RIVCO PARKS
Neptune User Guide

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User Guide Overview

This Neptune User Guide explains the functionality of the Point of Sale (POS) and Camping Module and covers the following topics:

- POS Application
- Customer Information
- Map and Date Based Matrix Views
- Camping Reservations

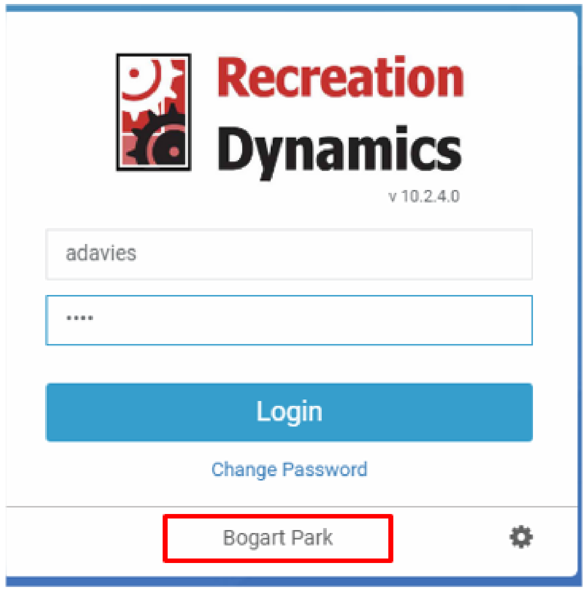
Field POS Operations

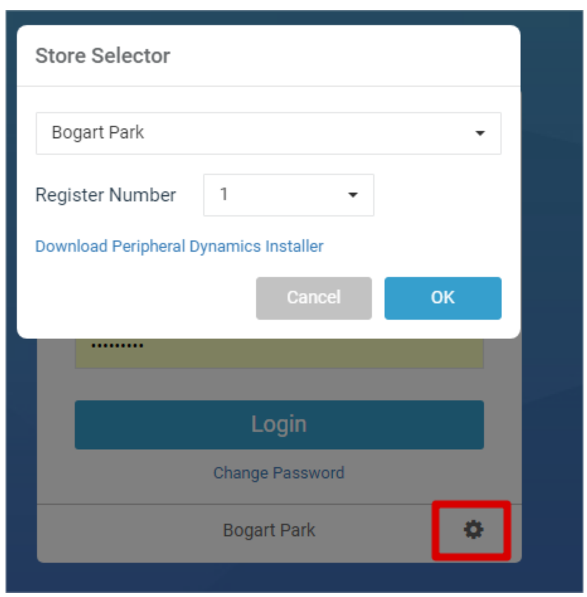
Browser-based Application

Neptune is now browser-based. It is accessed via a URL by using a web browsers such as Google Chrome and Internet Explorer. US eDirect highly encourages the use of **Google Chrome** for best results.

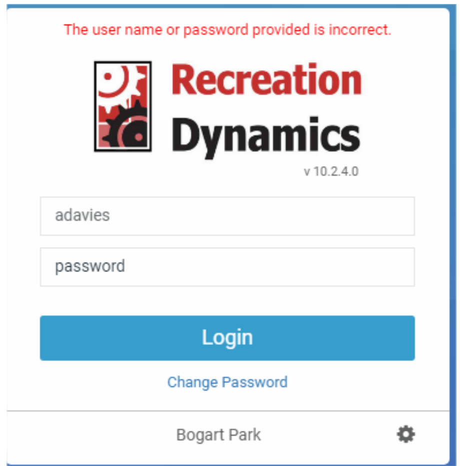
Logging on to Recreation Dynamics

Your User ID and Password will be assigned by your Park Manager. To logon to the POS Application, a URL will be provided for you to access via Google Chrome. A logon window will appear. Enter both a User ID and a Password in the designated fields. **BE SURE THE CORRECT STORE GETS SELECTED**. By clicking on the gear icon, you can further select the register that you must logon to.





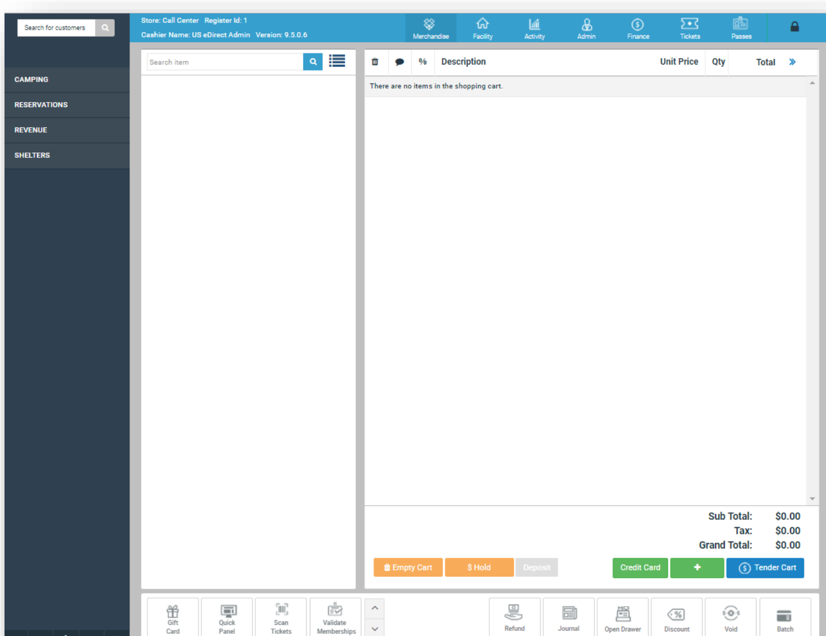
In the event that an incorrect User ID and/or an incorrect Password is entered, the following message will appear:



Please check for any typographical errors in the entry of the User ID or Password. Your User ID is not case sensitive but your **Password is case-sensitive**.

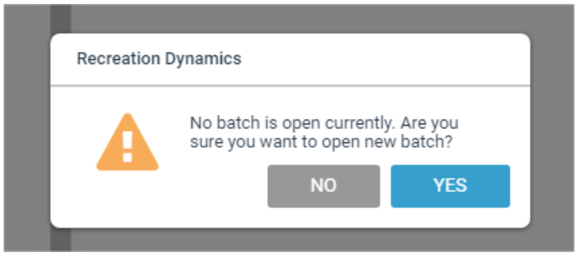
If you are still unable to continue, please contact your Park Manager who has access to your user credentials including your current User ID and Password.

Once this initialization has completed, the application will open up to the default screen as shown below:

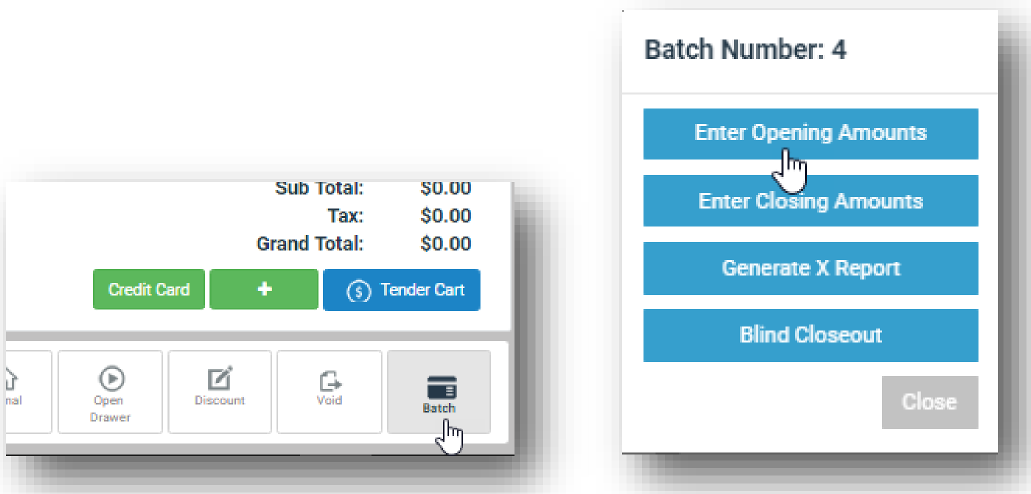


Entering Opening Amounts

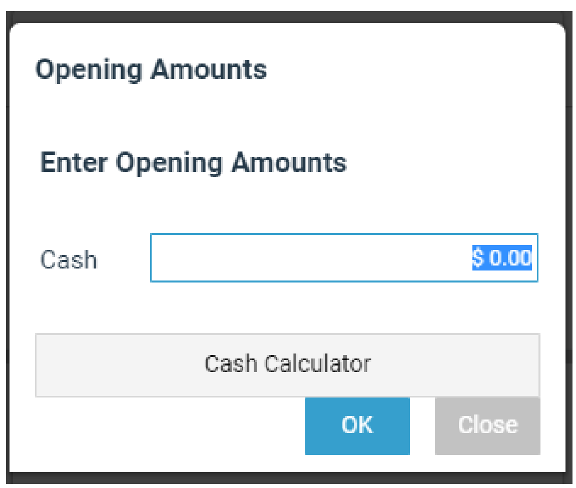
At the start of every shift, provided that the previous user has closed out in the required fashion, the application will prompt you to enter the Opening Amounts, by opening the following window upon logon. It is critical that the previous shift was closed via Blind Closeout for this window to open up correctly. Please ensure you follow the steps for Blind Closeout shown later in this section.



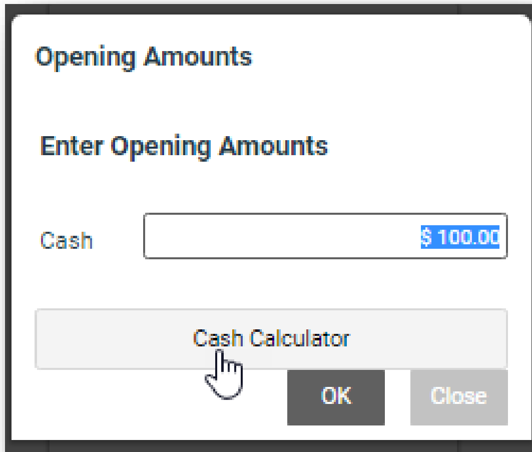
You may also access the different Batch functions by selecting the Batch button while on the Merchandise or Activity modules and selecting Enter Opening Amounts.



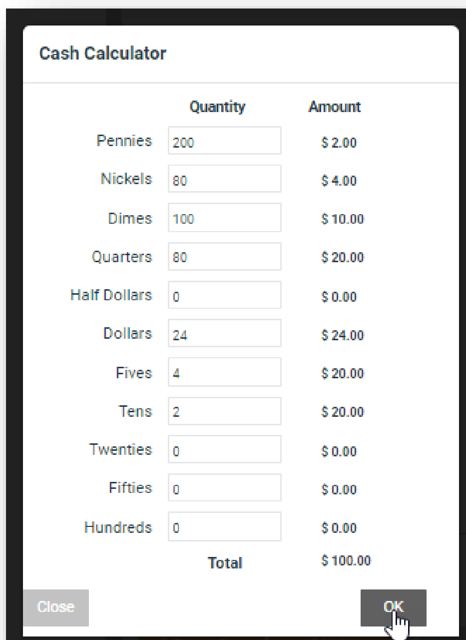
Enter your opening Cash total and select OK.



Or, you may choose to use the Cash Calculator to calculate the total cash:

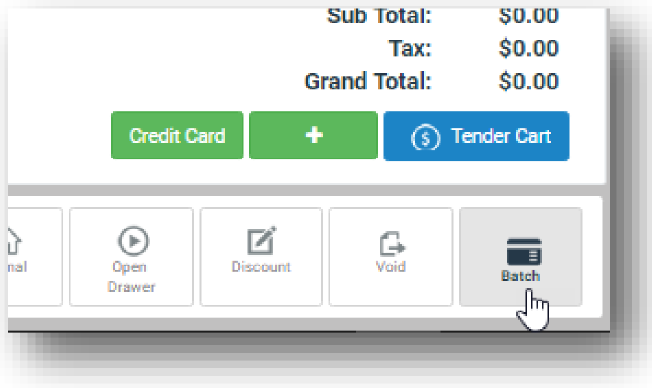


In the example below, the user is calculating that their opening amounts are 200 pennies, 80 nickels, 100 dimes, 80 quarters, 24 dollars, four fives and two tens and the application is calculating the total as $100.00. This procedure will allow you to enter the total amount of each coin and/or bill type into the field, assisting in minimizing manual calculation errors. Once you select OK, you may begin your shift.

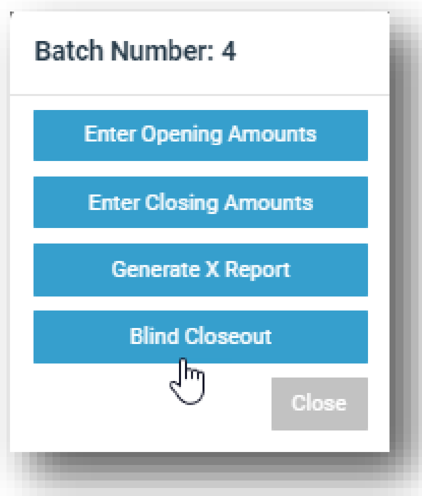


Entering Blind Closeouts

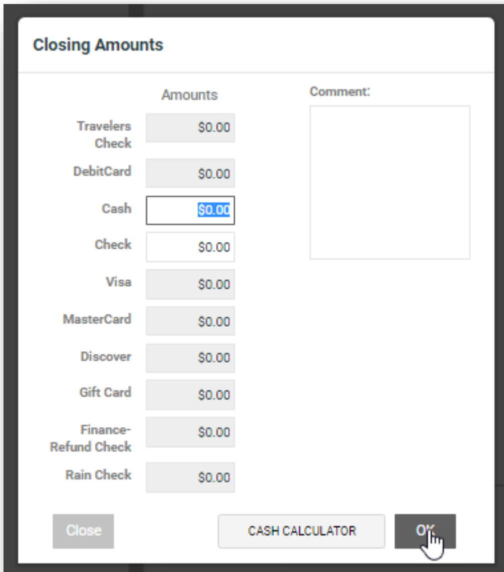
To perform a Blind Closeout, select the Merchandise or Activity module from the main screen and select the Batch button in the lower right-hand corner of the screen.

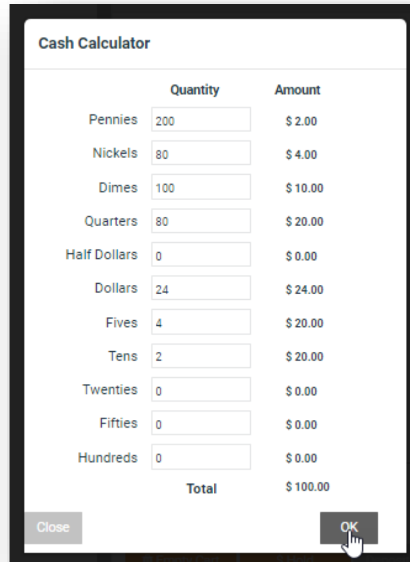


From the Batch drop down list, select Blind Closeout.



Selecting Blind Closeout will bring up the following window on the left:

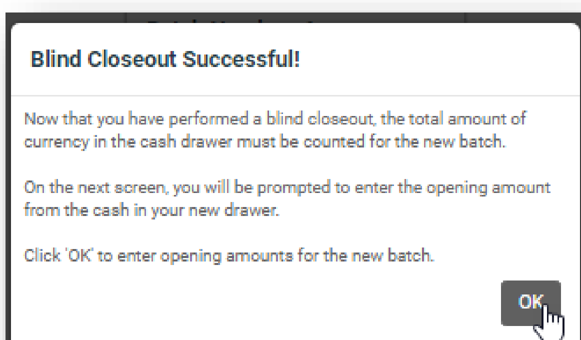




The application will pre-fill the Credit Card and other tender totals. You will need to enter the closing totals for both Cash and Check. As with the Opening Amounts, you may choose to streamline the process by using the Cash Calculator. This procedure will allow you to enter the total amount of each coin and/or bill type into the field, assisting in minimizing manual calculation errors.

Once the totals have been entered, select OK to begin processing of the Blind Closeout.

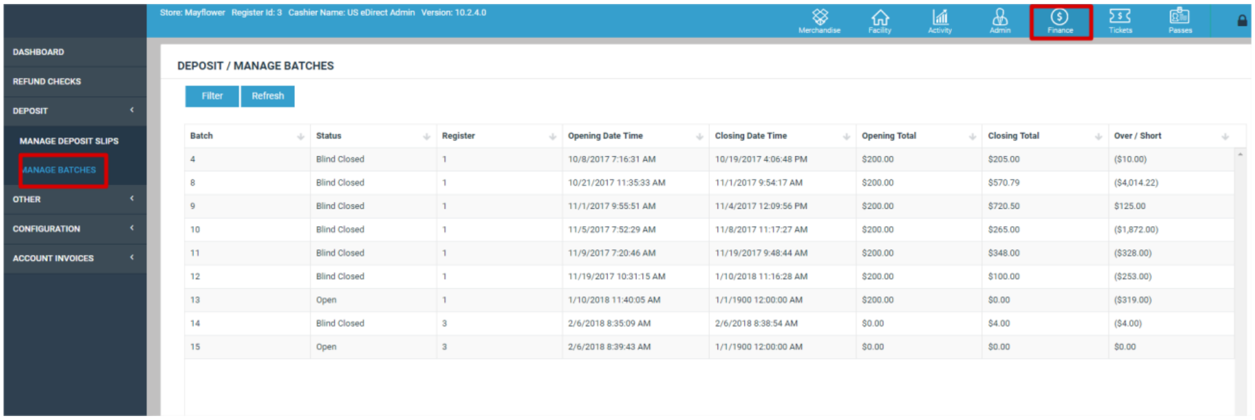
After a few seconds, the following window will appear, notifying you of a successful closeout. You will then be returned to the logon screen.



If it is the end of the day, you may either choose to close down the computer register or simply ignore the logon screen until the following day when the next shift starts. For mid-day shift changes, you may logon to the application and will be prompted to enter your Opening Amounts to begin a brand-new Batch.

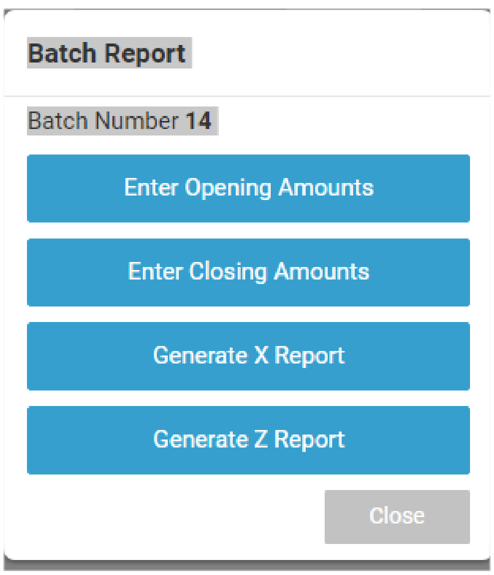
Completing a Deposit

To do a deposit, you must go to Finance>Deposit>Manage Batches first. From here you can find the batches that are still open or have been blind closed.

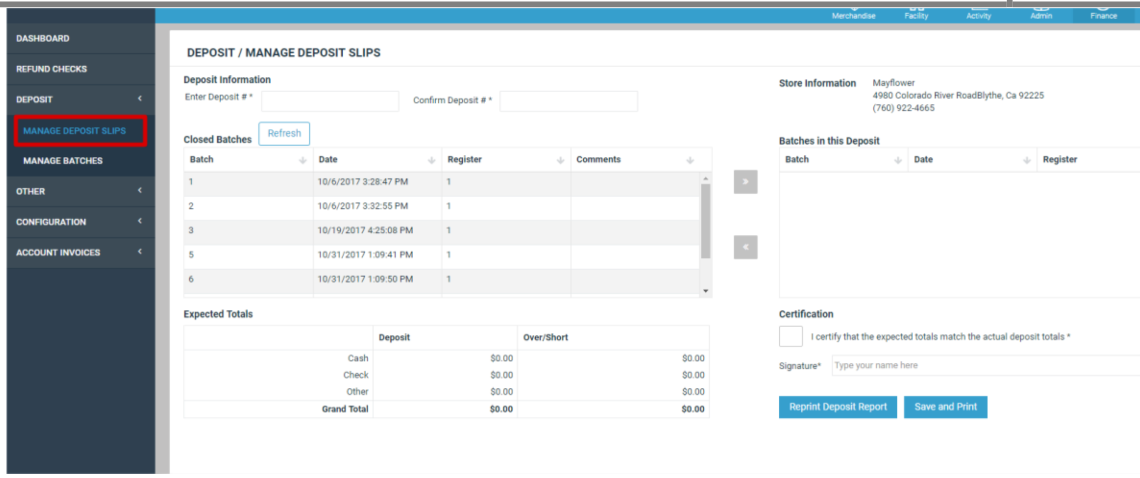


Batch	Status	Register	Opening Date Time	Closing Date Time	Opening Total	Closing Total	Over / Short
4	Blind Closed	1	10/8/2017 7:16:31 AM	10/19/2017 4:06:48 PM	$200.00	$205.00	($10.00)
8	Blind Closed	1	10/21/2017 11:35:33 AM	11/1/2017 9:54:17 AM	$200.00	$570.79	($4,014.22)
9	Blind Closed	1	11/1/2017 9:55:51 AM	11/4/2017 12:09:56 PM	$200.00	$720.50	$125.00
10	Blind Closed	1	11/5/2017 7:52:29 AM	11/8/2017 11:17:27 AM	$200.00	$265.00	($1,872.00)
11	Blind Closed	1	11/9/2017 7:20:46 AM	11/19/2017 9:48:44 AM	$200.00	$348.00	($328.00)
12	Blind Closed	1	11/19/2017 10:31:15 AM	1/10/2018 11:16:28 AM	$200.00	$100.00	($253.00)
13	Open	1	1/10/2018 11:40:05 AM	1/1/1900 12:00:00 AM	$200.00	$0.00	($319.00)
14	Blind Closed	3	2/6/2018 8:35:09 AM	2/6/2018 8:38:54 AM	$0.00	$4.00	($4.00)
15	Open	3	2/6/2018 8:39:43 AM	1/1/1900 12:00:00 AM	$0.00	$0.00	$0.00

From here, find the batches that you would like to add to your deposit. Please note that you can only add a batch that has been 'Blind Closed' to a deposit. By clicking on the batch, you can reverify opening amounts, closing amounts, and generate an X report. Once you generate the Z report however, the batch will no longer be available for editing, and you are accepting the amounts as is.



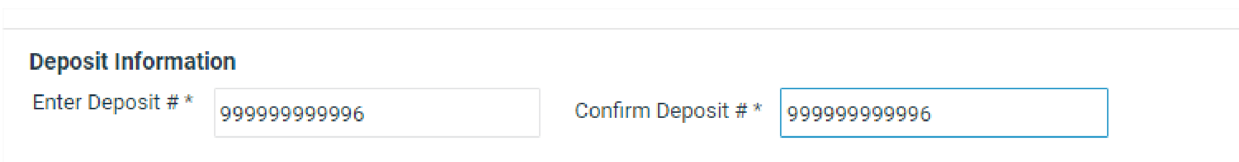
Once you click on 'Generate Z report', it will show you a snapshot of the Batch Information, and the batch will no longer show up in 'Manage Batches'. Now, this batch will be availabe in 'Manage Deposit Slips' which is under Finance>Deposit>Manage Batches



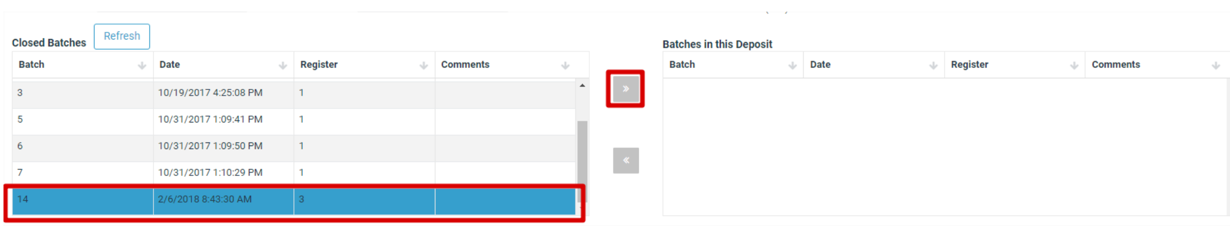
On this page, you may see a number of closed batches that have had the Z report generated. You can now choose which batch or batches you would like to be part of this deposit. At the top, you must enter a unique twelve 12-digit (numeric only) Deposit number, and type it in again to confirm.

Suggested Deposit Number Format:

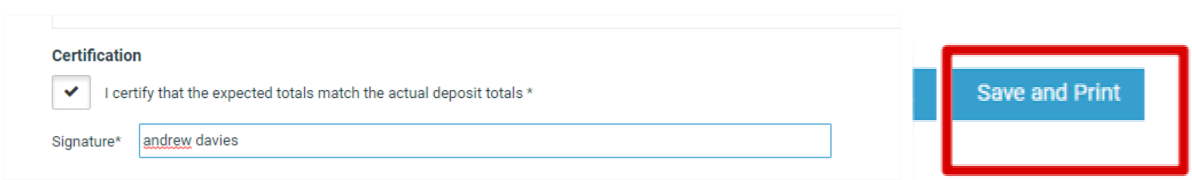
- Date of Deposit + last 4digits of bank bag number – MMDDYYYY (8 digits) + last 4 digits of bank deposit bag
- Date of Deposit + Time – MMDDYYYY (8 digits) + 04:15 PM = 031320170415 ← 12 digits



Then you can highlight a batch from under the list of 'Closed batches' and move it over using the arrow key to include this batch in this deposit.



You must then place a check mark next to 'Certification' to verify that expected totals match the actual deposit totals, and add your signature.



At this point, you can click on 'Save and Print' to complete your deposit. A Deposit report will be populated once you click on 'Save and Print'. You can print this out or email it as well, and save as a PDF, WORD, or Excel Doc.

RivCoParks
RESERVATION SYSTEM

Deposit Report

Store: Mayflower

Deposit Register ID: 3

Batch ID	Open Time	Close Time	Cash To Deposit	Checks To Deposit	Total Deposit	Comment
14	02/06/18 08:35 AM	02/06/18 08:43 AM	$0.00	$4.00	$4.00	

Deposit Slip Number: 999999999996

Depositor: US eDirect Admin

If you need to reprint a deposit slip, you can click on 'Reprint Deposit Slip' and enter the deposit slip number, and the system will generate another deposit report.

Reprint Deposit Report

Attach the following documents to the deposit report and submit to Parks Finance:

1) Deposit Report
2) Z-reports of batch or batches included in deposit
3) Bank Deposit Slip (pink copy)
4) Bank Deposit Receipt (if applicable)
5) Bank Deposit Bag Number (bag tear-out seal; only if applicable)

Point of Sale

General Overview of POS

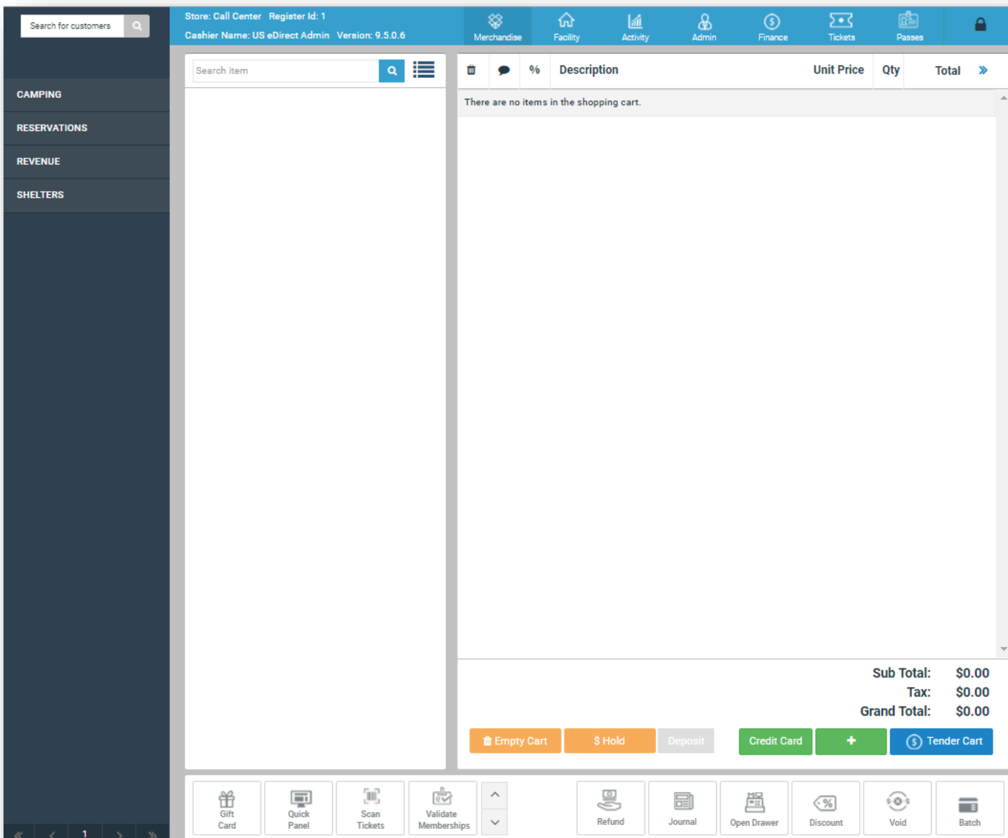
The Point of Sale (POS) screen is integrated with all areas of the Recreation Dynamics application to allow for the conbination of all services and items into a single Shopping Cart and a single transaction.

This section of the guide will cover the functional aspects of POS operation including:

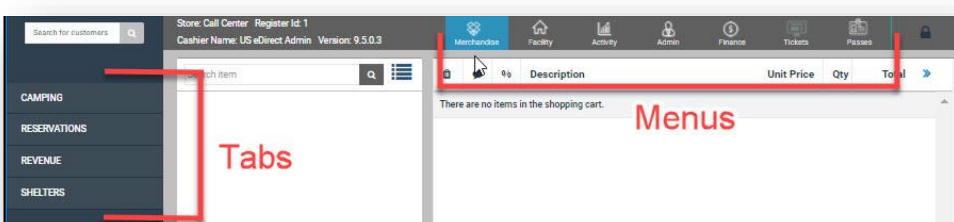
- Selling items
- Changing prices and quantities
- Reviewing receipt journals
- Assigning customers
- Perform voids and refunds
- Securing the register

Accessing the POS

Typically, the application will open up the POS screen from the Merchandise module when you logon to the application, whether at the start of your shift or after the application has been closed down for other reasons. To return to the POS from another screen, select the Merchandise or Activity module.

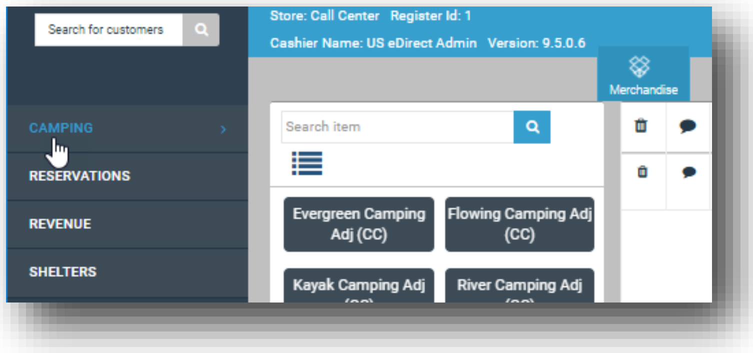


In the top right-hand corner of the screen, you will see a series of modules including Merchandise, Activity and Facility. When you select the Merchandise or Activity module, the POS is activated and the different tabs associated with Merchandise or Activity modules will appear on the left-side of the screen. Each of the Tabs are associated with a list of saleable items.

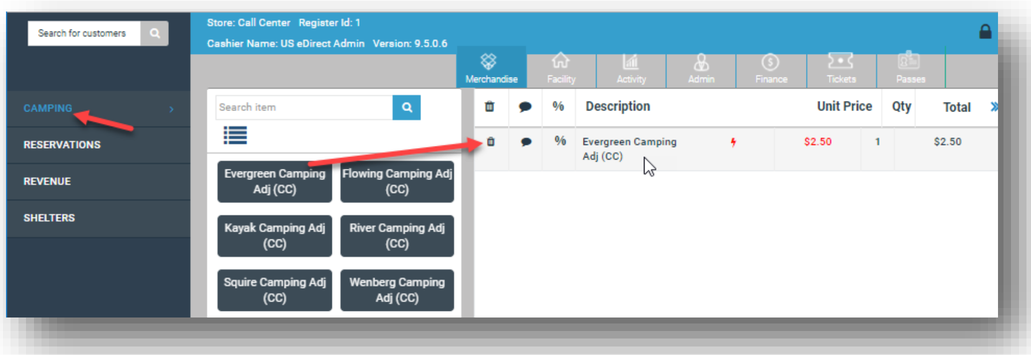


Tabs and Items

Within each Tab, the items that have been associated with that Tab will be displayed. To access the items within a Tab, select the associated Tab link (ie: Camping, Reservations, etc.). The current Tab displayed will be indicated.

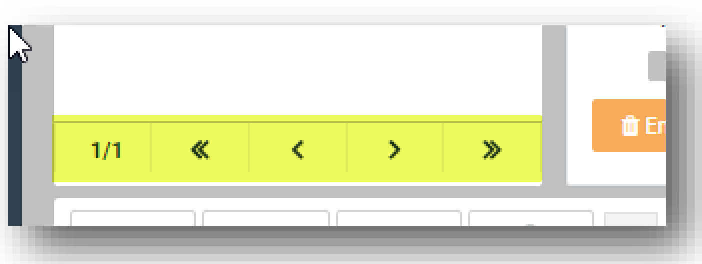


In the example below, the Merchandise module and Camping Tab have been selected and items that have been associated as Camping, such as Everygreen Camping Adj (CC), appear.To add one or multiples of these items to the Shopping Cart, simply select the corresponding item button. In the example below, Everygreen Camping Adj (CC) is added to the Shopping Cart:



This step may be repeated with additional items within the Merchandise module by navigating to other Tabs such as Reservations and Shelters.

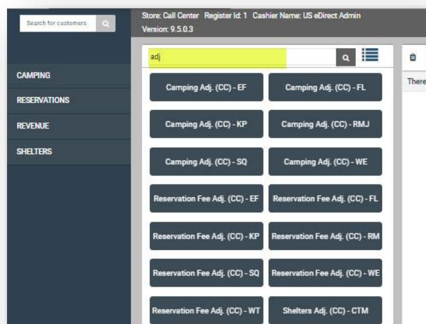
For navigating through multiple lists of items, use the navigation arrows found in the lower left corner of the screen. If there are no items in the list pane, the navigation arrows will not be visible.



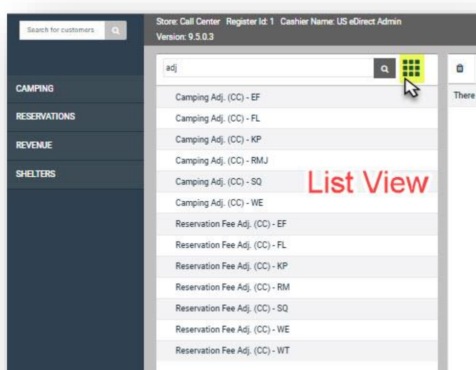
Search Tool

If you have numerous retail items, or based on your preference, you may search for items by using the search bar in the upper left-hand corner of the screen near the Tabs. To perform a search, enter a full or partial word into the Search item field as shown below. This field is also used for directly adding items to the cart by using the exact Item Lookup Code/SKU. This procedure will be covered in another section. Selecting the Search icon (magnifying glass) will activate the search.

Once a Search has been performed, the application will display all Search results (matching the criteria) in the item list pane, under the search bar:



You can review the results as a button view (illustrated above) or a list view by selecting the multi-box icon highlighted below:



Since “adj” was the search criteria, the application has responded with multiple items that match the search. These items may now be added to the Shopping Cart by selecting the searched item being purchased.

To reset the search results:

- Select the search bar and begin typing your new search criteria,
- Select the next Tab for adding items, or
- Begin processing the sale.

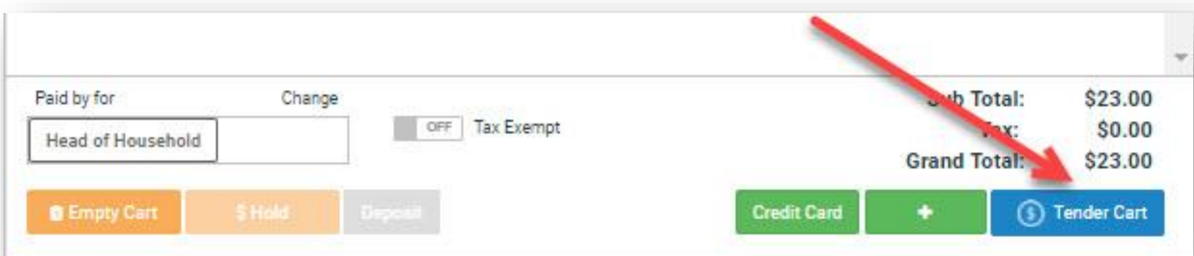
Item Lookup Code Entry or Scan

The search bar from the previous section may also be used to directly add items to the Shopping Cart by entering or scanning the Item Lookup Code into the field. These lookup codes may also be barcodes or other numbers found on the item, such as a barcode on a can of soda or a label on a gift item.

To quickly add the item to the Shopping Cart, select the search bar and scan or type the Item Lookup Code. Selecting the Search icon (magnifying glass), will populate the item directly into the Shopping Cart. The selected item will also appear in the Search Results pane.

Tendering a Sale

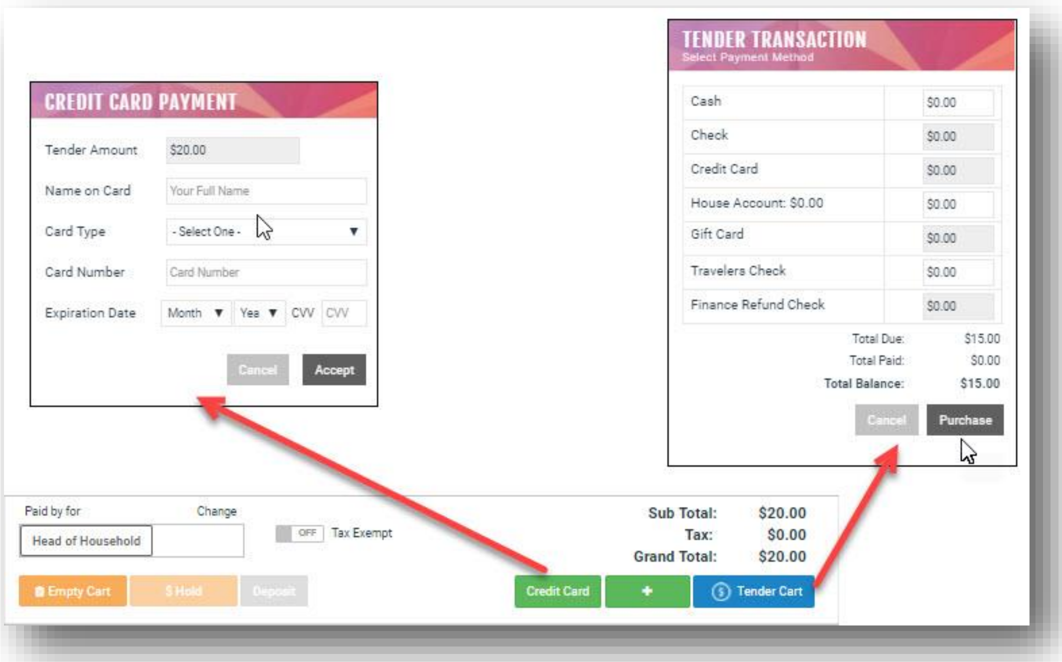
Once items have been added to the Shopping Cart via one of the aforementioned methods or during processes such as booking campsites/cabins or selling annual passes, you will be ready to Tender and complete the transaction.



The Tender Cart button can be found highlighted in blue in the lower right-hand corner of the POS screen. Once you have completed the Tender Cart transactions, you may continue with the next purchase.

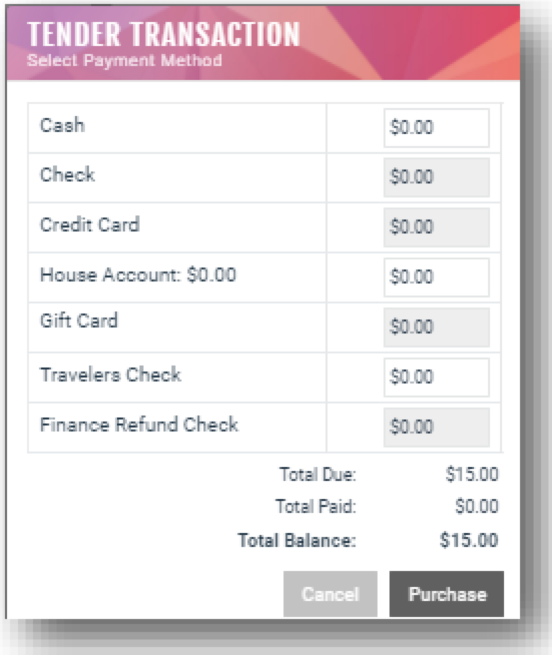
To Tender and accept payment for all items in the cart, select one of the following methods:

- Select the Tender Cart button
- If a credit or debit card is being used, select the Credit Card button.
- If you are receiving exact Cash for payment, select the green "+" sign which will Tender the entire purchase



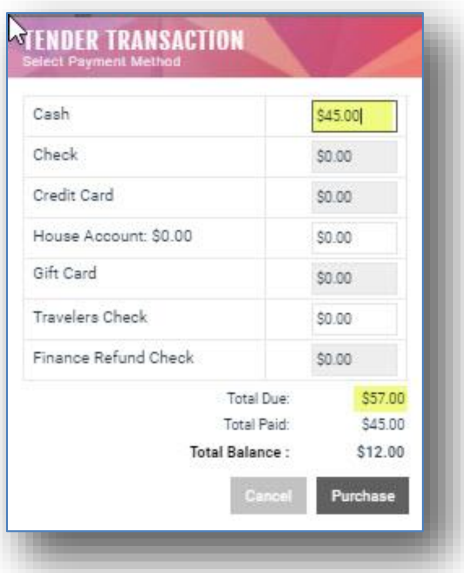
Once the Tender Cart button is selected, the appropriate Tender window will open on top of the POS screen. The following pages detail the different Tender types that can be used to process a sale.

Tender Types



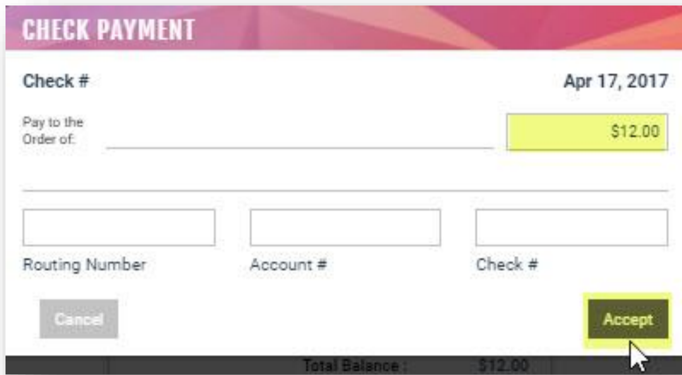
Cash

The Tender Transaction window will default with the cursor in the ‘Cash’ field to allow you to quickly enter cash amounts. The Cash field simply requires that you type the numeric amount of cash that has been received from the customer. The application will display what change amount is required if applicable. For example, see below where the customer is paying $45.00 in cash towards a $57.00 total transaction:



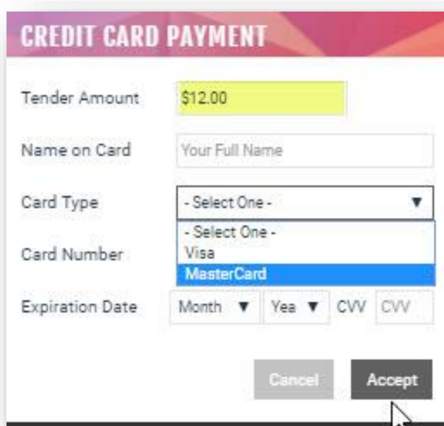
Check Payment

Unlike the Cash field which is a numeric field that does not open up any other windows, the Check Payment field will open up the Check Payment window when selected. The application requires you to enter the Check # before you can Accept the payment and tender the sale. This window displays the total remaining sale amount from the previous example:



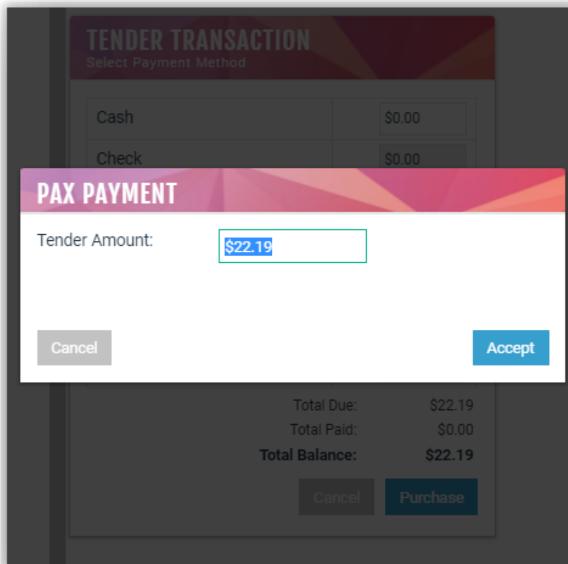
Credit Card / PAX 300 PINPAD (EMV)

Selecting the Credit Card tender type will allow you to either swipe/chip insert (using PAX 300 pinpad) or manually enter the credit card information. Manual entry of the Credit Card number is allowed in the event that either the card isn't present (for Guest Services or other phone-based payments). For security purposes, the Credit Card number and CVV fields will immediately encrypt and hide the entered numbers. In addition to selecting the correct Credit Card type (VISA, Mastercard, etc.), you must also ensure that the expiration date fields are accurate.



If your POS terminal has a PAX 300 pinpad, the pinpad will autofill all required information. The pinpad will also alert you if you need to swipe or insert the card (chip-enabled). The difference between manual credit card entry and the pinpad is that a dollar amount is sent to the pax 300 pinpad, and that is the only information it attains.

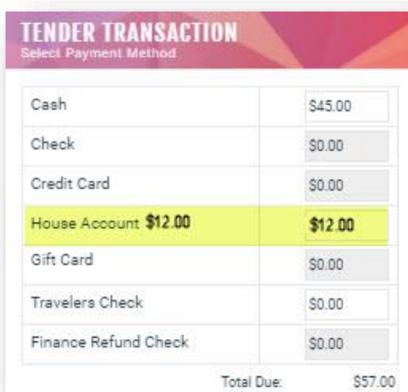
Notice the tender amount field is auto-populated with the total in the cart. If the customer wishes to split the tender, the amount for the PAX PAYMENT field may be changed. Simply click accept when the desired amount has been entered and swipe/insert the card into the PAX 300 PINPAD, and the receipt will print.



House Account – PARK DISTRICT WILL NOT BE USING THIS TENDER TYPE

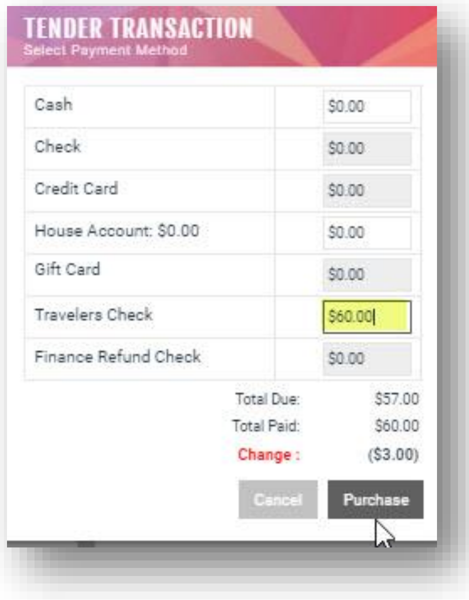
The House Account field will enable you to use existing account balances that a particular Customer has on their customer account. For example, if a refund was processed and the funds placed onto a Customer's House Account, those funds would be made available for future purchases. This available amount may vary for each customer.

To use all or part of an available balance, type in the amount that the customer wishes to use from their customer account into the number field to the right of the House Account wording. Below, the customer is applying the full available balance of their House Account toward the entire sale.



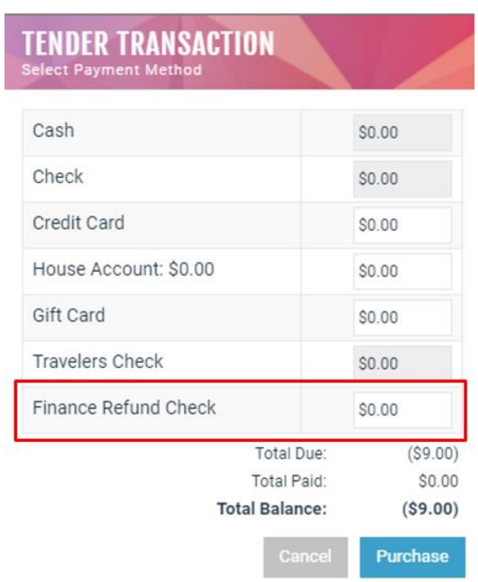
Traveler's Check

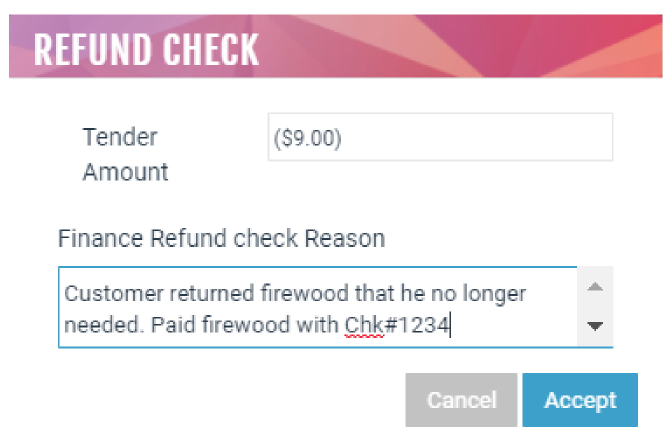
The Traveler's Check field works much like Cash. The application allows you to over-tender the payment (for example a $60 Traveler's Check for a $57.00 payment as shown below) and the application will show the change due in cash.



Finance Refund Check

The final Tender Transaction type is Finance Refund Check. **THIS IS ONLY TO BE USED IF THE TRANSACTION WAS FROM A PRIOR DATE AND ORIGINAL FORM OF PAYMENT WAS A CHECK**. This field will only become enabled if the Shopping Cart total amount is less than zero (<$0.00) and as such a refund is required. Selecting this window will open up the Finance Refund Check window where notes/a reason for the refund check will be entered:





Splitting Tenders

In the event that there are multiple people paying for a sale or a customer wishes to split their payment up into multiple Tender types, follow the steps as outlined below.

Example Scenario:

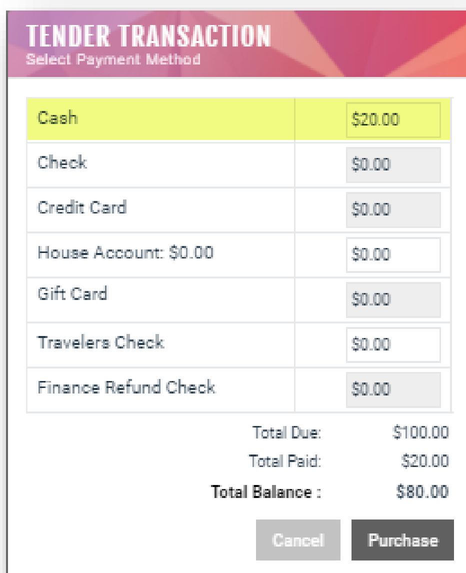
The scenario below will show a payment being split into cash, check, two credit cards and a Traveler's Check with a desired breakdown of payments for Shopping Cart total of $100.00:

- Cash $30.00
- Check $20.00
- Visa $20.00
- MasterCard $20.00
- Traveler's Check

Select the first tender type. It does not make a difference which Tender type is selected first. This example will work from top to bottom in the Tender Transaction window, first entering cash and finishing with the Traveler's Check payment. In addition to entering multiple credit card payments, you can enter multiple checks as well.

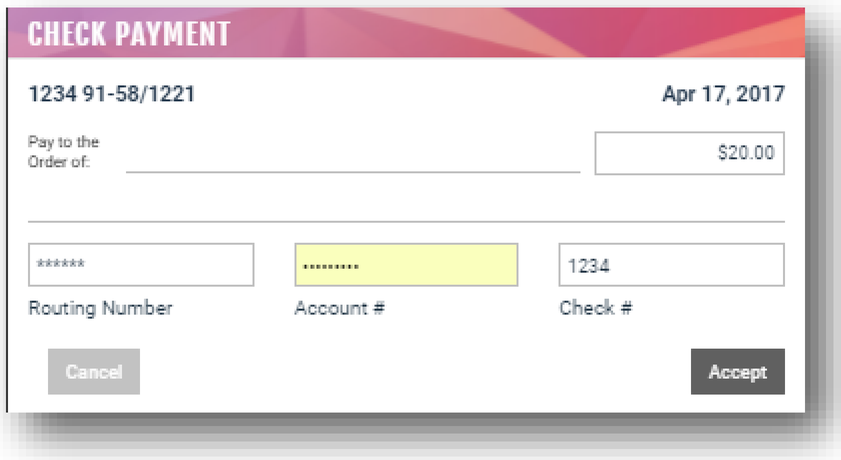
Cash Tender Example

In the Cash field, enter the amount that the customer wishes to pay in cash. Note that the remaining balance has been updated to $80.00

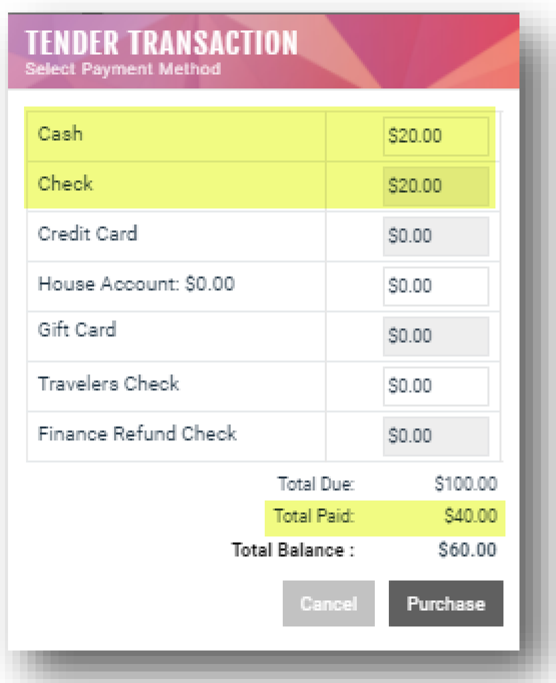


Check Payment Example

To enter the $20.00 Check payment, select the Check field from the Tender Transaction window. The Check Payment window will open. The application will default the remaining balance of the transaction into the amount field. You must change the total to the amount the check is actually written for, in this case $20.00. Enter the Routing Number and Account # if required. Enter the Check # and select Accept.

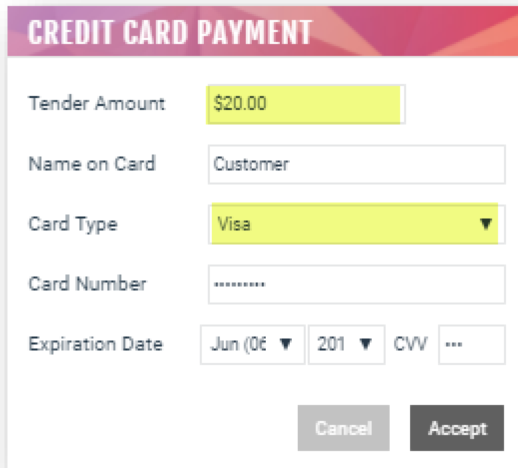


The Tender Transaction window will now display a $20.00 Cash and $20.00 Check payment for a total of $40.00. The remaining Total Balance is displayed as $60.00.



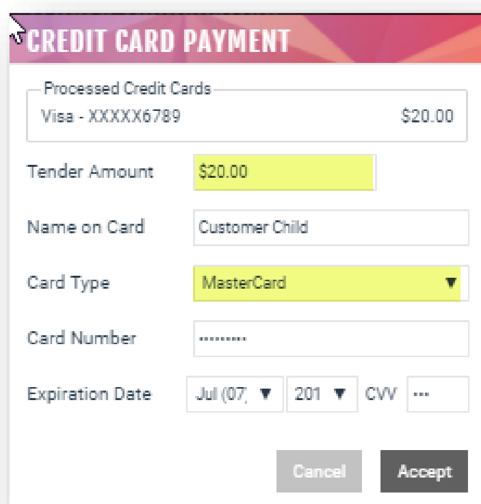
Credit Card Payment Example

To enter the first Credit Card, click the Credit Card field in the Tender Transaction window. The following Credit Card Payment window will appear. The Tender Amount will default to the remaining balance of the transaction. Change the Tender Amount to the desired payment amount for the selected Credit Card, in this case $20.00. Swipe or enter all card data and select Accept.

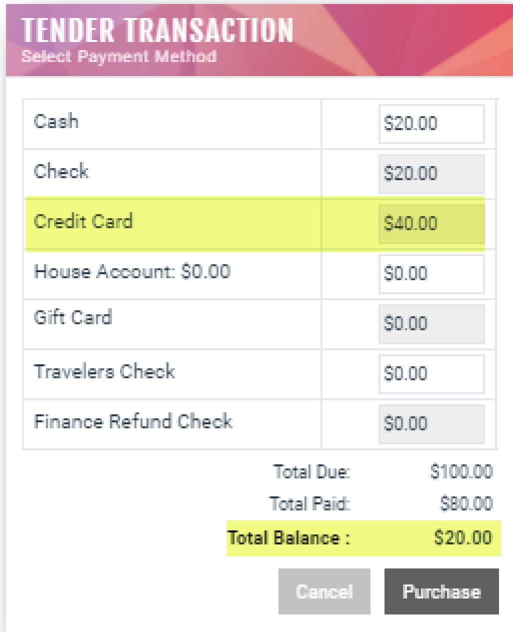


To process the next Credit payment, simply re-select in the credit card field of the Tender Transaction window and repeat the above steps. As noted previously, the remaining balance will be placed in the Tender Amount field. Be sure to change this amount if the customer wishes to divide their transaction further. The window will also display any other credit cards that have been used.

Select Accept to add the Credit Card to the list of tenders being used for this transaction.

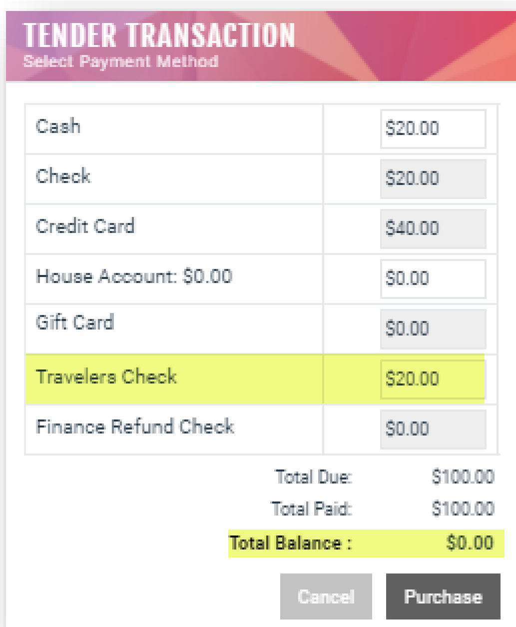


The Transaction will now have a remaining balance of $20.00.



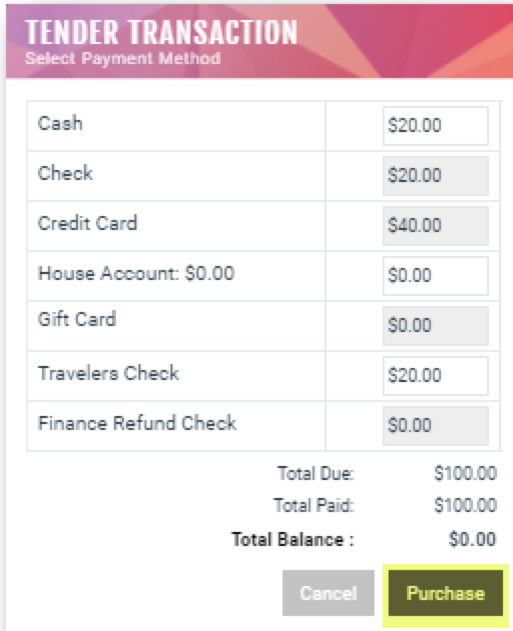
Traveler's Check Example

To tender the remainder of this total onto a Traveler's Check, select the Traveler's Check field and add the requested information. If there is enough remaining balance, selecting Accept will complete the sale.

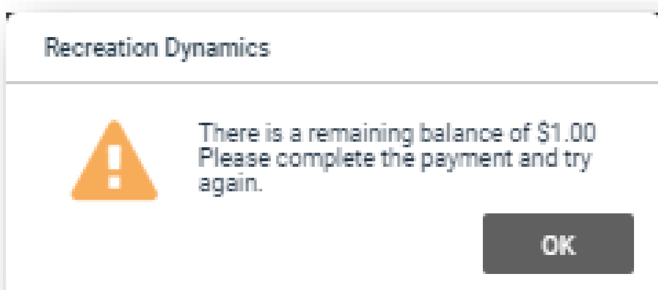


Completing the Sale Example

To complete the sale, simply select the Purchase button at the bottom right-hand corner of the Tender Transaction window:

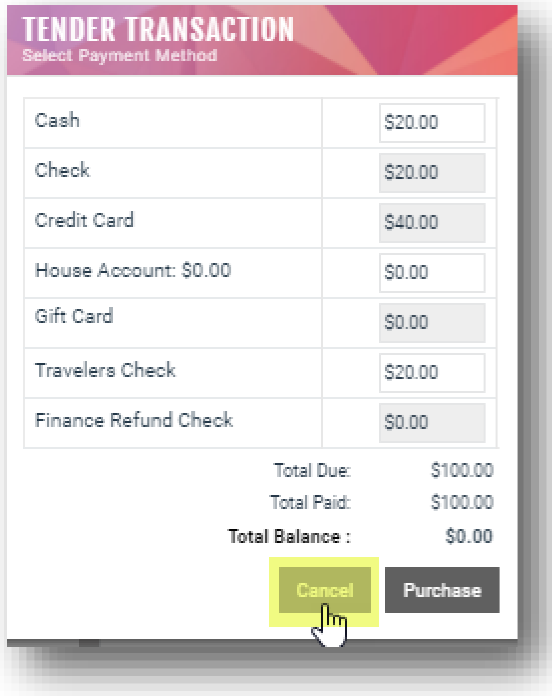


The Purchase button will be enabled during the Tender Cart process. However, selecting the Purchase button without having the Total Due match the Total Paid will result in the following message:



This message will alert you to an error in the entry of a certain Tender type or that the customer must pay the remaining funds before completing this sale.

To go back to the Shopping Cart screen at any time, select Cancel. This action will cancel all existing amounts in each Tender type but will not cancel the items from the Shopping Cart.

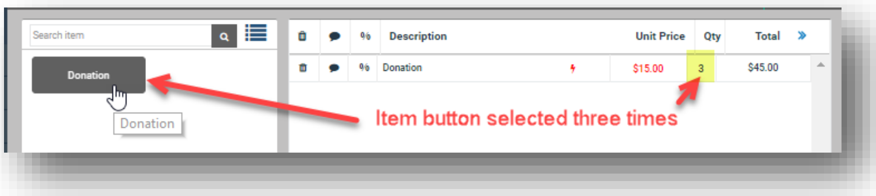


Additional Functions

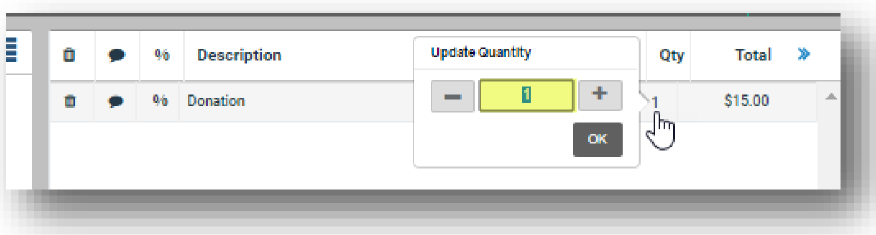
Changing Item Quantity

When you select an item for the Shopping Cart, the original quantity is for one (1) item. There are two methods for changing the Quantity of an item.

1. When selecting the item multiple times from the item list, the application will automatically update the quantity in the Shopping Cart without displaying multiple lines of the same item.



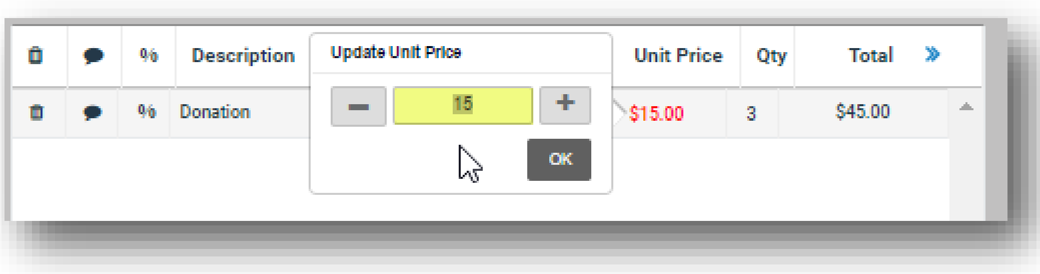
2. In the Shopping Cart, select the item Quantity number. A window will appear with the option to change the quantity by typing in the number or using the plus (+) and minus (–) signs.



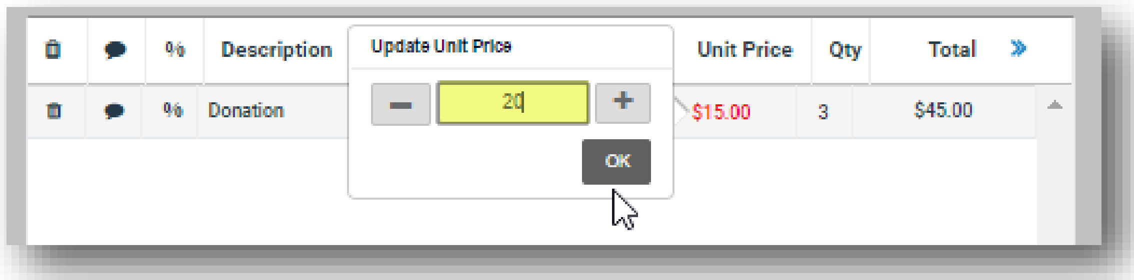
3. If at any time during the sale the customer wishes to add more or less of a specific item, you may use the second method to add or subtract additional item(s).

Changing Item Price

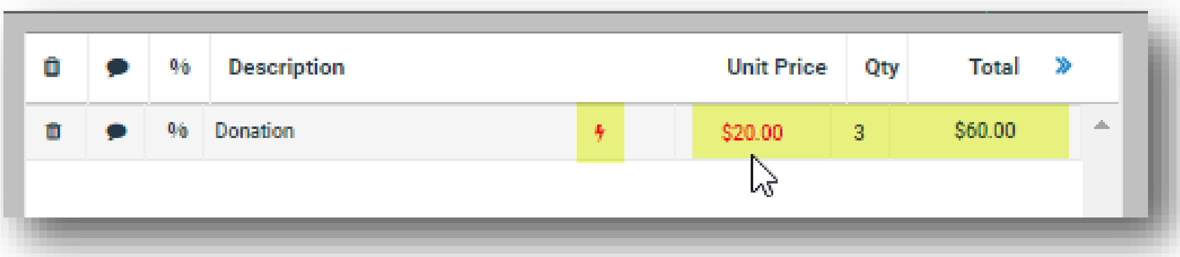
To change the price of an item, select the Unit Price field, highlighted below. Based upon your permission level, you may not be able to modify the price and will need to seek management's assistance. This action will open the Update Unit Price window. To keep the same Unit Price, select OK.



Change the Update Unit Price by typing in the new number or using the plus (+) and minus (–) signs. Select OK. This action will update the Unit Price of the item.

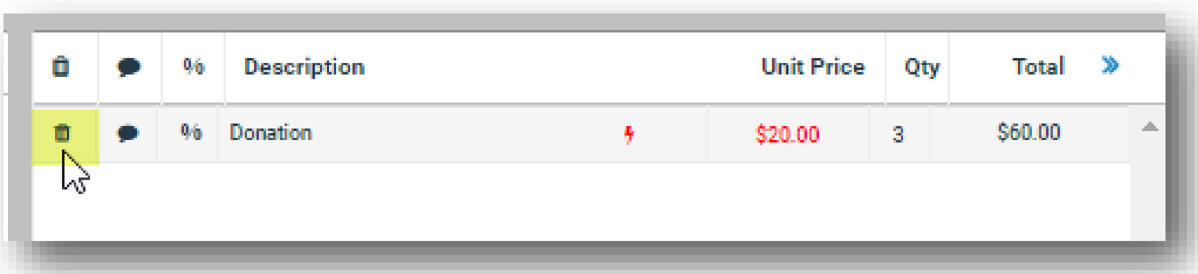


A lightning bolt as well as a red font for the new Unit Price displays indicating the price has been changed from the default Unit Price. The Total (Unit Price x Quantity) for the item can only be changed by a modification to the Unit Price or Quantity.

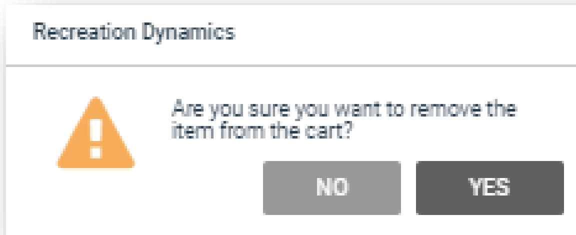


Removing Items

To remove items from the Shopping Cart, select the trash can icon to the left of the item Description located in the Shopping Cart.



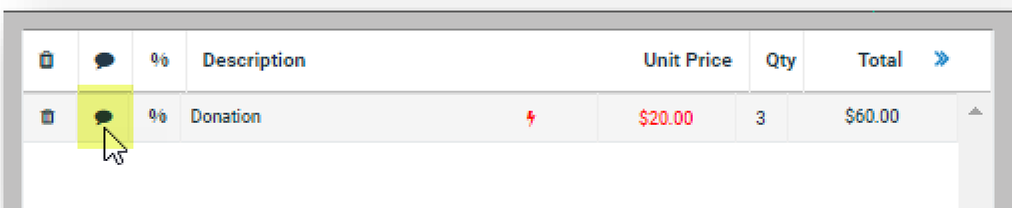
This action will open up the following window. Select “Yes” to remove the item or select “No” to keep the item in the Shopping Cart. Selecting “Yes” will remove the entire quantity of the associated item. To remove less than the total quantity, use the Update Quantity feature explained previously.



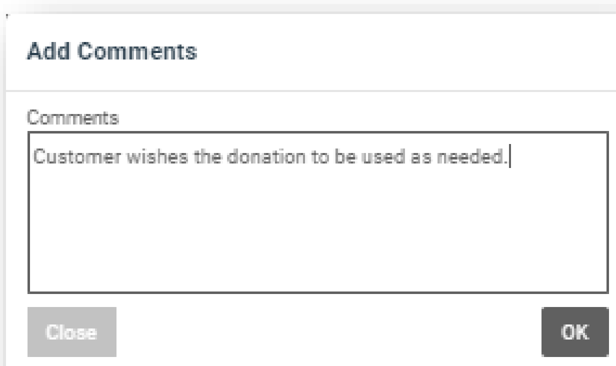
Adding Comments

Comments can be added to any item within the Shopping Cart by using the Comment icon. This feature is not designed for adding comments to reservations. See the Unit Pre-Cart description information on adding comments to reservations.

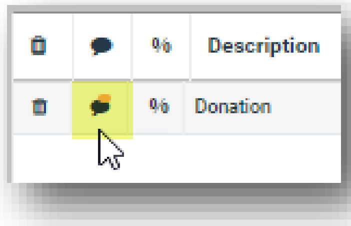
Once an item has been added to the Shopping Cart, you can add a comment by selecting the Comment icon to the left of the item Description.



Enter a comment in the Add Comments window.



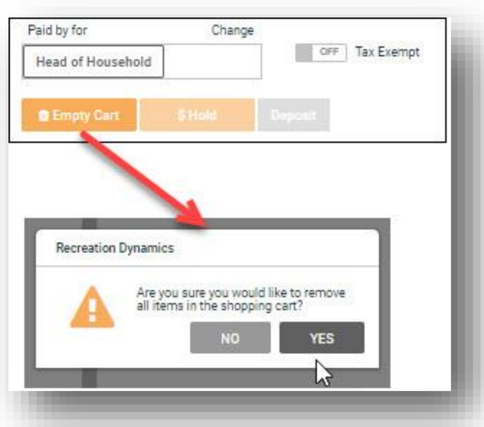
Once a Comment is entered and OK selected, the item in the Shopping Cart will display with an orange icon attached to the Comment icon, indicating that a Comment has been added.



CAUTION: Comments will display next to the item on the receipt, as shown on the following receipt.

Emptying the Cart

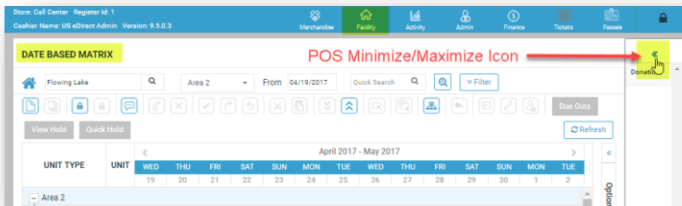
To empty the Shopping Cart of all items prior to tendering, select the Empty Cart Quick button in the lower left-hand corner of the Shopping Cart. In the opening window, select "Yes" to empty the cart of all items or select "No" to keep all items in the cart.



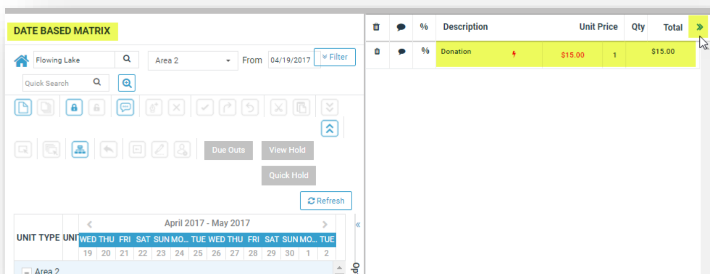
Continue Shopping

The Shopping Cart is always visible whether you are on the Merchandise, Activity or Facility modules. On any of these modules, the Shopping Cart appears initially minimized on the right-hand side of the screen. To view the full Shopping Cart, select the maximize icon in the upper right-hand corner of the minimized Shopping Cart.

Below, the screen shows a minimized Shopping Cart to the right of the Facility Data Base Matrix screen:



Below, the screen shows a maximized Shopping Cart to the right of the Facility Data Base Matrix screen. The Shopping Cart shows any previously added Items prior to adding a reservation. Selecting the Icon again will minimize the POS screen.

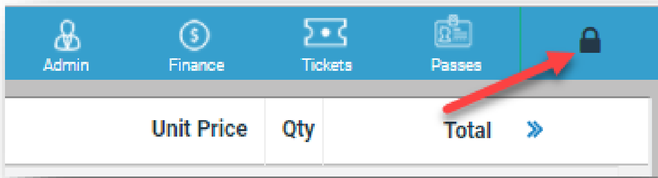


Opening the Drawer

To open the cash drawer without tendering a sale (sometimes called a No Sale), select the Open Drawer Quick Button located in the lower right-hand corner of the screen (highlighted below). This action will open the Open Drawer Reason window for you to add comments on why the drawer was opened. Enter a comment, select OK and the cash drawer will open allowing you to make change, count current register totals or perform other tasks (such as returning to your existing Shopping Cart).

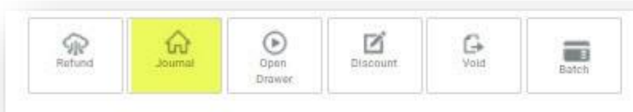
Secure

If you need to leave your register at any time you may be required to sign out of the application and POS. Before selecting the lock icon, be sure you have tendered any remaining items in the Shopping Cart or you will lose those transactions. The same process is true with reservations, activities, etc. When you are ready to secure your register, select the lock icon in the upper right-hand corner of the screen.

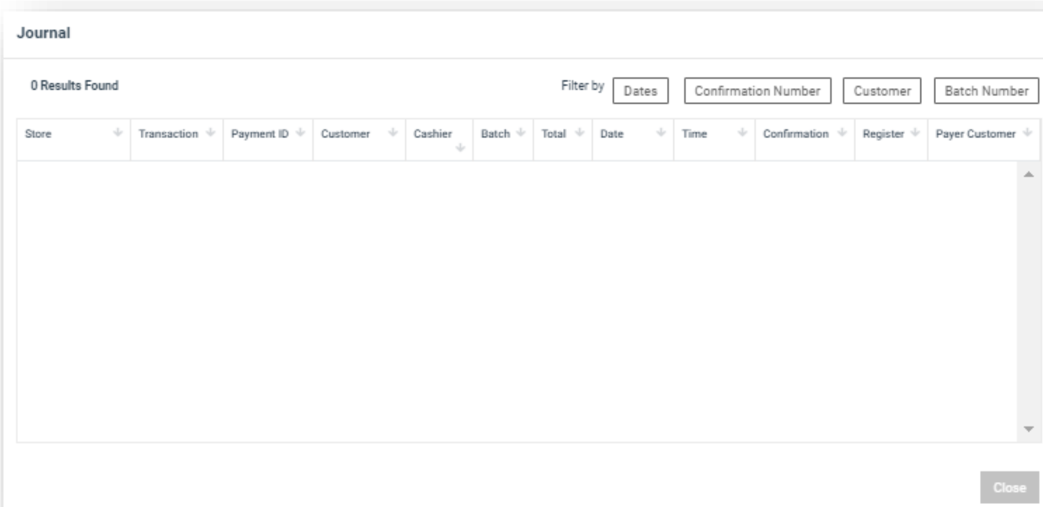


Journal

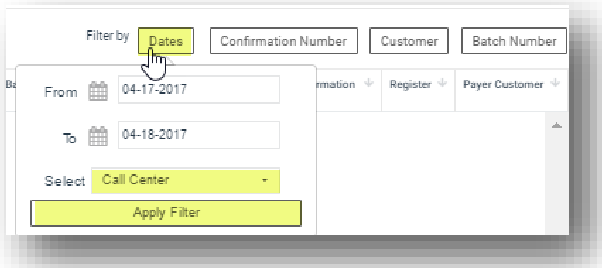
The Journal function can be accessed via the Journal Quick Button located in the lower right-hand corner of the screen (highlighted below).



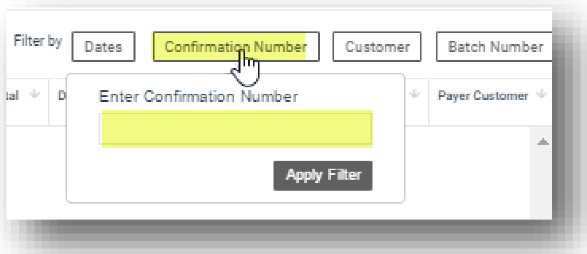
Selecting the Journal button will open up the following window. There are many filter options that can be performed from this window: Filter by Dates and Location, Confirmation Number, Customer and Batch Number as well as by using the twisty icons associate with each Journal heading (Store, Transaction, Payment ID, etc.).



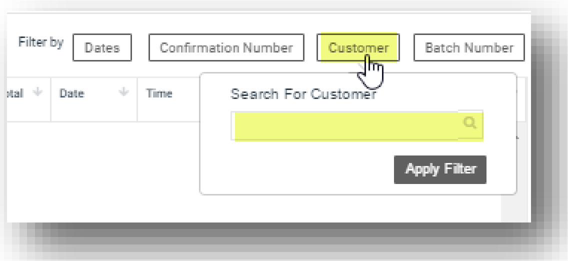
Filter by Dates and Location: This filter views transaction receipts over a specific date range and by a given location.



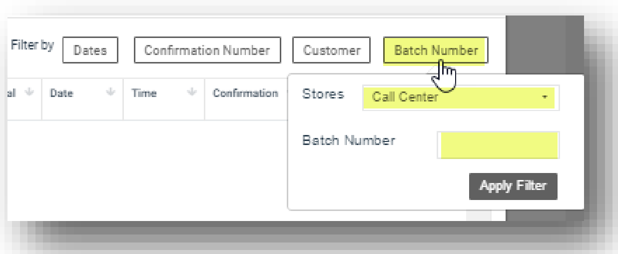
Filter by Confirmation Number: Retrieve all transactions tied to a specific Confirmation Number, such as for a sale, modification or cancellation of a reservation, that would be linked by a single Confirmation Number.



Filter by Customer (Search For Customer): Review all transactions performed by a specific Customer, from all sales channels (Web, Call Center, Walk-In) and locations.



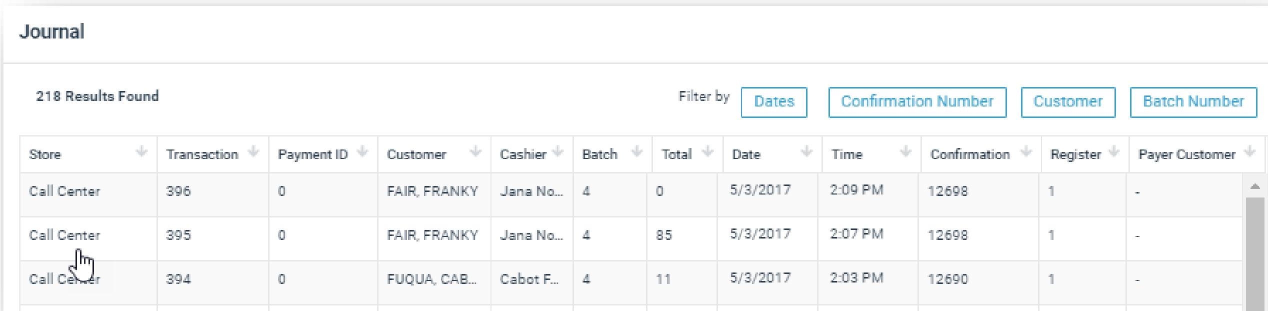
Filter by Batch Number: Review transactions for a selected location within a single register batch to diagnose closing total issues such as over/shorts.



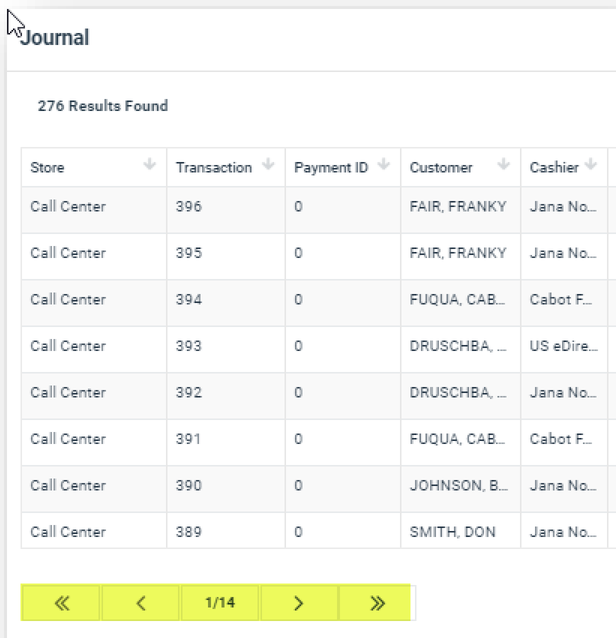
Receipts

Reviewing a Receipt:

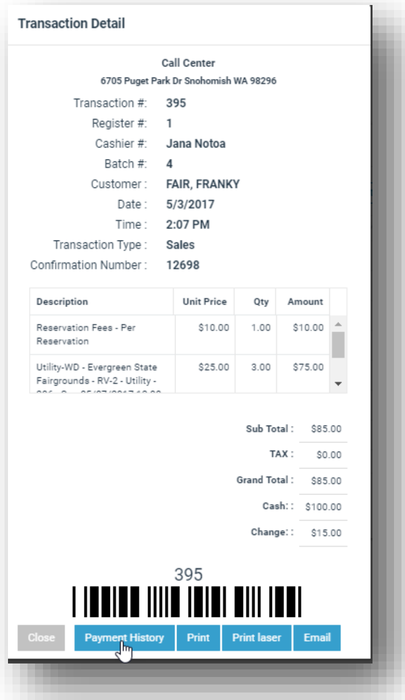
To review the contents of any receipt following a search of the Journal, simply double click on the desired row within the journal results page, as shown below.



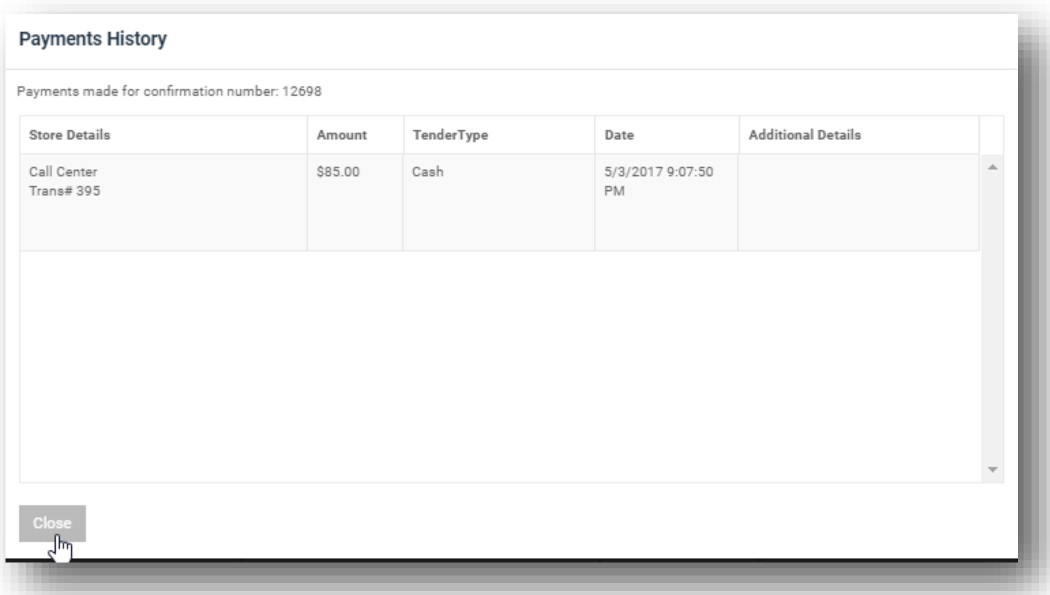
When the search filter displays multiple results, it may be necessary to navigate across multiple Journal pages. Use one or more of the appropriate arrow buttons as shown below to few all Journal entries:



Double-clicking on a transaction will re-generate the receipt on the screen for the user to review. From the Transaction Detail window you may select Payment History, Print, Print Laser and Email.

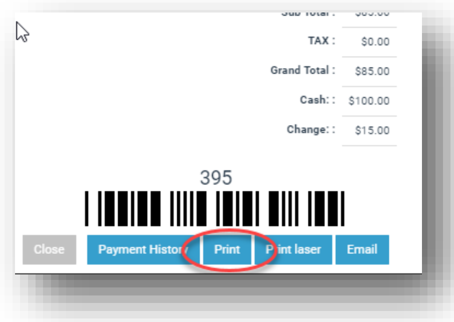


Payment History: Selecting the Payment History button on the Transaction Detail window will provide details of the Payment History and the ability to review all transactions which have been linked to the same Confirmation Number. This window is viewable only providing you with Store Details, Amount, Tender Type, Date and any Additional Details.

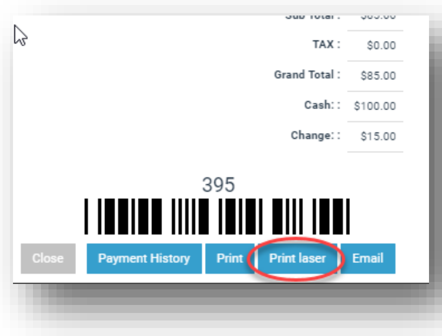


Reprinting a Receipt: Once a receipt has been re-generated using the steps shown previously, it can be printed via one of two methods:

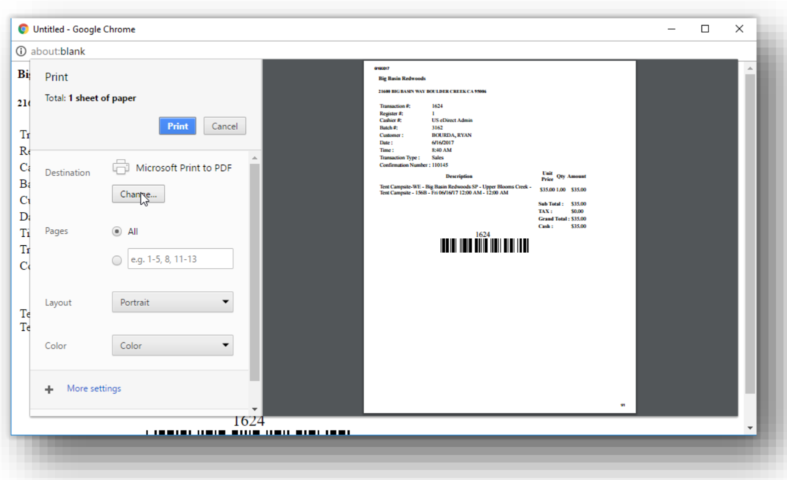
- *Print*: This button will print the receipt from the receipt/journal printer that is attached to the POS register (if applicable).



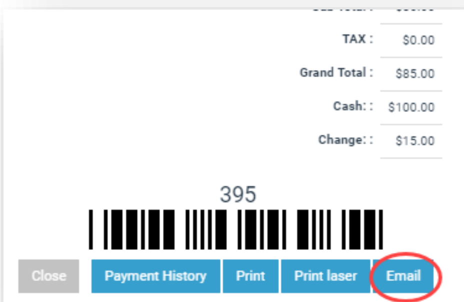
- *Print Laser*: This option will print the receipt to an attached or networked laser printer on 8 ½" x 11" paper.

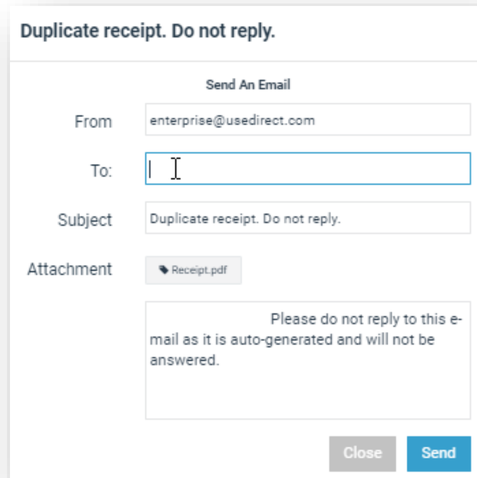


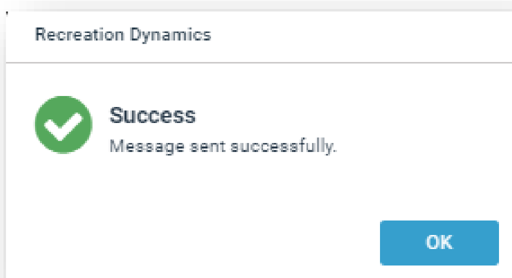
- *Selecting Printer*: From the Print window, select the correct laser printer to send the receipt to.



- *Email*: Select the Email button. The Send An Email window will open. Enter the Customer's email address. If requested, you can enter additional information in the Subject and Message fields. Select Send after verifying Email address. A Success notification window will appear. Select OK.

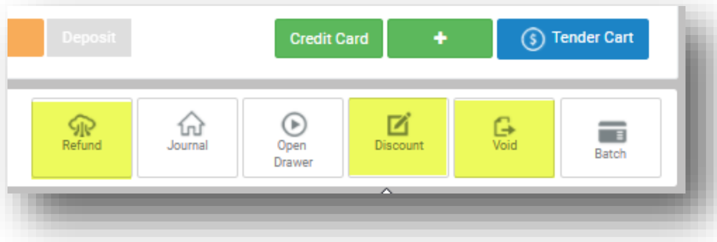






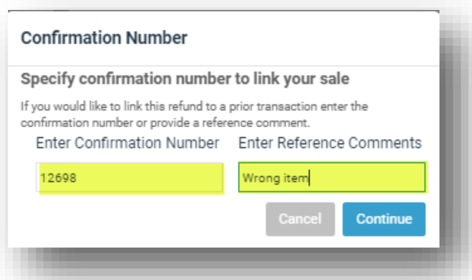
Refund. Discount and Void Quick Buttons

The Refund, Discount and Void Quick buttons are located in the lower right-hand corner of the Shopping Cart. These functions are specifically applied to Customer’s current or previous purchases.

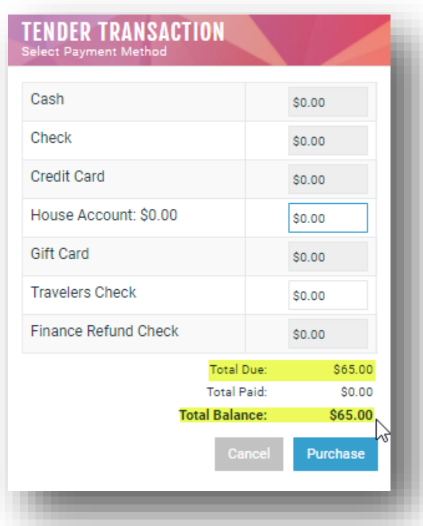


Refund Quick Button

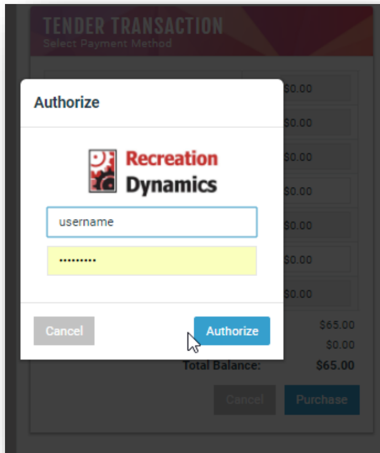
A Customer may decide to request a refund for POS items. Locate the Confirmation Number on the receipt or potentially look up the sale in the Journal. Select the Refund button and enter the Confirmation Number and any comments that may be required. Select Continue.



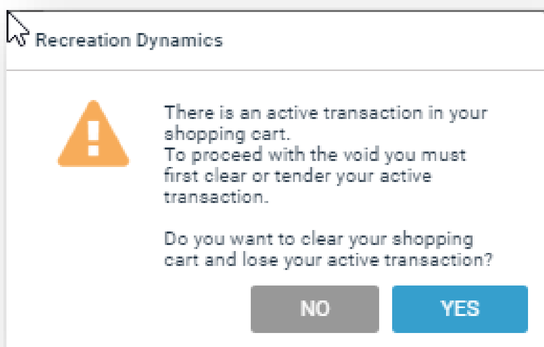
The Tender Transaction window will open. Confirm tender credit preference with the Customer. Select the appropriate Tender and apply the balance as requested by the Customer.



Your business rules may determine whether you can tender a Cash refund and the transaction may need manager approval. An Authorize window will require a logon and password to continue with the Cash transaction.



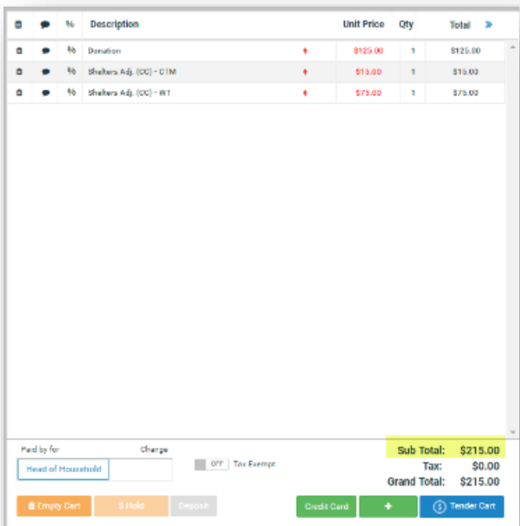
If you try to exit the Shopping Cart without completing the transaction, an error message will appear. Select YES if you want to clear the Shopping Cart and lose your active transaction. Otherwise, select NO.

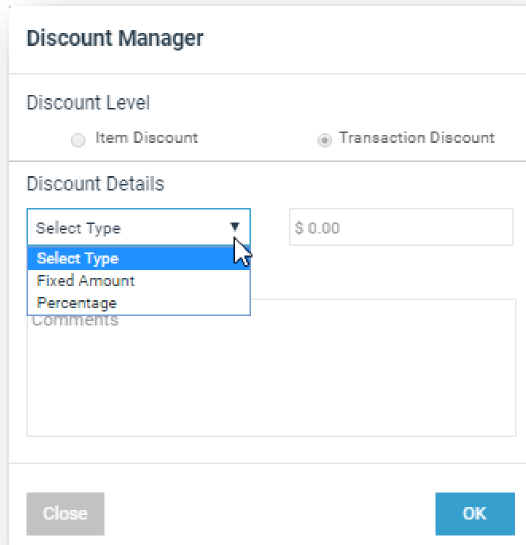


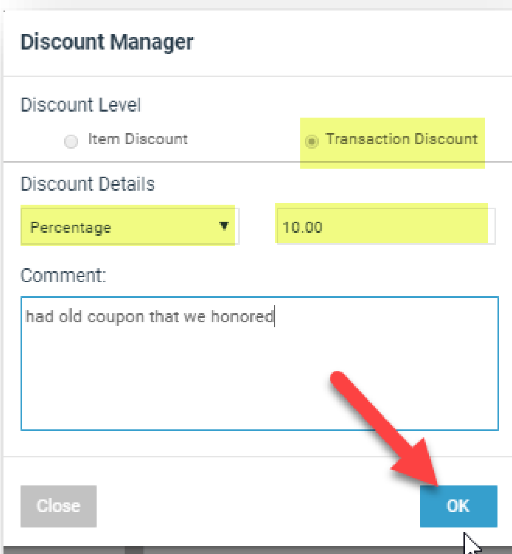
Discount Quick Button

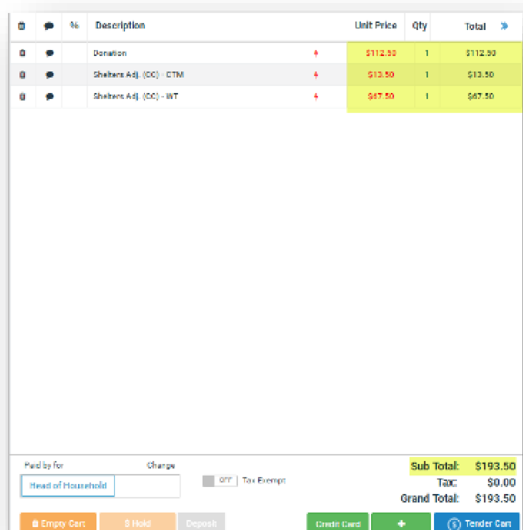
Select the Discount Quick Button to open the Discount Manager window.

Select either Item Discount or Transaction Discount. The Item Discount will only be applied to the selected item in the Shopping Cart. Ensure you have selected the correct item to be discounted before selecting the Discount Quick Button; otherwise, you will not be able to select Item Discount. Transaction Discount will be applied to all items in the Shopping Cart as illustrated below.

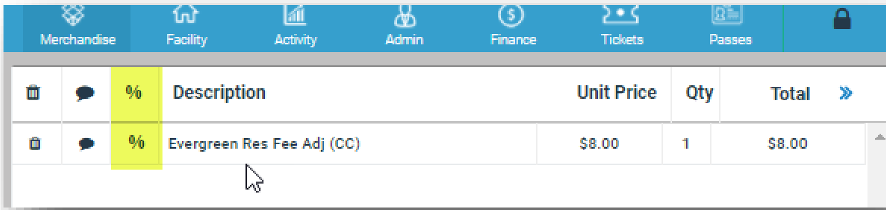




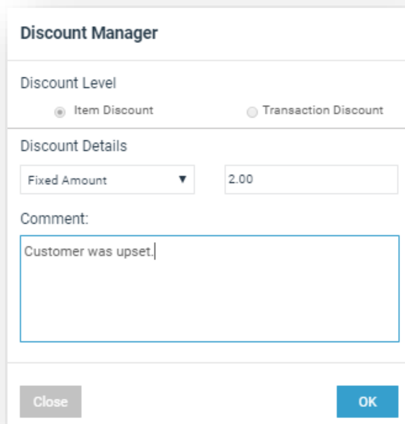




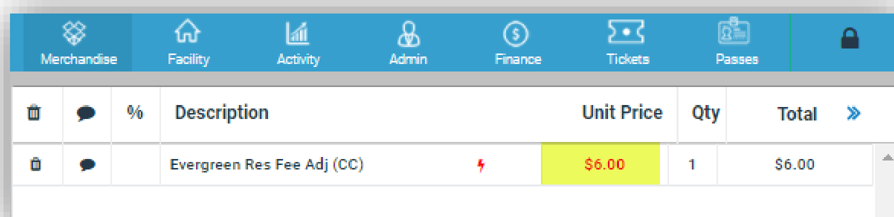
Another method to quickly use a percentage discount on one or more items in the Shopping Cart, is to select the % icon located to the left of the actual Item entry.



The Discount Manager window opens. Features of this window were discussed previously. Select a Discount Level, Discount Type, enter appropriate amount , add any Comments and select OK.

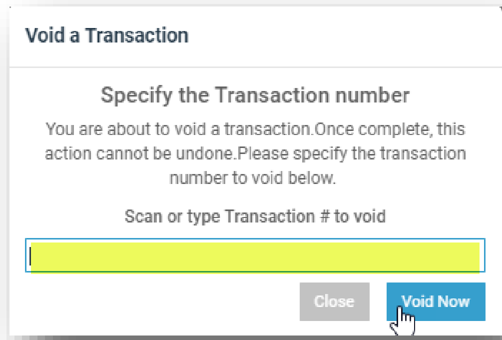


The Unit Price has now changed to reflect the discount. Continue adding transactions to the Shopping Cart or Tender the sale.



Void Quick Button

When the Transaction number is known the quickest way to Void all items associated with a transaction is by selecting the Void Quick Button. The Void a Transaction window will require you to enter or scan the Transaction number. Once entered, select the Void Now button.

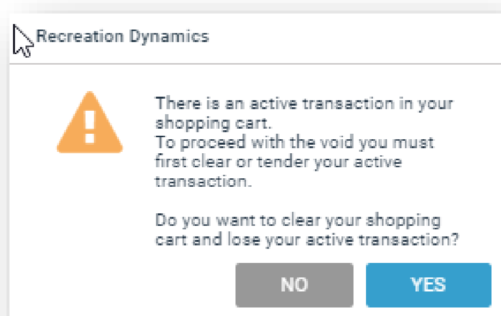


Transactions may only be voided on the same day it occurred. However, credit card transactions can only be voided within the first 25 minutes from the original transaction (you will need to do the REFUND QUICK BUTTON on page 44 after the 25 minute window has passed).

If the Customer does not have a receipt with the transaction number, use the Journal Quick Button to potentially locate the transaction.

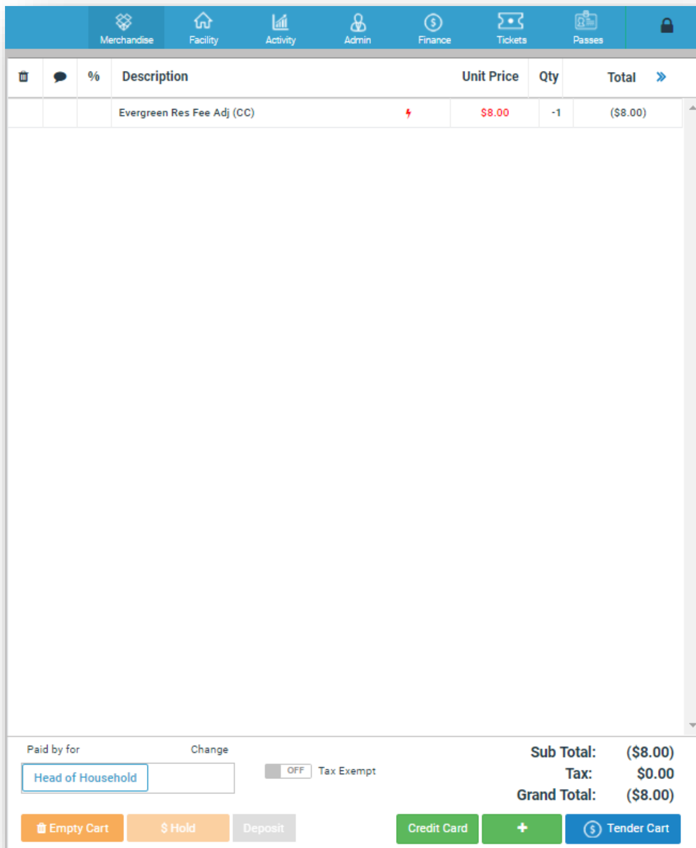
If the Shopping Cart is not empty when you select the Void Quick Button, you will receive the following error message. Selecting NO will return you to the Shopping Cart and the item will not be voided.

Selecting YES will open the Void a Transaction window. If there are no items in the Shopping Cart, the Void a Transaction window will open immediately.



The Shopping Cart is now populated with the items in the transaction to be voided indicating the refunded totals in ($X.XX). To complete the Refund, select Tender Cart and proceed according to the requested or available Tender type(s).

Remember the refund must be in the same method of payment on the original transaction: cash if paid with cash, hand customer check back if paid with check, refund to credit card if paid with credit card, etc. or a combination as indicated.



Refunds (sold through POS Shopping Cart)

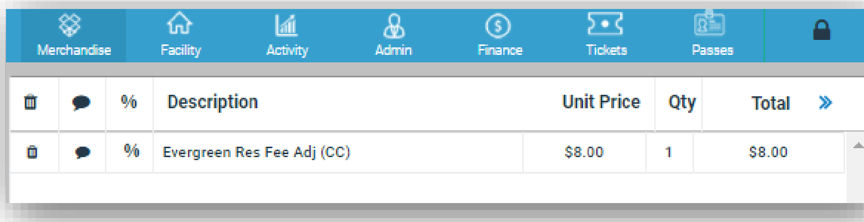
Choosing an Item to Refund

This section will cover refunding items sold through the POS Shopping Cart. For information on cancelling/refunding campsite reservations and other rentals, please see the Facility module of this User Guide.

To refund a POS item, first add it to the Shopping Cart via one of the previously described methods:

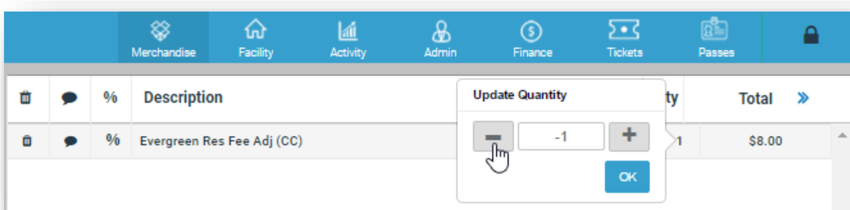
- Refund Quick Button
- Search
- Item Lookup Code entry

Once the item has been added to the Shopping Cart, it will appear as below. By default, the item will have a quantity of 1.

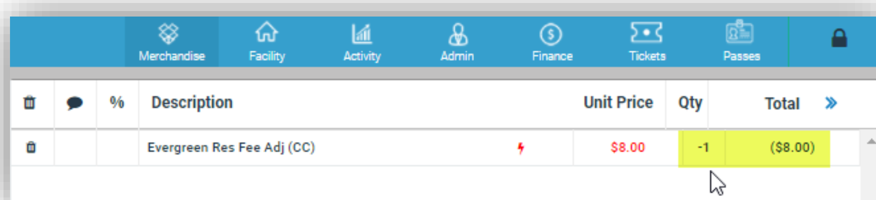


To perform a refund of the desired item, follow the steps below:

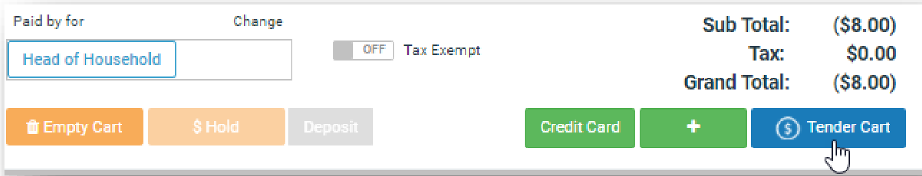
1. Select the Quantity (Qty) field. The Update Quantity window opens. Enter -1 or use the minus sign to indicate the number of items being returned. Select OK.



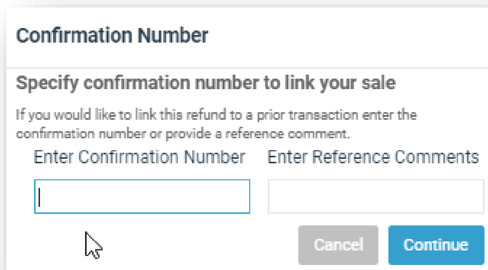
2. Note that the QTY field now shows -1 and the Total field shows ($8.00) indicating a Refund is due.



3. Add additional Refund items and select Tender Cart.



4. Selecting Tender Cart opens the Confirmation Number window. Enter the Transaction Confirmation number in the Enter Confirmation Number field. Enter a Comment (**REASON FOR REFUND**) in the Enter Reference Comments field, **this is a required field**. Remember, the Comments will appear on the Receipt. Select Continue.



5. The Tender Transaction window opens. Select the appropriate Tender Type based on the original transaction. **If paid by check, follow the instructions using Finance Refund Check tender type**.
6. If the original transaction was tendered with a Credit Card(s), select the appropriate field and follow the prompts. For this example, Cash will be selected.
7. Select the Cash tender type. The Tender Amount field defaults to the Transaction balance of ($8.00). This amount may be changed if multiple Tender types are being used for the Refund. Select Accept.
8. The Cash Refund has now been processed and the Shopping Cart is empty.

Concept of Linked Refunds:

Any refund processed through the POS via the previous Refund method, will be linked to a previous transaction via a common Confirmation Number.

Transactions will be assigned two numbers at the time of Tender, whether the transaction is for a campsite, a POS item or combination of services:

- Transaction Number
- Confirmation Number

Transaction Number

A Transaction Number is a sequential number that is linked to each register. For example, transaction 123 for a can of soda will be followed by transaction 124, 125 etc. These numbers increase in increments of one and cannot be repeated.

Confirmation Number

A Confirmation Number may be repeated. The Confirmation Number is a method to link different transactions together for reporting, auditing and reference purposes.

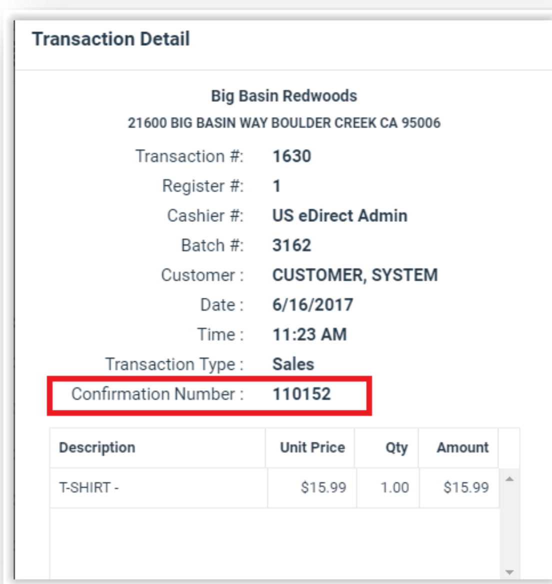
A standard example is for a campsite reservation and modification. When a Customer makes a campsite reservation, a Confirmation Number will be assigned. This Confirmation Number will allow you and the customer to reference their reservation at any time. Should the Customer modify this reservation, perhaps to change sites or add nights, they will receive the same confirmation number**.** You and the Customer can view the information for that Confirmation Number and see not only the initial reservation but also the subsequent modification(s) all in one view.

This same concept has been applied to POS sales allowing the two processes to happen:

1. Linking the information of the first transaction (the Sale) to the second transaction (the Refund) for reporting and auditing purposes.
2. Retrieving the original payment method from the first sale (Credit Card, Cash etc.) to ensure the Refund is given to the correct Tender type.

Linking a Refund

To link a refund to another transaction, enter the confirmation number from the original receipt. In this example, the customer purchased three t shirts. The receipt below shows where the confirmation number is displayed.



Transaction Detail

Big Basin Redwoods
21600 BIG BASIN WAY BOULDER CREEK CA 95006

Transaction #: 1630
Register #: 1
Cashier #: US eDirect Admin
Batch #: 3162
Customer : CUSTOMER, SYSTEM
Date : 6/16/2017
Time : 11:23 AM
Transaction Type : Sales
Confirmation Number : 110152

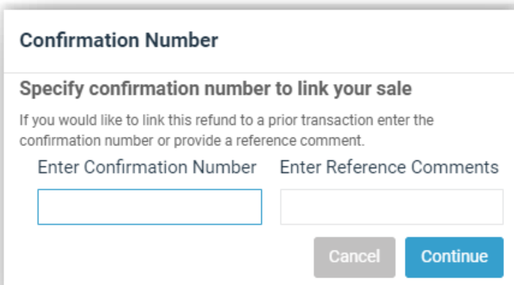
Description	Unit Price	Qty	Amount
T-SHIRT -	$15.99	1.00	$15.99

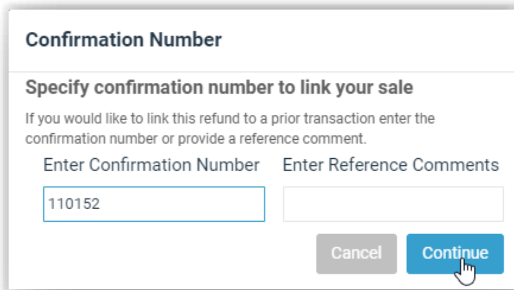
You have two methods to retrieve the Confirmation Number from the original sale:

1. Have the customer provide their original receipt and use the confirmation number from the receipt.

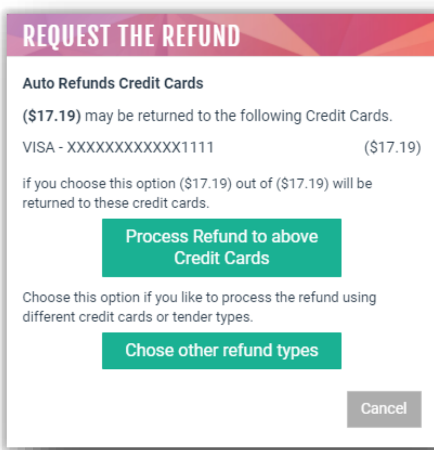
OR

2. Use the Journal Search function outlined in a previous section to retrieve the initial receipt and make a note of the Confirmation Number and/or reprint the original receipt.
3. Once the original receipt has been retrieved, follow the process outlined in a previous section to perform a refund.
4. Enter the Confirmation Number of the original receipt in the “Enter Confirmation Number” field. Enter comments (**REASON FOR REFUND**) in the “Enter Reference Comments” field. Select Continue once your entries are completed:



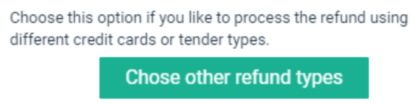


5. The Tender Transaction window will appear. In this case, the original transaction was made with cash so the refund must be applied to Cash. Ensure that the refund goes back to the original Tender type(s).
6. Selecting Purchase will complete the refund. For Linked refunds that were originally made on a credit card, the following screen will appear:



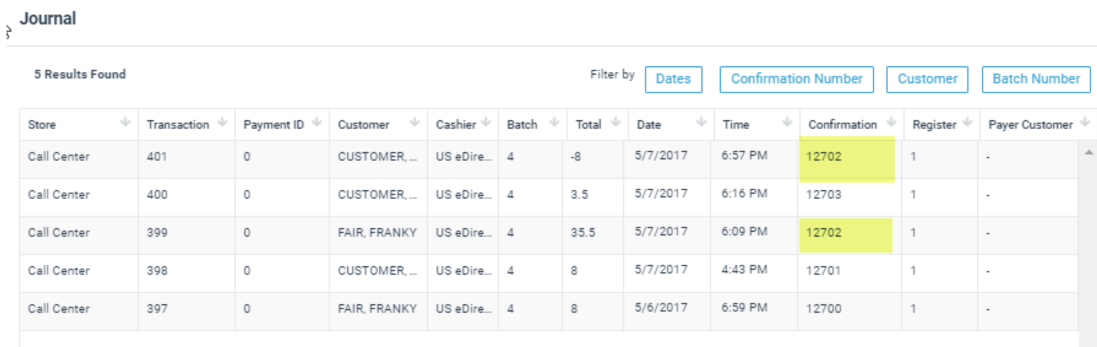
7. Because this is a Linked refund, the application can retrieve the original Credit Card authorization code, allowing you to refund directly to the original Credit Card.

8. In the event this refund was performed more than 120 days after the original sale, the application may provide an error message indicating it is unable to perform the refund to the original Credit Card. You will need to select “Choose other refund types” to re-swipe/re-enter the Customer’s Credit Card information and refund accordingly.



For information on the 120 day refund process, see the next section, **Cancelling a Credit Card Reservation >120 Days Old**

9. Once the Linked cancellation process is completed, reviewing the Journal will show a history of both the original Sale and the Refund, linked by the Confirmation Number entered:



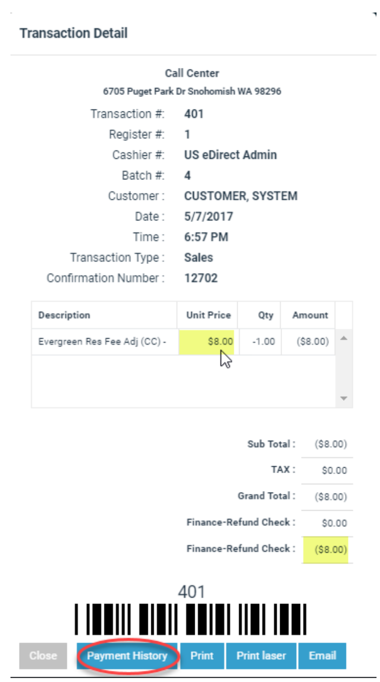
Journal

5 Results Found

Filter by: Dates | Confirmation Number | Customer | Batch Number

Store	Transaction	Payment ID	Customer	Cashier	Batch	Total	Date	Time	Confirmation	Register	Payer Customer
Call Center	401	0	CUSTOMER, ...	US eDire...	4	-8	5/7/2017	6:57 PM	12702	1	-
Call Center	400	0	CUSTOMER, ...	US eDire...	4	3.5	5/7/2017	6:16 PM	12703	1	-
Call Center	399	0	FAIR, FRANKY	US eDire...	4	35.5	5/7/2017	6:09 PM	12702	1	-
Call Center	398	0	CUSTOMER, ...	US eDire...	4	8	5/7/2017	4:43 PM	12701	1	-
Call Center	397	0	FAIR, FRANKY	US eDire...	4	8	5/6/2017	6:59 PM	12700	1	-

10. Notice there are two Journal entries with the same Confirmation Number in the Journal entries.
11. Double-click one of these entries. The Transaction Detail report opens giving you access to the Payment History button at the bottom of the window.
12. Select the Payment History button. The Payments History window opens and details the linked Confirmation Numbers.
13. Selecting Close will open the Transaction Detail window. See previous section on the other Transaction Detail buttons (Print, Print Laser and Email).
14. Select Close on the Transaction Detail window to return to the Journal.
15. Select Close on the Journal to return to the POS Shopping Cart.



Searching for a Customer

There are two types of Customers, Household and Organizations. Each will be addressed in detail in the following sections. This section addresses general Customer search techniques. For purposes of this section, you will search for Households.

The Search for customers box is located in the upper left-hand corner of the screen of the Merchandise, Facility and Activity modules. You can also search from the Search Customer window which appears after your initial search in the Search for customers box.

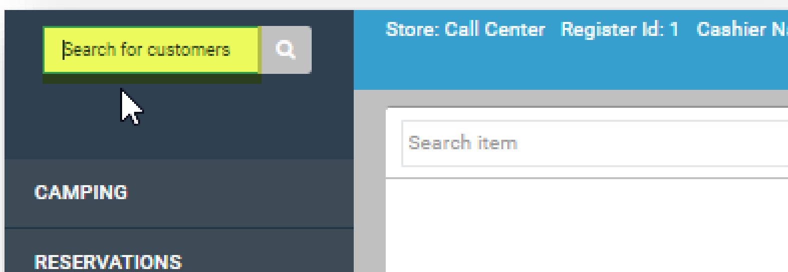
There are three ways you can search for a Customer:

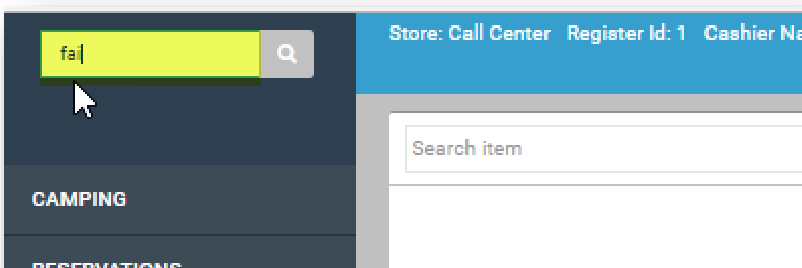
- Name
- Telephone Number
- Customer ID

Customer Name

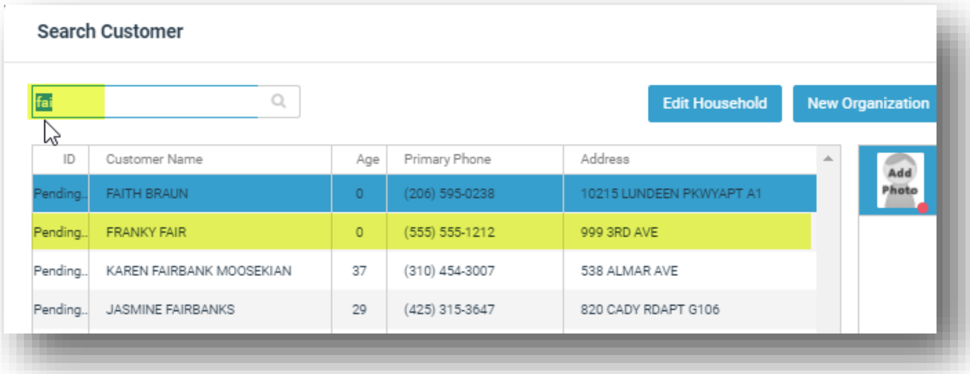
You can search for a Customer by last name only, last name and first name, or a portion of the last name as instructed below.

1. In the Search for customers box, type the Customer's **name** in the Search for customers box. You can enter the entire last name (e.g., FAIR), partial last name (e.g., FAI), or entire first and last name separated by a comma (e.g., FAIR, FRANKY).





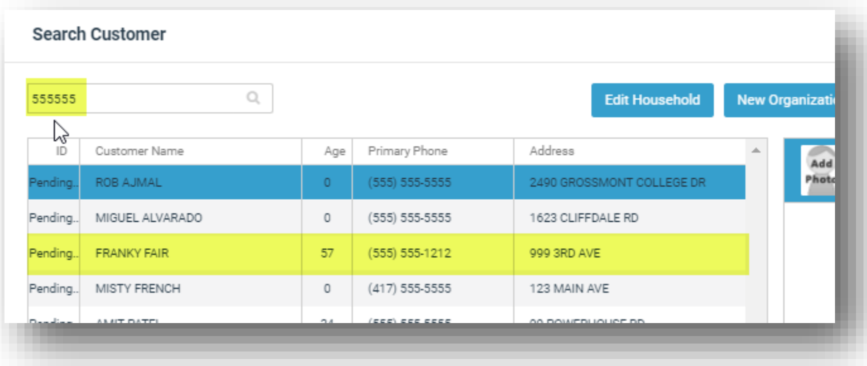
2. Press the **Enter** key or select the search icon to start the search. The application searches the database and returns the matching names in the Search Customer window.



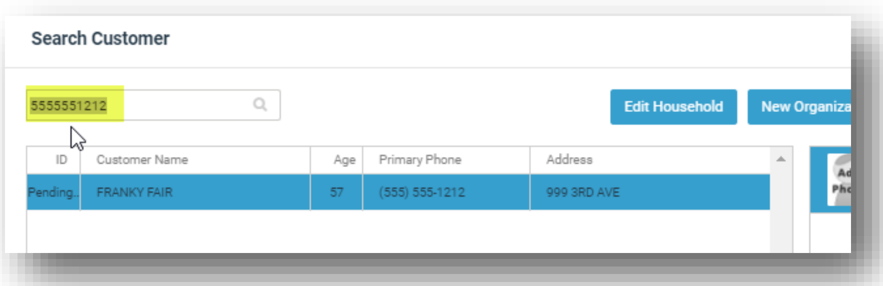
Customer Telephone Number

You can also search for a Customer with a complete or partial telephone number. You must enter the three digit area code plus the three digit prefix (ie: 555-555).

1. In the Search for customers box, type the Area Code and three digit prefix. Select Enter.
2. The application returns the matching results in the Search Customer Window.



If you enter the entire telephone number (555-555-1212) all Customers associated with that number will be displayed in the Search Customer window.

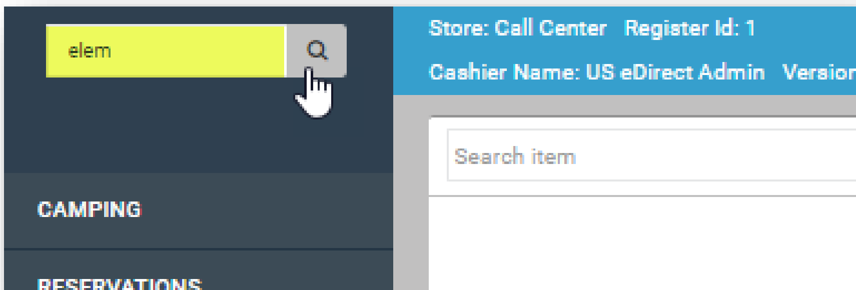


Customer ID

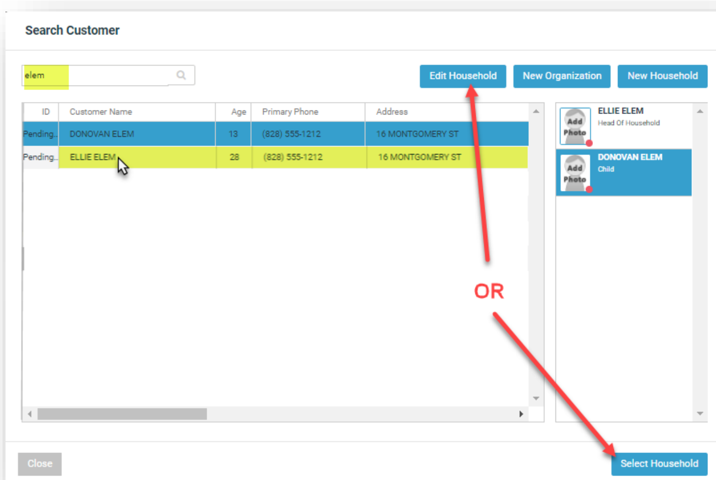
To search by Customer ID, type the number in the Search for customers box on in the Search Customer window and press Enter. The application displays the matching customer. **THIS NUMBER WILL MATCH THE ANNUAL PASS NUMBER IF THE CUSTOMER HAS PURCHASED AN ANNUAL PASS.**

Accessing Existing Customer Information

To access information on an existing Customer, enter a first or last name (or organization name if applicable) in the Search for customers window and select Enter or the search icon (magnifying glass). Refer to further search instructions in the previous section. If the Customer exists, all Customers with similar first name or last name will appear in the Search Customer window. If you are unable to locate any Customer information, you will need to create a new Customer.



Your search results will appear in the Search Customer window. If the correct Customer is located, you may select Edit Household (to make changes) or Select Household (to apply POS Sales) button. If the Customer is not found, select the New Household or New Organization button.



Household

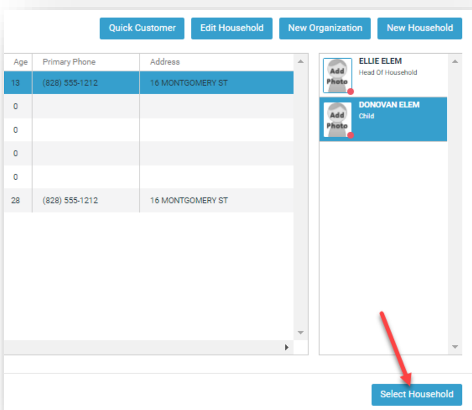
A household is defined as a set of people who live at the same address. Although a household typically represents a family unit, it can also be a single person. Each person in the household is a Customer and can be associated with items purchased. Throughout the application, this type of Customer is represented as a tree, with the head of the household at the top and all dependents listed underneath.

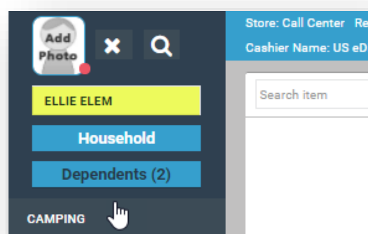
The Head of the Household is added first and then each dependent is added separately. The Head of Household is the person who is responsible for payments and must be over 18 years of age.

Access to the Household will provide you with various types of information including:

- Reviewing and updating address and other contact information
- Reviewing and updating Customer data such as flags, notes, custom fields, etc.
- Selling Annual Passes
- Selling replacement Annual Passes

When you select the Select Household button in the Search Customer window, the Household information will now appear in the upper left-hand corner of the screen and will be visible on the Merchandise, Facility or Activity modules. While active, this Household information will be used for all POS purchases, Reservations, etc.





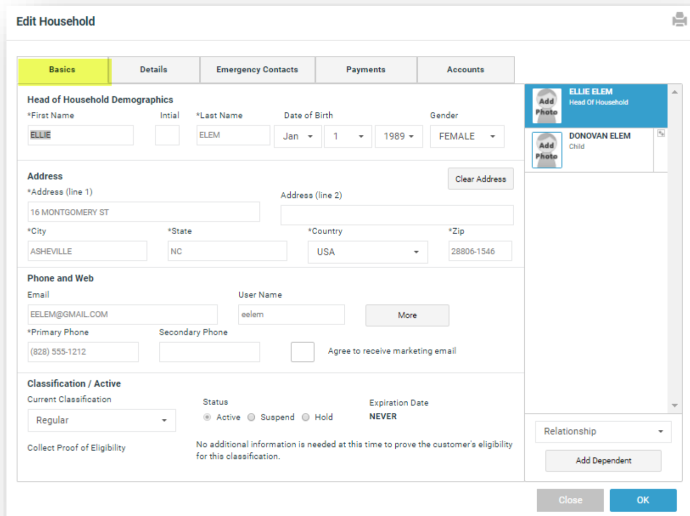
You can select the Household button in the upper left-hand corner of screen to open the Household Summary window. You are unable to select Members from the right pane while in the Household Summary window. From the Household Summary window, you can:

- Retrieve ID Card (and print)
- Buy Membership
- View Memberships
- Select View Household Details

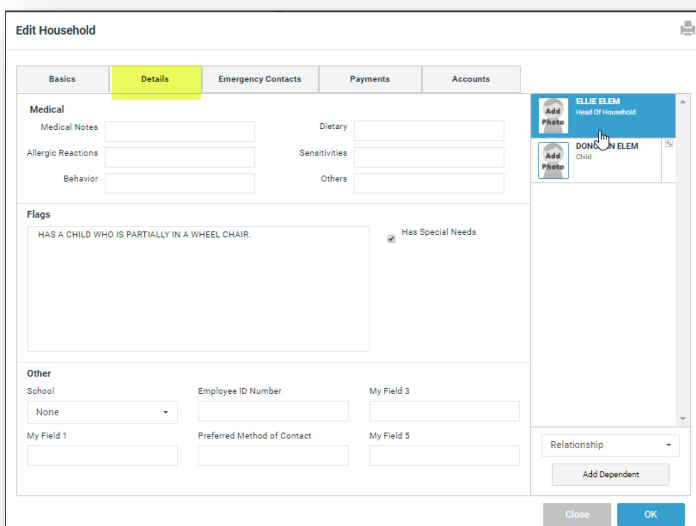
View Household Details

By selecting the View Household Details on the Household Summary window, you can access all the details on the Head of Household and other Household members. As a default, the Basics tab appears.

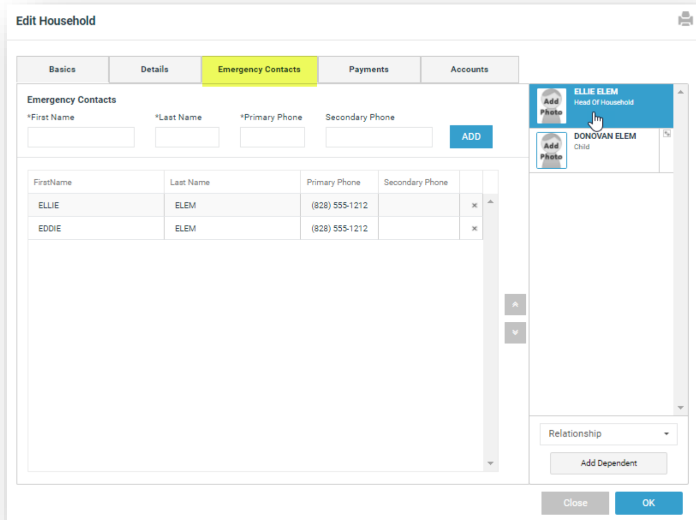
Basics: General information about the Household member selected in the right pane including Name, Date of Birth, Address, Phone, Email, etc.



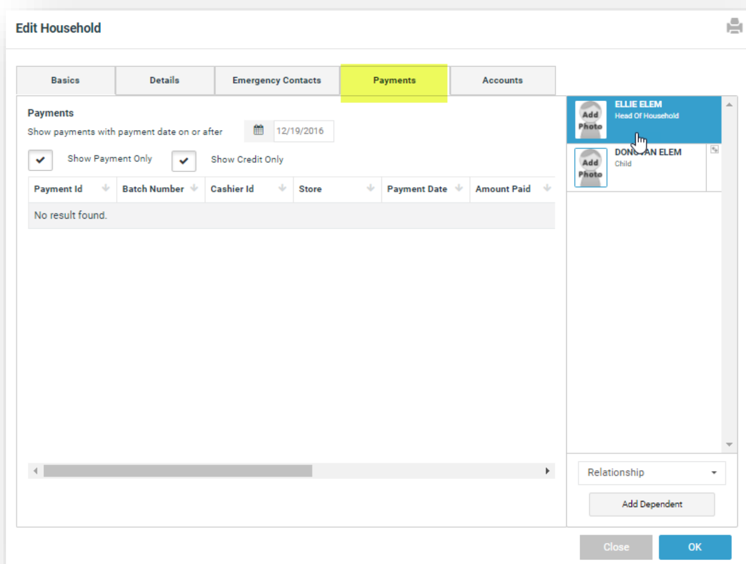
Details: Medical, Flags, School and customer information on the household member selected in the right pane.



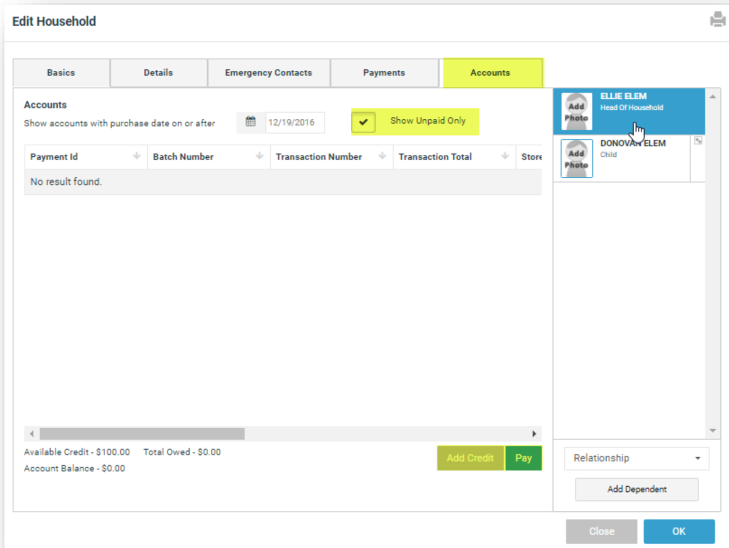
Emergency Contact: Creates a list of people who serve as the selected Household member's contacts including primary and secondary phone numbers.



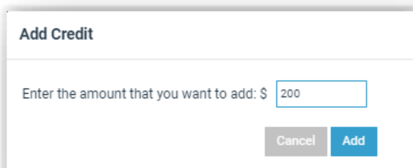
Payments: Shows all purchases of the selected Household member. You are able to sort by the various headings (Payment Id, Batch Number, Cashier Id, etc.) and other selection features. When you select one of the transactions from the search results, a receipt window appears which can be printed if applicable. This is used with the house account functionality.

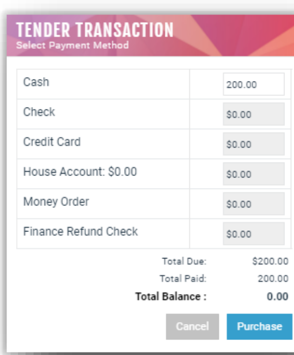


Accounts: Shows all accounts that the selected member of the household has. You are able to add credits to members of the household here by a multiple number of payment methods. **Please note that the Park District does not use the House Account functionality, so you may not use this at all.**



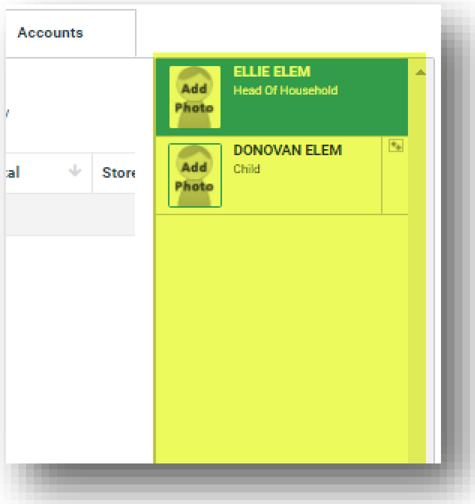
Add Credit: Users can add credit to a customer's household account from multiple forms of payment:



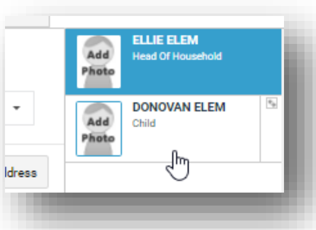


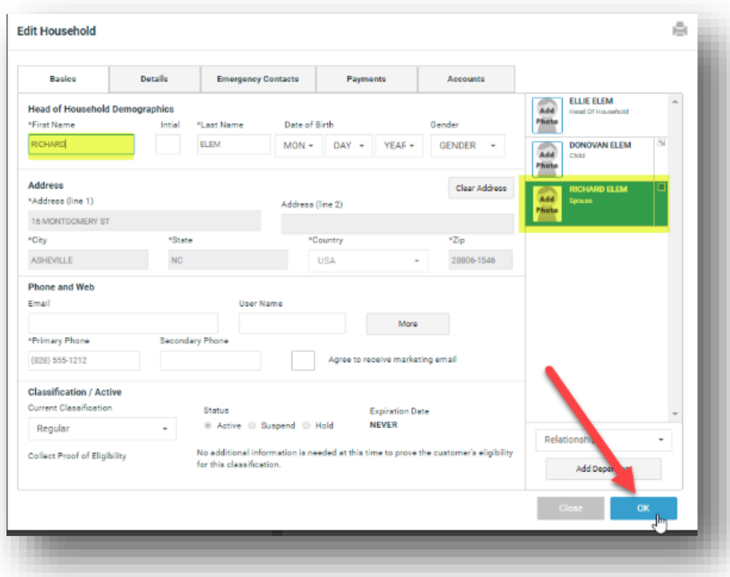
Edit or Add Household Members

You can edit or add a Household member from the Edit Household window which can be found by selecting Household and then select View Household Details from the Household Summary window (see instructions in previous section). Household members are found in the right pane as seen in the Edit Household screen.



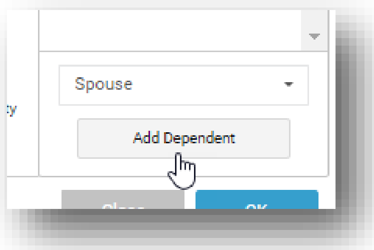
Edit Household Member: Select the Member's name from the list. That Member selection will become highlighted and all data entry on the Edit Household window will be associated with the selected Member. Make changes and select OK.



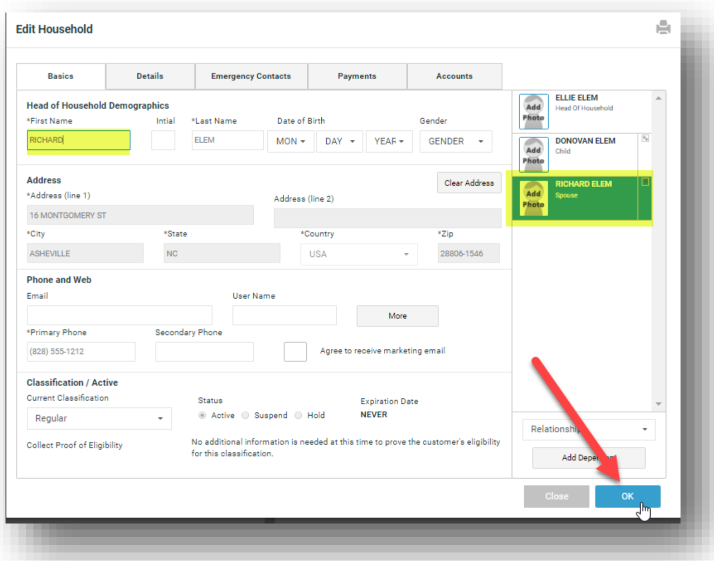


Create new Household member: Navigate to the Edit Household window. In the lower right-hand panel, select the dropdown for Relationship. You will need to select a Relationship type prior to selecting Add Dependent.

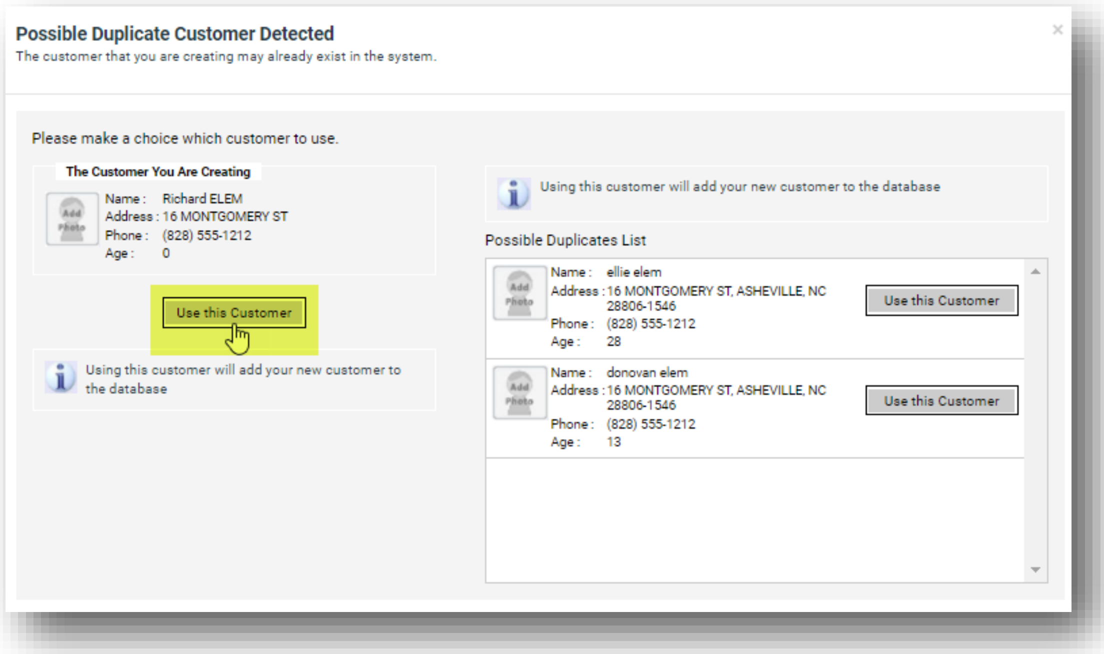
Once you have selected the Relationship type, then select Add Dependent.



The Edit Household window will appear and all data entry on this window will relate to the new Household Member you just created. It will default with the Last Name of the Head of Household which may be changed. Complete the requested data. Then select OK to ensure all your changes are saved.

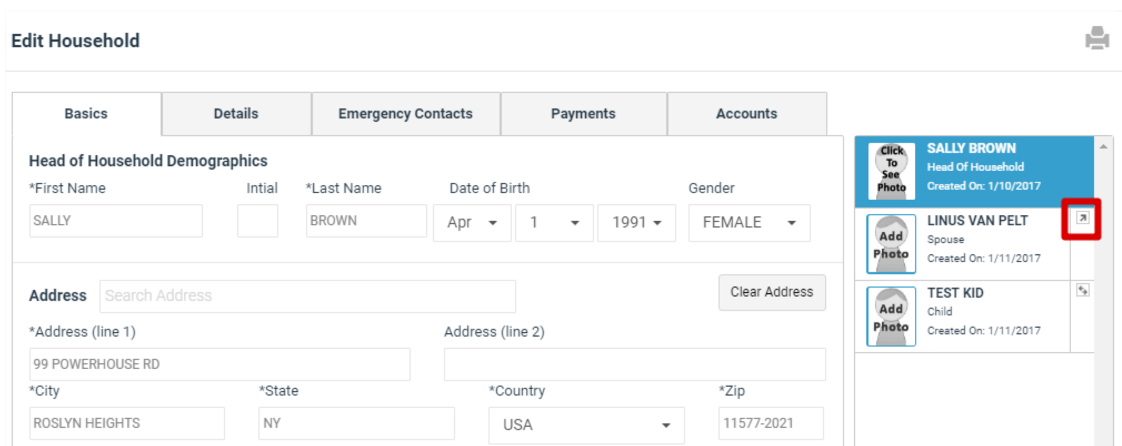


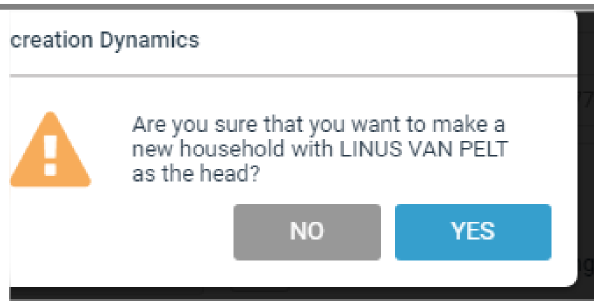
In the example below, Richard ELEM was found to pre-exist as a Customer in the application. With due diligence, determine if it is a legitimate duplicate (there are two people with the same name) or resolve which Richard ELEM should be removed from the application. Select the Use this Customer as indicated below. Richard ELEM now becomes a member of the ELLIE ELEM Household.



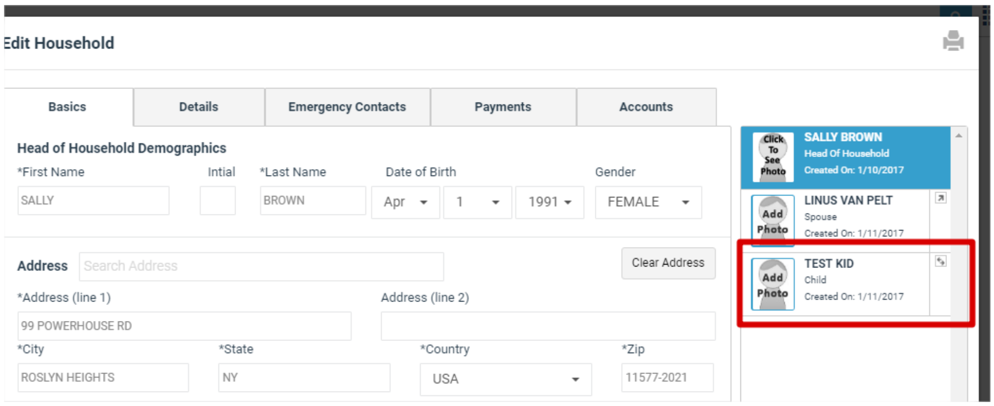
Exporting a Dependent/Transferring Dependents

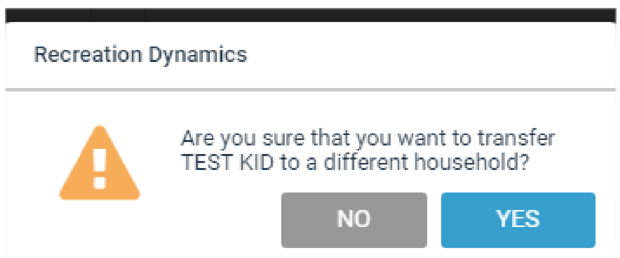
If a dependent is over the age of 18, they can be exported out to their own household. The system will automatically identify if the customer is eligible to be exported, and when you go into 'Edit Household' you will see a single arrow pointing right. If you click on this, that customer can be exported to their own Account.



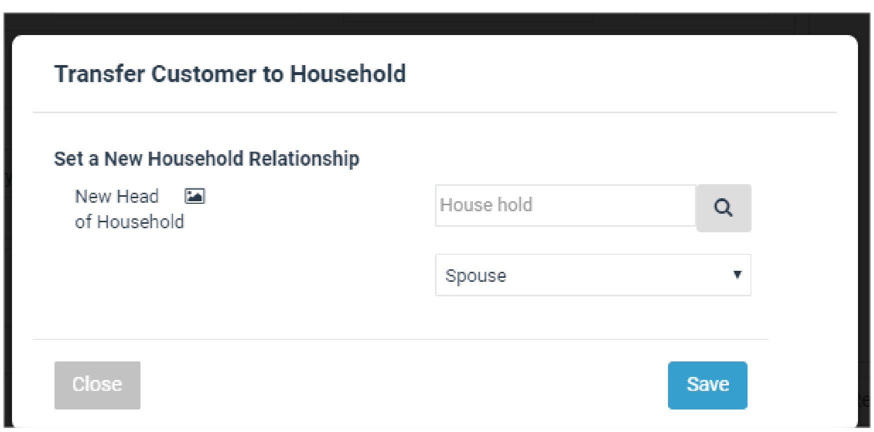


Similarly, if you want to transfer a dependent under the age of 18 to another account, you will see a double sided arrow next to the person's name, meaning they are eligible.





You must then search for the ne household, and select the relationship the dependent should reflect on the new profile and hit save.

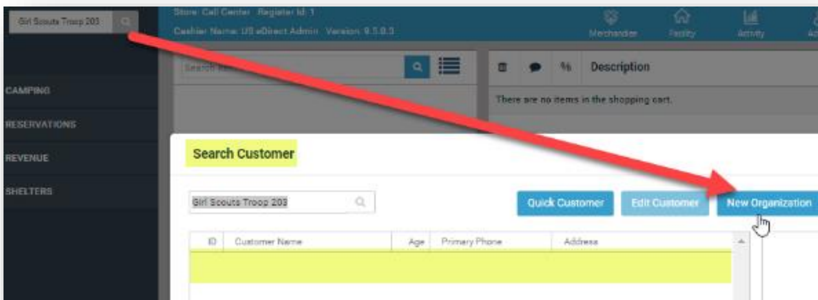


Organization

Organization is the second type of Customer. An Organization represents a group of people organized as a business, non-profit organization, governmental agency, etc. Organizations also have members, although a Member is not a Customer, but a contact person at the organization. An Organization is eligible to purchase items according to your business rules.

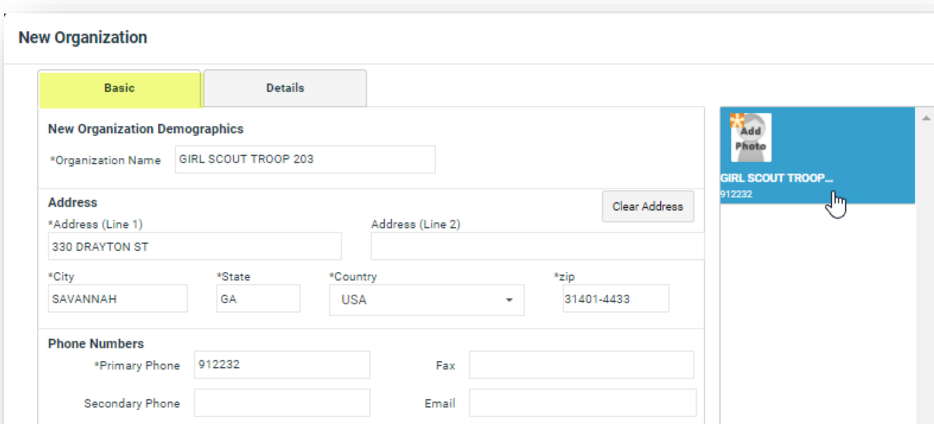
Organizations are also displayed in a tree throughout the application. However, for this type of Customer, the Organization is at the top with all members listed underneath. Although the process to add an organization is similar to that for a Household, there are some differences.

Before you can create a new Organization, you will be required to search for the Organization which will confirm whether or not it already exists.

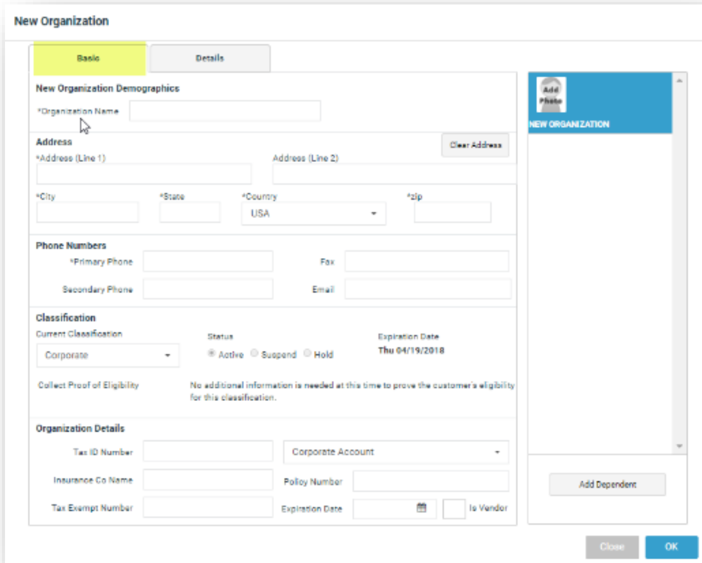


To create a new Organization, enter the Organization's name in the Customer search window. Select the Search icon (magnifying glass). The Search Customer window appears. If the Organization does not currently exist and the Search Customer results are null, select the New Organization button.

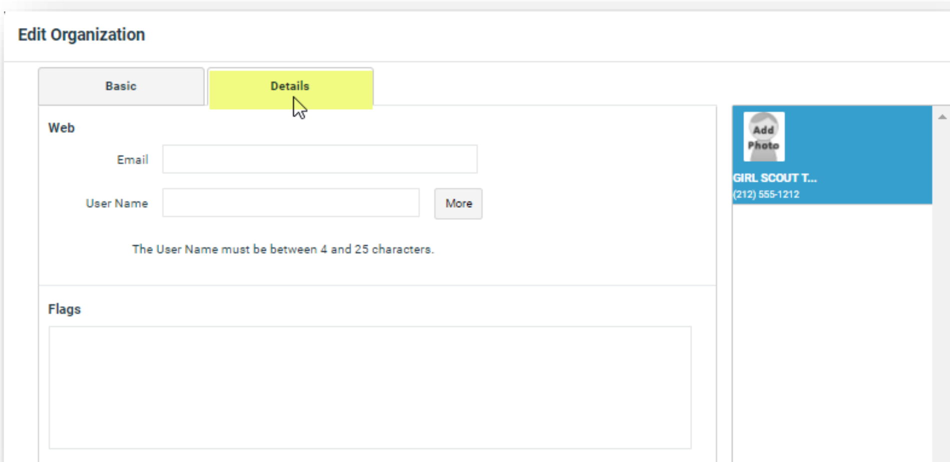
The New Organization window appears. All required fields are marked with "*" and need to be completed prior to selecting OK. There are two tabs, Basic and Details.



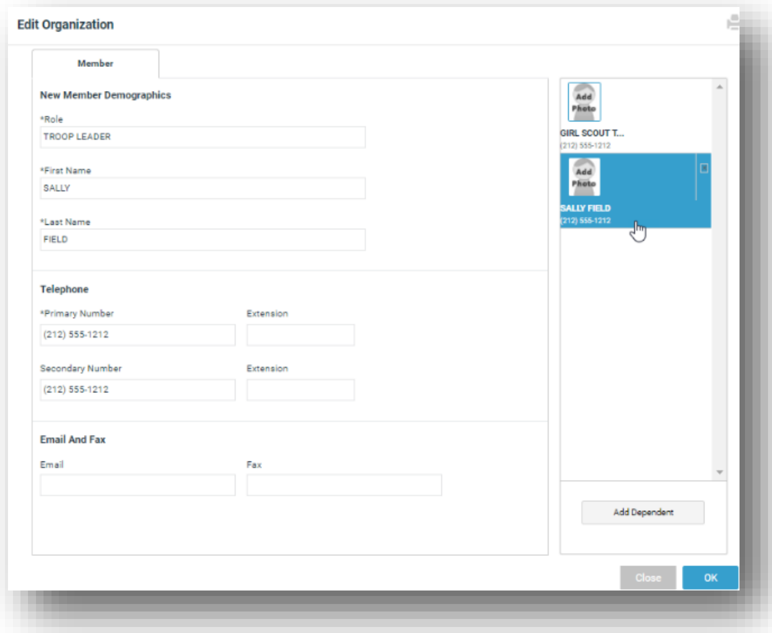
On the Basic tab, once you have completed the address, City and State, the application will verify the address and automatically enter the correct zip code. You must complete all of the required information on the Basic tab before you will be able to access and complete the Details tab. The new Organization name now appears in the Member pane on the right.



Selecting the Details tab on the Edit Organization window allows you to enter Web information as well as any Flags that need to be associated with the Organization. Flags are discussed in detail in another section. There is no required information in this window. The Details tab is only available when you have selected the Organization name in the right pane. Select OK to save any changes.

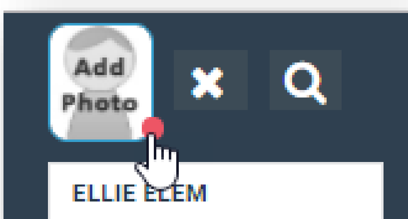


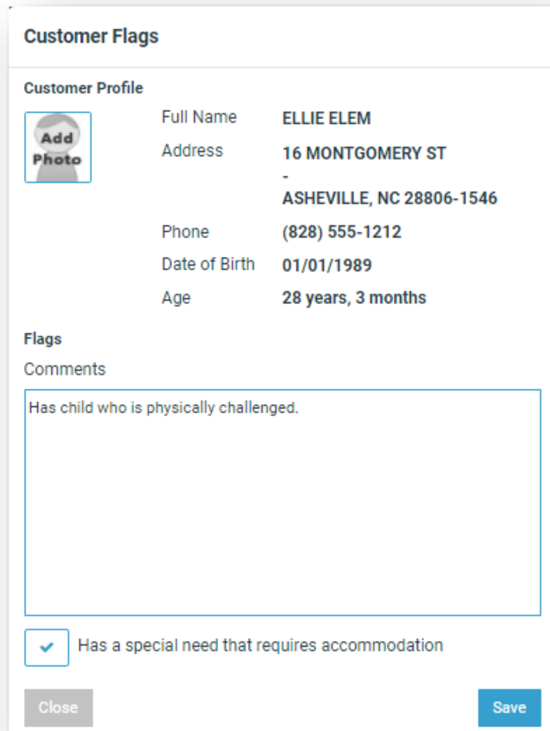
From the Edit Organization window, you may also add Dependents. Select the Add Dependent button. In this example, the Organization may add troop leader information to associate with the Organization itself. You may add multiple Members. Once all of the required fields have been completed, select OK. The new member will now appear in the Member pane on the right. Remember, the Member tab is associated with the highlighted Organization Member.



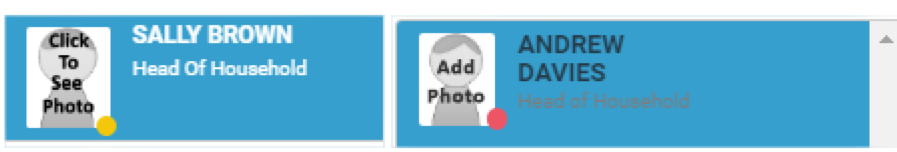
Customer Flags

To create a Customer Flag, select the red or yellow dot in the lower right-hand corner of the Add Photo icon wherever it appears in the application. This window is used to record any special information on the Customer that may need referencing from the POS. Enter the information and select Save. You may also add a 'Flag' while in the household details section.





If the customer has a flag added, a red dot will come up next to their name, otherwise if no flag is present, all customers will have a yellow dot next to their name.



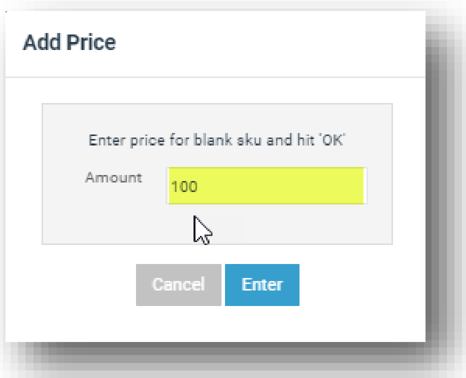
Open SKU/Open Price Items

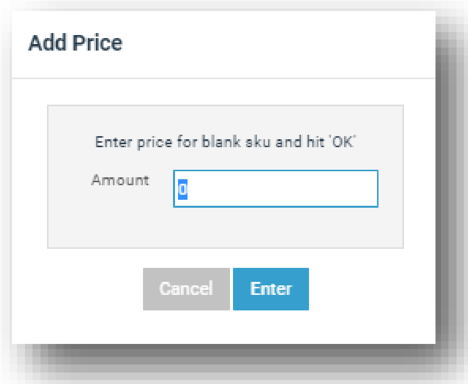
An item can be defined as a SKU (Stockkeeping unit). Therefore, when the term SKU is used it is relating to an item being sold/refunded. The item could be actual retail item (candy) or rental (kayak) or day use entry, etc.

Items in the POS may be configured in the Admin window to be 'Open SKU' items, meaning the price must be entered at the time of sale. These items are typically varying amount items such as Donations or Honor Envelopes.

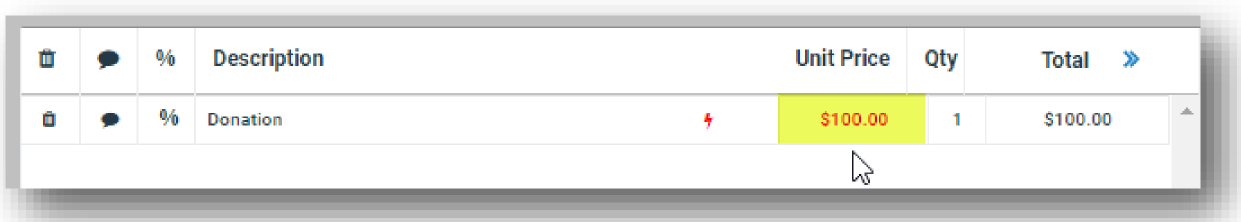
To sell an Open SKU item, select it via one of the two methods outlined in the section Adding Items to the Shopping Cart.

Unlike standard-priced items, Open SKU items will prompt you to enter the item's price before it enters the Shopping Cart. The Add Price Amount field defaults to $0.00. Enter the price of the item and select OK.





The price will display accordingly in the Shopping Cart.



This process can be repeated for all open SKU items. Items that cost $0.00 (such as free guest passes) will also open the Add Price window. The price should remain as $0.00. Select OK without changing the price to keep this item as a zero-cost item. Even if the cart has a total cost of $0.00 it must Tender Cart in order to record the items into the application.

System Customer and Adding a Customer to the Shopping Cart

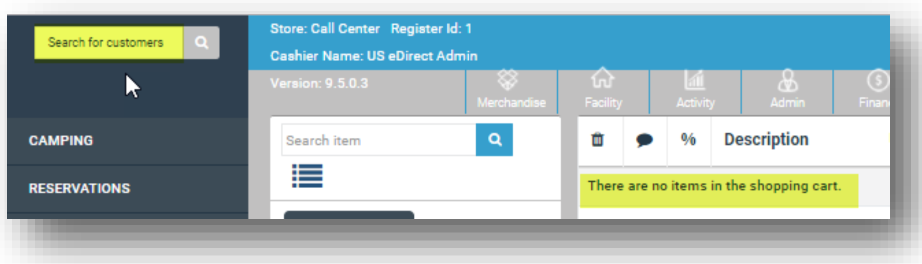
Every transaction that is processed through the POS will be assigned a Customer. Typically, the Customer will be a visitor to the location/store or someone who calls Guest Services or goes online. Customer information such as address, phone number, email etc. is required and captured for many services offered such as reservations and activity registrations.

Most transactions require you to ADD a Customer to the Shopping Cart. For example, a future reservation for a campsite cannot be made without a Customer being added. Otherwise, processing the transaction could lead to problems with refunds, modifications or generally being able to contact the Customer.

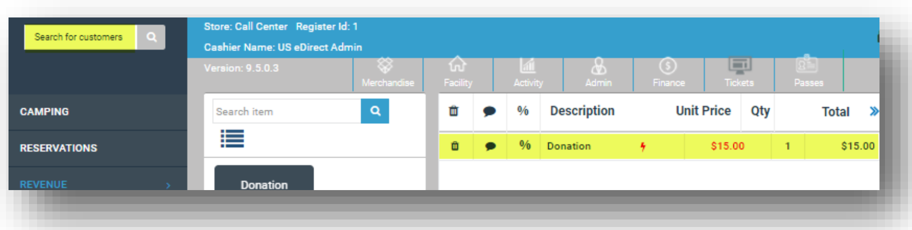
System Customer

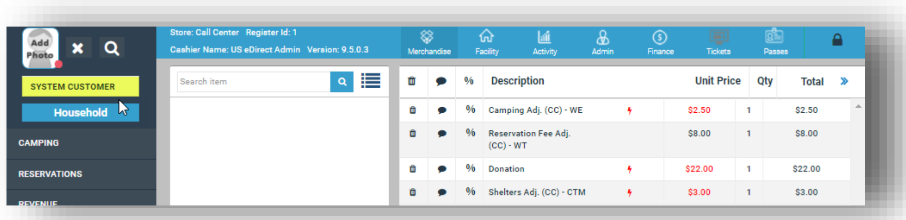
There are transactions that do not, and should not, require you to add a Customer. For example, if a Customer wishes to purchase a can of soda, it is unlikely the park would require such information. For this purpose, you will not be required to add a Customer to the Shopping Cart.

The System Customer is the default Customer assigned every time an item is added to the Shopping Cart unless a new or existing Customer has been added or is added at some point prior to Tender Cart. Below is an example of an empty Shopping Cart window with no items and no Customer listed in the top left-hand corner of the screen:



Once an item is added, the application will automatically assign the System Customer to the Shopping Cart and leave the field blank until you have selected Tender Cart or have selected another module (Facility, Activity).





This action will allow the sale to be tendered without the process of searching for and adding a Customer to the Shopping Cart. This feature may increase Customer satisfaction through decreased wait times. However, when a Customer is not added to the Shopping Cart, the transaction will not automatically be added to the Customer's Account. Encourage Customers of this transaction type to keep their receipt for future references.

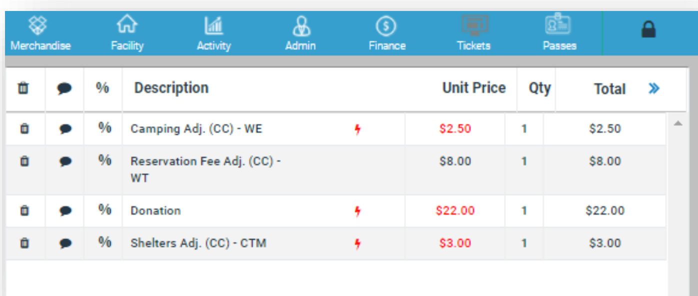
Facility Dynamics Integration with POS

Features of the new Shopping Cart combine the functionality of a Shopping Cart (ability to add Facility-based multiple reservations, registrations, memberships etc) with the robust abilities of a POS (adding and editing item prices, quantities, selling retail items etc.)

Any transaction that is processed, whether from the Merchandise, Activity or Facility modules, will be processed through the new Shopping Cart window as part of the tendering process including the following:

- Campsite/Cabin Reservations
- Shelter and Day Use Area Reservations
- Annual Pass Sales
- Tour or Other Activity Registrations

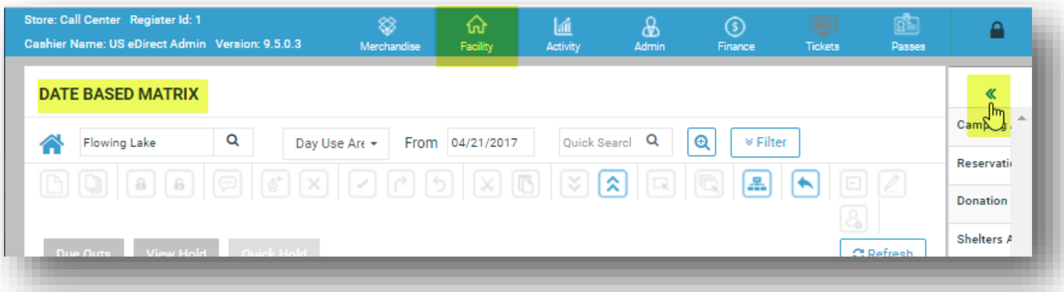
This feature allows processing payment for a campsite, a shelter, an annual pass and several retail items into a single transaction. Below is a transaction that shows both a reservation and retail items in the Shopping Cart.



Facility Module

Using the Map and Date Based Matrix Views

From the Facility window you are able to view the Date Based Matrix for Reservations and the POS Shopping Cart. When you first select the Facility Module, the Shopping Cart will be minimized. Select the maximize icon in the upper right-hand corner of the screen to maximize the Shopping Cart.



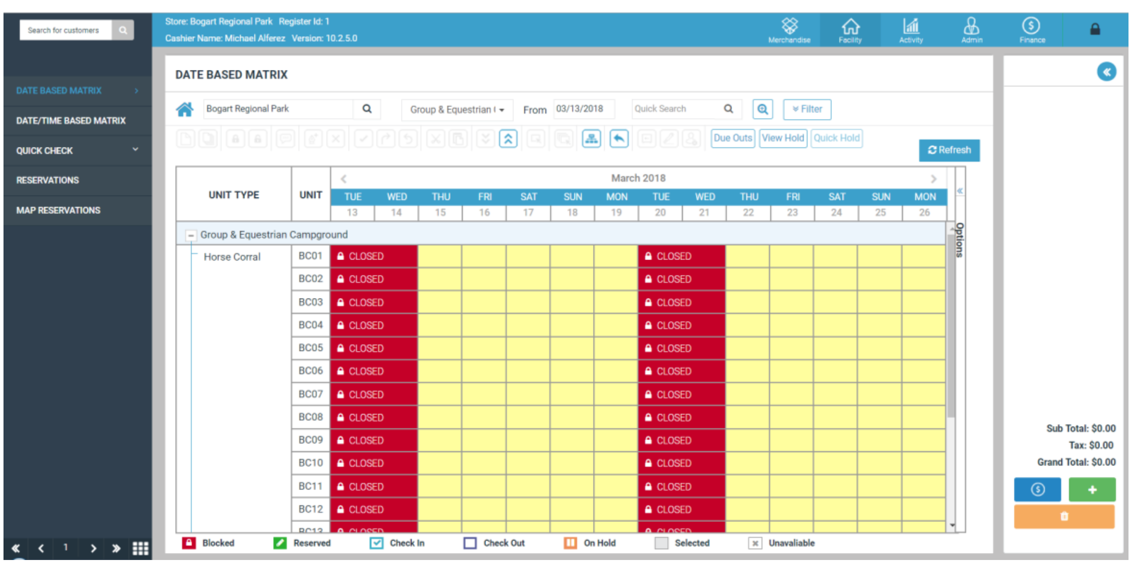
Since the Map view and Date Based Matrix view are important components of the Camping Module, it's helpful to be familiar with them before venturing into the Camping Module. Although both views essentially display the same information, the information is presented quite differently. You can easily toggle between the two views by clicking on the applicable view from the sidebar on the left side of the page.

Map View

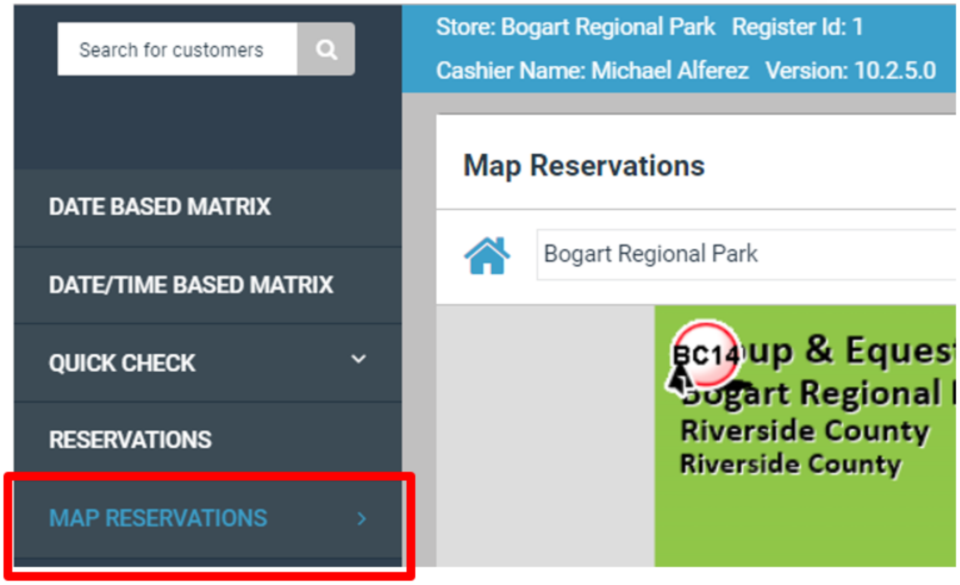
A Map View is a visual representation of a park or its facilities. This view helps envision the location of facilities within the park or the location of a unit within a facility. There are presently four map views:

In this section, please find a general overview of the Map function's color coding and organization. In a following section, instructions will be given to process a reservation directly from the Map view.

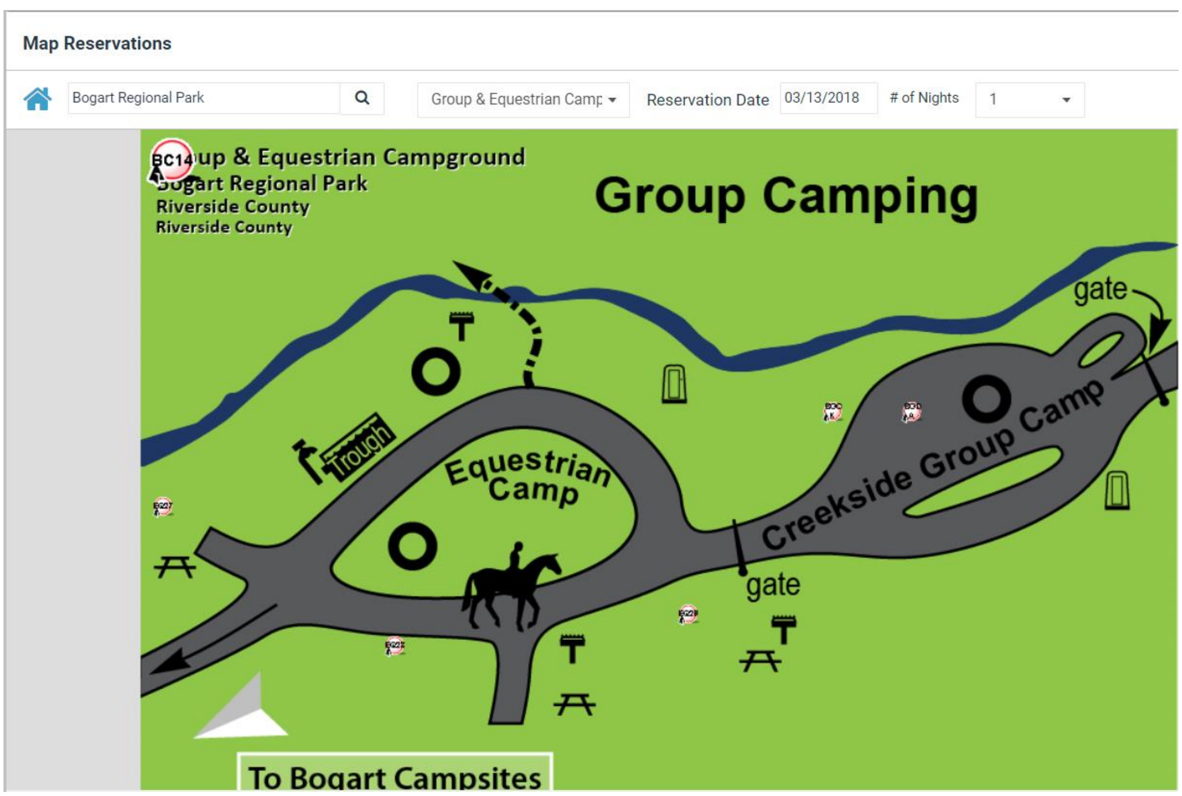
When you Select the Facility Module, the Date Based Matrix view opens by default (shown below). This Facility view will default to your park's location, such as Bogart Regional Park below:



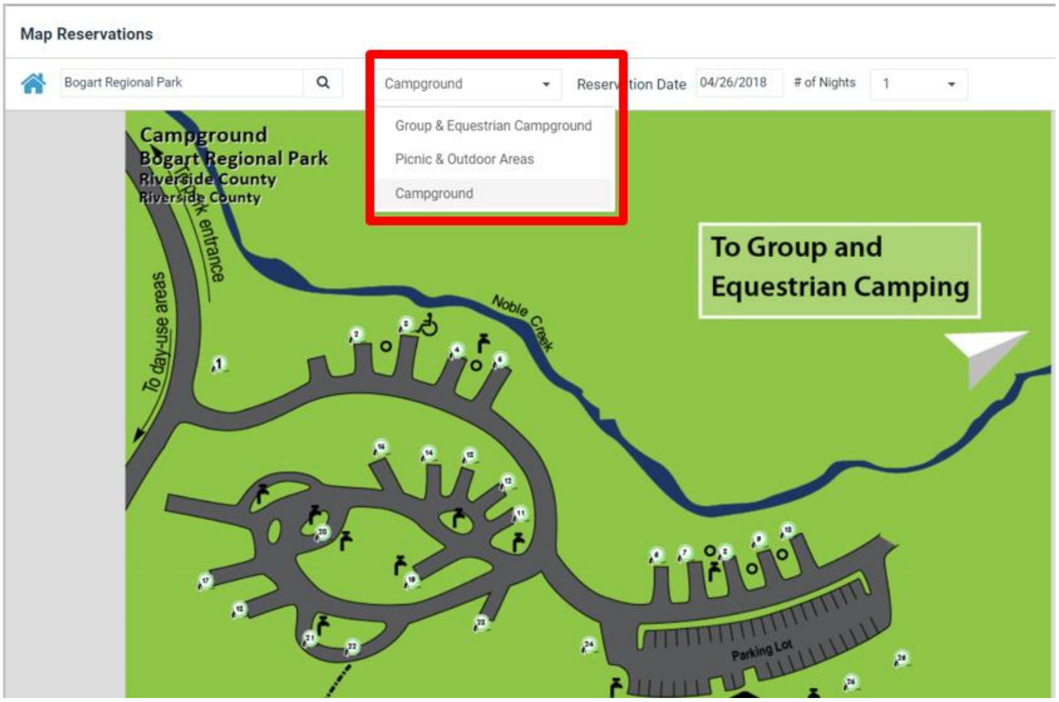
To access the Map Reservations, select the Map Reservations button on left sidebar of the Facility module:



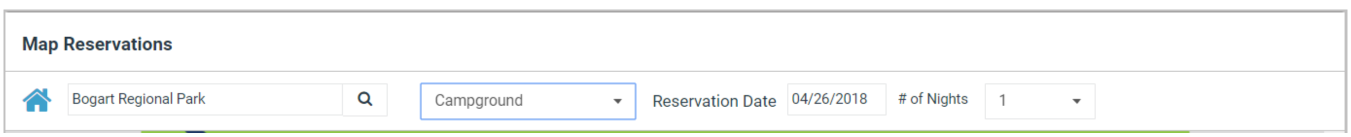
The Facility Map (shown below) is broken down into one or multiple areas- symbolized by an icon containing a number with a description of the area. This displays the number of available sites for the date range selected as well as allows the user to click on the icon to navigate the map to that area.



The Area view (shown below) is very helpful as a point of reference. Suppose that a patron requests a unit on the perimeter of the campground for additional privacy. No problem! Just click on the facility (e.g., Campground) from the previous view to launch a map of the campground's units. Using the unit view, you can guide the patron to the optimal location.



The Map Reservations view can be filtered for a date range/number of nights by using the filter in the top of the screen:

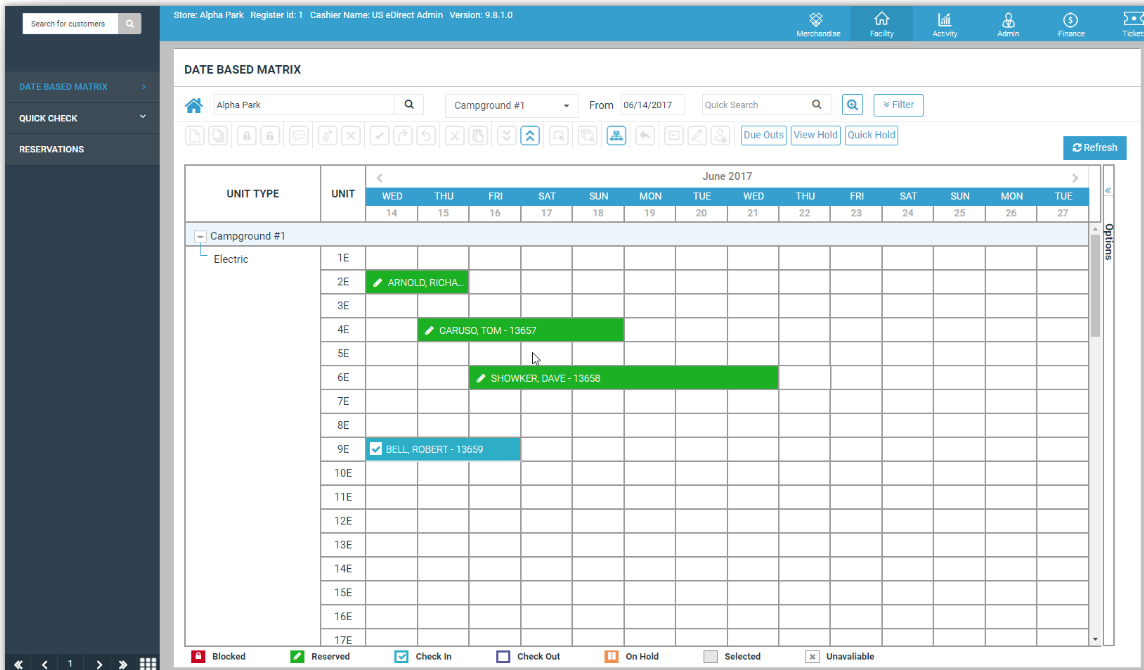


Simply select the Reservation Date (this is the night that they arrive) and number of nights that the customer will stay. The map will refresh and show the availability accordingly.

Icons display availability based on color coding. **GREEN** locations are available. **RED** locations are reserved:

Date Based Matrix View

The Matrix view displays facility and unit information in a grid format (see below). In this view, functions are executed from fields, toolbar icons, cells, grid, as well as other tasks.



Components of Date Based Matrix Window

Module Directory

Located on the left side of the screen, the Module Directory lists functions that are available for this module – Customers, Map Reservations, Date-Based Matrix, Date/Time-Based matrix, Court-Based Matrix, Reservations, Vehicle Search, Configuration, Reports, and Return to POS. Clicking on a selection takes you directly to the opening screen for that function.

Selection Fields

Fields across the top of the screen are used to select the criteria for the reservation. Subsequently explained in a later section, these fields expedite your search for a facility by narrowing down the dates, unit category/type, amenities, etc.

Toolbar Icons

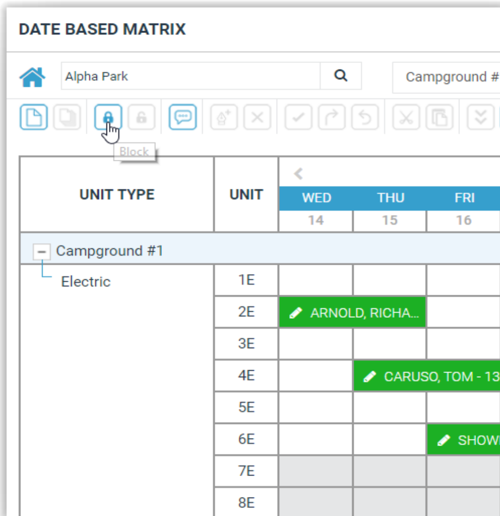
Located directly under the selection fields you can find a toolbar with a series of icons. Each icon lets you execute a specific task from the Matrix view. Icons are activated as the task relates to a reservation. Please keep in mind that the same functions are available from the Unit Pre-Cart screen, which is where you enter a reservation when not in the Matrix view. The icons are explained below.

(**Reserve**) Lets you enter a reservation by selecting a cell and clicking on this icon.

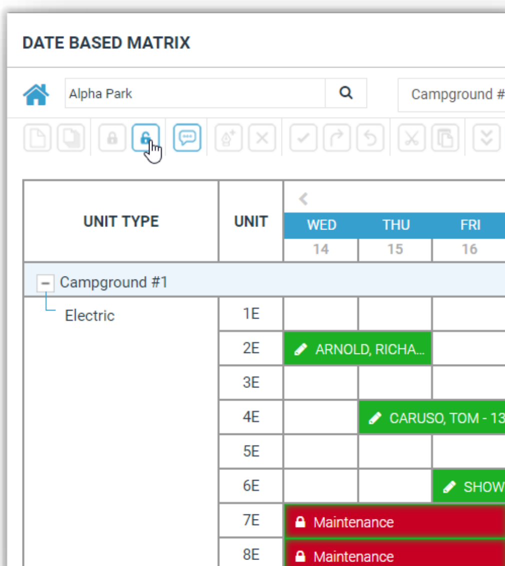
The Unit Pre-Cart screen opens for entering the reservation.

(**Mass Reserve**) This icon only appears in the Date-Time Based Matrix, for Hourly based sites.

(**Block**) Lets you block a unit or series of units from being reserved. This function essentially holds the blocked units for patrons of a special event (e.g., wedding, fundraiser, etc.).

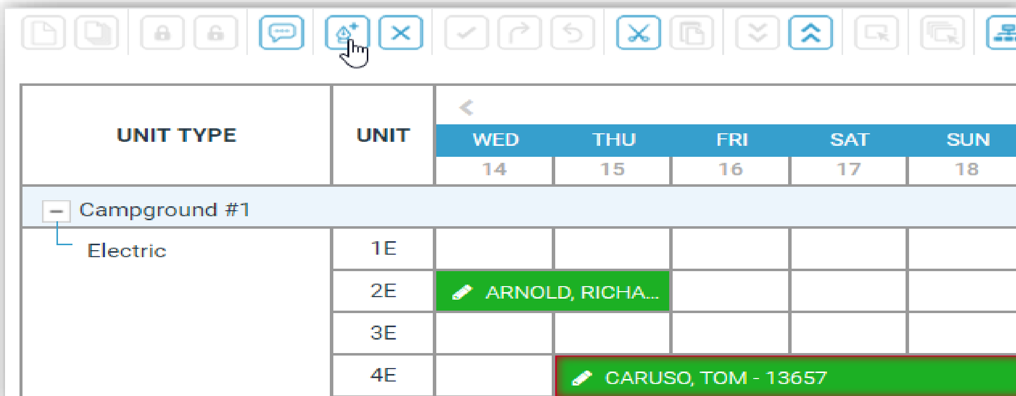


(**Unblock**) Lets you remove the block from a unit or series of units. The icon is enabled only when you select a blocked unit.



(**Comment**) Lets you add a comment (e.g., alerting the facility that the patron will be arriving late at night) to the reservation. The comment bubble is placed in the cell; clicking on the bubble displays the text and associated information. NOTE: this comment is tied to the date and site it is placed on and at this time can't be removed.

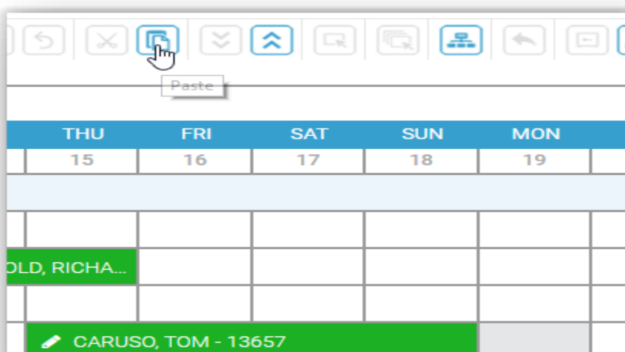
(**Modify**) Lets you modify a reservation. When the Unit Pre-Cart screen opens, review the reservation details and modify as necessary. This will be covered in detail later in this guide



(**Cancel**) Lets you cancel the reservation. If the reservation is already checked in, this icon takes you to the Tender Transaction screen for a refund. This will be covered in detail later in this guide

(**Check In**) Lets you check in a reservation by opening the Unit Pre-Cart screen. You can then check in the reservation from this screen. This will be covered in detail later in this guide

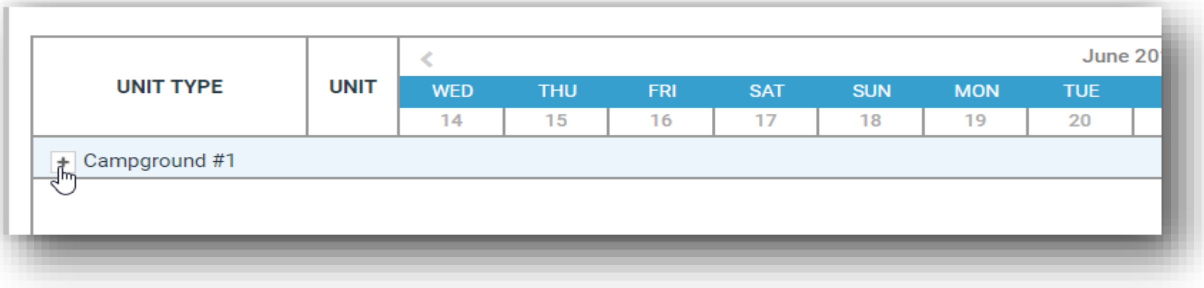
(**Cut**) Lets you cut a cell and paste it somewhere else in the grid. This is used primarily to moving reservations around the grid. This will be covered in detail later in this guide



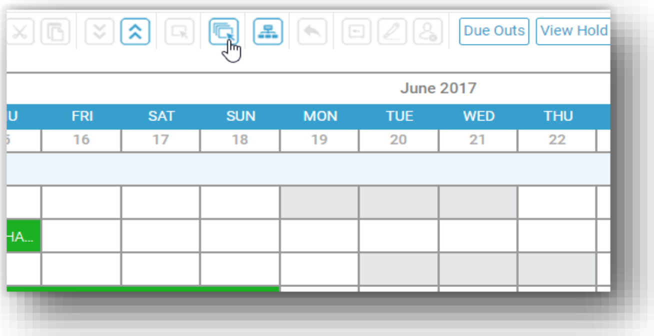
(**Paste**) Lets you paste the cut cell in a different location in the grid. You must confirm this action (see below) before you can paste it. This will be covered in detail later in this guide

(**Expand**) Lets you expand the grid to see additional details.

(**Collapse**) Lets you collapse the grid to hide the details.



(**Multi Select**) Lets you select simultaneously select multiple units and multiple dates on the grid. Selected cells are displayed in grey as shown below.



(**Toggle**) Lets you toggle between groupings.

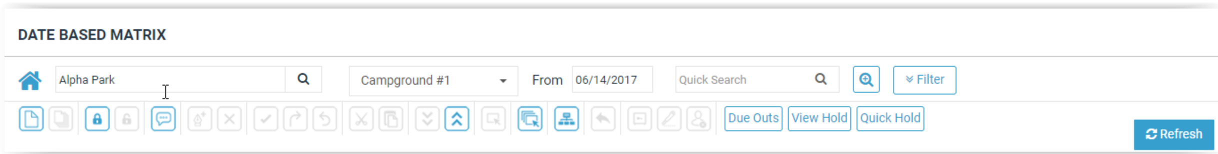
(**Reset Filters**) Lets you reset the current filters to initiate a new search.

(**Get Security Deposit**) Lets you return or collect the security deposit, depending on the status of the reservation.

(**Undo**) Lets you undo (cancel) the previous action.

Selecting a Site

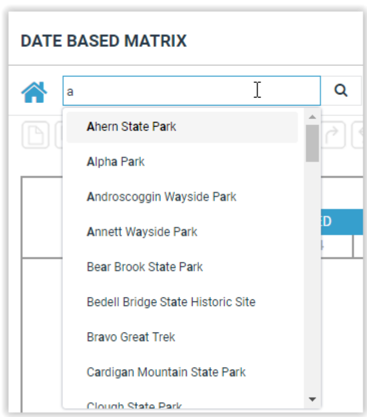
When searching for a site, the Matrix view is usually the best choice because it provides search and filter options to identify the facility that best meets a patron's needs. The search and filter fields are located in the top section of the Matrix (shown below).



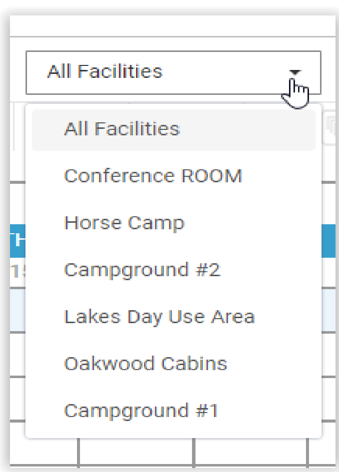
Using Search Criteria and Filters

The search and filter fields are explained below. After selecting the search criteria and filters, you must click on the Refresh button update the information in the grid. Furthermore, when the Refresh button is green, it means that information is ready to be updated.

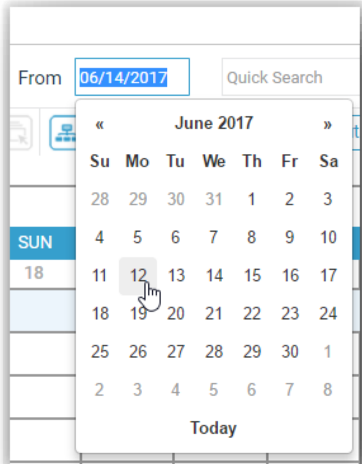
Place. This field defaults to cashier's location (the park where the cashier is based). However, you can drill down to a specific park of interest by searching for and selecting another park from the search box.



Facility. This field identifies the available facilities for the selected place. Select a facility from the dropdown menu.

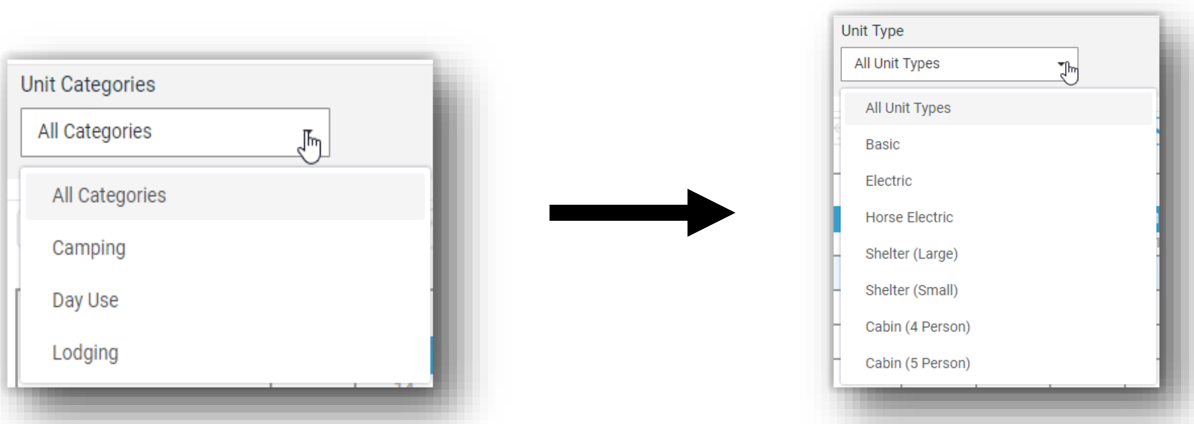


Date. This field specifies a time period for the grid. Select the time period from the drop-down menu.



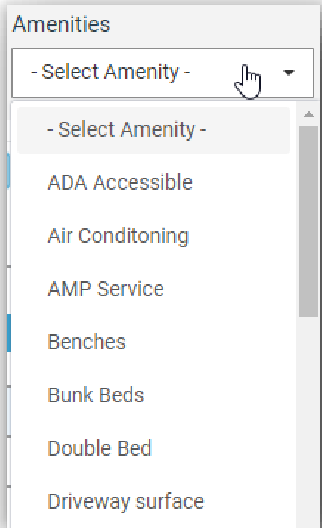
From (Date). This field specifies the start of a date range. It defaults to Today's Date. This date should be changed only if the reservation is for the future. Since most reservations for future dates are handled through Guest Services or via the web, it is unlikely that the date will be changed. If you must change the date, you can do so by clicking on and selecting a different date from the calendar.

Unit Category and Unit Type. The Unit Category and Unit Type fields are found in the "Filter" tab and work in tandem. Each unit category has an associated set of unit types; when you select a unit category, the Unit Type filter shows only the associated unit types (as shown below).



Days. This filter lets you check facility availability according to specific days of the week.

Amenities. This filter lets you search for facilities based on the available amenities Found under the filer tab.



Length. This field selects the maximum length of the sleeping unit. Change it as necessary by clicking on and selecting a different length from the drop-down menu. Found under the filter tab. **Note**: For certain unit types, the Maximum Length of the Sleeping Unit may be a requirement for the search (such as RV). In this application, the lengths are in *FEET* and choosing 40 on the matrix brings up *all units that allow a sleeping unit of 40 feet or longer.*

Customer Classifications

Customers are assigned classifications. The customer classification identifies specific customer groups, such as Residents, Non-Residents, Senior Citizens, Juniors, etc. Classifications are also used to report customer activity by customer group. Customer classifications are the backbone of customer and reporting on customer data. It is very useful to follow the trends in which the different groups participate

Please keep in mind that there are some guidelines to follow regarding customer classifications:

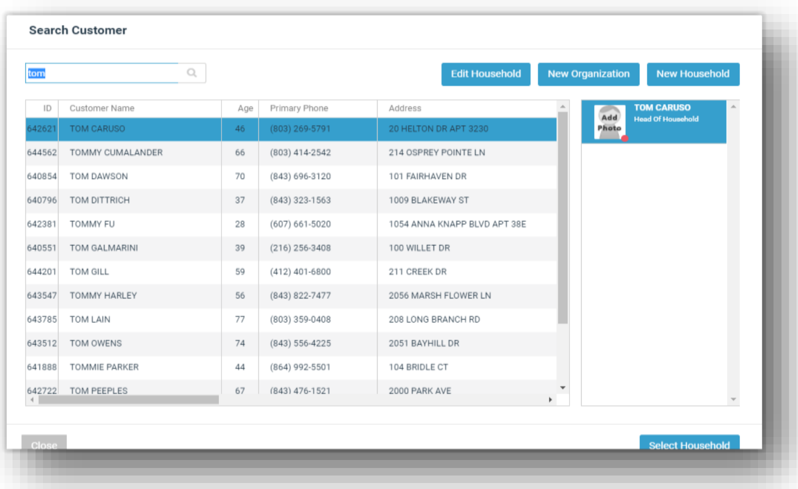
- A customer can belong to only one customer classification.
- New customers are put into the "default customer classification" bucket until they are given the appropriate classification.
- Customer classifications may require proof prior to assigning them to a customer. Examples of commonly-used proof include Driver's License, State Issued ID, Senior Card, Military ID, etc.
- Accepted proof varies by location and locations can tailor the type of proof accepted to their own needs.
- Customers can change their classification as long as they provide the necessary proof of eligibility, if required.
- Classifications are a factor in determining the price of goods sold through *Recreation Dynamics*. For example, a facility rental might be $20.00 for Residents while Non-Residents would pay $25.00.

Giving Web Credentials to Customers

A Head ofHousehold has the capability of logging into the web to make reservations, sign up for activities, and add/edit dependents. To enable access, the head of household's web credentials must be specified. Customers that are associated with corporate accounts cannot use the web access to edit their accounts.

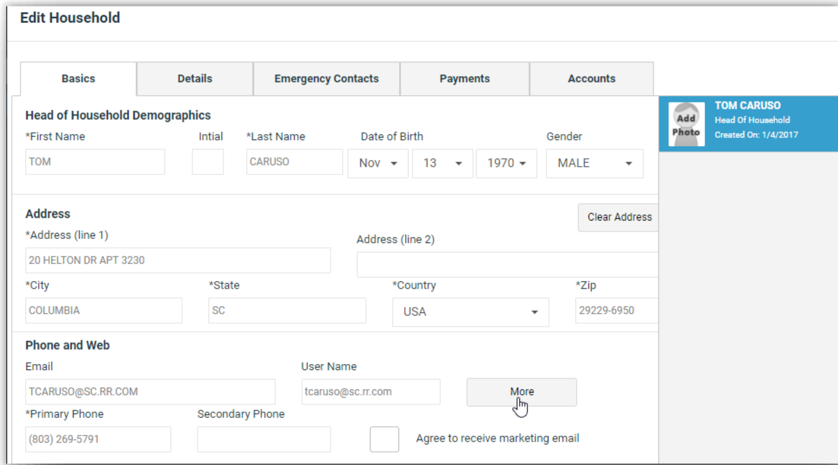
To grant web credentials to a customer, follow the instructions below:

1. Search for a customer in the household you wish to edit by locating the search box in the upper left-hand corner of the page on the **Facility** module.. The application displays all matches (see below).



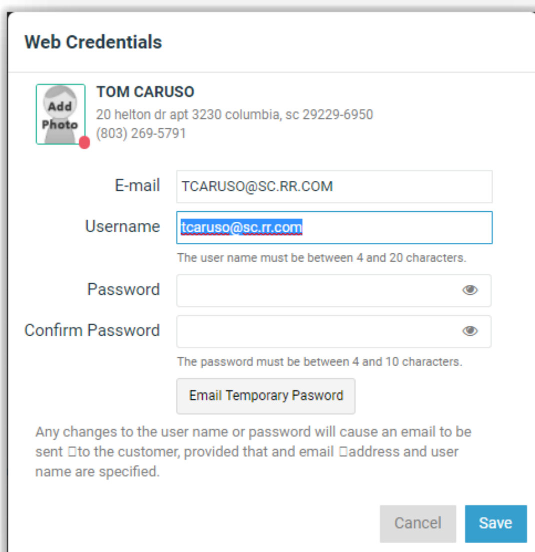
2. Locate the correct customer and select.

3. Click on “Edit Household” in the upper right-hand corner. The Edit Household screen opens.



4. On the first tab that it defaults to, “Basics,” click on ‘More” in the Phone and Web section to open the Web Credentials screen.

5. Enter a valid email address, user name, Password, and Password confirmation.



6. Click on “Save” when finished.

Note: If this is the first time that the customer is set up for web access, the application automatically sends an email notifying the customer that the account was linked to his/her email address.

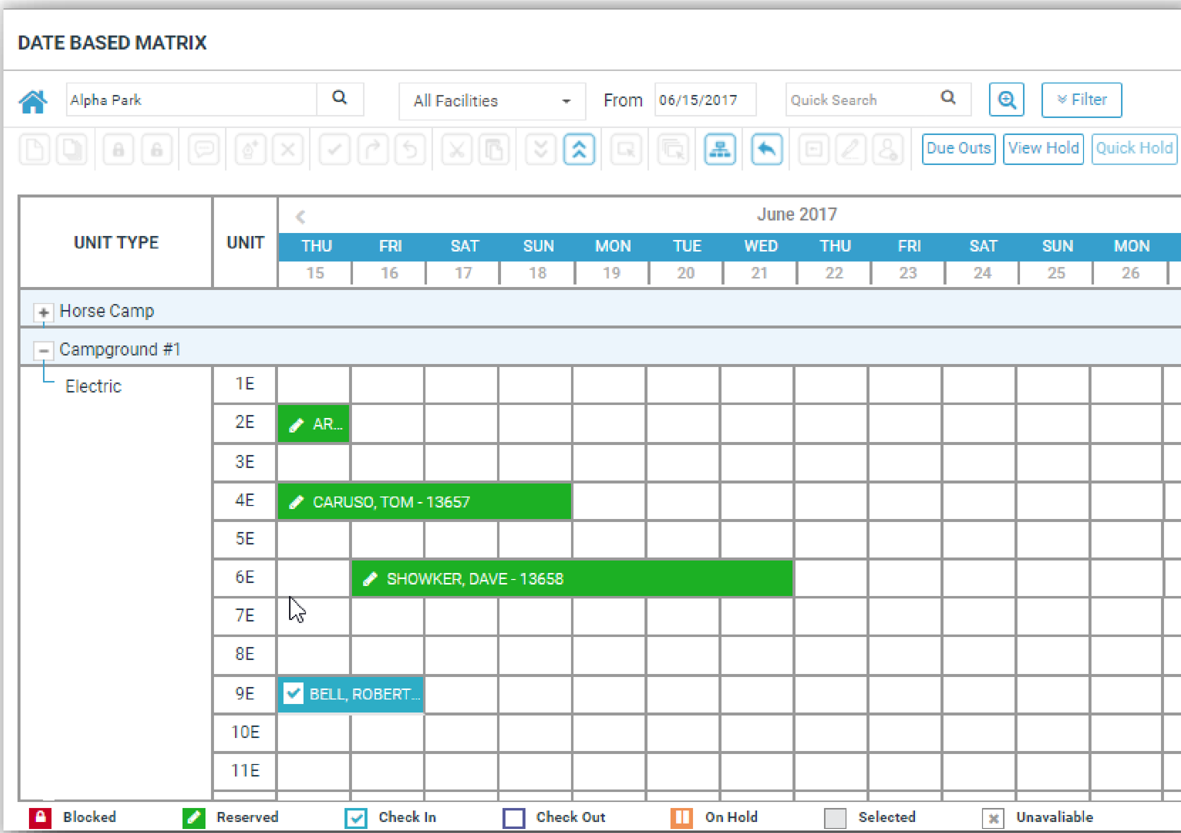
Making Reservations

Reservations can be made from the Matrix mode (Date-Based Matrix and Date/Time-Based Matrix screens) and from Map mode (Map Reservations). Since the end result is the same – a reservation – simply use whichever method works best for you.

Reserving a Unit from the Date-Based Matrix Screen

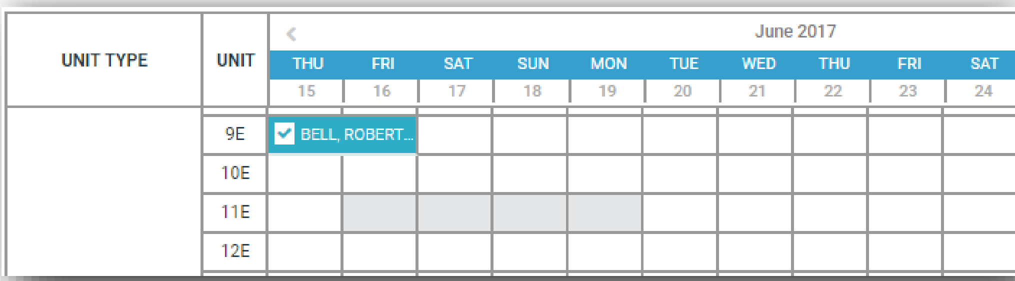
To make a reservation from the Date-Based Matrix, follow the instructions below.

1. Open the Date-Based Matrix screen for the desired park and facility. When the screen opens, it displays the selection criteria in the fields and identifies the statis of the units by color-coding.

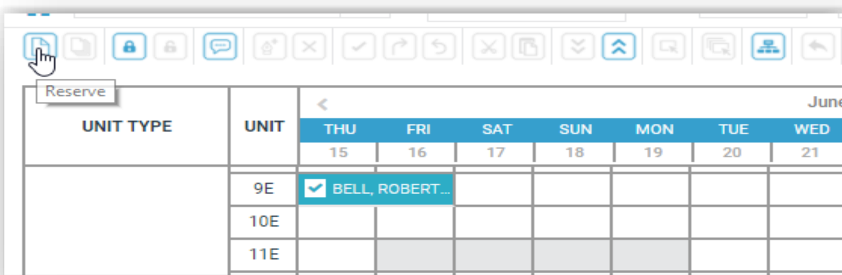


2. Identify the unit and date being reserved. Let's reserve Unit 11E in Alpha Park at Campground #1 from Friday 16th of June to Monday 19th of June.

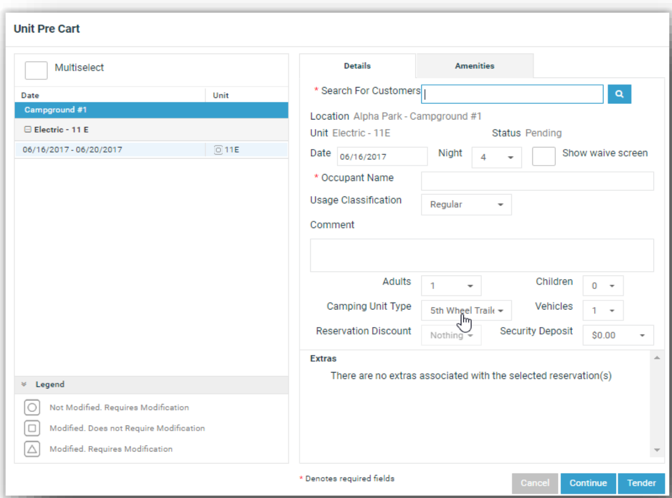
3. Click in the grid for the starting date of the reservation. The square turns grey, indicating that it is selected.



4. Click on the Reserve Icon at the upper left-hand corner to open the Unit Pre-Cart screen.

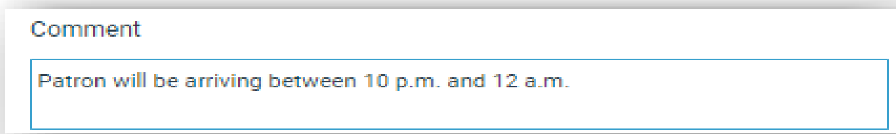


5. The Unit Pre-Cart screen is divided into two sections – Selected Units and Details/Amenities.
   - Selected Units. This section displays facility information for this reservation –park, campground, and desired dates.
   - Details/Amenities. The Details Tab is where information is entered for the reservation (number of nights being reserved, number of people in the reservation, etc.). The Amenities Tab lists the amenities for the selected facility (showers, pad size, etc.).



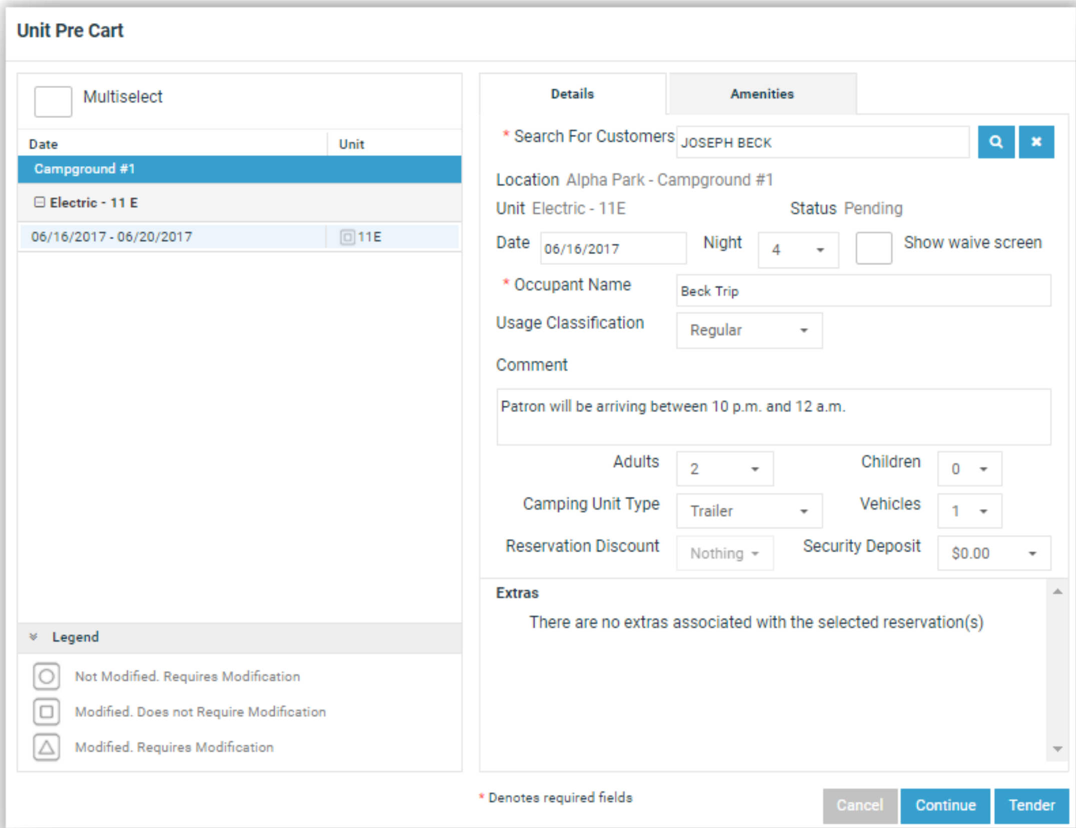
6. Enter the reservation information in the corresponding fields:

- **Customer**. Select the customer associated with this reservation. For details about this function, please go to Working with the Customer Base section.
- **Date**. Specify the reservation's start date by clicking on the calendar icon. When the calendar pops up, select the date. Please keep in mind that the application defaults to the current (today's) date.
- **Nights**. Specify the number of nights covered by this reservation.
- **Usage Class**. Specify special pricing classifications, when applicable. This value is user-defined and might include pricing options such as: Regular (no discount), Disabled (10% discount), Return Visitor (25% discount), etc.
- **Comments**. Type relevant information about this reservation, if applicable. For example, you might wish to note that the patron is requesting a late arrival.

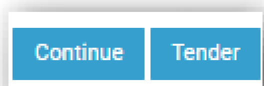


- **Camping Unit Type**. Select the camping unit associated with this reservation – RV, Popup Trailer, Travel Trailer, Car/Truck/Van, etc. These options are user-defined.
- **Security Deposit Fee**. Select the amount of security deposit, if applicable.
- **Adults**. Specify the number of adults included in this reservation.
- **Children**. Specify the number of children included in this reservation.
- **Vehicles**. Specify the number of associated with this reservation.
- **Extras**. Select the extras requested by the patron. Extras include items sold by the campground (firewood, ice, etc.) or special requests (waived reservation fee or pets).

When finished, the screen looks something like this:



At this point, you have two options to continue with this reservation:



Continue: This will add the item to the Shopping Cart and allow you to navigate back to the Grid to process additional reservations

Tender: This will take you directly to the POS, allowing the reservation to be paid for.

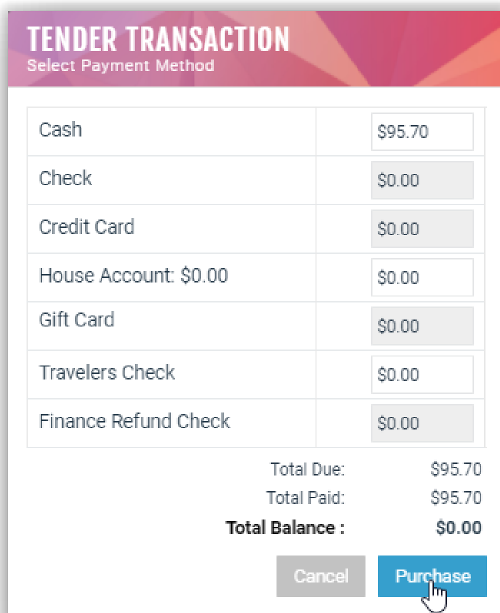
Tendering the Reservation

When the patron is ready to pay for the reservation, the tender process is explained below.

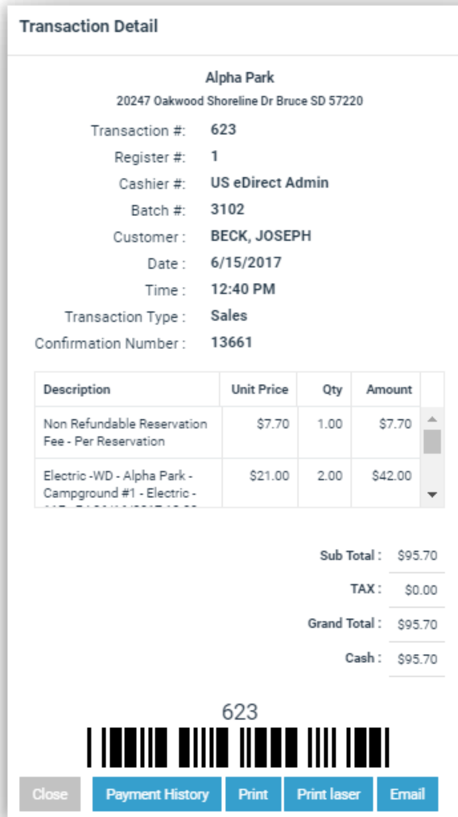
1. Confirm that the reservation information in the shopping car is accurate.

		%	Description	Unit Price	Qty	Total
			Unit: Alpha Park - Campground #1 - Electric - 11 E Stay: Fri 06/16/2017 - Tue 06/20/2017 (4 nights) Classification: Regular			
			Non Refundable Reservation Fee	$7.70	1	$7.70
			Electric 06/16/2017 05:00 PM - 06/20/2017 04:00 PM (Per 1 Days- Weekday Rate)	$21.00	2	$42.00
			Electric 06/16/2017 05:00 PM - 06/20/2017 04:00 PM (Per 1 Days- Weekend Rate)	$23.00	2	$46.00

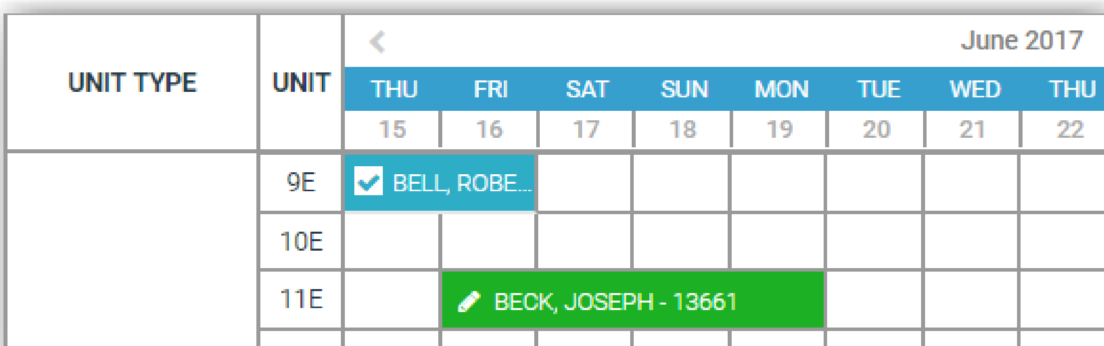
2. Click “Tender” when customer is ready to tender order. A blank Tender Transaction screen opens.
3. Determine the payment method in the left column and enter the amount due in the right column.
4. Click on “Purchase” to tender the sale and display a confirmation for the patron.



Confirmation:



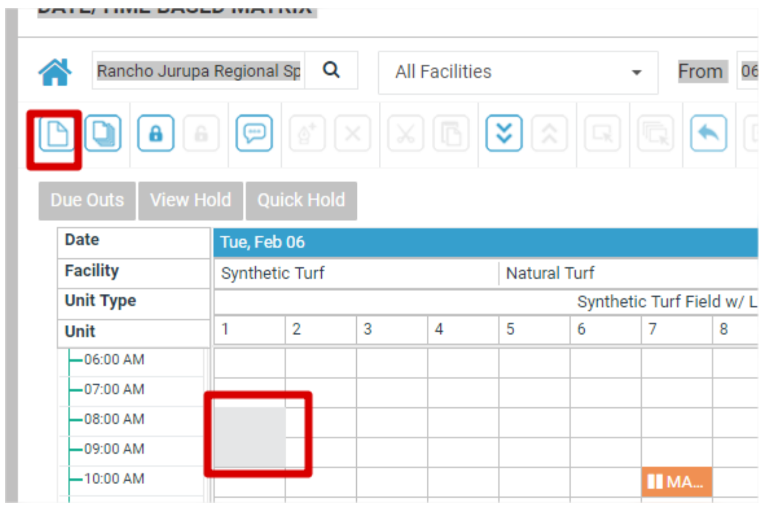
5. Print or email the Confirmation, per the patron's request by using the Print and Email buttons. The application will update the grid with this new reservation:



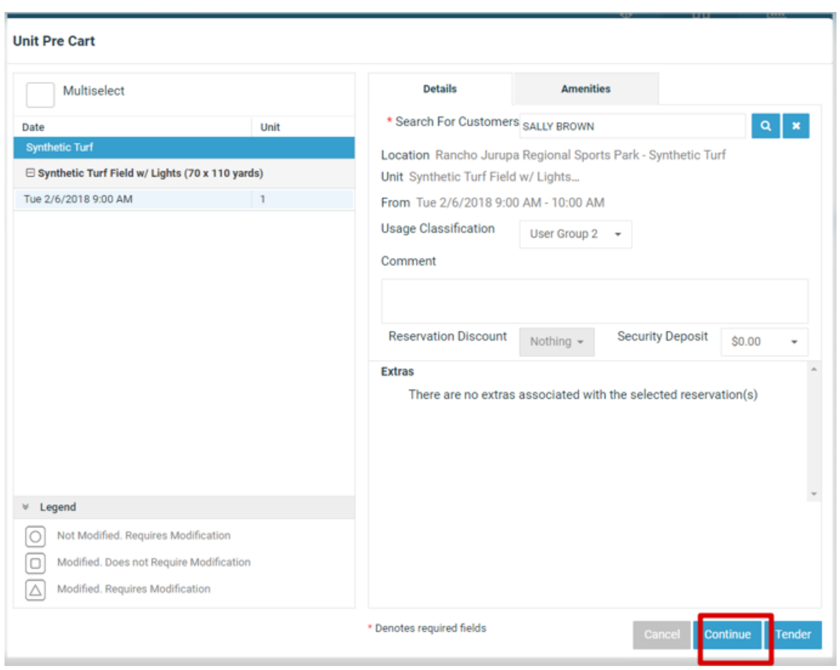
Reserving a Unit from the Date/Time-Based Matrix

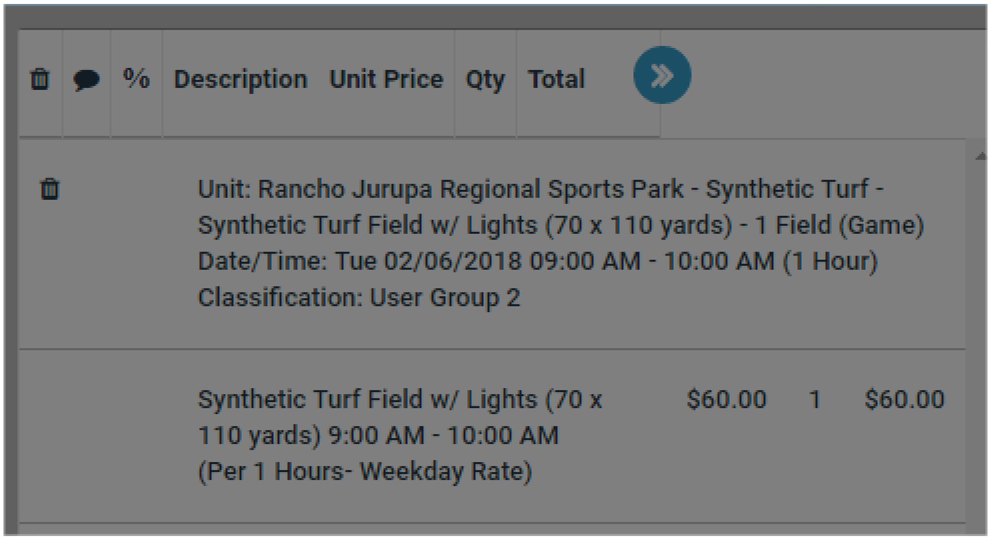
The Date/Time-Based Matrix allows you to reserve time-driven facilities such as picnic areas which may be booked by the hour. The process for reserving a time-based unit is nearly identical to that used for the Date-Based Matrix, with one exception. The only difference is that you must book the time for the unit.

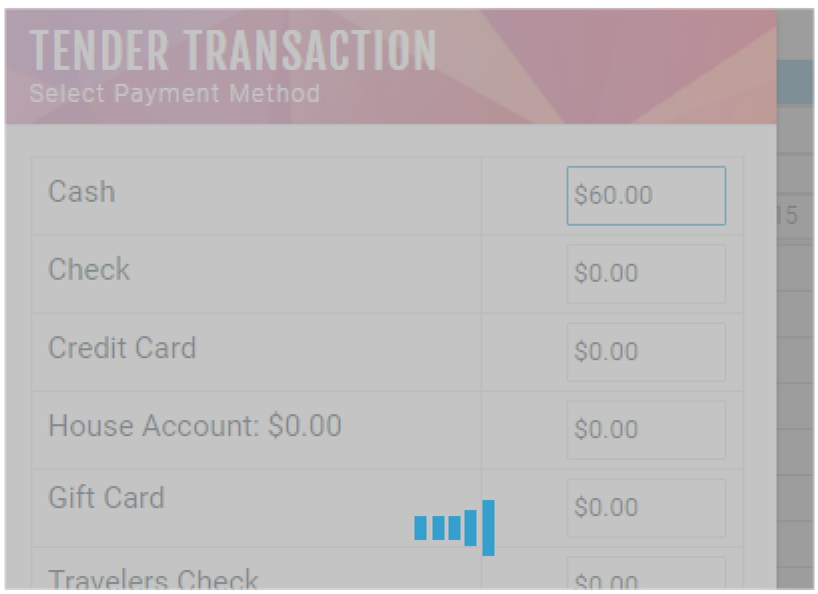
Select the Park and Facility where you would like to make a reservation. To drill down further, you can view the grid based on a specific unit category or unit type. Select the times you would like to make the booking for, and simply click on reserve.



Once again, the unit pre cart will come up here, and you can search for and select your customer. Then, you can select the appropriate usage classification, and continue with the transaction.







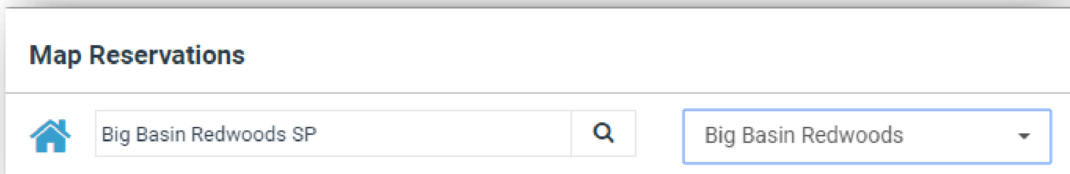
Once the transaction is completed, you will see your booking on grid, highlighted in green.

Reserving a Unit from the Map Reservations Screen

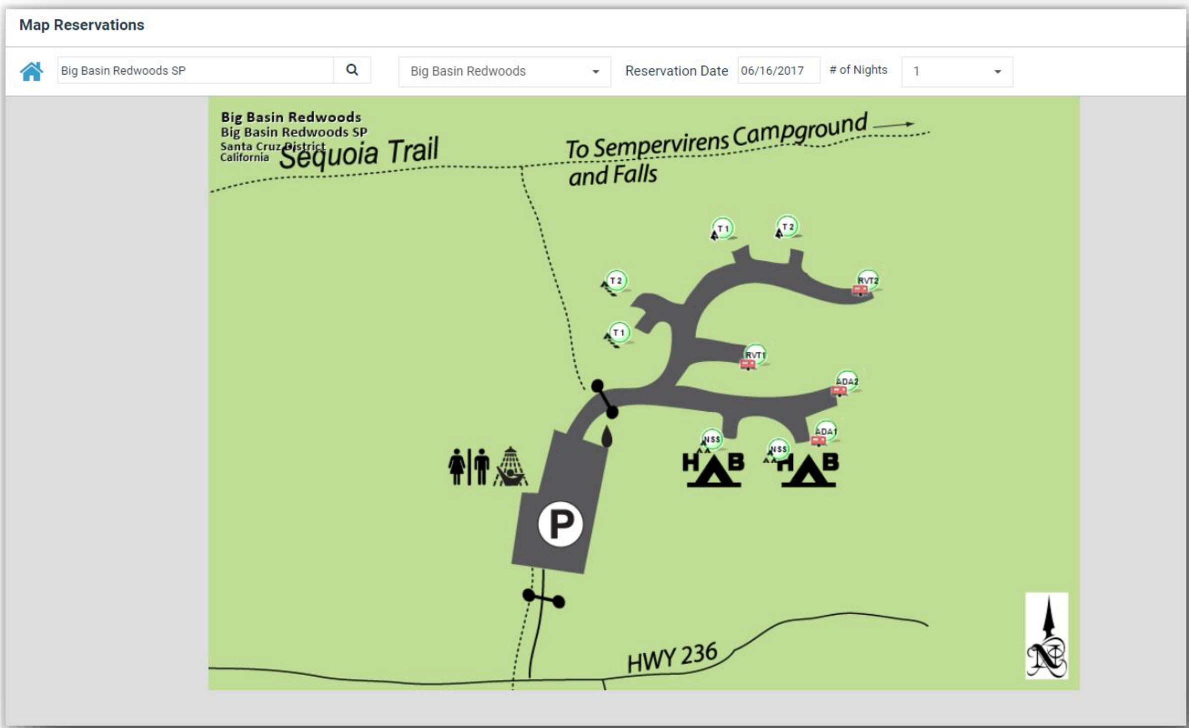
Note: the Map Reservations feature is only available on version 9.8.3.0 and above.

Navigate to the Map Reservations Screen by going to the **Facility** module and selecting the **Map Reservations** tab on the left sidebar. This screen shows campgrounds in your region. It is also the starting point for reserving units in Map mode. To make a reservation using the Map Reservation screen, follow the instructions below.

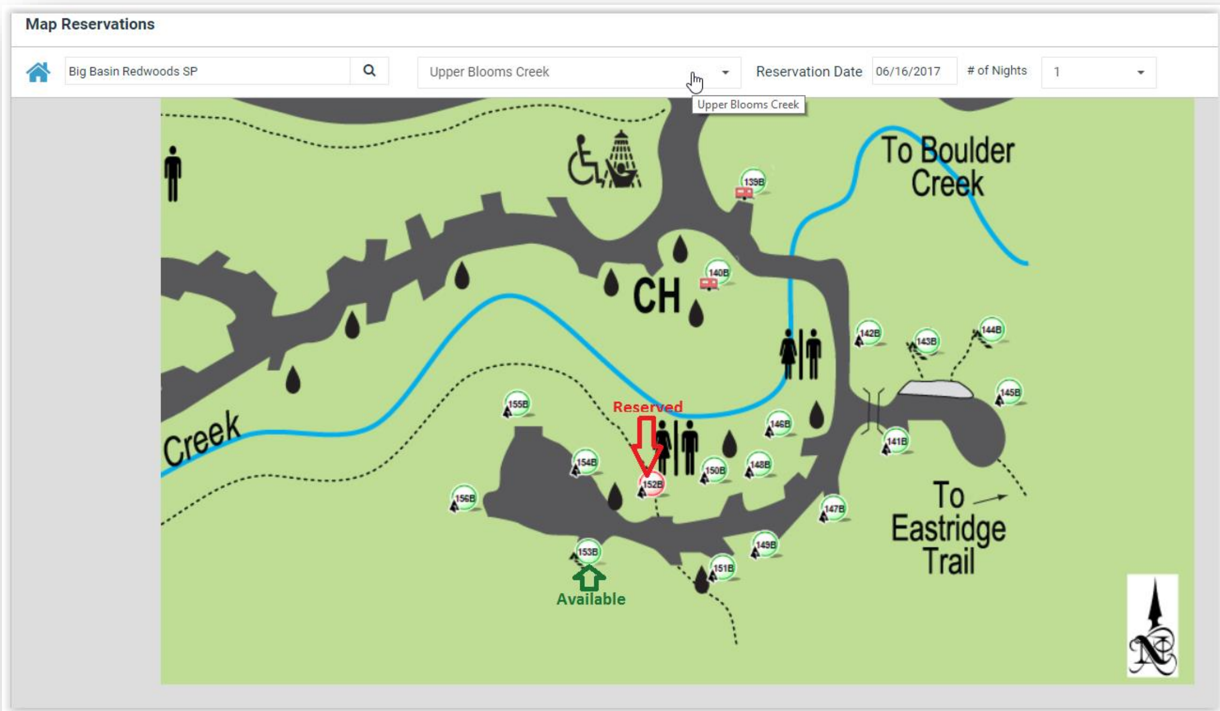
1. Select the Region and Park:



2. A screen opens showing the park's facilities. The facilities can be campgrounds, day use areas or other regions of the park as shown below:

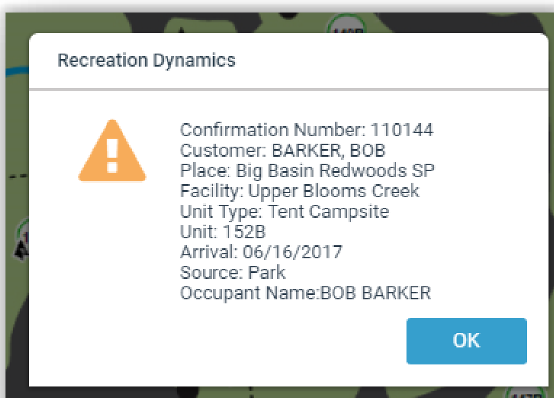


3. Click on a facility (e.g. Campground) to see a map of the units:

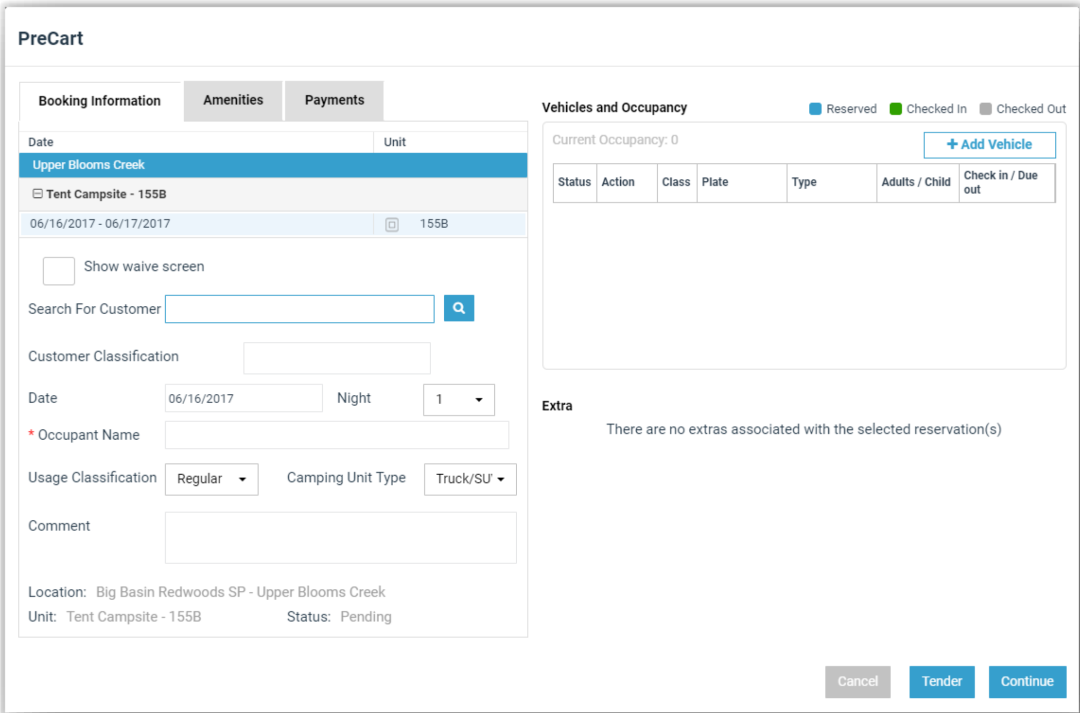


A quick glance at the map instantly gives you availability information:

- Available units displayed in **GREEN**
- Reserved unites displayed in **RED**
- Clicking on a reserved unit displays reservation information:



4. Click on the unit being reserved, which opens the Pre-Cart screen.



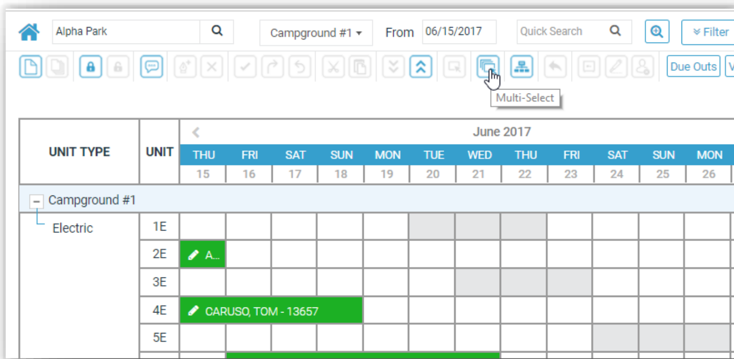
Note: From this point on the process is the same as outlined under the Date-Based Matrix section. Although the remaining steps are listed, please refer to the Date-Based Matrix Screen section for additional details.

5. Enter the **reservation details** and take the appropriate action
6. Click on to review reservation details in the Shopping Cart. Keep in mind that reservations are not final until payment is tendered.
7. Click on to open the Tender Transaction screen and tender payment.
8. Select the **payment method** and enter the amount due.
9. Click on **OK** to display a Confirmation for the patron.
10. Print the **Confirmation** for the patron.

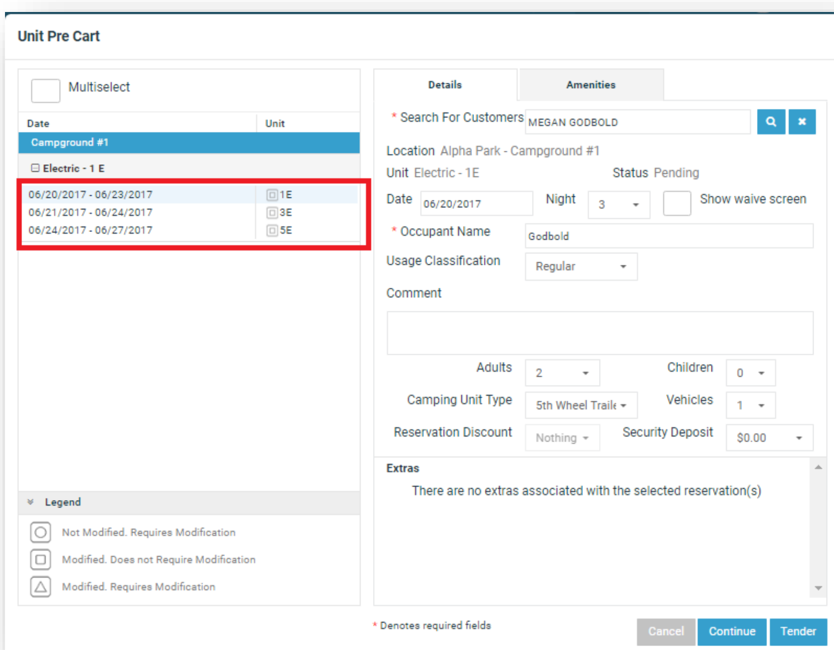
Using the Multi-Select Feature

The Multi-Select feature lets you simultaneously select multiple units and multiple dates under one reservation. It's extremely convenient when patrons reserve units again and again. To use this feature:

1. Open the Matrix view and click on (Multi-Select).
2. Click in the cell for each date and unit that you wish to reserve. The selected cells change to grey, designating multi-select.



3. Click on (**Reserve**). The Unit Pre-Cart screen opens, listing all units selected. This lets you tender payment once, instead of processing the different reservations individually.



4. Complete the reservation, following the reservation process previously explained. <u>**Please be sure to turn off this function when returning to the grid by clicking the multi-select button.**</u>

Using Other Reservation Functions

Once a reservation is made, related functions can be performed as necessary:

- Searching for Reservations
- Modifying a Reservation
- Cancelling a Reservation

Searching for Reservations

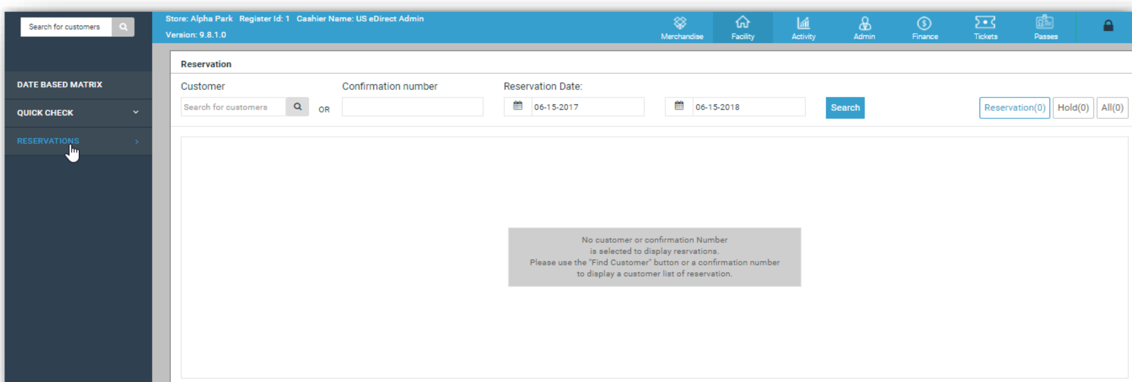
Before some of the other processes in the Recreation Dynamics application can be performed, staff must first find the reservation in question. For example, in order to modify a reservation, staff will need to select the reservation in the Date Based Matrix. Following are 3 methods to find a reservation in order to modify, cancel, cut/paste and perform other functions:

- Reservations button
- Quick Search
- Advanced Search

Reservations Button

The Reservations tab can be found on the left of the screen when the user is in the Facility Dynamics module:

Selecting the Reservations button will open up the screen shown below:



This screen allows staff to search for reservations based on one of the following criteria:

<u>Customer Name:</u>

This method works like the customer search in other areas of the application whereby the users may perform searches, partial name searches and review search results before selecting a customer.

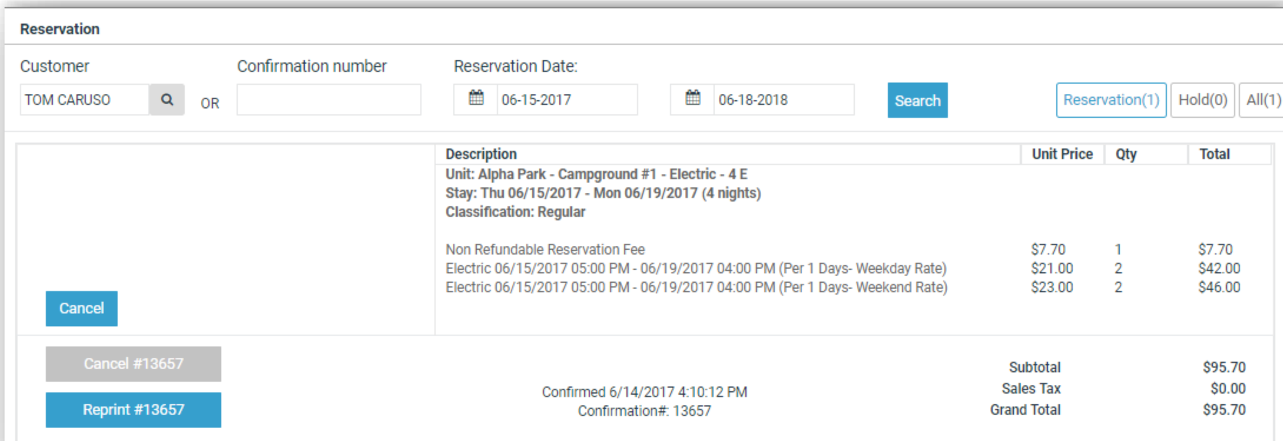
<u>Confirmation Number:</u>

The confirmation number is provided to the customer via the Confirmation Report. This will allow staff to filter based on a single confirmation number as opposed to viewing all reservations for a particular customer.

Date: The date filter defaults to a starting point of the current date and will show bookings up to one year in advance. This means that if you are looking to review a past reservation for a customer, you will need to update the date filter by clicking on the green highlighted area and making your selection in the fields below:

The date range may be selected as shown above, or alternatively the date filter may be removed entirely.

The following page shows the results of the search for Customer Name and Date of reservation:

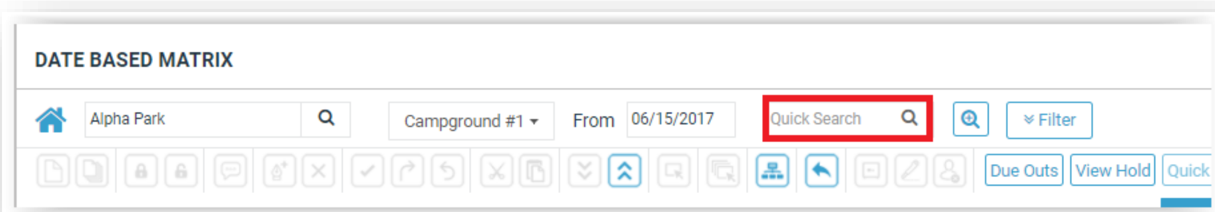


From this screen, reservations may be cancelled, or the original confirmation report may be reprinted. Please note, this screen is does not give the option to modify the reservation. Please see either Quick Search or Advanced Search below for the search method for modifications.

Quick Search

The Quick Search function is a fast method to pull up a customer's reservation directly in the Date Based Matrix- allowing staff to perform functions such as adding comments, modifications, cancels etc.

Quick Search can be found at the top of the Date Based Matrix, near the reservation criteria selection bar:

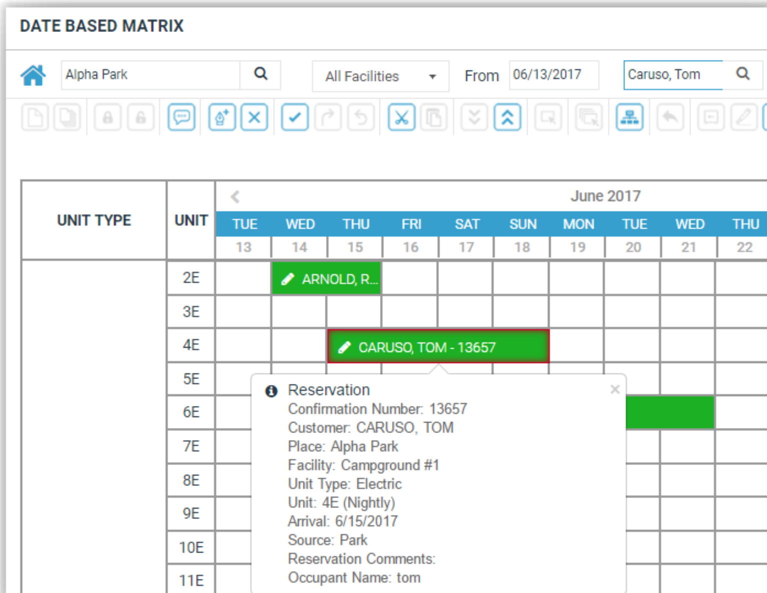


The Quick Search function will display results based on:

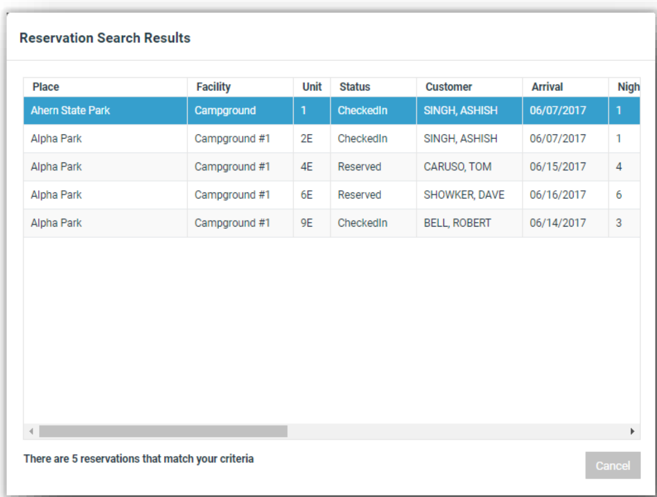
- Customer Name: Last Name, First Name
- Confirmation Number

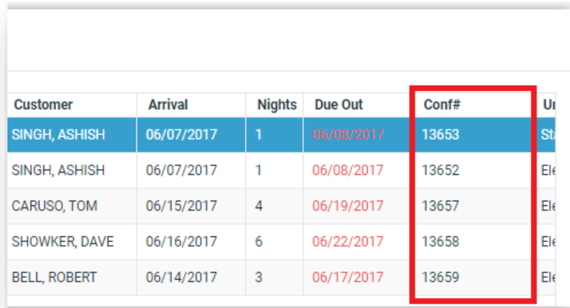
Depending on the number of results, this may result in one of two scenarios:

- If there is only a single reservation in the search results, the application will bring the user directly to the reservation in the grid, with the reservation selected and outlined in red:



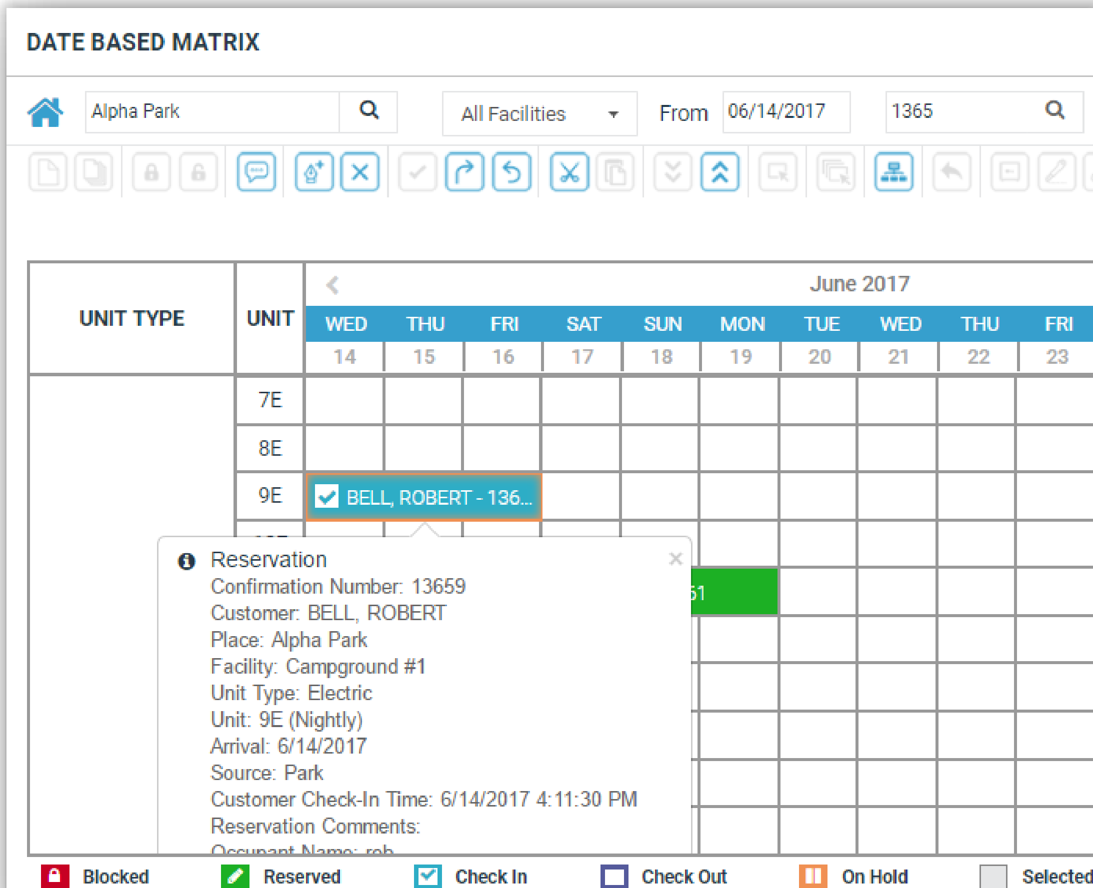
- When there are multiple bookings that meet the search criteria (this can be caused by either a customer having multiple bookings under their name, or a single confirmation number containing bookings for multiple sites/parks), the application will display the following screen. **Note:** the Quick Search was performed by entering “1365” the first 4 digits of a possible confirmation number:





Customer	Arrival	Nights	Due Out	Conf#	Ui
SINGH, ASHISH	06/07/2017	1	06/08/2017	13653	St
SINGH, ASHISH	06/07/2017	1	06/08/2017	13652	Ele
CARUSO, TOM	06/15/2017	4	06/19/2017	13657	Ele
SHOWKER, DAVE	06/16/2017	6	06/22/2017	13658	Ele
BELL, ROBERT	06/14/2017	3	06/17/2017	13659	Ele

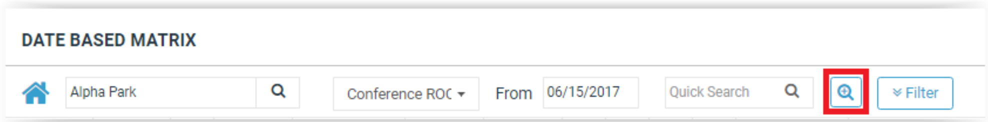
Once the desired reservation has been found, select the booking and select ‘OK’ to be brought directly to the booking in the Date Based Matrix:



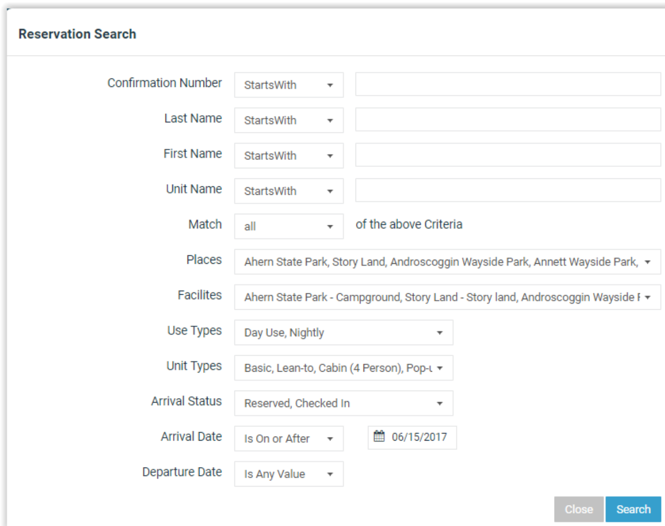
Advanced Search

The advanced search provides the same end result as the Quick Search, but allows a far greater set of search criteria to assist staff in finding the right reservation(s):

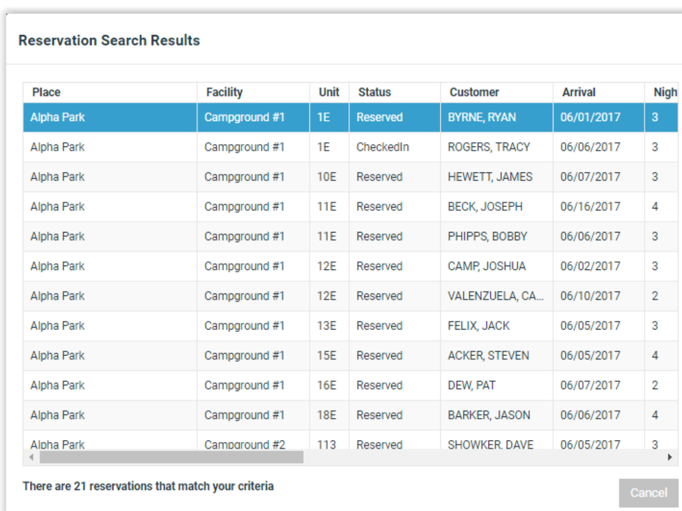
To access Advanced Search, click on magnifying glass with the plus sign beside the Quick Search box:



The following window will appear:



The advanced search function allows staff to perform detailed reservation searches based on the above criteria. As with the Quick Search, if multiple results appears, the following screen will display:


Reservation Search Results

Place	Facility	Unit	Status	Customer	Arrival	Nigh
Alpha Park	Campground #1	1E	Reserved	BYRNE, RYAN	06/01/2017	3
Alpha Park	Campground #1	1E	CheckedIn	ROGERS, TRACY	06/06/2017	3
Alpha Park	Campground #1	10E	Reserved	HEWETT, JAMES	06/07/2017	3
Alpha Park	Campground #1	11E	Reserved	BECK, JOSEPH	06/16/2017	4
Alpha Park	Campground #1	11E	Reserved	PHIPPS, BOBBY	06/06/2017	3
Alpha Park	Campground #1	12E	Reserved	CAMP, JOSHUA	06/02/2017	3
Alpha Park	Campground #1	12E	Reserved	VALENZUELA, CA...	06/10/2017	2
Alpha Park	Campground #1	13E	Reserved	FELIX, JACK	06/05/2017	3
Alpha Park	Campground #1	15E	Reserved	ACKER, STEVEN	06/05/2017	4
Alpha Park	Campground #1	16E	Reserved	DEW, PAT	06/07/2017	2
Alpha Park	Campground #1	18E	Reserved	BARKER, JASON	06/06/2017	4
Alpha Park	Campground #2	113	Reserved	SHOWKER, DAVE	06/05/2017	3

There are 21 reservations that match your criteria

Cancel

Selecting a reservation will display it on the Date Based Matrix.

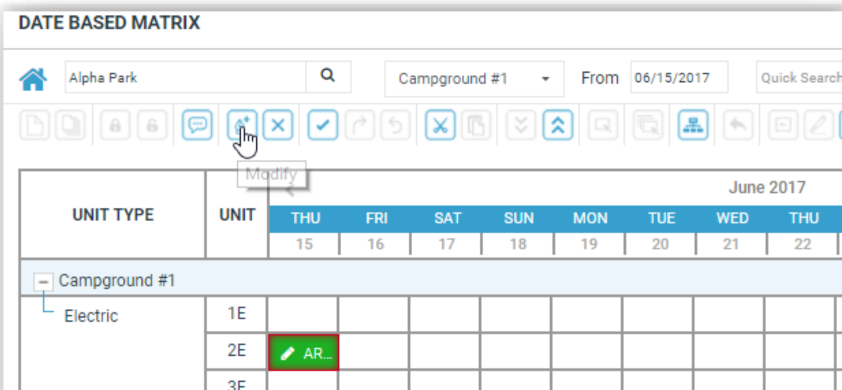
Modifying a Reservation

Modifying with the 'Modify' Button

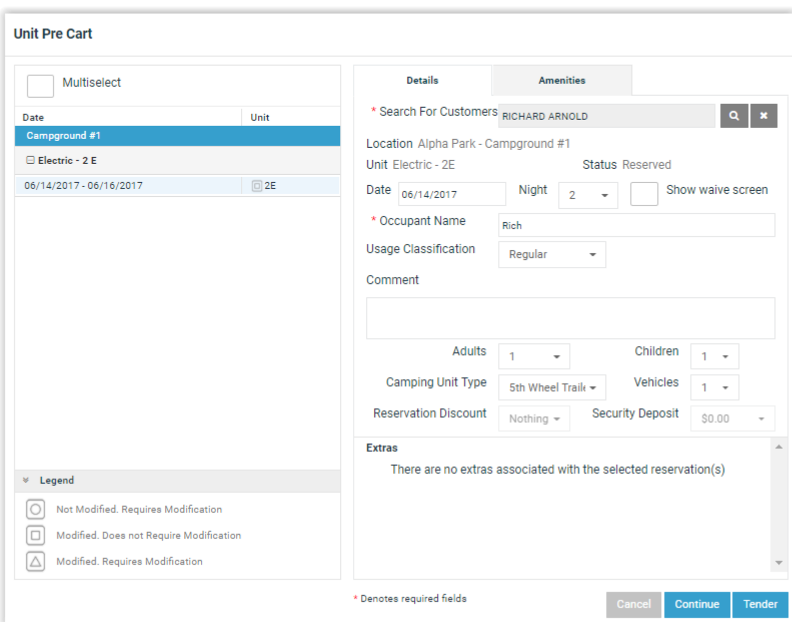
SCENARIO:

A patron booked a family outing for a campsite for Sunday, October 30th when she actually meant to book it for Saturday, October 29th. The best way to modify an existing reservation is through the Matrix screen.

1. Open the **Date Based Matrix view** and click on the existing reservation that you wish to change. A temporary pop-up gives the reservation details. Once the reservation you wish to modify is selected, you will see the modification button become enabled:



2. Click the Modify button. This will open up the Unit Pre Cart screen. The Unit Pre Cart will be pre-filled with the current information of the reservation:

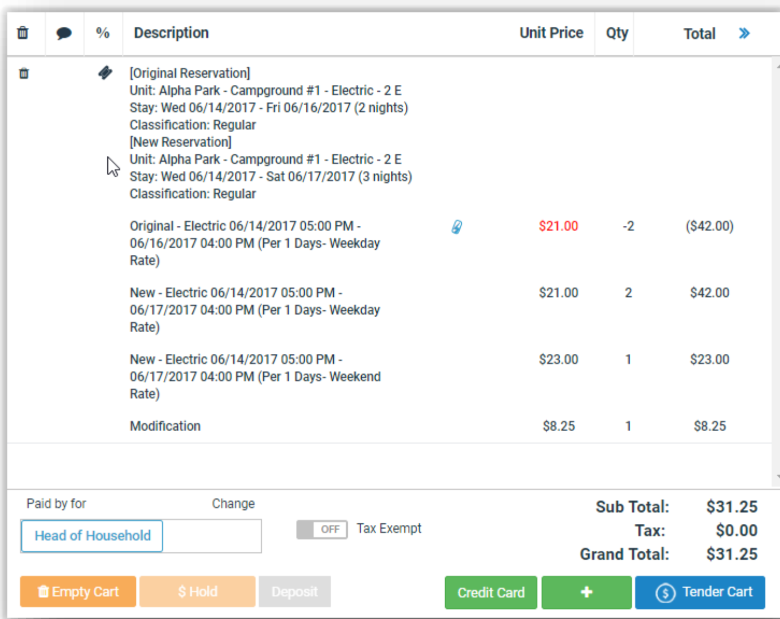


The Customer **may not** be changed during a modification. Once in the Unit Pre Cart, the following fields on this reservation may be modified:

- Date
- Number of Nights
- Usage Classification
- Comments
- Occupancy (# of Adults, Children)
- # of Vehicles
- All Extras

Please note: Modifications via the Modification button may not change the Unit/Site. Please see Modifying Using Cut and Paste for information on moving sites.

3. Once the information on the reservation has been modified to reflect the new booking (in the example on the previous page, the customer is adding nights), select Continue to view this reservation in the Shopping Cart, as shown below:

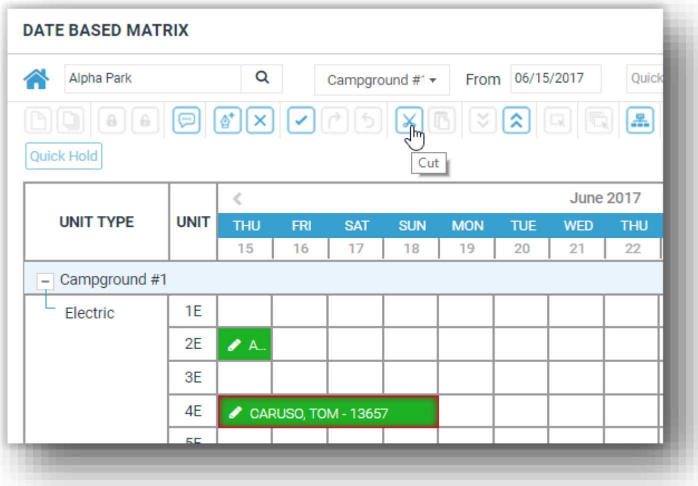


4. Staff may the select Tender Cart, and process this reservation modification. Please note, many modifications may not require additional payment, whereas others may require a refund. Each modification must be Tendered (even for $0.00) in order for the modification to process in Recreation Dynamics.

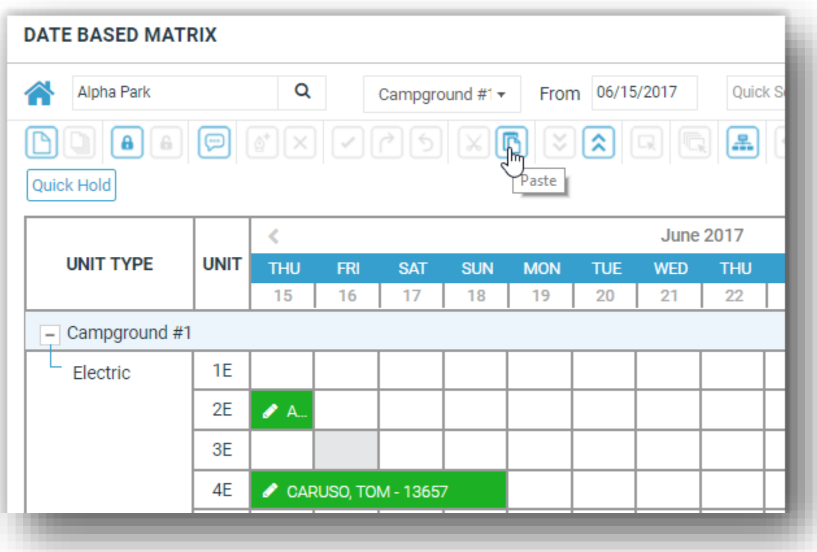
Modifying Using Cut and Paste

A modification may also be initiated using the cut and paste function to move customers from one site to another, across date ranges, or from one area of the grid to another.

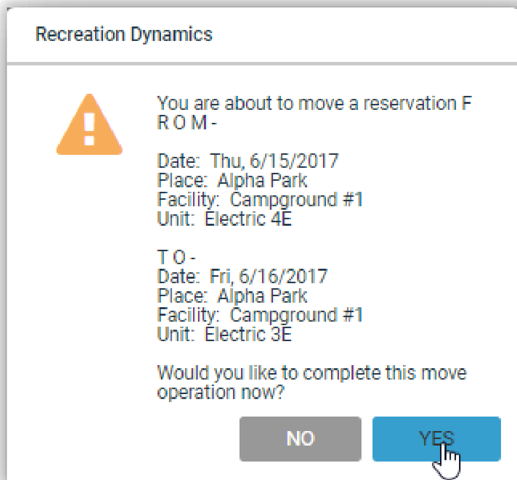
1. To modify a reservation using Cut and Paste, first select the booking you wish to move
2. Once this has been selected, navigate to the top of the Grid, and find and click the scissors icon:



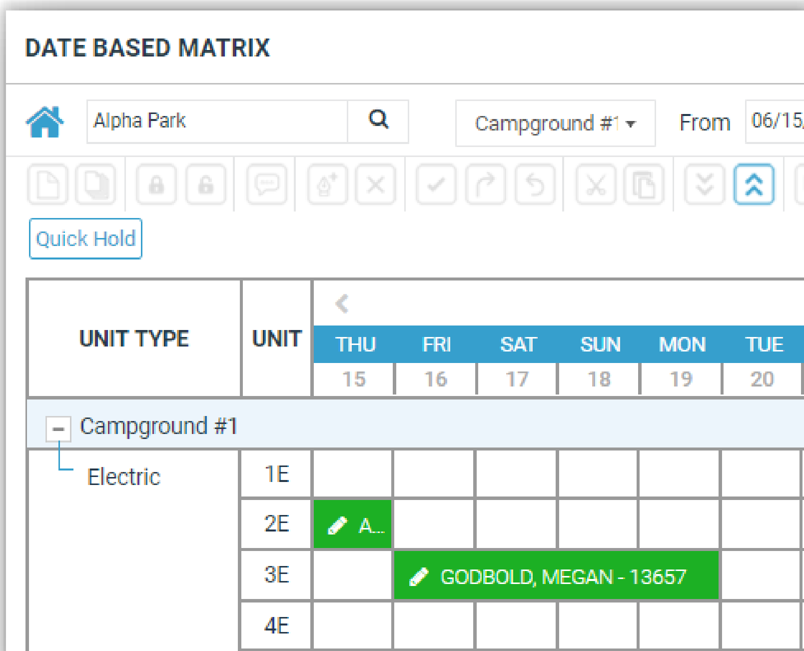
3. Next, select the area that you wish to move the booking to. In this example, the customer will move from site 4E to site 3E on the following day. Note: you do not need to select the whole length of the reservation. Simply select the start date/first night of the new booking as above.
4. Select Paste by selecting the Paste icon shown below:



5. The application will prompt you to review the details of the Copy/Paste, as well as confirm that you wish to perform it:



6. Selecting 'Yes' will move the reservation and open up the Unit Pre Cart. At this time, you may modify any other information on the reservation before tendering the sale as shown in the previous modification example.



Once finished tendering the cart, you will notice the resrvation has been successfully moved to the desired date and/or unit as shown above.

Cancelling a Reservation

Cancelling a reservation will completely remove the reservation from the reservation grid, clearing inventory space and allowing another customer to reserve the site.

Cancellations are not to be used to remove nights, change information, move sites etc. Please see the section Modifying a Reservation for details on how a reservation may be changed without cancelling.

As noted, a cancellation is a **complete removal of a reservation**. Depending on the current paid balance, as well as the number of days until the reservation takes place, there may be a refund provided to the customer.

There are two avenues to process a cancellation:

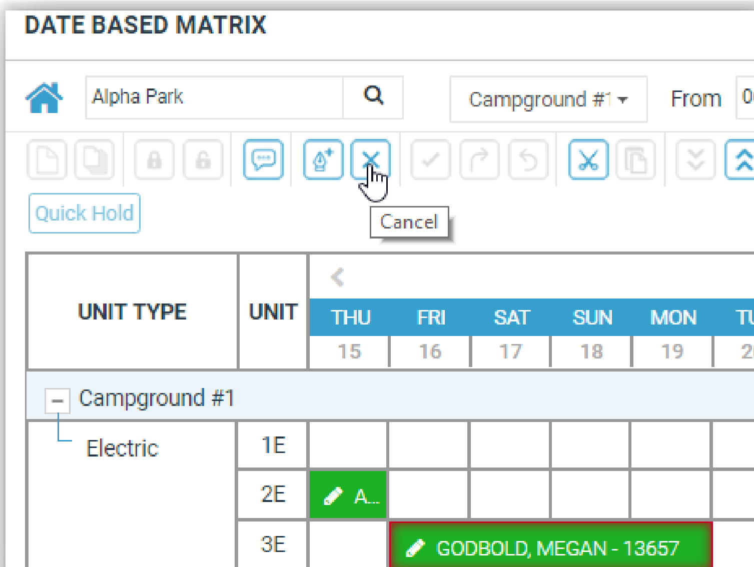
- Via the Date Based Matrix
- Via the Reservations tab

Please see the Reservation Search section for how to retrieve a customer's reservation(s) via these means.

Cancelling a Reservation from the Date Based Matrix

To cancel a reservation from the Date Based Matrix, please find the customer's reservation via either the Quick Search or Advanced Search methods found in a previous section of this document.

Once the reservation has been retrieved, the Cancel button, represented by an X, appears next to the Modify button.



Please see Completing the Cancellation section on the following page once the cancel buttons is clicked.

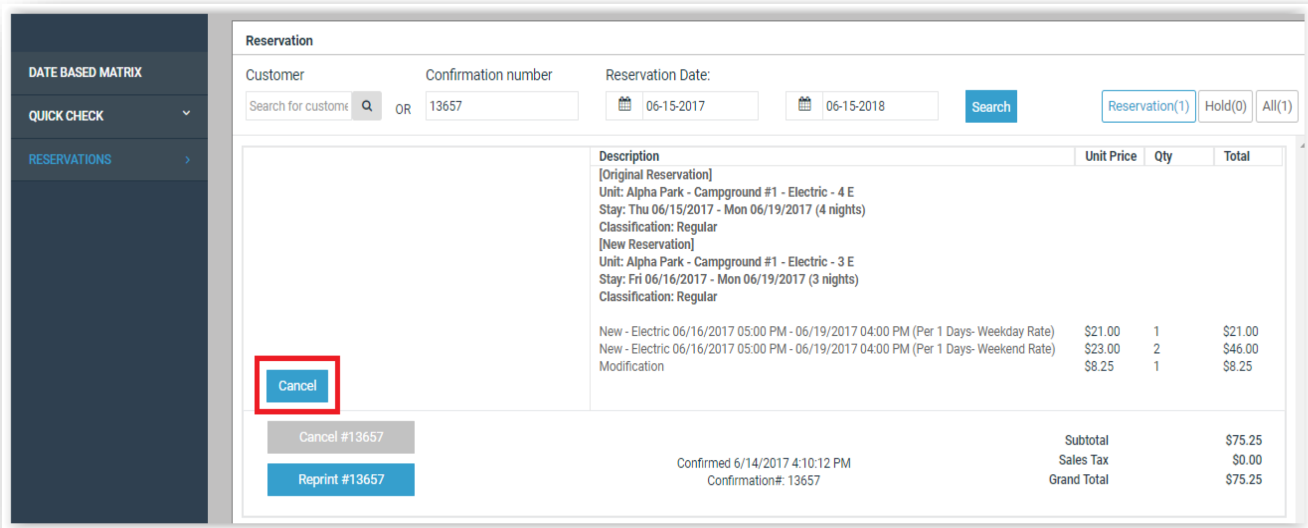
Cancelling a Reservation from the Reservations Tab

To cancel a reservation from the Reservations tab/button, please perform a reservation search via:

- Customer Name
- Confirmation Number

This process has been detailed in a previous section titled Searching for Reservations.

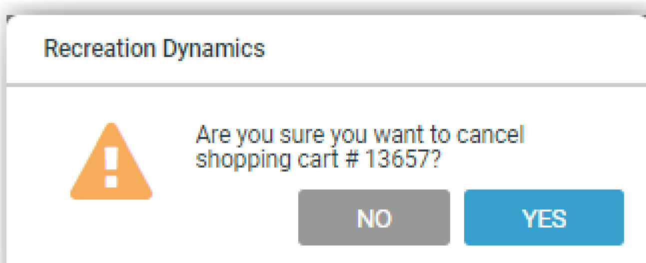
Once the reservation has been retrieved, select the Cancel button as outlined in red below:



The following page details the process for completing the cancellation.

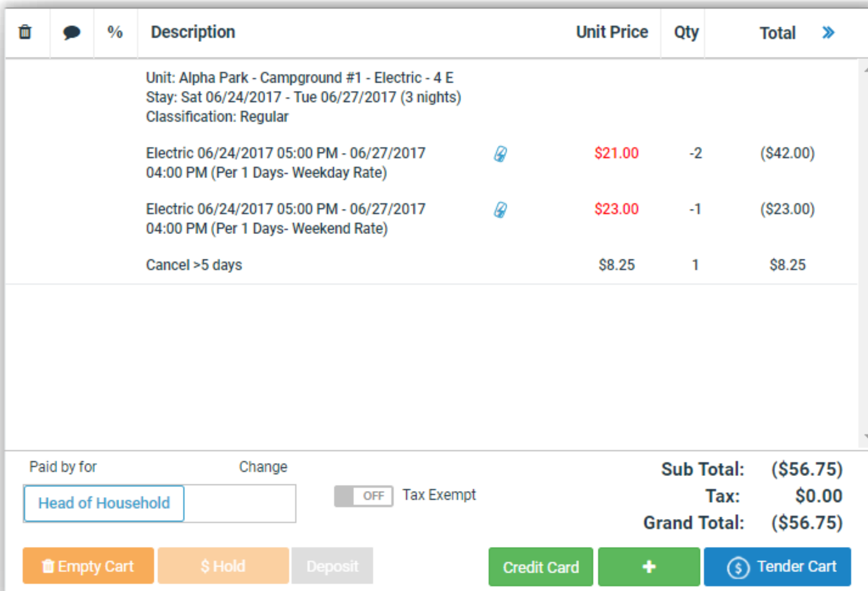
Completing the Cancellation

Once the user selects Cancel via one of the two previous methods, the application will prompt the user with the following message:

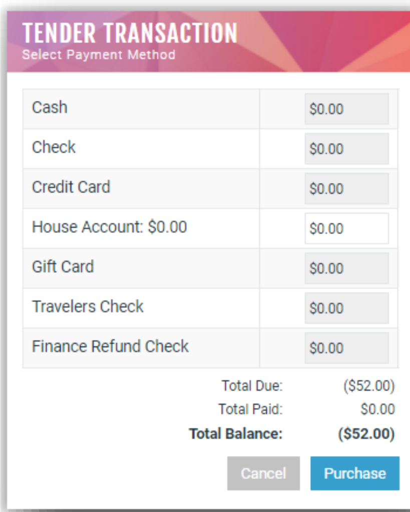


Select 'Yes' to add the cancellation to the Shopping Cart.

Once the cancellation is in the cart, it will display as below, and calculate the applicable refund based on the District's cancellation rules and policies:



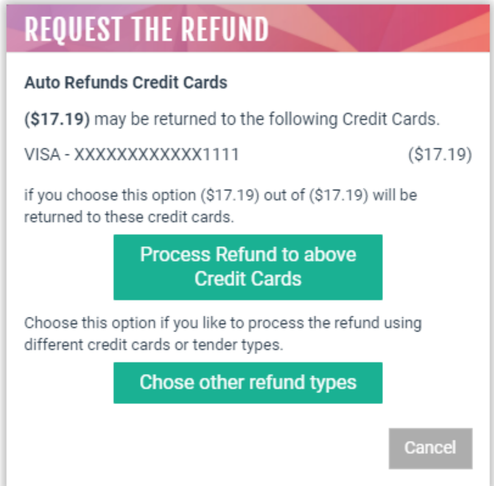
To process the Cancellation, select Tender Cart:



NOTE: A cancellation MUST be tendered back to the original payment type. For example a cash payment is refunded with cash; credit card payment goes back to the customer's credit card etc.

Initial payment via credit card:

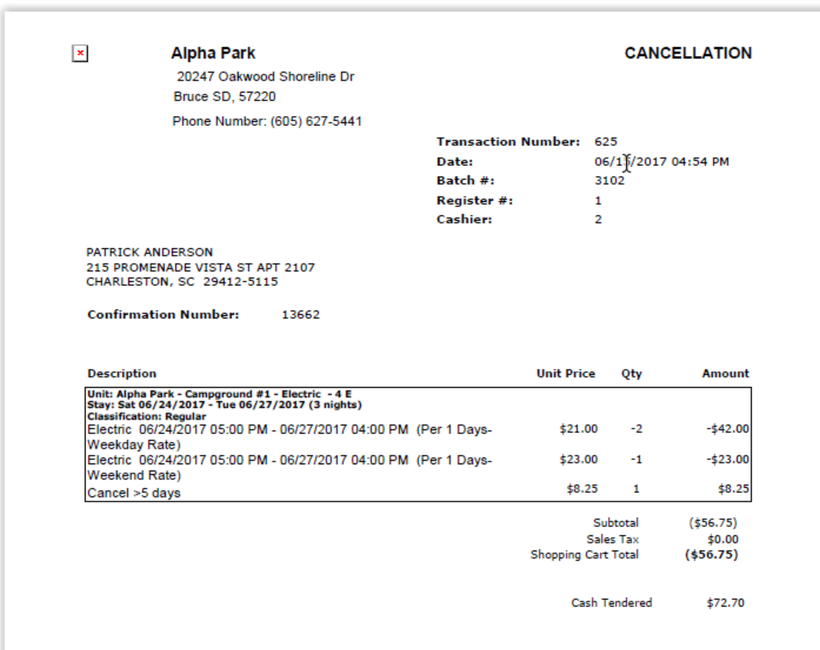
If the payment was initially made via a credit card, the application will retrieve the credit card information via the initial Authorization code that was sent from the bank during the initial transaction. This will allow staff to refund back to the customer's original credit card.



Note: please see the next section for the process for refunding a card payment that was made over 120 days ago.

Select "Process Refund to above Credit Cards" to continue:

Once a Cancellation has been processed, a Cancellation Confirmation will generate. This will allow staff to print or email a copy to the customer. The Cancellation report contains the words CANCELLATION in the top right (highlighted) so as to distinguish it immediately from a reservation confirmation. The screenshot below was taken after the Cancellation Report was exported to a PDF (other options inclue Word or Excel):



Alpha Park — **CANCELLATION**

20247 Oakwood Shoreline Dr
Bruce SD, 57220
Phone Number: (605) 627-5441

Transaction Number: 625
Date: 06/1[illegible]/2017 04:54 PM
Batch #: 3102
Register #: 1
Cashier: 2

PATRICK ANDERSON
215 PROMENADE VISTA ST APT 2107
CHARLESTON, SC 29412-5115

Confirmation Number: 13662

Description	Unit Price	Qty	Amount
Unit: Alpha Park - Campground #1 - Electric - 4 E **Stay: Sat 06/24/2017 - Tue 06/27/2017 (3 nights)** **Classification: Regular**			
Electric 06/24/2017 05:00 PM - 06/27/2017 04:00 PM (Per 1 Days-Weekday Rate)	$21.00	-2	-$42.00
Electric 06/24/2017 05:00 PM - 06/27/2017 04:00 PM (Per 1 Days-Weekend Rate)	$23.00	-1	-$23.00
Cancel >5 days	$8.25	1	$8.25

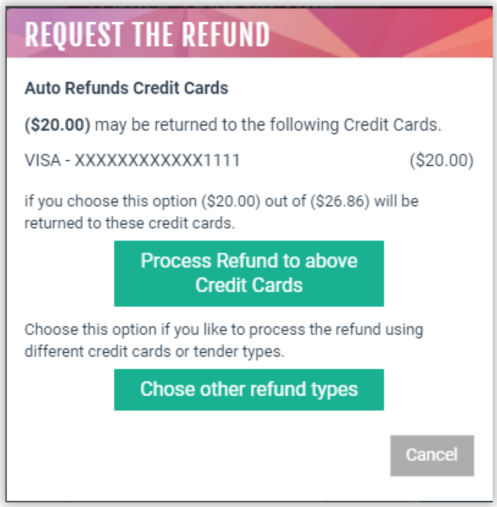
Subtotal ($56.75)
Sales Tax $0.00
Shopping Cart Total **($56.75)**

Cash Tendered $72.70

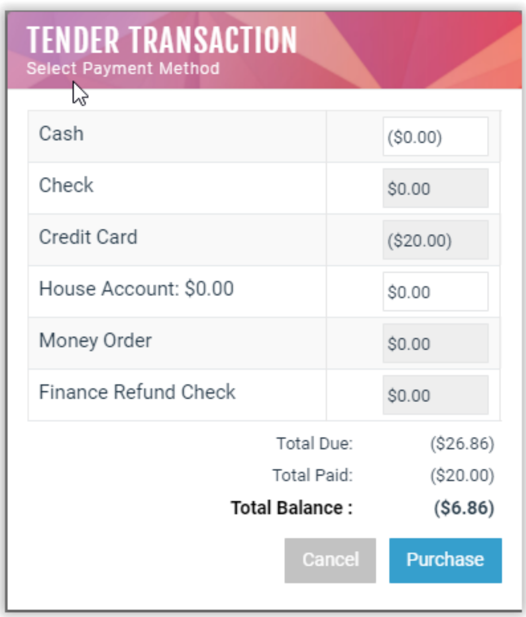
Refunding a reservation made with multiple tenders:

In the event that a reservation was made with multiple tenders (eg. a combination of cash, checks, credit cards etc.). there will be a combination of both of the above screens, depending on the tender type. For example, below shows the screen for a reservation that was split between cash and a credit card.

The screen will first look to refund the card or cards that were used initially. Note that the application is refunding only $20.00 of the $26.86 refund total. This is because the customer initially paid only $20.00 on their card, and the remaining $6.86 in cash:



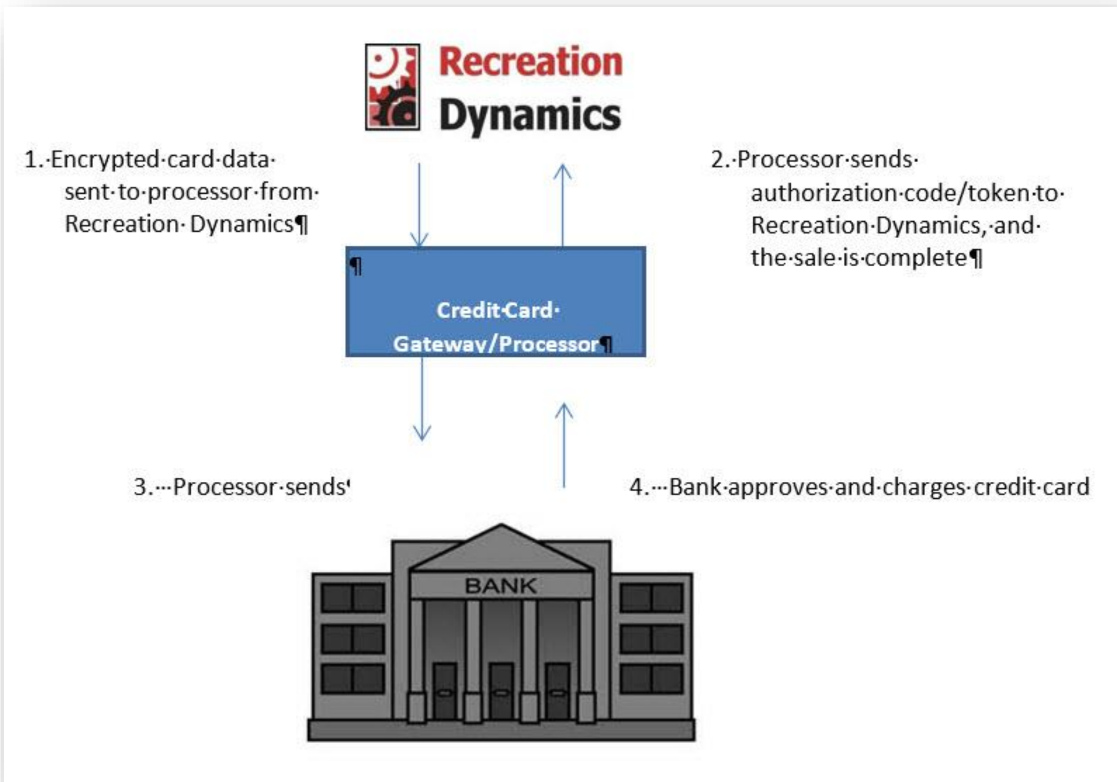
Once the refund is processed to the card, the following screen will generate, with the remaining balance displayed (in this case, $6.86)



The application will prompt the user to refund the remaining balance via cash before processing the refund.

Cancelling a Credit Card Reservation >120 Days Old

To help understand the issue caused by credit card payments over 120 days old, let's first look at how credit card payments are processed in Recreation Dynamics.

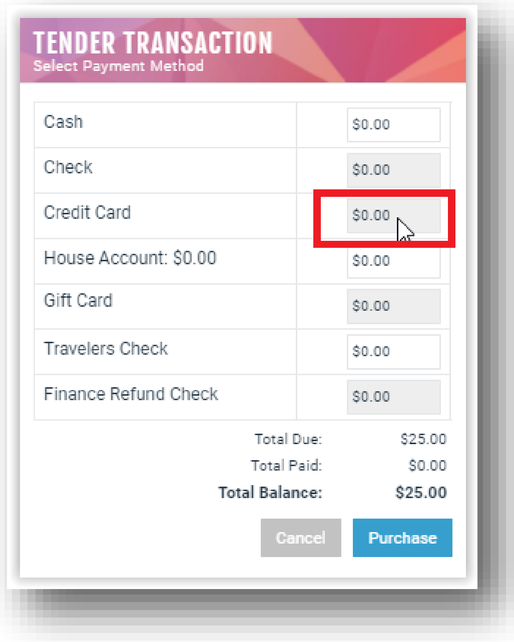


When a credit card payment is made, Recreation Dynamics encrypts the credit card data and sends that data to the credit card processor. The processor then sends that data to the District's bank. The bank checks whether the credit card is valid (not expired, not maxed out, not stolen etc.), before sending an authorization code back to the processor, which then sends it back to Recreation Dynamics. The process is outlined below (Steps 1-4):

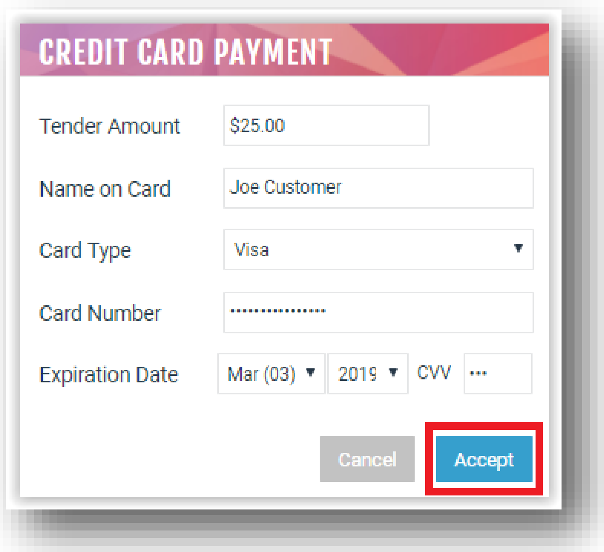
To perform a refund, the Recreation Dynamics sends the 'token' or authorization code back to the payment processor. The processor then sends that number to the bank, telling the bank to perform a refund to the credit card number that it has stored from the first transaction.

However- due to the nature of payment processors, the credit card processor only stores that authorization code **for 120 days.** Therefore, if the user tries to refund a reservation more than 120 days old (i.e. 120+ days since the reservation was **made)** the application will return an error message stating that the credit card cannot be refunded.

In the event that the application returns an error code when attempting to process the reservation back to the original credit card (as outlined in the previous section), please select the button highlighted below:



This will open up the following Tender Transaction window where you can re-enter the same credit card information as was provided with the original reservation:



Selecting Accept will complete the refund.

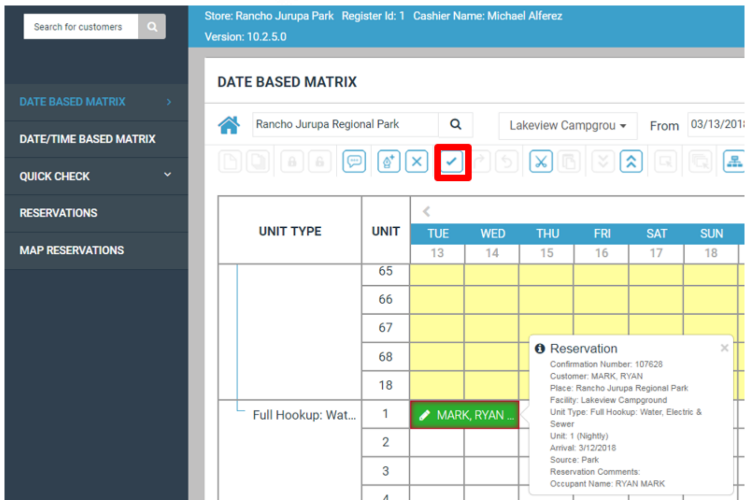
This method creates a new Authorization code for the credit card, and allows staff to submit a refund request to the bank from the application, refunding the customer's credit card without needing to reference the original authorization code.

Checking in Reservations

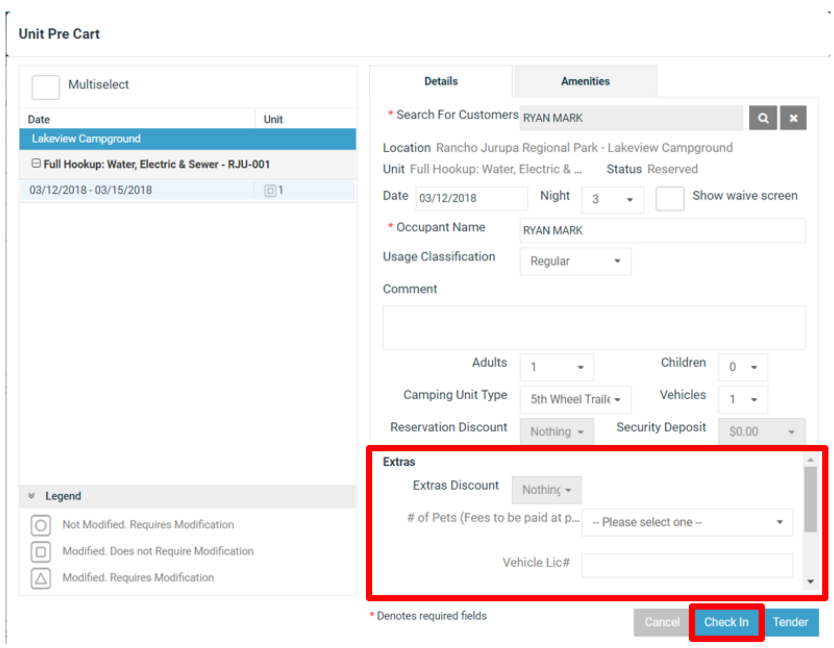
Processing and Checking in an Advanced Reservation (Paid in Full)

When a patron arrives at the facility, there are two ways you can check him/her in. The first method is through the Date Based Matrix:

1. Locate the **reservation** on the Matrix screen by typing the last name in the Quick Search field and selecting the Check In icon (the blue ✓):

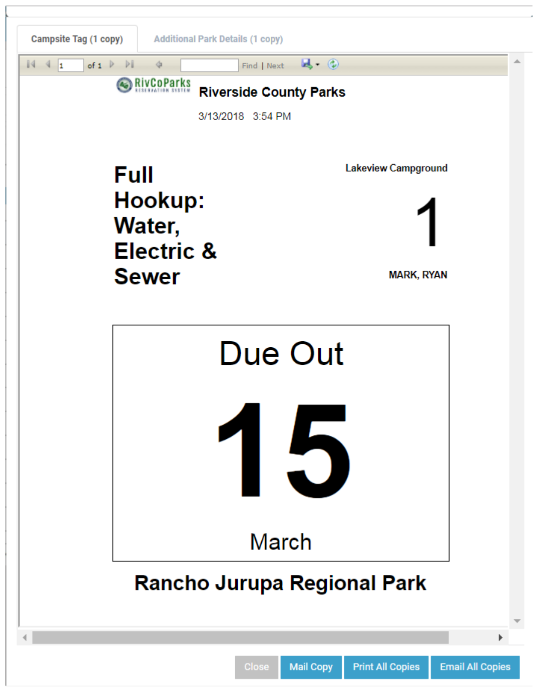


2. The Unit Pre-Cart screen appears. Review the information and confirm the number of people (adults/children), number of vehicles, and pets (these will be under the EXTRAS section)

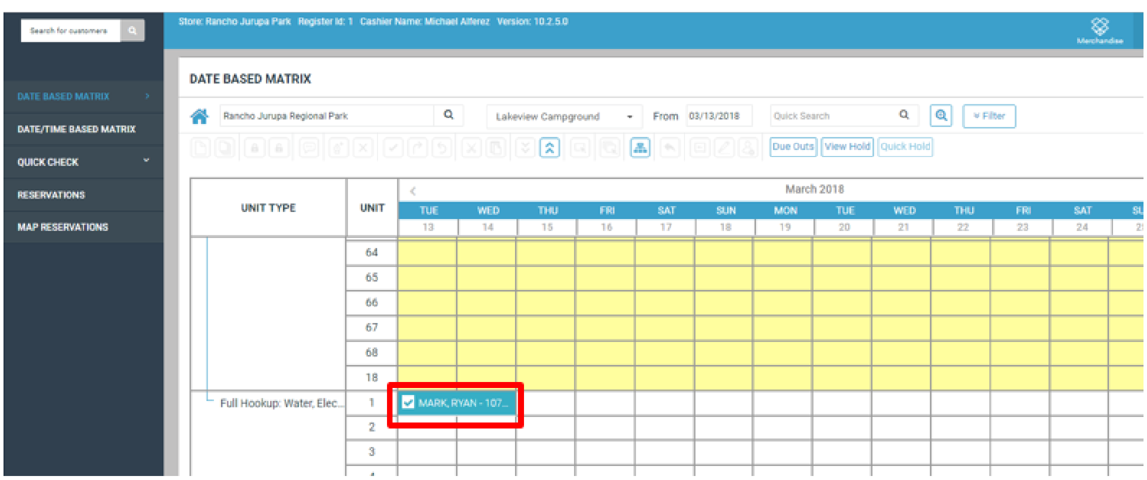


3. Once the information is confirmed, Select "Check In" at the bottom of the Unit Pre-Cart screen.

4. An “Additional Park Info” message will be generated and appear (show below). The message can be exported to any of the following:
   - Word
   - PDF
   - Excel

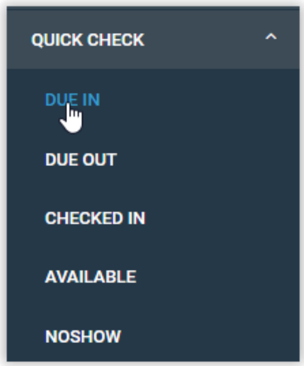


5. Close the screen to return to the matrix.
6. The grid is updated with the reservation block now in **BLUE** to reflect that this reservation is checked in:

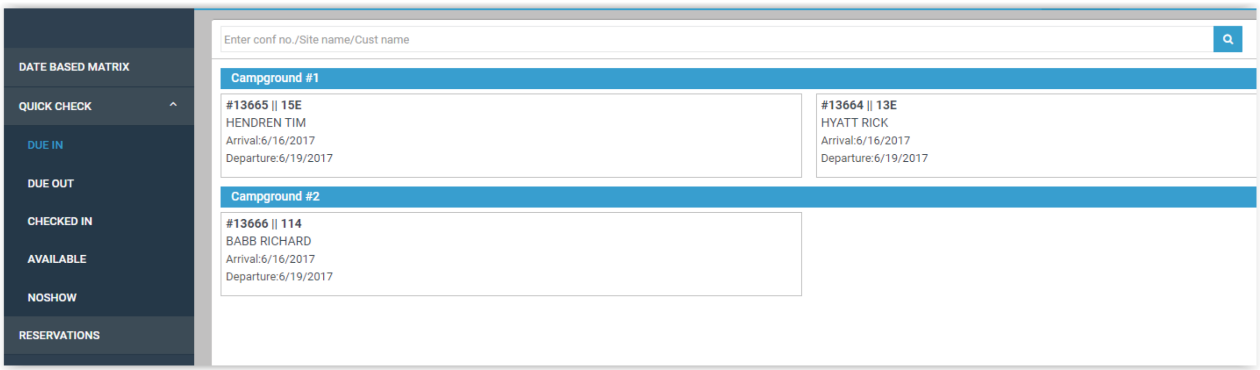


The second method is through the Quick Check tab on the left sidebar of the **Facility** module. Here are the steps:

1. When you click the Quick Check tab, a drop down menu appears. Select "Due In."



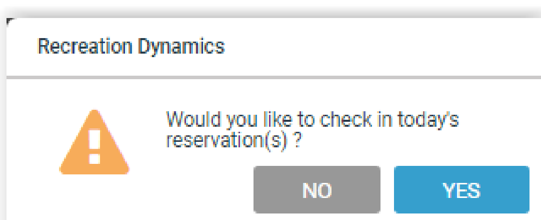
2. All of the reservations that are due for check-ins on the selected day appear, listed by campsite:



3. Simply click on whichever reservation you need to check-in.
4. The Unit Pre-Cart screen appears. Review the information (# of people, vehicles, pets, etc.)
5. Click "Check In," and a screen appears giving you the opportunity to print the receipt.
6. Print receipt or press close, and the process is complete.

Processing a Walk-In Reservation

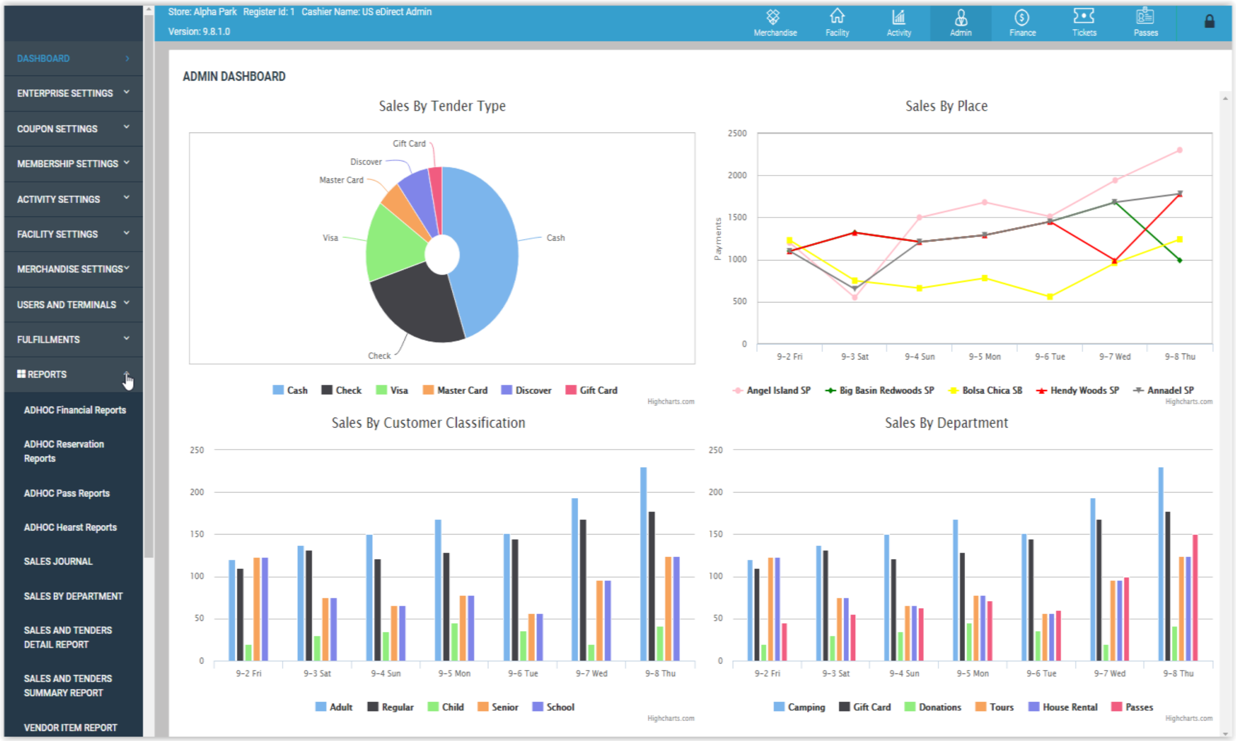
When patrons register for the same day, they are considered "walk-ins." The only difference between this and an advance reservation is that the cashier enters the reservation and tenders payment when the patron walks in. When the cashier tenders the reservation, the application displays following message:



Select Yes to check in the patron, update the grid to reflect check-in, and produce the necessary permits.

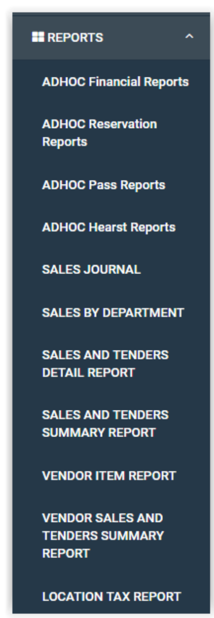
Reporting

To access the browser-based reports, navigate to the Admin module and select the Reports drop down tab on the left sidebar:



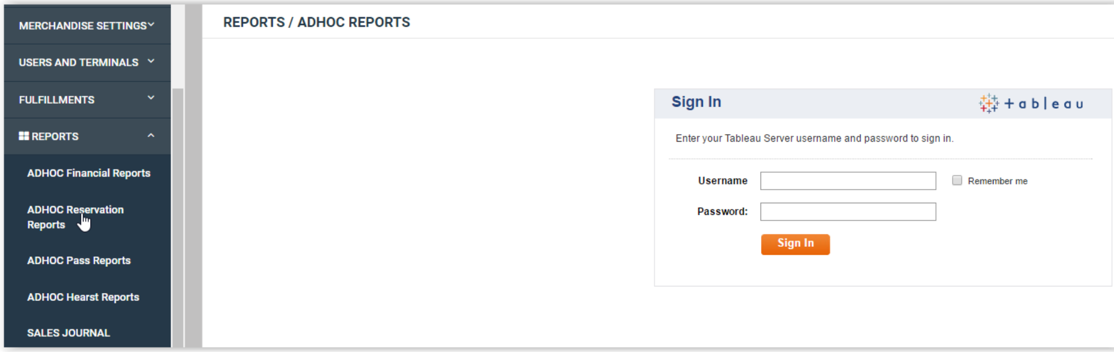
The following reports are typically used on a day-to-day basis by parks staff:

- Reservation Details Report
- Due In Report
- Unit Status Report
- Journal Report RD
- Department Sales Report RD

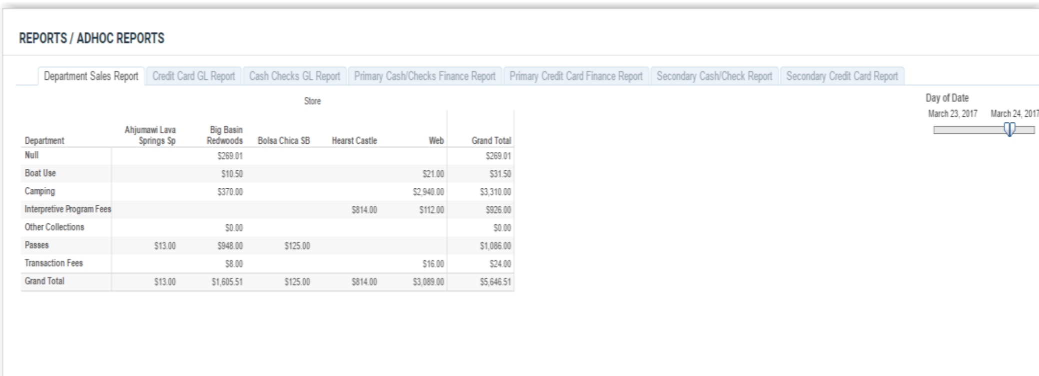


To access a report, simply click on the report name.

For all ADHOC reports, it will prompt you to enter your TABLEAU login credentials as shown below:



Once you are logged in, you may navigate to which ever reports you desire (still on the left sidebar under the reports drop down in the Admin module). Below is an example of an ADHOC Financial Report:



	Store					
Department	Ahjumawi Lava Springs Sp	Big Basin Redwoods	Bolsa Chica SB	Hearst Castle	Web	Grand Total
Null		$269.01				$269.01
Boat Use		$10.50			$21.00	$31.50
Camping		$370.00			$2,940.00	$3,310.00
Interpretive Program Fees				$814.00	$112.00	$926.00
Other Collections		$0.00				$0.00
Passes	$13.00	$948.00	$125.00			$1,086.00
Transaction Fees		$8.00			$16.00	$24.00
Grand Total	$13.00	$1,605.51	$125.00	$814.00	$3,089.00	$5,646.51

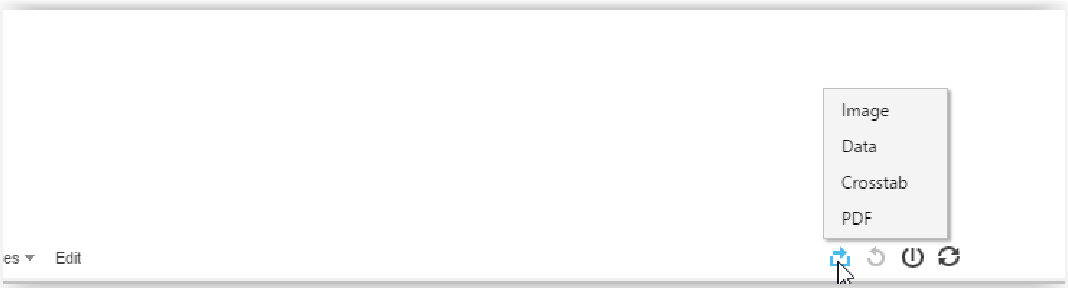
To make changes to the reports (change filters, displays, etc.), click the "Edit" link at the bottom of the report, highlighted below using the same report show in the previous step:

Passes	$13.00	$948.00	$125.00			$1,086.00
Transaction Fees		$8.00			$16.00	$24.00
Grand Total	$13.00	$1,605.51	$125.00	$814.00	$3,089.00	$5,646.51

Each report may be Exported to the following formats:

- Image (.png file)
- Data (.html or .txt file)
- Crosstab (aka EXCEL .csv file)
- PDF (.pdf file)

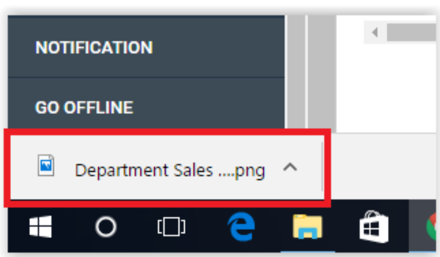
By selecting the export button as shown below, and left clicking the desired format:



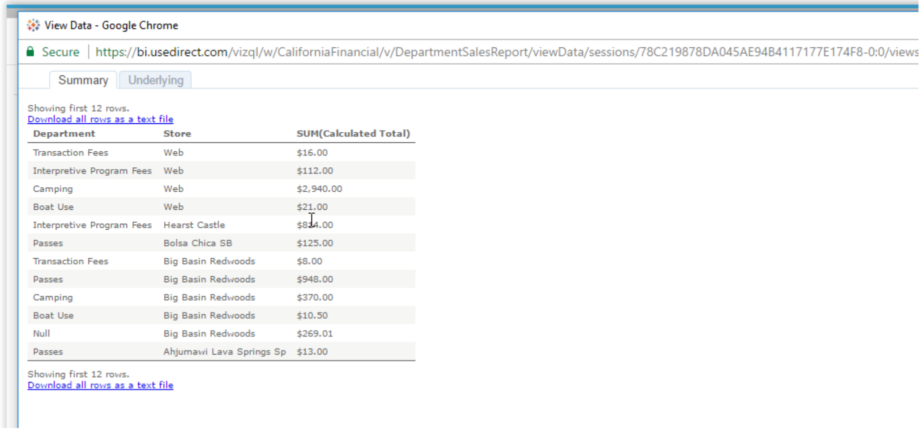
Each desired format of export contains a different process. Here is how each of them works:

- Image:
  1. Select “Image” on the export menu show above.
  2. This pop up screen will appear to export the report as an Image:

  3. Select “Download” and the image will download to your downloads folder. Quick access to it is available immediately after download in a Google Chrome browser:



- Data:
  1. Select “Data” on the export menu.
  2. A new window appears containing the data:



Department	Store	SUM(Calculated Total)
Transaction Fees	Web	$16.00
Interpretive Program Fees	Web	$112.00
Camping	Web	$2,940.00
Boat Use	Web	$21.00
Interpretive Program Fees	Hearst Castle	$8[illegible]4.00
Passes	Bolsa Chica SB	$125.00
Transaction Fees	Big Basin Redwoods	$8.00
Passes	Big Basin Redwoods	$948.00
Camping	Big Basin Redwoods	$370.00
Boat Use	Big Basin Redwoods	$10.50
Null	Big Basin Redwoods	$269.01
Passes	Ahjumawi Lava Springs Sp	$13.00

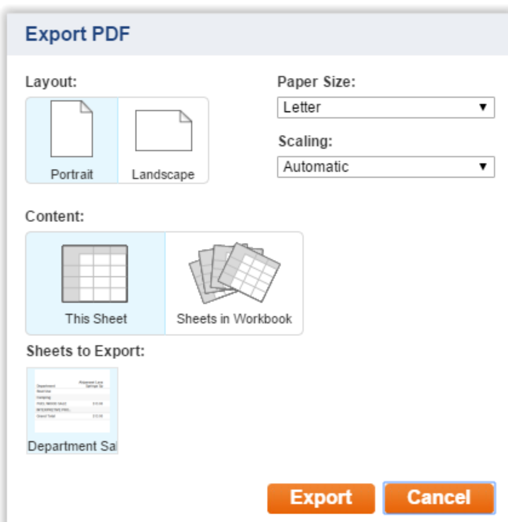
Showing first 12 rows.
Download all rows as a text file

- Crosstab (aka EXCEL sheet):

  1. Select “Crosstab” on the export menu.
  2. Follow the same steps as the Image export given above (downloading the file).

- PDF:

  1. Select “PDF” on the export menu.
  2. An “Export PDF” window will appear:



  3. Choose your desired settings for the export using the “Export PDF” window.
  4. Click “Export.”
  5. From here, you follow the same steps as the Image and Crosstab exports (downloading the file).

Acknowledgement

I acknowledge that I have received the **US E-Direct Neptune User Guide** for the Regional Park and Open Space District (RIVCO PARKS). By signing this acknowledgement, I am indicating that I am responsible to understand and comply with the policies, procedures, and guidelines contained therein, and will discuss any questions I have with my direct supervisor. I also realize that this statement will become a permanent part of my personnel file.

____

Employee Name (print)

____

Signature

____

Date

Please return to:

Parks Finance
Park District Headquarters
4600 Crestmore Road
Jurupa Valley, CA 92509