation. However this is completely optional. You can skip the vendors completely, or you can just use them for occasional reference, or you can fully utilize the support for vendor purchase orders.

The Edit Vendor dialog for adding and editing vendors is nearly identical to the Edit Customer dialog. Vendors simply don't have as much detailed information. Likewise, the dialog for Find Vendors is basically the same as Find Customers. These functions are all accessed through Maintenance / P.O.S. Inventory Setup / Vendors. In addition, there is a button on the Edit Inventory dialog to add new vendors.

This dialog has the standard Previous and Next buttons, Add New, Delete, Find, and Print buttons at the top just like the dialogs for Customer Details, Reservation Details, and Site Details.

Only a couple unique fields need to be covered here -- see the Edit Customer and Find Customer sections of the main documentation for general information on operating these dialogs.

Tax ID -- This field is for your reference only. This is generally the tax ID given to you by the vendor, and can be recorded here for reporting purposes when printing a vendor list.

Purchase order notes -- This field is only used when printing purchase orders. Any reference information you need to include on your purchase orders when ordering form this vendor can be entered here. While this information is entered separately for each vendor, it's common to include a standard set of information here also. This might include notes about shipping preferences, billing contact person and billing address, etc. It's recommended that you use the "..." button to open the multiple-line editing window, so you can format the information the way you want it to appear on your purchase orders.

Avoid Duplicate Vendor Names

Every vendor should have a different Company Name, since that's how they're identified for inventory items. If you happen to have two vendors with the same company name, figure out something to put in the Company Name field of one of them to make it different (e.g. just "Inc" instead of "Inc." with a period).

Item Discounts

Overview

Note: Some of the information here may seem to be presented too soon, since it appears before the Inventory Item details. It's presented first because it's important to understand discounts before editing inventory records, and because you may want to set up some general discounts before adding your inventory, so you can apply the discounts to the inventory as you add it.

Automatic Price Discounts

The convenience of a P.O.S. system often depends on how quickly and automatically it handles ringing up prices at the check-out counter, and that includes handling sale prices and discounts without special attention by the clerk. While it may not be possible to handle every situation automatically, Campground Master has a very flexible system for automatic discounts for inventory items.

Some of the situations that can be handled with automatic discounts are:

- Fixed-amount off per item (e.g. $1.00 off)
- Percentage off (e.g. 10% off)
- Percentage off after a fixed amount off (e.g. $1.00 off plus an additional 10% off)
- Items discounted only certain days of the week
- Items discounted only on certain dates (e.g. holidays, promotional periods)
- Items discounted based on quantity purchased (with any number of different quantity brackets)
- Items discounted based on the customer's membership or discount category (e.g. club members, seniors)

Discounts are set up similar to Rates, such that you define a set of "applies if" conditions and the discount will be automatically used when a purchase is made that meet those conditions.

General vs. Item-Specific Discounts

Every single item in inventory can have different discounts applied as needed -- these are called "Item-specific discounts". This allows the most flexibility, but of course it could involve a lot of work if it required a change to every individual item when you wanted to have a general sale on every item in the store. Therefore there are also "general discounts", which can be used to change discounts for multiple items at once. You still need to add a general discount to each item that it applies to, but the advantage is that the when the general discount is changed (e.g. the sale is cancelled or the conditions change), you only need to change the single discount definition and it immediately affects all items.

General discounts are especially useful if you have periodic discounts on groups of items -- for instance an end-of-season 20% off sale. After adding the general discount, perhaps called "End-of-season sale", you would edit each inventory item that it will apply to and add that discount to its list. Presumably that discount will only apply for certain dates. So at the end of next season, all you have to do is adjust the dates for the general discount. You could even change the percentage if you decide to make it 25% off, for instance.

Likewise, you might have a senior discount that applies to some or all items. Maybe that discount is currently 10%, but you want to be able to change it or even cancel it later. Just make a "Seniors" general discount and add it to each applicable inventory item. Then if you need to change it, you only have to do it in one place.

Item-specific discounts would be used for things that can't be generalized, like a specific sale price for an item, or buy 3 get one free (because the amount of the discount would be specific to each item). They can also be used in situations that seem like they could be a general discount (like 10% off), but perhaps you're likely to change the amount of the discount for particular items and don't want to affect them all at once. (Even in this case, if any changes are likely to affect an entire group of items then you could set up multiple general discounts and apply them to items of the appropriate group.)

Multiple Discounts

When an inventory item has multiple discounts selected, there are certain rules for how they are applied:

Item-specific discounts are checked first -- if any item-specific discounts apply, then no general discounts are applied. The item-specific discounts are assumed to override any general discounts. (Thus a 30%-off special item-specific discount will override a 20%-off end-of-season sale.)

Only the first applicable discount found will be used -- multiple discounts will never be applied to a single item. If there multiple general discounts selected for an item, for instance, it won't use all of them even if more than one could apply. Therefore it's important to arrange them in an order than puts the priority ("better") discounts before "default" discounts (e.g. special season sales should appear before senior discounts, unless the senior discount is better). In addition, it's important to properly qualify discounts using the "Applies if" conditions.

Important: The order in each item's list of applicable discounts is what counts, and they can be rearranged as needed for each item. In particular, remember that the order general discounts are listed in the Setup General Discounts dialog does **not** affect the order they are applied.

General Discounts Setup

Setting up general discounts by opening the Setup General Item Discounts dialog (Maintenance | P.O.S Inventory Setup | General Item Discounts). This will list any general discounts already defined (if there are any). From here you will add or edit discounts and move discounts in the list as needed. Moving rates in the list is important because the order that they appear here will be the same order they appear when they are selected when entering transactions. Therefore you may want to put them in a logical order, or at least put the most-used rates at the top. The order is also very important if automatic rates calculation is used.

The basic procedure for defining a discounts is to click New or Insert, and then enter the details of the discount definition. Insert is the same as New, except that the discount 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 discounts by clicking on the rate in the list and selecting Edit discount definition, or you can simply double-click on the discount in the list.

Warning -- Once a discount is edited or deleted, there is no way to Cancel the operation -- the changes are permanent once you leave the Edit Discount dialog and come back to the Setup General Discounts dialog. (Moving discounts is also "permanent" since there is no Cancel button, but you can always move them back.)

You can Move, Delete, or Copy one or more discounts by selecting the discounts in the list (Ctrl-click or Shift-click will select multiple discounts), and then click the appropriate button. Copying discounts is very handy if you have a large group of discounts and need to add a similar group of discounts have slight variations, such as percentages or season dates.

Remember that the order general discounts are listed here does **not** affect the order they are applied to items. The order does affect the order they will appear in the "Select Discounts" list when editing items -- and thus the default order they would be added if multiple items are selected at once -- but they can be rearranged for each item once selected, so the order here is irrelevant.

If you have special discounts for certain days, then the functions to Add and Remove dates from selected discount(s) makes it easy to add sale dates to the "Special dates applicable" for multiple discounts at once, or add it to the "Special dates not applicable" (which removes it from the discount) for other discounts. These functions open a dialog where you can enter as many dates as needed, separated by commas.

Editing Discounts

When you select New, Insert, or Edit from Setup General Item Discounts, the Edit Discount Definition dialog will appear. This is where you define all of the details of the discount.

This dialog is also used for item-specific discounts, when Add New Discount is selected from an Edit Inventory Item dialog.

The fields are described in detail below. All discounts must have a description and either a percentage or an amount -- the rest of the fields are optional, and define when and how the rate is applied.

Description

This is important, since this will be shown on the receipts as the description for the discount. It should be kept appropriately short, especially if you're using a 3" receipt printer. Also note that the description for the item being discounted will be added in front of this description (for instance, if the description is "10% off", the receipt will show something like "Firewood : 10% off"). So keep it short!

This description is also what's shown in the selection list when using Select Discounts in the Edit Inventory Item dialog. While there's no restriction against duplicate descriptions, it would make it very difficult to select the appropriate discount when editing inventory items if there are any duplicate descriptions. If this is difficult to do while keeping them short, consider adding details widely separated from what the customer sees, like "10% off....................(end of season)". You will be able to see the details in the list, but if printed on a 40-column printer the details of the description will be cut off and not shown.

Discount each item a fixed amount

Enter a value here if you want a particular dollar amount subtracted from the price of each item. This fixed amount will be multiplied by the quantity of items as needed. You don't need to enter a dollar sign, just the number

...and/or discount by a percentage

Enter a percentage here (with or without the % symbol) to discount the items. This percentage is applied to the total price of the items, after they are multiplied by any quantity (and after any fixed-amount discount is applied if entered above).

Applies if Qty >=

If this discount should only apply if the quantity purchased is greater than 1, then enter the appropriate number here (e.g. if the discount starts if they buy 3, enter 3 here). Note that the discount will be applied to the total quantity purchased, not just those above the value here (e.g. it would be applied to all 3 items, not just those beyond 3).

Applies if Qty <=

If this discount should only apply if the quantity purchased is lower than a certain quantity, then enter the appropriate number here. This is normally only used in conjunction with the Applies if >= field for bracketed discounts, like 10% off qty 5 to 9, 15% off qty 10 or more. The 10% discount would have 9 in this field, so it won't apply if the qty is 10 or more.

Transaction category to use for discounts

You will usually want to leave "Same as inventory item" selected, so that the discount amount is subtracted form the total sales of that category. However there may be times when you want the discounts to be reported in a completely separate category, not affecting the figures for that particular category. In that case, select the 2nd option here and then select the category you want the discount amount to be reported in.

Note however that regardless of the Transaction Category used for the discounts, the discounts will always count for the corresponding Inventory Item or Inventory Class for the item discounted. So even if you select a separate Transaction Category for the discounts (perhaps an "end-of-season" category), you can still get a report showing the actual amount received for each item or inventory class.

Also note that the Discount transaction types can be filtered when reporting, so you could get a report showing only the total discounts given for any transaction category, item, or inventory class no matter which way you choose to do it.

So, it may just be a matter of whether you want special categories for reporting particular type of discount (e.g. seniors, sales, close-outs, etc.). The other factor would be if you're exporting to QuickBooks, you need to map each category into some QuickBooks item or account. If you use special discount categories, this may not let you account for the discounts properly in QuickBooks.

Discount type to show for transaction

If this discount applies only to certain discount types, then you probably want to report these discounts according to the discount actually used by the customer. In that case, select the "Same as customer's discount" option. However if it has nothing to do with the discount types defined (e.g. just a sale price), then choose the 2nd option and select a discount to use for reporting. You'll probably want to add at least one special discount type for this, such as "Sale" or "Merchandise", that's different than any discounts that might be used for reservations.

Applies to Discounts

This function lets you select one or more discount types that this discount will apply to. For instance, if it's a senior discount, select the Senior discount type. This means that in order for this discount to apply, the Senior discount must be selected for "Discount type used" at the top of the P.O.S. sales entry dialog. You can select more than one discount type, or even all of them, and it will apply to any of the selected types.

Apply only if customer has no discounts

Check this box if this discount should only apply if no discount is selected for "Discount type used" when entering sales. While this sounds like it's not a useful option, it can be important for making discounts mutually exclusive so the proper one is used. For instance, you might have a 10% discount for seniors, 15% for employees, and 5% for anyone else (with other conditions like applying to certain dates). While the ordering of the discounts can be used make this work properly, it's a good idea to check this option for the 5% discount to make sure it's not applied to seniors or employees by mistake.

Season Dates Applicable

This field is used to specify the dates for which the discount is applicable (think of it more as "sale dates" than season dates, but "season" is used here to be consistent with Rates and Sites setup terminology). Dates in this field and the other two Special Dates fields can be entered as single dates or as date ranges. You can also enter dates without the year if you want to specify dates that apply the same to every year, but this only applies to the Season Dates, not the Special Dates. If you leave this field blank, it means that the site is available all year long (so there's no need to enter **1/1 to 12/31**).

Note that the dates in these fields will be entered in the "regional" format according to your computer's settings -- for instance, month/day for U.S., and day/month for Canadian, etc. U.S. format is used in the examples.

There is no limit to the number of dates or date ranges you can enter, and the field will scroll as needed. Separate each date range with a comma. A space after the comma is optional (it will be inserted automatically when displayed). The format of a date is fairly flexible as long as if follows the month/day/year convention. Each range should include two dates separated by the word "to". Here are some examples of valid range entries:

1/1 to 9/30, 11/1 to 12/31	(note there are no years, so it applies to every year)
1/2/2002 to 4/3/02	(years can be 2 or 4 digits)
10-5-01, 10-7-01 to 12-31-01	(single dates can be entered, and you can use the dash in a date)

Regardless of the date format you use, it will be changed to a common format (like mm/dd/yyyy) after you save the information. If you make a mistake in an entry, it will warn you when you click Save and ask you to fix it.

You can clear out old date ranges once that year has passed (and add new ones for upcoming years). Unlike the dates for Sites, there is no need to keep old dates in the lists since you won't add P.O.S. transactions for past dates.

Special Dates Applicable

Special Dates Applicable take precedence over season dates in determining if a site is available. Even if you have specific seasons, there may be times when you want to make some discounts available out of season. You could just adjust the Season Dates if you enter the dates for each year separately, but if you use the same Season Dates every year (entered without years, like **3/1 to 9/30**) then it's easier to enter any exceptions in this field.

The Special Dates Available field follows the same formatting as Season Dates, with the exception that they should always have a year in them. (Otherwise you would be better off adjusting the Season Dates.) It's OK to have dates here that are considered applicable by the season dates anyway, but it would add work for the software so it's best to avoid overlapping dates.

Note -- Since this is an *exception* list, you can't just put the normally applicable dates here -- use the Season Dates field for the normal range. The Special Dates Available list simply overrides "out of season" dates, making dates applicable that aren't in the normal season range.

Special Dates Not Applicable

This is the highest priority of the date fields. If a date is included here, the discount will be considered not applicable on this date even if the same date is in both of the Dates Applicable lists above. Dates in this list should always have years in them.

Days of the Week Applicable

These checkboxes allow you to indicate which days of the week the discount is applicable on, handy for things like a "Tuesday special". Note that the days of the week selected can be overridden by Special Dates Applicable or Special Dates Not Applicable, so take care in specifying special dates in these cases.

If you don't plan to have discounts that are based on the day of the week, then you should disable these fields (see Define Data Fields). This will improve the speed of the program.

Notes

The Notes field is just for your own notes, perhaps an explanation of why a discount is set up the way it is. The Notes are never seen by the customer. They can be any length (it will scroll as needed).

Adding and Editing Inventory Items

The dialog for adding, editing, or viewing inventory details is accessed through Maintenance / P.O.S. Inventory Setup / Inventory Items (assuming you are authorized for the P.O.S. option).

This dialog has the standard Previous and Next buttons, Add New, Delete, Find, and Print buttons at the top just like the dialogs for Customer Details, Reservation Details, and Site Details.

If there are no inventory item records yet, or if you click Add New, the Record ID will show <NEW RECORD>. To add an item, just enter the information needed into this new record. (Be careful -- if it actually shows a number for Record ID, you're editing an existing inventory record!)

When you're finished with an item's information, you can click Save, which will save the changes and close the dialog -- or you can immediately click Add New to add another record so items can be entered one after another. Each time you click Add New, the current item information will be saved, a new record will be created and the cursor will immediately jump to the Inventory code field to help speed entry. Another time-saver is to use **Alt-A** on the keyboard instead of using the mouse to click Add New.

To further speed item entry, certain fields will be automatically set to the values used in the last item. These fields are Inventory Class, Transaction Category, and any Tax selections. Therefore it's a good idea to add your inventory in batches of similar items, so you don't have to change these fields often.

Another helpful feature is the Add Dup button. This adds a new record with exactly the same information as the current one (and jumps to the new record so you're editing that one, not the original one). This helps when you're entering many similar items, for instance different kinds of soft drinks. Often the only changes you need to make between them are the inventory code (especially if using the bar code), description, and quantity on hand. Vendor stock # or description might also need to be changed if you're not letting those default (leaving them blank -- see below).

If you decide not to save the changes or new record, even after entering some information, click the Cancel button. You will be warned if any new information would be lost by canceling the changes to the record, at which point you can abort the Cancel and get back to the dialog without losing your changes.

There is no limit to the number of items you can enter (except in demo mode), except computer memory (10000 or more is generally not a problem).

The fields are described in detail below. All discounts must have a description and either a percentage or an amount -- the rest of the fields are optional, and define when and how the rate is applied.

Inventory Code

If you're using a bar-code scanner, this should be the bar code as scanned from the product (you can use the scanner to read the bar code right into this field). Otherwise it can be any name or code you want to use for the item. While it's possible to leave this field blank, it's not recommended since some reports show items using this field. Having one or more items with blank codes will make reports confusing.

Tip: When an item scan code or text is entered on the P.O.S. sales entry dialog, it will look for an exact match with this field first -- if one and only one exact match is found, then that item will be immediately added to the ticket. So if you're not using bar codes for everything, then using short unique codes like "fw" for firewood can speed sales entry for common items.

If more than one exact match is found, then it will show those items in a list for you to select from (for instance you could use the code "soda" for all of your soda items). If no exact match is found, then it looks through all items looking for a partial match with either the inventory code or description fields, and will show all partial matches in a list to choose from (even if it's only one, partial matches can't be added automatically -- it would be shown in a Find list and it must be selected).

Description

This description is exactly what will be shown on receipts for the item, so it should be descriptive enough for the customer. It should also be short enough for the printer, so if you're using a 3" receipt printer (normally 40 columns), keep it short enough to fit on one line. If you're using a pole display, it should be limited to 20 characters (or at least make the first 20 characters reasonably descriptive). Also keep in mind that if discounts might apply then you should leave room for the discount's description. Receipts will show discounts with this description followed by the discount description, like "20 oz. soda : 10% off" (where the discount description is "10% off").

Inventory Class

Every item must be assigned to an inventory class. Depending on how detailed you want your reporting, you might have 2 classes or 100 classes, or more. This is completely up to you. Just click on the drop-down list and select the appropriate class. For convenience, you can click the Edit button next to the drop-down list to open the entire pick-list of classes for editing or adding new ones. For more information about setting these up, see the inventory setup section Inventory Classes & Transaction Categories.

Transaction Category

As with Inventory Class, each item must have a transaction category assigned, which will be used for each sale (charge) transaction for this item. See above for details.

Park (location)

This field will only appear only if you have more than one Park record defined. If you don't separate your inventory between parks (e.g. keep track of qty on hand separately for each location), leave this field blank.

Otherwise, select the park where this inventory item is located. If you have the same items at multiple parks, then the inventory items will have to be duplicated for each park, with the appropriate park selected and quantity on hand entered for each location. Also note that you will need to set up a filter under Filter inventory sales lookup at each workstation depending on its location, so that the proper inventory record is used and updated as sales are entered.

Vendor

If you want to keep track of the vendor for each item (or the preferred vendor, if several), then select that vendor here. Of course this is mostly important if you'll be printing purchase orders with the program, but you might want to just keep this information for your reference also. You can add a new vendor easily with the New Vendor button, without leaving the item you're working on. Note that it's important that each vendor have a different name, so that they can be identified in this list and assigned properly.

Vendor's Stock # and Description

These are only necessary if you're printing purchase orders. Even so, if the item's inventory code can be used for the vendor's stock #, and/or the item's description can be used for the vendor's description, then you can leave one or both of these fields blank. In that case, you must also make sure that the corresponding options in Maintenance / Printing Options / Purchase Orders are also enabled. If the vendor for this particular item wants a specific stock # or description, then you need to enter them here.

Cost each

This is helpful if you're printing purchase orders (so you don't have to enter it into the order each time), or you can enter it just for your reference. However it's not used in any reporting or accounting at this time.

Re-order threshold

This value can be used to warn you when stock is getting low, if the warning is enabled (Maintenance / Program Options / P.O.S.). It's also used for reporting (P.O.S. / Inventory Reports / Items below re-order threshold), and for automatically selecting items when creating purchase orders (P.O.S. / Purchase Orders / Create Purchase Orders).

Re-order minimum qty

This value is only used for the default order quantity when creating purchase orders (P.O.S. / Purchase Orders / Create Purchase Orders). Otherwise it can be left blank or just entered for reference.

Quantity on hand

This is the current quantity in stock, and should be entered for any item for which you wish to track the inventory level. It will be automatically updated each time a sale (or return) is made, and can be updated through purchase order receiving. Of course you can manually edit it here whenever needed also.

If you don't want to track inventory for an item (and don't want any warnings that it's out of inventory), leave this field blank. Don't enter 0 -- that would actually indicate none in stock, not that you don't want to track it.

Note that the quantity doesn't have to be a whole number. For instance you can track gasoline, propane, yards of rope or whatever you need to in decimal-point quantities like 1.5 or 0.03. Likewise, the price will be multiplied appropriately with whatever quantity you enter on the P.O.S. sales entry dialog, and inventory updated accordingly.

Price Each

This must be entered for every inventory item. This should be the pre-tax price for a single item (Quantity 1), before any discounts. The dollar sign (or other currency symbol) does not have to be entered, just enter a number like 5 or 1.95. Prices must be entered with the decimal point if not whole dollars -- it does not assume 2 decimal places (e.g. $5.00 is entered as 5, not 500).

Applicable Taxes

Check the box for any taxes that apply to this item when it's sold. The total price with tax (for a single item) will be shown below. Of course tax is actually calculated after all items on a ticket are added up, rounding appropriately on the total rather than adding tax to each item at once.

General Discount Pricing Schedules Applicable

To select one or more applicable general discounts, click the Select Discounts button. A list will appear with all general discounts shown. Use Ctrl-click to select one or more discount that should apply to this item. Once selected, you can change their order with Move Up and Move Down. Remember that the discounts will be applied in the order they appear here, so the order can be important if the discounts aren't defined to be mutually exclusive. See the Item Discounts section for details on how discounts work.

Item-specific Discount Pricing Schedules

Item-specific discounts must be set up separately for each item that requires them (thus it's best to use general discounts whenever possible). These are added, edited, an deleted right from this dialog -- they don't appear anywhere else. If this inventory item is deleted, its item-specific discounts are deleted with it. If it's duplicated using Add Dup, its discounts are duplicated as also (items never share item-specific discount records).

If more than one discount is shown, you can change their order with Move Up and Move Down. Remember that the discounts will be applied in the order they appear here, so the order can be important if the discounts aren't defined to be mutually exclusive. Also remember that any item-specific discounts that apply will override any general discounts. See the Item Discounts section for details on how discounts work.

Inactive

It's never a good idea to actually delete an inventory item once it has been used in a transaction (at least until all such transactions have been purged), because that would break the link with the transaction and affect reporting. If you no longer stock an item, simply check the Inactive box. That will keep it from being brought up for a sale, and will hide it from most reports unless specifically filtered to include inactive items.

Notes

You can enter any notes you like here, just for your records. Customers and vendors will never see these notes, but you may find them useful for recording historical information, notes about ordering from certain vendors, etc. To enter more than one line, click the "..." button to open a multi-line editing window.

Importing Inventory and Vendor Data

The Import function can be found on through: File | Import | Import Inventory/Vendor data. You must have Administrator access to use this function.

IMPORTANT: Importing cannot be undone -- make sure you have a backup before doing the import, so you don't have to manually delete data if a mistake is made!

There are two primary requirements for the data to be imported:

1. It must be in either a comma-separated-value (CSV) or tab-delimited (text) format. If it's a CSV format, make sure that any fields with commas are enclosed in quotes (this is the standard).

2. The fields must be in a form that equates to the fields in Campground Master. For instance, the Contact name for vendor information must be a combined first/last name, City/State/Zip must be separated, Inventory Item Classes must match the classes you've defined in the pick lists, Taxes to be applied must be as a yes/no or true/false field for each tax rate, etc.

Importing Vendors vs. Inventory

Keep in mind that vendors and inventory items are separate records in Campground Master. Inventory Items are "linked" to vendors, but the vendor data is in a separate table.

You can import just the vendor data from a vendor list, or you can import the vendors along with inventory items at the same time if your import file contains the necessary information. You will see when defining the import fields (below) that there are two sets of fields -- one for Vendors and one for Inventory Items. If you're importing just the vendor data, then you will only select fields for vendors. If the import data has inventory information, then you can also import the inventory items by selecting those fields. If you have two separate lists, one with vendors and one with inventory, import the vendors first. Then import the inventory, and if the inventory information has a vendor's company name as one of the fields then it can be properly linked to the vendors already imported.

Importing Vendors from QuickBooks

You can import a vendor database from QuickBooks accounting software using this same Import function. First you need to export the data from QuickBooks using its Export function. In QuickBooks, select from the menu: File -> Utilities -> Export... an Export dialog will open where you select the lists to be exported. Export the Vendor list only.

Then click OK and enter a file name to export to, such as "Vendors.txt". This will be a tab-delimited file that can be used for importing below, and will have appropriate address/city/state/zip information if you entered this data uniformly into QuickBooks. Note that the exported table may also have some extra information in front, like "CUSTDICT" records. Just select those and delete them before importing the vendor data.

Importing Inventory from QuickBooks

You can also import inventory from QuickBooks if you have it set up as "Items". First you need to export the data from QuickBooks using its Export function. In QuickBooks, select from the menu: File -> Utilities -> Export... an Export dialog will open where you select the lists to be exported. Export the Item list only.

Then click OK and enter a file name to export to, such as "Items.txt". This will be a tab-delimited file that can be used for importing below, and will have item information. Note that the exported table may also have some extra information in front, like "CUSTITEMDICT" records. Just select those and delete them before importing the vendor data.

The Import Process

There are several easy steps to importing.

1. Select a file. You can enter the entire path to the import file, or use the Browse button. When browsing, it will look for .csv and .txt files by default, but you can change the file type to show all files if needed. For instance, QuickBooks exports files with the ".iif" extension, so you need to select All Files to see those.

2. Select the file format. Select either comma-separated or tab-delimited. Don't worry if you get it wrong -- the data will obviously look wrong when you import it if you choose the wrong type, and you can simply change this selection and do the Load Import File again.

3. Load the file for preview. Click the Load Import File button to read the data. The data is not actually added to your database yet, it's just loaded in the list on the dialog for previewing and editing.

4. Define fields to import. If the file loaded successfully you should see the data in nice columns in the table. If the import file had headers in it, you'll even see the headers in the first line, like "first name", "last name", "city", etc. Now comes the important part -- you have to decide what each column means, in terms of Campground Master fields. This is usually pretty easy to do. Just right-click on each field (either the header or the actual data), and then select the field that corresponds to that column. Customer, Reservation and Transaction fields are listed separately, and there is also a separate list for Site Preferences (primarily used for preferences that might affect the charges, like 50A service). The column header will then change to that name so you know you've defined it. You don't have to assign fields to each column -- just skip any that you don't need or don't have corresponding fields. If you make a mistake, use the Remove function on the right-click menu. See the notes below for more details.

5. Select vendor fields to use for duplicate-removal besides the company. When vendor data is imported, duplicate vendors will be automatically removed if possible. This not only applies to data you're importing, but also to any vendors already in your database (it won't remove duplicates from your database, but it will avoid importing new duplicates.) This requires at least a Company name field (the data isn't much use without that anyway). You can also choose to check the Zip code field and/or the Address line 1 fields, to avoid filtering out duplicate vendor names unless they have the same address. If you uncheck these fields, or if they're not available in the imported data, then it will assume any that match first and last names are duplicates. Note however that this is only offered as a convenience when importing. Once the vendors are imported, you should make sure that there are no duplicate company names in the database. See the section on Vendors for details.

6. Convert vendor names/addresses to mixed case or upper case. Other programs may force or suggest that vendor information be all upper case, which is easier to enter but is not as professional looking on orders. So you may want to decide to start entering the information in mixed-case, and you can also have the import function convert the old information. Conversely, you can make sure that all of the old information is in upper case if you wish to keep with that procedure. Note that this only affects the data during this session, not data already entered or previously imported into Campground Master.

7. Edit data if needed. The preview list is fully editable, so you can delete any records that you don't want to import (like obvious duplicates or blank records), and you can even enter corrections as needed here before importing. Just click on a field in the grid to select it and then start typing to replace it, or click twice to edit the value without replacing it. Likewise, just click any field and click the Delete button to delete the entire row. (Ctrl-click and shift-click functions for multiple selection also works.) Note that it the import file included a header row, you should also delete that row.

8. Import the data. When everything looks right, click the Import Data! button to perform the import. You may see an error or warning prompt about duplicate filtering or field definitions if there seems to be something missing. As the data is imported, you will see customer/reservation totals and a duplicate total count up at the bottom.

When the import is complete, all records imported are removed form the list, but there may be some records left over in the list, with a message saying that some errors were detected. To see why a record was not imported, just hold the mouse over the record in the list -- an error message will be shown with the reason for the error. Errors are typically a result of records that don't have an Item code or Company name (required by Campground Master), or for Inventory Item Classes or Transaction Categories that weren't recognized, or fields that were not formatted properly. You can ignore them and close the dialog to skip importing those items, or you can manually edit the records and run the Import again, as many times as needed to get them all imported.

When all is finished, just Close the dialog -- the data is imported to the database and the reports will be refreshed if necessary.

Notes on Importing Data

Some fields can be selected more than once, and the data will be combined into the one field in Campground Master. For instance, any data that doesn't have a direct import field correlation can be imported to the Inventory or Vendor Notes field. Each imported field will be added to a new line in the Notes, so that information is transferred even if Campground Master doesn't have a specific field for it. Also, any number of columns can be assigned to Vendor Contact Names, and they will simply be combined into the single field.

The Add Tax fields (flags for whether each tax should be added) and the Inactive field are true/false fields. These must be one of the following: true, false, yes, no, T, F, Y, or N. (Upper or lower case does not matter). If it's blank, then it's assumed False. Note that the Add Tax fields are simply numbered 1 to 5. You will need to know which number applies to each of your tax categories -- see Maintenance / Park Setup / Taxes for this numbering.

Inventory Item Class and Transaction Category

Inventory Item Classes and Transaction Categories must be assigned to every inventory item in Campground Master. When importing, you must either select an import field for each of these, or assign a default class/category to every imported item (you will be prompted for this when you do the import). If the import file has no field that would correspond to these, then the default is the only possibility.

However if the imported data does have some kind of class and/or category information, then it would be a good idea to keep that. The difficult part is that an exact match must be found for the class and/or category in the corresponding pick list, or else it can't be imported. Since there are often a large number of classes given to items, it would b a lot of work to enter all of those manually into Campground Master. So here is a procedure which can help:

1. Load the import data into this Import dialog.
2. Locate the data column that appears to be the class information, and Copy/Paste that whole column into an Excel spreadsheet (or any spreadsheet program).
3. Sort the column (if you didn't already to this before copying).
4. Go through and delete any duplicates and an other unwanted information (like headers), and note how many there are.
5. In Campground Master, close the Import dialog and open the appropriate Pick List, like Inventory Item Classes.
6. Click New Record as many times as needed to add all of them.
7. Copy the column of data from Excel, and Paste it into each of the first 3 columns in Campground Master

(starting at the first pick list item, of course)

8. Now go back to Import, and you can import the data. (Select the appropriate field for each column in the import list of course.)

Repeat steps 2 through 7 for both categories and classes, if needed. Note however that it would probably be better to just do the classes and let the categories default to a single value. See the section on Inventory Classes and Transaction Categories for more explanation of these fields.

Filter Inventory Sales Lookup

This function, under Maintenance / P.O.S. Inventory Setup, lets you set up a filter defining which inventory items will be available for sales entry (Point of Sale).

This is most often used when you need to track inventory separately for multiple parks or stores. For each workstation in the multi-park or multi-store network, you would set this filter to include only those inventory items designated for that park record. (Note that if an item's Park field is blank, it will still be available to all parks).

It could also be used to limit sales to inventory items of a particular cost (e.g. to exclude high-ticket items), or to restrict certain items like liquor at certain check-outs.

Actually most of the filter selections available would not make sense for this function -- it simply uses the standard Inventory Filter function for convenience and maximum flexibility.

If you find that some things you know are in inventory can't be found when entering sales, try opening this filter and clicking Reset All to make sure it's not filtering out something by mistake.