

1 Version 9.0 Release Notes

These release notes list all changes since the version 8.0.6 release.

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

Upgrades License Expiration Note: To use this version, your free-upgrades license must be current through **9 / 2016** (September 2016). To check your free-upgrades license expiration date, go to [View / Product Authorizations](#) and check the "Upgrades free through" date.

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

Credit Card Processing Changes:

- X-Charge (XpressLink):
 - Added support for EMV (chip card) processing (See the X-Charge EMV Setup notes if you're upgrading to an EMV card reader)
 - Allow "Process" to be clicked before any card entered or Payment Method selected entered
 - Added option for allowing manually keyed cards or not (so you can disable both manual and swiped entry in Campground Master, requiring the user to click Process first)
 - Added option for Vaulting manual cards before processing (required to bypass an EMV swipe pad for manual cards, allowing direct entry in Campground Master)
 - Guarantee / Edit Guarantee -- add Vault button even if the "Never save credit cards" option isn't set
 - If XCharge.exe not found in configured location, look in typical locations (e.g. in case of a Windows upgrade)
- Added support for Cayan's MerchantWare "Genius" credit card processing, for EMV (chip card) support. See the Cayan Genius Setup notes.
- Credit Card Processing Setup - removed the "Hardware present" selection, it was never needed.
- Credit Card Processing Setup - Don't allow debit option if no Debit payment method defined.
- Credit Card Processing Setup - Make sure the Processing software can always be selected, even if processing through master.
- Credit Card Processing Setup - Don't allow Processing through Master if using MCPS or MerchantWare
- Credit Card Processing Setup - Added a "Copy settings from master" button to make clients easier to set up.
- Increased credit card processing timeout to allow for longer delays
- Don't allow cc payment to be saved without processing, if processing is enabled (set a default access level to "Nobody" -- can be changed if needed)
- MerchantWare -- Fixed so non-US zip codes aren't sent, to avoid a format error
- MerchantWare -- Fixed so it doesn't send the address if "Use AVS" is disabled

- MerchantWare and MCPS/T-Gate -- Limit the receipt # to 8 chars and all digits to avoid format errors
- MerchantWare and MCPS/T-Gate -- Increased internal timeouts (was 10 for connect, 20 for reply -- now 30 for connect, 40 for reply)
- Fixed so the last character of credit card auth codes isn't stripped off if it's a letter.
- PC Charge Void processing -- allow "Captured" and "Processed" responses to indicate successful voids (previously only "Voided" was a success)
- Fixed a bug that could use the remaining balance on a prepaid card as the amount approved instead.

Other Changes:

- Access Levels -- Allow setting items to a "Nobody" level, so it's even disabled for Administrators (this allows completely disabling any function that has an Access Level setting).
- Transactions entry -- allow selecting one or more Charges first and then clicking Discount, and it will fill in the %-of field (amount to be taken a percentage of).
- Find Reservation -- always include the "Date Made" column
- POS -- allow discounting a negative charge (e.g. for manually handling returns without a receipt)
- Program Options -- Changed "Make checked-out sites immediately available" to "Remove checked-out reservations from the Rack" (wording change only).
- Viewing Journal entries for Resv & Cust -- added options to view one from the other (combine Cust with all Resvs for the customer, and Resv with all of its Cust entries)
- Networking -- when full database requested, it is sent in small chunks instead of all at once (fixes problem of failing on large databases), and also shows a progress dialog on the client so you can tell it's working.
- Find Customer -- if done from the toolbar or F3 (according to Program Options), use separate Cancel / Add New buttons so there's an easy way out without adding a new customer.
- Find Customer -- don't come back into Find Customer after a customer is selected/edited
- Hide deleted audit trail data details in logs and network communications to save bandwidth (e.g when it's being compressed or purged)
- A new driver for the APG USB cash drawer has been included with the distribution -- may fix some issues with Windows 8 and 10.
- Updated the ZIP code and Canadian Postal Codes database

Bug Fixes:

- Fixed so when checking out, the Site Dirty flag is set for synced reservations also (if so configured)
- Fixed so when checking out, the credit card info is removed from synced reservations also (if so configured)
- Fixed Meter Readings reports/adding charges so the Reservation is in context for rates with expressions (for correct expression calculation in scripts)

- Fixed to check the proper access level setting for adding inv item from Find POS item (was restricting to Admin)
- Fixed Export function for records, e.g. for Rates, so it exports the correct fields when some fields are disabled.
- Fixed Cash Drawer Setup to ignore command string if USB selected
- Fixed "Sending E-mail" -- if Enter hit, it was closing the dialog w/out sending or confirming close.
- Fixed Reverse Charges function so charges with blank Qty assume -1, not 0
- Fixed Transaction Summary report so when reporting "by qty", blank quantities are counted as 1, not 0
- Network Setup -- removed Ping button, since it often didn't work anyway
- Departures tab -- added E-mail, adults, children, pets, vehicles & trailers as a field options
- Fixed so when ADDing sub-member & non-synced Resvs, the Discount Used and Group reference (name) get copied to the new one added
- Fixed Find Customer so when a customer name is entered, then Add New, clicking Save without making any other entries actually saves it instead of discarding it.
- Occupancy Report, etc -- grey out "Generate report" if auto-generate checked
- Fixed Custom Form bug -- "Other" form type wasn't working for any record besides Resv or Cust, e.g. Inventory item.
- Fixed "Print reservation receipt or other forms" to include Envelope type forms (if reservation-based), so those don't have to be made type "Other"
- Fixed the E-mail confirmation to show the right period info for hourlies
- Fixed POS so that if item qty is changed after entry, it warns about low on-hand properly
- Fixed Monthly Billing to properly "Extend 1 month" on sub-members even when linked Resvs shown, without having to select them individually
- Select Rates -- changed it so it keeps the exact order of the rates (Rental + Add-ons intermingled) instead of showing all Rental rates first and then all Add-ons (when Rental + Add-ons selected)
- Fixed New Reservation / Quick-find customer so it warns when a customer with a warning flag is double-clicked
- Find Customer -- remove disabled fields from filter-by list
- Fixed Select Rates / Override (show all) to include rates that the Advanced Condition expression was filtering out.
- Fixed -- QuickBooks IIF files with descriptions over 100 characters was causing "Import accounts, etc from IIF" to crash (Export to QuickBooks function)
- Added "X-Mailer" parameter to outgoing E-mail messages, hoping to help reduce spam blocking
- Fixed Event Action "Change to Pending" -- was not triggering if changing from Confirmed or Guaranteed to

Pending

- Fixed Access Level checking for Reverse Charges (even if "reverse charge" allowed, it was being blocked by the level check for entering negative charges)
- Fixed Custom Forms for 3" receipts and E-mails to abide by settings for showing tax details eg (\$15.00 @ 5%), combining taxes, or rounding nickels.
- POS, selecting a Resv -- if a linked reservation is selected instead of the transaction master, use the master automatically (don't prompt, that gets people into trouble)
- Reservation New/Edit Trans on a linked reservation -- if it's non-master Resv but it has any transactions on it (which shouldn't really be there), show an appropriate warning, and let them in to edit them even if the option is not set to "warn if non-master"
- Fixed Hercules download to recognize a blank order (due to a known Hercules bug), and instead of just queuing an error, request a full sync to get the correct information
- Fixed Hercules processing to clear the queue of unprocessed (due to errors) reservations before processing a full download, so it can accept corrected orders.
- Fixed Networking so that if a workstation is changed from a master to a client, it forces a Full Database Refresh (fixes a problem of skipping some changes)
- Fixed -- sometimes (in Windows 10?) it said the database file is read-only so it couldn't write it -- now it does not show an error and overwrites it properly.
- Fixed Printing Options, "# of copies" fields to not allow 0 copies
- XpressLink options -- Don't allow using a network path (fixes problem of sharing a network path, causing missed transactions)
- Fixed bug causing the Cancel reason to revert to "Canceled" if anything in Reservation Details is edited later
- Make sure the date/time on the credit card slip shows when the payment was processed, not the "Posted" transaction date (if the transaction date is manually changed, that should not affect the credit card slip's date)
- Fixed an issue with sub-member reservations' paid-through dates when paid in full.
- Fixed -- adjusted 3" non-fixed-pitch receipts right margin to keep it from cutting off amounts
- Fix so it still shows Change Due if not printing or opening a drawer but saving payments immediately
- Changed the "Ping" test for Networking to use a Command Prompt, so it works properly.
- Fixed a problem caused by having deleted and re-added Periods in a Schedule using the same period name as before
- Fixed so that a payment made in the POS (entered through Reservation Transactions or Customer Transactions) can't be lost by Canceling (Cancel is not allowed).

Changes in 9.0.1 patch:

- Fixed Resv details, check Guaranteed box wasn't showing any of the resv info at the top of "Guarantee

Reservation"

- Fixed critical crashing problem on master whenever a full database is requested.

Changes in 9.0.2 patch:

- Fixed PC Charge bug when a previous transaction ID exists (not sending card data to PC Charge)

Changes in 9.0.3 & 9.0.4 patch:

- Fixed X-Charge vault-keyed-cards issues with "X-Charge already running" error and "Invalid Account #" error

Changes in 9.0.5 patch:

- Fixed X-Charge problem of not showing customer name on receipt if a vaulted card is used (or a keyed card saved to vault before processing) -- pass the original typed name through to the result since X-Charge doesn't have it.

Changes in 9.0.6 patch:

- X-Charge now returns the cardholder name appropriately, so it can be included on the receipt below the signature line (instead of the generic "cardholder name").
- Fixed MerchantWare/Cayan processing when a previous transaction is present -- it was sending the previous transaction ID which seemed to result in using the wrong card or wrong transaction type sometimes.
- Support Mastercard's upcoming change to use cards starting with the digit 2
- Remove the Exp Date from Amex credit card slips (as required by Amex now)
- Fixed: Allow the "Don't Move" option on Reservation Details for hourly type reservations
- Fixed the confirmation E-mails format (Last Night on same line as First Night when "hide check-in times" was enabled)
- POS fix: Surcharge-type "discounts" were calculating tax as if it was really a discount (subtracting it)
- POS fix: Tax was calculating incorrectly for surcharges if the Qty changed on an item
- POS addition: Discount (& Surcharge) definitions now have the option for non-taxable, e.g. for bottle deposits

2 X-Charge EMV Setup

Here is information for X-Charge users wanting to add support for chip cards.

First you'll need to get the new EMV terminals from X-Charge, so contact them and let them know you're ready to accept chip cards through Campground Master. They will know what terminals are compatible with X-Charge. Once you get the terminal(s), X-Charge support will help you get the terminal configured in X-Charge.

After that, you should make a few changes in Campground Master to properly handle the new terminal. From now on, you'll just click "Process Card" in Campground Master before swiping a card (unless you're keying one in manually). A few new options have been added for better support of the new EMV terminals as well as tighter PCI security measures. X-Charge recommends that credit card numbers not be stored in Campground Master at all, and in fact won't process cards directly from Campground Master. This does NOT mean you can't store and retrieve cards, since X-Charge has the Vault function to store cards. It just means that you won't be able to see the full card number in Campground Master even if you're an Administrator.

The settings recommended for using X-Charge with an EMV reader are detailed below. These should be the only thing you need to change or verify when switching to an EMV terminal (other than the configuration of X-Charge itself).

These 4 settings are in Maintenance / Credit Cards / Processing Setup, then click the "XpressLink / EdgeLink settings" button.

Allow "Process" before swiping/keying in credit card -- This must be checked, since you can't swipe a card through Campground Master any more.

Allow swiping credit card before "Process" -- This must **not** be checked, since you can't swipe a card through Campground Master any more.

Allow keying in credit card before "Process" -- This should be checked for smoother operation. While you could uncheck this and always click Process first, this requires several extra steps in X-Charge that can get awkward. Feel free to try it either way to see which you prefer.

'Vault' keyed cards before processing -- This must be checked, if the above option is checked (see below for details).

Also, we recommend that you select (check) the "Never save credit card numbers" option in Maintenance / Credit Cards / Security Setup. Also leave the "Don't retrieve previous card information" option unchecked, since this will not pose any security risk if you're not saving cards in Campground Master. It will be able to retrieve them securely from X-Charge.

3 Cayan Genius Setup

Below are the basic instructions for setting up for Cayan Merchantware and/or Genius support. Some of this may already be set up if you've been using Merchantware. If you're adding the Genius terminal for EMV card support, you will primarily need to go into the Merchantware Settings to enable Genius and enter the Genius terminal IP address. You should also review the rest of the settings as detailed below.

Using the "Genius" terminal -- EMV/chip cards, Debit, etc.

Cayan has a special terminal to allow various advanced forms of processing, including EMV/chip cards, Debit/PIN cards, and even ApplePay. You will need to contact Cayan and get the terminal equipment from them. Once this is set up, just enable it in Campground Master and enter its IP address and it will integrate seamlessly.

- Note: The Genius terminal requires a hardwired Ethernet connection to your LAN (router), so if the only network connection at the POS location is WiFi, it will not work. It also requires access to the internet (as does Campground Master).
- IMPORTANT: You cannot process cards on one terminal from multiple workstations at the same time -- attempting to do so will cause errors and possibly incorrect approvals. While you can share a terminal with multiple workstations, it is up to the operators to make sure that the terminal is not currently processing a transaction from another workstation before starting another one.

MerchantWare setup in Campground Master

Here are the steps for setting it up for MerchantWARE, for use with Cayan's merchant services or with another merchant service.

Network users: Note that settings are workstation-specific, so this must be done on each computer. However if you set it up and get it working on the Master computer first, then you can use the "Copy settings from the Master workstation" button on each client to auto-copy all of the applicable settings in one step. Then the only thing you may need to adjust is the Genius terminal IP address (each terminal has a unique address).

1. In Campground Master, go to Maintenance / Credit Cards / Processing Setup, and check the "Enable..." box
2. Select "Cayan MerchantWARE Web" for the type of Processing Software Used.
3. Click the **MerchantWARE Settings** button, and enter the Merchant Name, Site ID, and Key given to you by Cayan.
4. To use the new Genius services (Genius "CED" terminal and/or Transport.Web as backup), check "Use Genius protocol". This allows you to process a payment without entering the card information in Campground Master (click the "Process" button before entering a card number), which is more secure.
5. If you have the physical Genius terminal, check the "Genius terminal present" box and enter the IP address of the terminal to be used with this workstation.
6. The other options here may be left as the defaults (see settings details below for details). Click "Save" to return to Processing Setup.
7. Make sure "AVS enabled" and "CVV2/CVC enabled" are both selected, since these are required for MerchantWare.
8. Set other options as desired in the Credit Card Processing Setup dialog (see Processing Setup Options).

For networked setups, simply repeat the steps above on each computer, or use the "Copy settings from the Master workstation" button and then set your specific Genius terminal IP address (if applicable).

Note: Each computer must have access to the Internet.

Additional Transaction Categories:

When processing payments through Genius, additional features may be available that allow the customer to add a Tip, Surcharge, or Donation through the terminal (contact Cayan for details about enabling and using these). If this happens, Campground Master will add a corresponding Charge transaction, and will expect an appropriate Transaction Category to be available. Therefore you must add Transaction Categories (see Maintenance / Pick Lists) with the exact Selection Names of "Tip", "Surcharge", and "Donation" as needed. Otherwise it will use the first category in the pick list, which will be confusing to you and the customer.

MerchantWARE Settings Dialog

Various MerchantWARE options are accessed through Maintenance / Credit Cards / Processing Setup, and clicking the "MerchantWARE Settings" button (only available if "Cayan MerchantWARE Web" is selected as the processing software used).

Merchant Name -- Set to the Name given to you by Merchant Warehouse. It must match exactly.

Merchant Site ID-- Set to the Site ID given to you by Merchant Warehouse. It must match exactly.

Merchant Key -- Set to the Key given to you by Merchant Warehouse. It must match exactly.

Use Genius Protocol -- Check this to use the newer Genius protocol, including a Genius terminal and/or Transport.Web secure web page entry of credit card information.

Genius CED terminal present -- Check this box if you're using a Genius CED (Customer Entry Device) terminal at this workstation.

Disable direct credit card entry on Enter Payment dialog -- Check this if you want to prevent keying and swiping cards directly in Campground Master. This increases security by keeping Campground Master out of "scope" for PCI compliance (unless you enter cards in the Guarantee Info). This only applies if you use Genius protocol, since without Genius you must enter or swipe cards in Campground Master to process them.

Genius terminal IP address -- Set this to the IP address of the terminal that will be used with this computer. If you didn't make a note of it when setting up the terminal, see below. It should be set to a "static" IP address so it won't change if your router loses power (the directions that came with your terminal explain how to do this). Also, here is a procedure for finding the IP address, but we can't guarantee that it's correct for all terminals (contact Cayan for details if this doesn't work):

1. From the Idle Screen press "0 0 0" (zero-zero-zero) on the key pad.
2. Using the keypad enter your Genius CED password (9416557).
3. Press the Green enter button on the keypad.
4. "IP Address" is the first display setting.
5. Press the Red cancel button on the key pad to return to the idle screen.

Stage connect/response timeouts -- The number of seconds it should wait for successful connection and for getting a response from the MerchantWare server when requesting a transaction key for a Genius transaction. Defaults are 10 and 30 seconds, respectively.

Terminal connect/response timeouts -- The number of seconds it should wait for successful connection and for getting a response from the Genius terminal device. Defaults are 10 and 180 seconds, respectively. Note that the response timeout must be large enough to allow for the customer to decide what to do, get through all of the prompts, sign, etc..

Other settings -- The remainder of the settings on this dialog should only be changed if directed by support staff. Changing them may keep the processing from functioning properly! In case they accidentally get changed, here are the correct defaults (as of the time of this publication):

Endpoint domain: transport.merchantware.net
Port: 443
Endpoint path: v4/transportService.asmx
Namespace: http://transport.merchantware.net/v4

MerchantWARE Troubleshooting

Here are some common error messages when processing with MerchantWare, and their cause or remedy:

Invalid Credentials (or similar message indicating an unknown user, customer, or merchant) -- double-check the Merchant Name, Merchant Site ID and Merchant Key fields and make sure they match what you were given.

Any 4-digit error code, like **code 1007** -- These error codes come from Merchant Warehouse's processor, so you need to contact them to find out what it means.

Refunds not processed ("missing reference") -- Contact Merchant Warehouse and have them set your account to allow returns without the original reference.