

Changes to CM v785 Main Features Explained.

Previous Credit Cards From Prior Stays

Campground Manager can now use previous credit card information from prior customer stays. Until now the use of previously used credit cards could only be used within the same stay. Once the customer checked out, the previously used card could not be used with another stay unless the card was presented for scan or manual entry. Now previously used, valid cards can be used within a new customer stay.

Here is the process.

First Name:	JEFF		
Last Name:	TOKAR		
Street Address:	TEST		
Zip Code:	LOS1JO		
Phone:	9998889999		
Ticket Number:	103000066		
Action:	Sale 1		
Amount:	2.00	PREPAYMENT/DEPOSIT	
Pre-Authorize:			
		<u></u>	

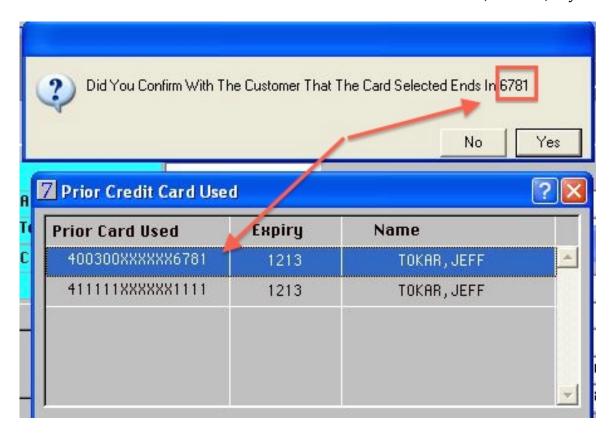
When accepting a payment by credit card the "Previous Card" button will automatically appear if a valid card has previously been used.





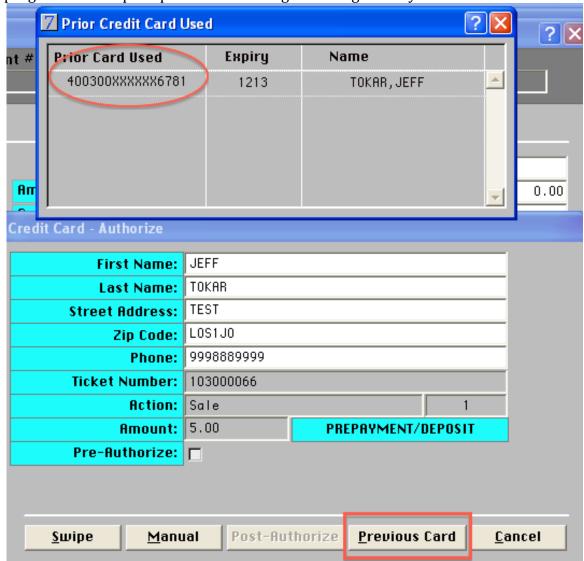
In the case of a new registration there would not have been a previous card used as payment yet. However the registration may be for a repeat customer that had previously paid with a credit card. Campground Manager will now search all previous stays for the customer and look for a valid credit card to use in the new registration.

The customer ID is used to search for valid cards. It is critical that the registering clerk make sure the customer details are validated ie. Phone number, address, city.





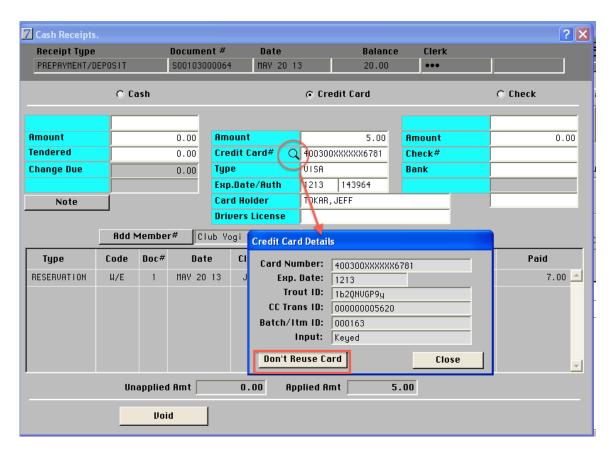
As an added safety measure, previously used credit cards that are <u>pulled from</u> <u>previous stays</u> will prompt the user to validate the last 4 digits of the card number verbally. Once a card has been confirmed and used at least once within the stay, the program will not prompt for validation again during the stay.



The validated card used in a prior stay will be available for use with the Previous Card function during subsequent payments within the current stay. Additional cards will also appear in the Previous Card list if they are scanned or manually entered during the course of the stay. Cards from prior stays will not be available for selection once a current valid card has been selected.

Cards from prior stays that have and invalid expiry date will be ignored and will not appear on the list.

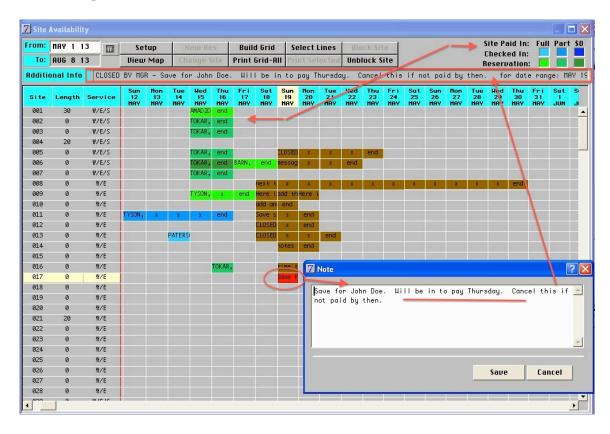




Cards that should not be reused within a stay or in future stays can be disabled by selecting the View Payments button on the Transaction Screen. Double click on the credit card transaction to view the Cash Receipt screen. Click the credit card looking glass beside the card number to view the Credit Card Details. Click the "Don't Reuse Card" button to prevent the card from being used with the Previous Card function.



Grid Changes



The Grid has been modified to indicate Checked in (blue) and Reservation (green) status but also if full payment, part, or no payment has been received for both statuses. The light shade indicates the transaction is fully paid the medium shade indicates part payment and the dark shade shows that nothing has been paid.

The brown cells are blocked sites. They can be blocked to shut down a site for maintenance or to hold a site for a customer that is unsure of their details. It can also be used to block out group sites prior to the finalizing of details. Blocked sites can contain notes up to 250 characters in length. Short notes are displayed by single clicking on the cell and reading the Additional Info section at the top of the grid window. To view longer notes double click the blocked cell to read the entire message. Messages can be added or edited at any time.

To remove a blocked simply select one of the cells in the block and click the Unblock Site button at the top of the grid window. To add a block click on an empty cell on the date in which you want to start the block. Click the Block Site button and a window will pop up asking for the number of nights you wish to block the site. Note may be added during this process.