Resource Manager Reference Guide

Global Reports

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ORMS
Outdoor Recreation Management Suite

Contents

Chapter 1: Introduction

Content Organization 9
Intended Audiences 10

Getting Started With ORMS 10
Signing In 10
Launch Pad 11
Resetting PIN 13
Changing Password 14
Signing Out 15
General Page Layout 15

Navigation 16
Main Menu 16
Scroll Bars 17

Searching for Information 17
Search Criteria and Results List 18

Chapter 2: Global Reports

7-Day Campers Report 22

Advanced Reservation by Facility Report 27

Call Disposition by Operator Report 29

Call Disposition Summary Report 33

Campers Data Report 36

Campers Report 40

Cancelled Tour Report 43

Central Deposit Consolidated Report 46

Central Deposit Report 50
Closure Summary and Details Reports 53
Confirmation Letter Report 56
Cooperator Credit Card Report 62
Credit Card Batch Detail Report 64
Credit Card Batch Summary Report 66
Customer Aging Report 68
Customer Balance Report 72
Customer Labels Report 77
Daily Arrival Report 81
Daily Facility Management – DAR 86
Daily Facility Management Data Report 90
Daily Reconciliation Detail Report via Venue Manager 94
Daily Reconciliation Report via Venue Manager 96
Day Use Visitation Report 99
Deposit Adjustments Report 101
Deposit Detail Report 104
Deposit Summary Report 108
Discount Detail Report 113
Discount Summary Report 116
Earned Distributed Funds Detail Report 119
Earned Distributed Funds Summary Report 123
Event Sales Report 127
Facility Void-Cancel Report 129
Fee Adjustment Detail Report 132

Fee Adjustment Summary Report 134
Field Deposit Report 136
Field Payment Report 140
Financial Session Detail Report 144
Financial Session Summary Report 148
Gift Card Sales Report 153
Inventory Summary by Site Type Report 158
Invoice Detail Report 160
Invoice Remittance Report 163
Invoice Summary Report 166
Lottery Application Details Report 169
Lottery Application Statistics Report 174
Lottery Confirmation Letter Report 177
Lottery Results Report 178
Monthly Ticketing Recipient Distribution Report 186
Occupancy Report - by Primary Occup. Customer Type 190
Occupancy Report - by Site Type 193
Occupancy Report - by Sites 197
Occupant Forecast Report 200
Operator Statistics Report 203
Park Deposit Consolidated Report 206
Park Deposit Report 209
Park Event Report 212
Park Profile Detail Report 214
Park Profile Detail Report — Section A 216

Park Profile Detail Report — Section B 218

Park Revenue Consolidated Report 219

Park Revenue Detail Report 224

Park Revenue Report 228

Park Visitation Report 232

Payment Details Report 235

Permit Confirmation Letter Report 238

Permit Reservation Detail Data Report 240

Permit Statistics Report 245

Permits Made by Residents Report 249

POS Field Product Sold Detail Report 253

POS Field Product Sold Summary Report 253

POS Product Sold Detail Report 254

POS Product Sold Summary Report 257

Quota Availability Report 260

Recipient Distribution Detail Report 262

Recipient Distribution Summary Report 267

Refund Report 273

Reservation Attribute Fee Report 278

Reservation Closure Report 282

Reservation Details Report 285

Reservation Listing Report 288

Reservation Methods Report 291

Reservation vs. Walk-in Report 294

Revenue Distribution Detail Report 297

Revenue Distribution Summary Report 300
Rule Override Report 303
Season Summary Report 305
Services and Amenities Report 307
Site Attribute Report 309
Site Availability Report 311
Site Fees Report 314
Site Marker Report 316
Site Notes and Alerts Report 319
Tax Detail by Park 321
Tax Summary Report 323
Ticket Confirmation Letter Report 326
Ticket Sales Statistics Report 329
Tour Inventory Availability Report 334
Tour Park Profile Report 337
Transactions by Operator Report 346
Transaction Fee Report 348
Transmittal Detail Report 352
Transmittal Summary Report 358
UnDistributed Funds Report 363
UnDistributed Funds for Gift Card Report 366
Unearned Revenue Report 369
Usage by Site Report 374
Usage by Site Type Report 377
Vehicle Permits Report 380

Visiter Demographics Report 383

Voucher Balance Report 388

Voucher Utilization Report 390

Weekly Campers Report 392

Weekly Park Visitation Report 395

Will Call Report 398

Yield Management by Site Report 402

Yield Management Report 405

Appendix

Layouts and Delivery Method Descriptions 409

Examples of Report Formats 410

Index 413

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Resource Manager

Chapter 1: Introduction

Among other things, Resource Manager provides users with access to the reports in the ORMS system. The application lets users generate reports on demand and create report schedules using the scheduler functionality. The reports reflect activity across all ORMS sales channels (received call center, field, and Web).

Each report features specific report parameters, enabling users to customize the scope of each report. For example, a report may be produced for a single park, multiple parks within the same region or district, or all parks within an agency or state. Reports are fully integrated into the ORMS security framework, ensuring the requesting user will only view report data for locations to which they have access.

There are three main categories of reports: financial, operational, and statistical. The financial reports address revenue or financial matters, while operational reports cover non-financial operational requirements (e.g. lists of incoming campers). Statistical reports analyze relevant business intelligence factors including customer demographics or site utilization.

In the Resource Manager application, click Reports on the Main Menu to display a list of available reports on the Request Report tab. This tab allows users to select a report for a particular location and then to specify report criteria, including format and delivery options. Based on the selections made, the report format and available delivery methods will differ. Each report is assigned a code that represents a report classification category and number.

Content Organization

This guide provides you with reference information for the reports that are available in the Resource Manager application. The reports are listed in alphabetical order and each report contains following sections: a high-level description, a report request tab image with field definitions, and a sample report image (or a report header) with column definitions.

Note: This document does not address scheduler functionality.

For more information about report delivery methods and report formats, see "Layouts and Delivery Method Descriptions" on page 409 and "Examples of Report Formats" on page 410.

Intended Audiences

This reference guide is intended for the following audiences:

- Contract: Agency, Field, Finance, and Management Staff
- ReserveAmerica Staff

Getting Started With ORMS

Resource Manager is a member of the ReserveAmerica ORMS family of web-based applications. The recommended web browser is Microsoft Internet Explorer 7 or later.

Signing In

Before you start, you need the following information:

- the URL for ORMS
- your user name
- your password

Note: If you do not have this information, ask your supervisor for assistance.

To start using Resource Manager, using your web browser, go to the URL for ORMS to display the ORMS Sign In page.

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Figure 1-1: ORMS Sign In page

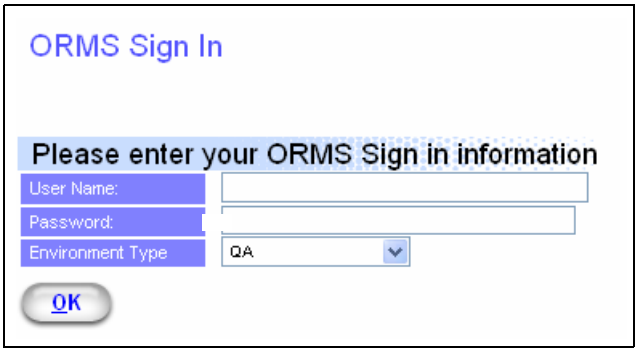


Table 1-1: ORMS Sign In page

Field/List	Description
User Name	The user name assigned to you.
Password	Your password. Initially, this is the password assigned to you. You can change your password after signing in. For more information, see "Changing Password" on page 14. **Note:** For system security, keep your password confidential.
Environment Type	List of work environments available to you. In additional to your normal work environment, you may have access to other environments, such as those designated for training or testing.

Process Steps: Signing in

1. On the ORMS Sign In page, in the **User Name** field, type your user name.
2. In the **Password** field, type your password.
3. Where necessary, from the **Environment Type** drop-down list, select a work environment.
4. Click **OK**. The Launch Pad page displays.

Launch Pad

The Launch Pad page displays all the contracts, locations, and ORMS applications with which you can work. The items that are displayed depend on the permissions assigned to you.

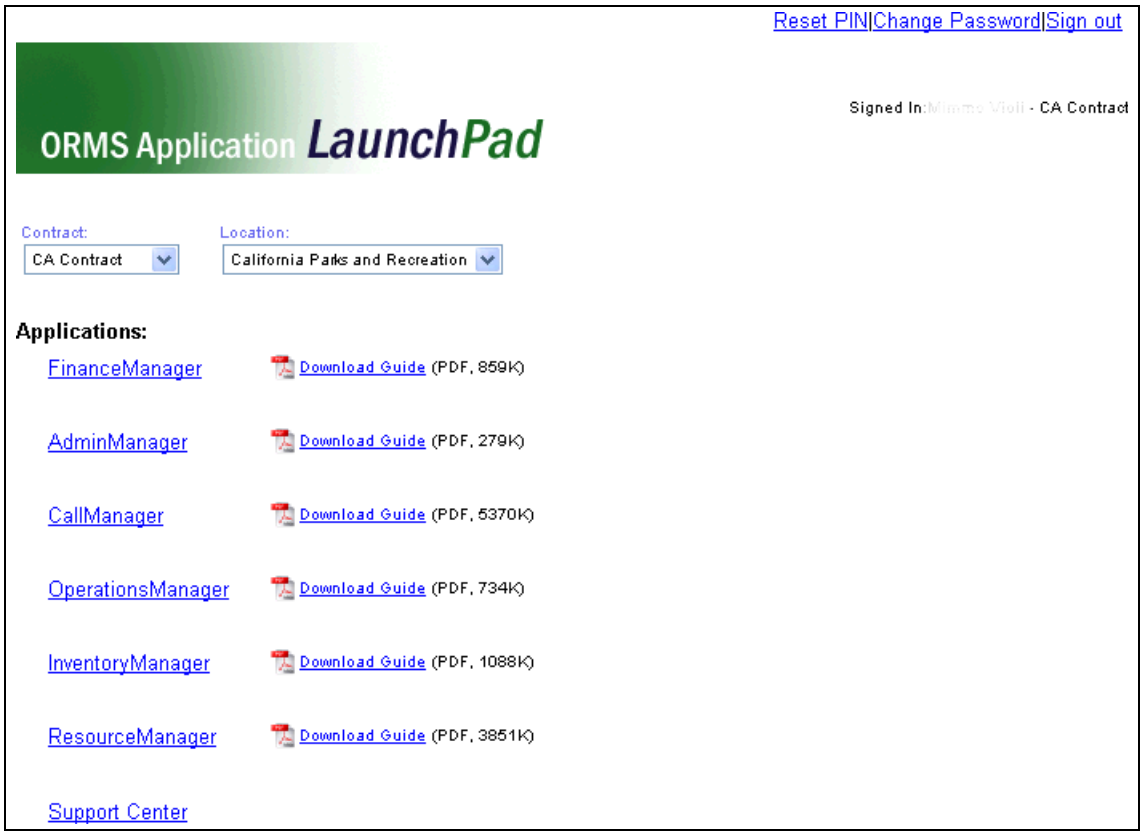
The Launch Pad allows you to perform the following activities:

- Select a contract, location, and application to work with.
  For more information, see "Process Steps: Accessing the application's Home page" on page 13.

- Access user and reference guides (in PDF)
  For more information, see "Process Steps: Accessing user and reference guides" on page 13.
- Link to additional contract-specific resources (where applicable)
- Reset your PIN (where applicable). For more information, see "Resetting PIN" on page 13.
- Change your password. For more information, see "Changing Password" on page 14.
- Sign out of ORMS. For more information, see "Signing Out" on page 15.

If you are working within an application and want to perform any of these activites, you can click on the **Launch Pad** link in the application to return to the Launch Pad page. For more information, see "Main Menu" on page 16.

Figure 1-2: Launch Pad page



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Process Steps: Accessing the application's Home page

1. On the Launch Pad page, from the **Contract** drop-down list, select a contract name.
2. From the **Location** drop-down list, select a location name.
3. In the *Applications* section, click **Resource Manager**.

> **Note:** If more than one role are assigned to you under the application, click the name of the role you want to sign in with. The role you select determines the permissions you have when using the application.

The Home page of Resource Manager displays.

Process Steps: Accessing user and reference guides

1. On the Launch Pad page, in the *Applications* section, locate the application.
2. Click the **Download Guide** link next to the application name.

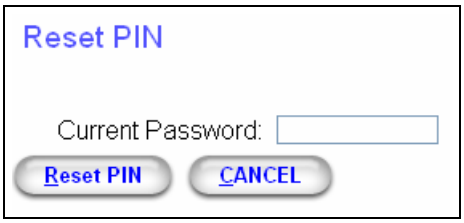
> **Note:** This link is for the PDF user/reference guide. You can access the online Help system from within the application. For more information, see "Main Menu" on page 16.

Resetting PIN

A PIN (Personal Identification Number) is assigned to you. It is used by the application to identify the transactions that you perform. Each time you perform a transaction you will be prompted by the application to provide your PIN, which will then allow you to complete the transaction process.

If you have forgotten or if you want to update your PIN you can request a new PIN by providing your password information on the Reset PIN page. Once you click the **Reset PIN** button the application will display a new PIN for you. It is recommend that you record your PIN and not share your PIN with other users.

Figure 1-3: Reset PIN page



Process Steps: Resetting your PIN

1. On the Launch Pad page, at the top-right corner of the page, click **Reset PIN**.
2. In the **Current Password** field, type your password.
3. Click **Reset PIN**.

Changing Password

If it is necessary to change your password for security reasons or if it has expired, you can create a new password to replace the current password.

Figure 1-4: Change Password page

Table 1-2: Change Password page

Field	Description
Current Password	Password you currently use to sign in to ORMS.
New Password	A new password that you want to use to sign in to ORMS. Minimum length of the password is 8 characters, including at least 1 alphabetical and 1 numeric character.
Retype New Password	Exactly the same as New Password.

Process Steps: Changing your password

1. On the Launch Pad page, at the top-right corner of the page, click **Change Password**.
2. On the Change Password page, in the **Current Password** field, type your password.
3. In the **New Password** field, type your new password.
4. In the **Retype New Password** field, type your new password again.
5. Click **OK**.

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Signing Out

After completing your session with ORMS applications, it is recommended that you sign out immediately, to prevent unauthorized use of the applications.

Process Steps: Signing out of ORMS

- On the Launch Pad page, at the top-right corner of the page, click **Sign Out**.

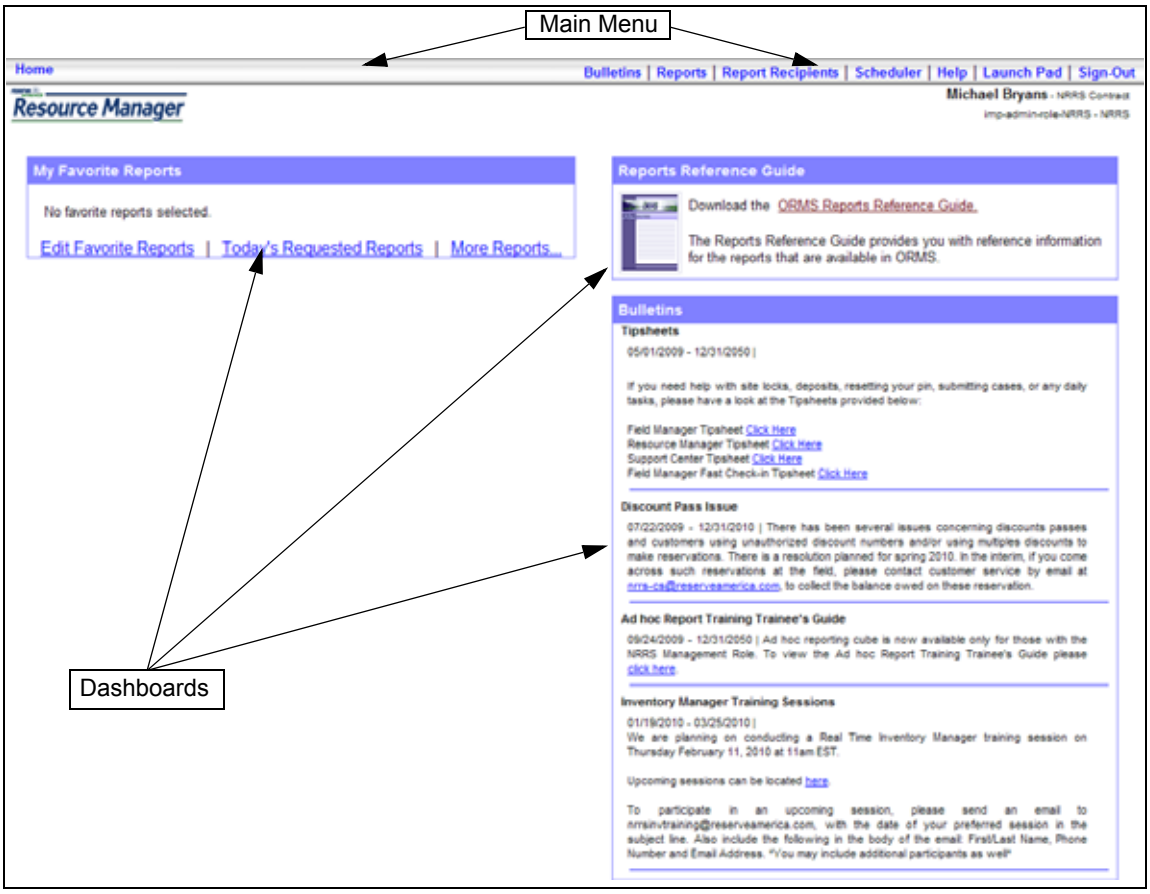
> **Note:** You can also sign out of ORMS from within an application. For more information, see "Main Menu" on page 16.

General Page Layout

When you start Resource Manager, by clicking on the name of the application in the Launch Pad, the application displays its Home page. The Home page interface has two key components:

- Main Menu — Located at the top of the page, the Main Menu consists of a number of links to key application functionality. The Main Menu displays only the items that have been assigned based on user permissions. For a description of the Main menu items, see "Main Menu" on page 16.
- Transaction area — This area displays several distinct dashboards with links to various report tabs and this PDF user guide, as well as various bulletin links.

Figure 1-5: Main interface sample



Navigation

This section discusses the essentials of the main user interface and the ways to navigate Resource Manager.

Main Menu

The Main menu displays only the items that have been assigned to you based on user permissions.

Table 1-3: Main menu items

Menu Item	Description
Home	Display the Home page at any time during your session.
Reports	Displays a reports page with the *Request Report* tab in focus.

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Table 1-3: Main menu items (Continued)

Menu Item	Description
Report Recipients	Displays a report recipients page with the *Report Recipient List* tab in focus.
Scheduler	Displays a scheduler page with *Schedules* tab in focus.
Help	Open the online help system, which describes different functional areas of the application and provides instructions to perform tasks. (The content of the help system is equivalent to the PDF user/reference guide for the same application.)
Launch Pad	Display the Launch Pad page, where you can access other contracts, applications, and/or roles.

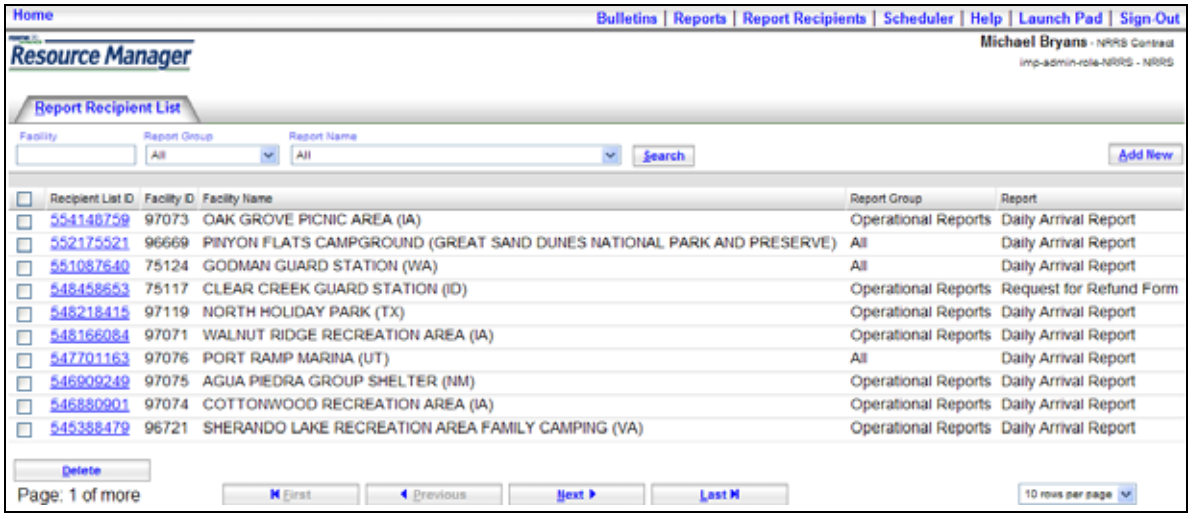
Scroll Bars

The Resource Manager user interface is designed with a large page layout. In some cases, you may have to use the horizontal and vertical scroll bars of the web browser to view certain parts of a page.

Searching for Information

Resource Manager allows you to specify criteria to search for the information you want. All Search/List pages are organized in a similar fashion, in the form of search criteria and search results.

Figure 1-6: Search and result list example



Search Criteria and Results List

The upper portion of the a Search/List page is where you specify your search criteria. Complete as many fields as you want (the more specific are your criteria, the faster is the search). Then click the **Search** or **Go** button.

The lower portion of the Search/List page displays a list of results that meet the search criteria you specified in the upper portion. If the results list contains too many records, or if it does not contain the record you want, revise the search criteria and search again.

Sorting Order of Columns

You can view the results list in an ascending or descending order. A column that is available for sorting is displayed with an underlined first letter in its column header (e.g. **Order #**, **Last Name**, **Phone**).

Go to the the column header of the column that you want to sort. Click the column header. To sort this column in ascending and descending order alternately, click on the column header again.

Link to Details Page

Certain columns in the results list have blue-underlined links. When you click one of these links, Resource Manager opens a details page to provide additional information about the item.

Selecting Items and Batch Processing

In the results list, you can select individual check boxes at the beginning of the rows you want. Then click a batch-process button (usually at the bottom of the list) to process the selected items.

Alternatively, to select all the items in the results list at once, select the check box at the beginning of the column-header row. Click a batch-process button (usually at the bottom of the list) to process all the items.

Results List Navigation Buttons

If your search results in more rows than what can be displayed on one page, you are provided with navigation buttons at the bottom of the results list. Use these buttons to display the other pages. (A dimmed button means that page is not available.)

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Figure 1-7: Navigation buttons for search results list

Table 1-4: Navigation buttons for search results list

Item	Description
First	Display the first page in the list.
Previous	Display the previous page in the list.
Next	Display the next page in the list.
Last	Display the last page in the list.
Number of Rows/Page	Select from the drop-down list the number of rows to display per page.

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Resource Manager

Chapter 2: Global Reports

This chapter provides reference information about the reports available for all contracts in the Resource Manager application. Each report topic contains the following: a high-level description, a Request Report tab image followed by a functional description, and a sample report image (or a report header) with report column descriptions.

- These reports are available to all contracts.
- They are not customized.
- The reports are listed in alphabetical order.

7-Day Campers Report

This report illustrates the reservation activities (registrations and reservations) that are currently in the campground or scheduled to arrive over a 7-day period. Use this report as a supporting document to help manage daily activities including checking-in and -out reservations, when there is a service outage in the Field.

Figure 2-1: Request Report

Table 2-1: Request Report Fields

Field	Description
Fascility	Select from a drop-down list of facility names associate with the contract. The list is restricted to those facilities accessible by the logged-in user.
Loop	Select from a drop-down list of active loop names associated with the facility.
Order By	Select from the drop list whether to order the report by Loop then Site or by Site. **Note:** The Site option is not recommended if the site code is not unique.
Show Empty Site	Select whether to include (Yes) or exclude (No) information for sites that do not have any activities (booked or occupied) within the 7-day report period.
Start Date	Specify the start date of the 7-day reporting period. This is a mandatory field.
Report Format	PDF and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-2: Sample Report (Section 1)

7-Day Campers Report (OPS-OCC-006) Run Date and Time: Apr 06 2010 6:56:13 AM PDT

Facility: DOHENY SB **Loop:** All

Sort By: Loop then Site **Show Empty Sites:** Yes

Start Date: 06/28/2009

Loop: **Sites 1-12, 47-61, 119-121, Doheny Group**

Site Code	Sun Jun 28	Mon Jun 29	Tue Jun 30	Wed Jul 01	Thu Jul 02	Fri Jul 03	Sat Jul 04
001	Gould, Royce Resv: 2-5577591 Tent Paid: $107.5 Owe: $0.0 Memo(N) Pet(N) Jun 26 - Jun 30	==>	Toy, Gary Resv: 2-5573835 RV/Motorhome Paid: $157.5 Owe: $0.0 Memo(Y) Pet(N) Jun 30 - Jul 06	==>	==>	==>	==>
002	Dunkel, Betty Resv: 2-5578909 RV/Motorhome Paid: $182.5 Owe: $0.0 Memo(Y) Pet(N) Jun 28 - Jul 05	==>	==>	==>	==>	==>	==>
003	Mangold, Jeff Resv: 2-5571995 Tent Paid: $182.5 Owe: $0.0 Memo(Y) Pet(N) Jun 28 - Jul 05	==>	==>	==>	==>	==>	==>
004	Mangold, Debra Resv: 2-5574441 Tent Paid: $182.5 Owe: $0.0 Memo(Y) Pet(N) Jun 28 - Jul 05	==>	==>	==>	==>	==>	==>
005	Morales, Ed Resv: 2-5688437 Trailer Paid: $57.5 Owe: $0.0 Memo(N) Pet(N) Jun 28 - Jun 30	==>	Clunk, Dieter Resv: 2-5577077 Trailer Paid: $132.5 Owe: $0.0 Memo(Y) Pet(N) Jun 30 - Jul 05	==>	==>	==>	==>
006	Van vliet, George Resv: 2-5576005 Tent Paid: $168.5 Owe: $0.0 Memo(Y) Pet(N) Jun 28 - Jul 05	==>	==>	==>	==>	==>	==>
007	Boots, Suzie Resv: 2-5581695 RV/Motorhome Paid: $82.5 Owe: $0.0 Memo(N) Pet(N) Jun 26 - Jun 29	Mcfadden, Kurt Resv: 2-5689861 RV/Motorhome Paid: $0.0 Owe: $0.0 Memo(N) Pet(N) Jun 29 - Jun 30	Chevalier, Lisa Resv: 2-5574471 Pop up Paid: $132.5 Owe: $0.0 Memo(Y) Pet(N) Jun 30 - Jul 05	==>	==>	==>	==>

7-Day Campers Report Page 1 of 19

Figure 2-3: Sample Report (Section 2)

7-Day Campers Report (OPS-OCC-006) Run Date Time

Facility: Peninsula State Park **Loop: All**
Sort by: Loop then Site **Show Empty Sites: Yes**
Start Date: 10/01/2005

Loop: **Primitive**

Site Code	Sat Oct 1	Sun Oct 2	Mon Oct 3	Tue Oct 4	Wed Oct 5	Thu Oct 6	Fri Oct 7
CDDA	A2	==>	==>	A1D1	==>	==>	A1D1

Reservation Detail for Oct 1 to Oct 7

Site Code	Resv #	Resv Status	Primary Occupant	Arrival / Departure	Paid	Owe	Vehicles / Camping Units	Memo / Pets
CDDA-001	2-4732	CHKI	Waltson, A	Oct 1 - Oct 4	$24.00	$0.00	Truck, RV	Y / N
CDDA	2-67321	PRE	Mohammed, T	Oct 1 - Oct 7	$53.00	$0.00		N / N
CDDA	2-771	PRE	Ade, G	Oct 4 - Oct 7	$28.60	$2.30		N / Y
CDDA	2-9011	PRE	King, C	Oct 7 - Oct 10	$36.10	$0.00	Motorcycle	N / N

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7-Day Campers Report Page 2 of 2

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Table 2-2: Report Columns

Column	Description
Section 1	
Site Code	Displays either the site-specific or the site non-site specific site code. When sites are not booked (occupied) within the 7-day report period, the sites do not display.
Dates	Site-specific sites: • Columns display the reservation information on the arrival day and the report start date that the site that is booked. • Columns display <closed> on the calendar day if the site is closed. • Columns display the calendar day is blank if the site is not booked or closed. • Columns display the reservation information and closure text on the calendar day if the closed site is booked or occupied. If the site is a non-site specific parent, columns display the reservation activity taking place for the site on each of the days (A<*num*> for arrival, D<*num*> for departure) if the site is booked or occupied, where <*num*> is the number of arrivals or departures on the day. When the site is not booked or occupied, the calendar day is left blank.
Reservation Information	Displays the primary occupant's name, reservation number, vehicle / camping unit, amount paid, balance owing, memo, pet, arrival, and departure dates for the corresponding site. • Primary occupant: displays the primary occupant's name on the reservation. • Reservation #: displays the reservation that is arriving. • Vehicle/camping unit: displays the make of the vehicles and the camping units (e.g. RV or motorcycle) registered on the reservation. The same make of vehicle or the same camping unit registered multiple times on the reservation appears only once. • Paid: displays the total amount paid for the reservation. • Owe: displays the owed payment amount on the reservation. • Memo: displays Y when a reservation memo (alert) is available and displays N when a reservation memo (alert) is not available. • Pet: displays Y when a pet's information is registered on the reservation and displays N when a pet's information is not registered. Pet information is registered when pet notes are not blank or the number of pets registered for a cat, dog, horse or other is greater than zero. • Arrival/departure date: displays the arrival and departure dates on the reservation.
Closure Condition	If a site is closed where the closing dates that are within the 7-day report period, the <closed> text displays in the corresponding date of the site. **Note:** This does not apply to non-site specific reservations.

Table 2-2: Report Columns (continued)

Column	Description
Section 2 **Note:** This section displays only when non-site specific sites are included in the report.	
Site Code	This column displays the site code of the parent NSS site where a reservation process status is pre-arrival. This column displays the site code of the occupied site where a reservation process status is either 'checked in' or 'checked out'.
Resv #	Displays the reservation number.
Resv Status	Displays 'PRE' if the reservation status is 'Pre-Arrival', 'CHKI' if the reservation status is 'Checked in', and 'CHKO' if the reservation status is 'Checked out'.
Primary Occupant	Displays the primary occupant's name on the reservation.
Arrive / Departure	Displays the reservation arrival and departure dates.
Paid	Displays the total amount paid for the reservation.
Owe	Displays the total amount owing for the reservation.
Vehicles / Camping Units	Displays the vehicle type and camping units (e.g. RV or Motorcycle) registered on the reservation.
Memo / Pets	Displays 'Y' when the reservation memo ('Alerts') is available, or 'N' when there is no memo. Displays 'Y' when pet information is registered on the reservation, 'N' when unavailable. Pet information is registered provided that 'Pet Notes' is not empty or the number of pets registered for any of 'Cat', 'Dog', 'Horse' or 'Other' is greater than zero.

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Advanced Reservation by Facility Report

This report illustrates the counts for advanced reservations that are made from the Field, Call Center, and Web channels and the percentage of reservations that are booked for a particular location compared to all other locations. This report can be requested for a single facility or many facilities under a location hierarchy.

Figure 2-4: Request Report

Table 2-3: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be equal to or greater than the start date.
Date Type	Select either Arrival Date or Order Date.
Product Group	Select from a drop-down list of product group names (product category is restricted to site).
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-5: Sample Report

Advanced Reservations

Run Date and Time: Apr 06 2010 2:20:30 PM EDT

by Facility Report (STAT-OCC-004)

Location: SC parks/DISTRICT 2
Start Date: 07/01/2009 End Date: 07/03/2009
Based On: Order Date
Product Group: All

Facility	# Advanced Resv			Total	
	Field	Call Center	Web	Resv	% Resv
AIKEN	0	0	3	3	2.91%
BARNWELL	0	2	2	4	3.88%
CHERAW STATE PARK	3	3	6	12	11.65%
GOODALE	0	1	0	1	.97%
H. Cooper Black Jr. Field Trial Area	0	3	0	3	2.91%
LEE	1	1	3	5	4.85%
LITTLE PEE DEE	4	2	2	8	7.77%
POINSETT	1	1	1	3	2.91%
REDCLIFFE	0	0	0	0	.00%
SANTEE	10	10	16	36	34.95%
SC - PARKS CENTRAL OFFICE	0	0	0	0	.00%
SESQUICENTENNIAL	18	3	7	28	27.18%
WOODS BAY	0	0	0	0	.00%
	37	26	40	103	100.00%

Table 2-4: Report Columns

Column	Description
Facility	Displays the facility name.
# Advanced Resv	Displays the number of reservations made from each of the Field, Call Center, and Web channels. **Note:** This field is defined as a reservation having the transaction type Reservation or Historical if the reservation arrival date is greater than the order date. Only advanced reservations where reservation status is active are included. Walk-ups and reservations with a status of Voided, Cancelled and No Show are excluded.
Total Resv	Displays the total number of advanced reservations made for the location from the Field, Call Center, and Web channels.
% Resv.	Displays the percentage of reservations made for the location from the Field, Call Center, and Web channels, based on all the other locations within the report. It is calculated by the total reservations for the facility divided by total reservations in the report.

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Call Disposition by Operator Report

This report provides detailed information about the breakdown of unsuccessful calls by call disposition reason for each Call Agent within the reporting date range. It also includes total successful versus unsuccessful calls per Call Agent. Use this report to determine why calls to the Call Center are not resulting in reservations or other sales.

Figure 2-6: Request Report

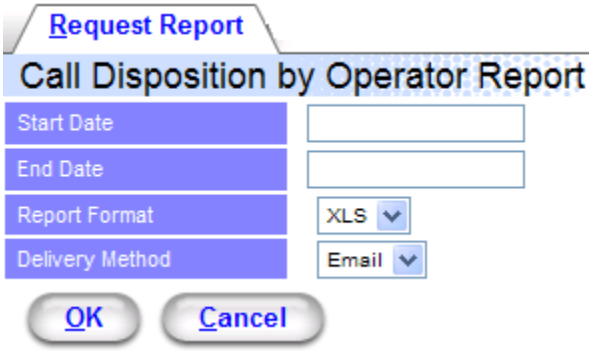

Table 2-5: Request Report Fields

Field	Description
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be less than or equal to or the start date + 7 days.
Report Format	XLS.
Delivery Method	Email.

Figure 2-7: Sample Report (Call Disposition Details and Call Disposition Description pages)

Call Disposition by Operator Report (OPS-DISP-002)

Run Date and Time: Apr 06 2010 2:59:21 PM EDT

Start Date : 07/01/2009
End Date : 07/03/2009
NRRS Contract

User Name	First Name	Last Name	Availability Found No Reservation Made	Called to Verify Existing Reservation	Confirmation Letter Request	Facility Info Request	Fee	Inside Minimum Window Request	No Reservable Inventory Available	Other	Outside Maximum Window Request	Total Unsuccessful Calls	Total Successful Calls	Total Calls
ca-acook	Ashlee	Cook	0	0	0	5	0	0	0	0	0	5	3	8
ca-bmoore	brittany	moore	0	0	1	16	0	0	1	0	0	18	17	35
ca-ccoffman	Cassandra	Coffman	0	0	0	25	0	0	0	0	0	25	10	35
ca-cdiamond	Christopher	Diamond	4	1	0	4	0	0	36	0	0	45	32	77
ca-cechols	Cara	Echols	0	0	0	0	0	0	0	0	1	1	0	1
ca-cford	Cheri	Ford	14	1	0	5	0	0	24	0	0	44	34	78
ca-cjohnson	chris	johnson	2	2	0	0	0	0	17	0	0	21	18	39
ca-cstagg	Clifford	Stagg	0	4	0	0	0	0	0	0	0	4	4	8
ca-ctrowbridge	Carol	Trowbridge	0	0	0	0	0	0	5	0	0	5	4	9
ca-cwells	Corey	Wells	0	0	0	0	0	0	25	0	0	25	22	47
ca-dabbott	Deborah	Abbott	0	0	0	0	0	0	1	0	0	1	0	1
ca-dclark	Delano	Clark	0	0	0	0	0	0	3	0	0	3	3	6
ca-dcotton	Derrick	Cotton	0	0	0	0	0	0	4	0	0	4	3	7
ca-dgray	Donnell	Gray	29	0	0	0	0	0	0	0	0	29	12	41
ca-dheninger	Danielle	Heninger	0	0	1	39	0	0	0	0	0	40	22	62
ca-fguillen	Francisco	Guillen	13	9	3	58	0	0	135	3	1	222	103	325
ca-gcorum	genelle	corum	0	46	0	0	0	0	1	0	0	47	33	80
whca-vroman	Victoria	Roman	0	5	0	34	0	0	53	0	0	92	32	124
whfl-amendigorin	Al	Mendigorin	0	0	0	4	0	4	5	3	0	16	4	20
whfl-arichard	Audrey	Richard	2	0	0	1	0	0	0	0	0	3	3	6
whfl-cdauphin	Cynthia	Dauphin	1	3	0	2	0	0	47	0	4	57	50	107
whfl-cgorski	Christina	Gorski	4	5	0	4	0	0	19	3	0	35	15	50
whfl-cjackson	Carol	Jackson	1	4	0	8	0	0	46	2	0	61	34	95
whfl-tstevenson	Takara	Stevenson	0	0	0	27	0	0	5	0	0	32	36	68
whfl-vmendez	Vickie	Mendez	0	3	1	5	0	9	16	2	1	37	17	54
whga-rallen	Retonia	Allen	12	29	0	22	0	0	51	0	0	114	55	169
whga-sbelt	Shae	Belt	0	0	3	1	0	0	0	0	0	4	59	63
whid-jcathers	Julie	Cathers	0	0	0	40	0	0	0	0	0	40	13	53
whid-kread	Katharine	Read	0	0	0	0	0	0	0	24	0	24	50	74
whid-mbeck	Melissa	Beck	0	3	0	0	0	0	0	0	0	3	18	21
whky-asmith	April	Smith	5	3	0	22	0	0	32	0	0	62	12	74
wi-bcarranza	Brian	Carranza	0	64	0	0	0	0	0	0	0	64	32	96
wi-bmcdermott	Bobbie	Mcdermott	1	1	0	0	0	0	4	0	0	6	8	14
wi-cmadison	Chris	Madison	0	0	0	5	0	0	2	0	1	8	25	33
wi-dcoleman	David	Coleman	0	0	1	3	0	0	27	0	0	31	19	50
wi-dswift	Dale	Swift	0	0	0	0	0	0	0	0	0	0	1	1
wi-hgomez	Harriet	Gomez	0	0	0	2	0	0	6	0	0	8	11	19
wi-hsimm	Harley	Simm	0	0	0	0	1	0	0	0	0	1	0	1
wi-hthompson	Helen	Thompson	4	0	0	1	0	4	8	0	0	17	10	27
wi-jjensen	John	Jensen	0	2	0	0	0	0	0	0	0	2	1	3
wi-jrios	James	Rios	0	0	0	5	0	0	0	0	0	5	1	6
wi-jzabit	Joe	Zabit	0	0	0	0	0	0	2	0	0	2	9	11
wi-khussey	Kim	Hussey	0	0	0	2	0	0	0	0	0	2	2	4
wi-kpeterson	Karl	Peterson	0	0	0	25	0	0	3	0	0	28	32	60
wi-lmiller	Laquesa	Miller	0	140	0	1	0	0	0	0	0	141	62	203
wi-lthompson	L	Thompson	10	1	1	1	0	0	24	1	0	38	22	60
wi-msims	Marilyn	Sims	76	3	3	0	0	0	64	0	0	146	64	210
wi-owilliams	Odessa	Williams	2	1	0	1	0	5	5	0	0	14	7	21
wi-pdewitt	Peter	DeWitt	0	83	0	0	0	0	0	0	0	83	40	123
wi-pwade	Parisa	Wade	0	0	0	1	0	0	3	0	0	4	3	7
wi-rhartwell	Rhiannon	Hartwell	0	77	0	0	0	1	0	0	0	78	49	127
wi-rkarns	Ruth	Karns	2	0	1	2	0	10	16	0	2	33	21	54
wi-sbrown	Stacey	Brown	1	0	0	1	0	0	24	0	0	26	18	44
wi-sfry	Scott	Fry	50	35	0	1	0	0	4	0	0	90	52	142
wi-sstrait	Samantha	Strait	0	3	0	0	0	0	0	0	0	3	13	16
wi-struesdell	Steve	Truesdell	1	2	0	11	0	0	1	0	0	15	28	43
wi-tabrams	Tasha	Abrams	2	1	0	18	0	0	35	0	0	56	29	85
wi-vcrump	Vicky	Crump	1	4	0	3	0	9	8	0	1	26	9	35
wi-wlarue	William	Larue	1	3	0	0	0	0	1	0	0	5	1	6
		Total	**238**	**538**	**15**	**405**	**1**	**42**	**763**	**38**	**11**	**2,051**	**1,287**	**3,338**

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Call Disposition by Operator Report (OPS-DISP-002)

Run Date and Time: Apr 06 2010 2:59:21 PM EDT

Call Disposition Descriptions
Start Date : 07/01/2009
End Date : 07/03/2009
NRRS Contract

User Name	First Name	Last Name	Other Call Descriptions	Number of Calls
ca-fguillen	Francisco	Guillen	complaint	1
ca-fguillen	Francisco	Guillen	declined credit card	1
ca-fguillen	Francisco	Guillen	no credit card	1
ca-jpunch	Jatoya	Punch	lost call	1
ca-lbuck	Laura	Buck	assisted a customer on line	1
ca-lbuck	Laura	Buck	disconnected	1
ca-lbuck	Laura	Buck	no charge card	1
ca-lbuck	Laura	Buck	no credit card to pay	1
ca-lbuck	Laura	Buck	same day cancellation	1
ca-nahansen	nathan	hansen	Same Call Cancellation	1
fl-sgelber	Sara	Gelber	lost call	1
fl-WIsherwood	Wendy	Isherwood	walk in season	1
ky-ahazelton	Anna	Hazelton	orms too slow	1
ky-ahazelton	Anna	Hazelton	WAY too indecisive	1
ky-jhayes	Jeremy	Hayes	cs per asl	1
ny-ahassenger	andrew	hassenger	mroe research needed	1
ny-aknoll	alice	knoll	customer hang up	1
ny-alonge	Amber	Longe	Same Call Cancellation	1
ny-cguyette	christine	guyette	cust. hung up	5
ny-cguyette	christine	guyette	no body there	1
ny-cguyette	christine	guyette	no one there	2
ny-cguyette	christine	guyette	SC state park	1
ny-cguyette	christine	guyette	swimming question, didn't want to make a campin	1
ny-ctreanor	Caitlin	Treanor	changed mind	1
ny-ctreanor	Caitlin	Treanor	changed mind cuzza fee	1
ny-ctreanor	Caitlin	Treanor	customer seriveece	1
ny-ctreanor	Caitlin	Treanor	decided to call back	1

Table 2-6: Report Columns

Column	Description
Call Disposition Details	
User Name	Displays the user name of the Call Agent.
First Name	Displays the first name of the Call Agent.
Last Name	Displays the last name of the Call Agent.
<Call Disposition Reason Names>	Various columns display: • Call Disposition name of all active Call Disposition reasons. • Inactive Call Disposition reasons that had at least 1 call during the reporting period. Within each column, the total number of calls display for the Call Agent.
Total Successful Calls	Displays the total successful calls for the Call Agent.
Total Unsuccessful Calls	Displays the total unsuccessful calls for the Call Agent.
Total Calls	Displays total successful calls plus total unsuccessful calls for the Call Agent.

Table 2-6: Report Columns (continued)

Column	Description
Call Disposition Discriptions	
User Name	Displays the user name of the Call Agent.
First Name	Displays the first name of the Call Agent.
Last Name	Displays the last name of the Call Agent.
Other Call Descriptions	Displays a list of descriptions entered by the Call Agents.
Number of Calls	Displays the total number of calls with the same call disposition description and Call Agent.

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Call Disposition Summary Report

This report provides summary information about the breakdown of unsuccessful calls by call disposition reason for all calls within the reporting time period. It also includes total successful versus unsuccessful calls. Use this report to determine why calls to the Call Center are not resulting in reservations or other sales.

Figure 2-8: Request Report

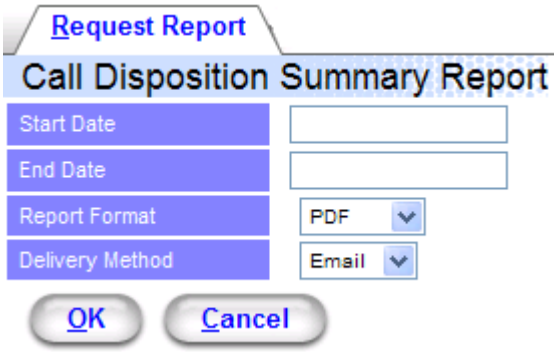

Table 2-7: Request Report Fields

Field	Description
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be less than or equal to the start date plus 92 days.
Report Format	DHTML, PDF, XLS.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-9: Sample Report

Call Disposition Summary Report (OPS-DISP-001)

Run Date and Time: Apr 07 2010 10:05:37 AM EDT

Start Date : 07/01/2009
End Date : 07/04/2009
NY Contract

	Total	Percent
Successful Calls:	1,613	44.99%
Unsuccessful Calls:	1,972	55.01%
Total Calls	**3,585**	**100.00%**

Call Disposition	No.of Calls	Percent of Unsuccessful Calls
Facility Info Request	877	44.47%
No Reservable Inventory Available	551	27.94%
Called to Verify Existing Reservation	245	12.42%
Availability Found No Reservation Made	204	10.34%
Inside Minimum Window Request	42	2.13%
Other	37	1.88%
Confirmation Letter Request	11	0.56%
Outside Maximum Window Request	4	0.20%
No Availability for Requested Dates	1	0.05%
Total	**1,972**	**100.00%**

Other Call Descriptions	No.of Calls
1 site avail for a 1 nighst stay, but Darien lake requires a 2 night stay	1
ADDITIONAL INFORMATION	1
call disconnected	1
call disconnected 07-02-09 pjz	1
consult with wife	1
Customer Service Irate customer	1
decided to change dates instead of canceling has to call back withn thedates, c s-p	1
didnt have a credit card	1
disconnected	1
DON'T HANLDE RSRV FOR LAKE GEORGE ESCAPE	1
error	3
FORKED LAKE INFORMATION ABOUT THE CAMPGROUND	1
husband ci very confused tran to cst service	1
they recei message check not receiv he had a hard tim e commun icatiing c s-p	
INFORMATION ABOUT THE FACILITY: CAMPGROUND, ROLLINS POND CAMPGROUND	1
INFORMATION: MARINA	1
looking for hiking trails	1
needed to make change but hung up after rude commernt re fee c s-p	1
needs creddit card	1
needs to consult	3
no caller	1

Call Disposition Summary Report Page 1 of 2

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Call Disposition Summary Report (OPS-DISP-001) Run Date and Time: Apr 07 2010 10:05:37 AM EDT

Start Date : 07/01/2009
End Date : 07/04/2009
NY Contract

no credit card	1
NO PAYMENT COULD BE PROCESSED. DECLINED CREDIT CARD FOR LETCHWORTH STATE PARK. WILL CALL BACK TO MAKE THE RESERVATION.	1
OTHER INFO: LAKE EATON	1
payment issue-sent to customer service	1
Sent to Customer Service	1
SITE LOCKED UP IN CALLERS COMPUTER	1
site locked up in callers computer	1
the customer hung up after hearing the greeting.	1
There was no response to the greeting by the customer. After one minute and several reiterations of the greeting I ended the call.	1
vrfd refund	1
wanted info on cabins in NY referred to web & gave oprhp phone numbers	1
would not accept 2 night min.	1
wrong agent-needed nrrs	1

Call Disposition Summary Report Page 2 of 2

Table 2-8: Report Rows and Columns

Row/Column	Description
Successful Calls	Total calls without an associated call disposition reason.
Unsuccessful Calls	Total calls with an associated call disposition reason.
Total Calls	Total successful calls and unsuccessful calls.
Total	Displays the total number of calls that resulted in the Cart being processed during the call.
Percent	Displays the percentage of successful and unsuccessful calls.
Call Disposition	
Call Disposition	Call disposition reasons.
Total	Displays the total calls for all specified call disposition reasons.
No. of Calls	Displays the total number of calls for each call disposition reason (as specified by the Call Agents) within the reporting time period.
Percent of Unsuccessful Calls	Displays the total calls for a specific call disposition reason as a percentage of total unsuccessful calls.
Other Call Descriptions	
Other Call Descriptions	Displays a list of descriptions entered by Call Agents for the call disposition reason of “Other”.
No. of Calls	Displays the total calls for each description specified by Call Agents.

Campers Data Report

This report provides detailed information about campers that are entering the park (incoming), leaving the park (outgoing), currently in the park (on site), or are no longer staying at the park (cancelled) for a specific date. The report includes only the reservation activities for a single park.

Figure 2-10: Request Report

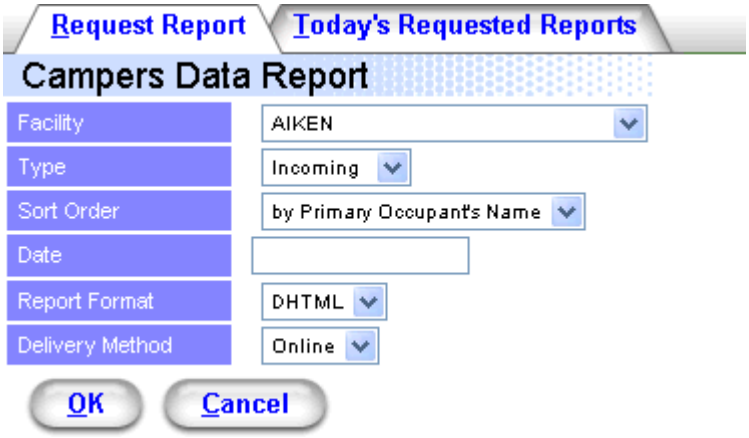

Table 2-9: Request Report Fields

Field	Description
Facility	Select a facility location from the drop-down list. The list is determined by the access level of the logged-in user. This is a mandatory field.
Type	Select a camper type from the drop-down list.
Sort Order	Select the first column by which the information in the report is sorted.
Date	Specify a date. This is a mandatory field.
Report Format	XLS, DHTML
Delivery Method	Online

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Figure 2-11: Sample Report

Campers Data Report (RA-OPS-003A)

Run Date and Time: Apr 07 2010 2:54:38 PM EDT

Facility: EDISTO BEACH
Type: All
Sort Order: by Site
Date: 07/01/2005

Loop	Site	Site Type	Reservation #	Arrive	Depart	Days	Status	Total Price	Bal Due	Customer First Name	Customer Last Name	Primary Occ. First Name	Primary Occ. Last Name	Phone	# Of People	Vehicle Info.	Equip	Additional Information
Beach Campground	005	Standard Site	2-7486	07/01/2005	07/04/2005	3	Cancelled	$ 16.02	$ .00	Tara	Thorsten	Tara	Thorsten	(843)871-0489	6		Tent	Cancel Date:03/11/2005
Beach Campground	012	Standard Site	2-598	07/01/2005	07/10/2005	9	Cancelled	$ 25.83	$ .00	Ronnie	Moore	Ronnie	Moore	(828)697-1636	3			Cancel Date:03/24/2005
Beach Campground	025	Standard Site	2-728	07/01/2005	07/10/2005	9	Cancelled	$ 25.83	$ .00	harry	knight	harry	knight	(843)349-5267	3		Trailer	Cancel Date:06/03/2005

Total Reservations: 3 Total Occupants: 12

Table 2-10: Report Columns

Column	Description
Loop	Displays the loop name associated with site on the reservation.
Site	Displays the one of the following: • Code of the site associated with the reservation. • The site code of the non-site specific (NSS) parent if the NSS reservation status is “Pre-arrival”. • The site code of the occupied site if the reservation status is either “Checked-in” or “Checked-out”.
Site Type	Displays the site type’s name.
Reservation #	Displays the reservation number.
Arrive	Displays the reservation arrival date.
Depart	Displays the reservation departure date.
Days	Displays the length of stay that is on the reservation.
Status	Displays one of the following: • Incoming — The reservation status is “Pre-arrival” and the arrival date is the same as the report date. • Outgoing — The reservation status is “Checked-in” and the departure date is the same as the report date. • Outgoing (overdue) — The reservation status is “Checked-in” and the departure date is less than the report date. • On Site — The reservation status is “Checked-in”, the report date is greater than or equal to the arrival date, and the report date is less than the departure date. • Cancelled — The reservation status is “Cancelled” and the arrival date is the same as the report date.
Total Price	Displays the total price on the reservation.
Bal Due	Displays the total amount owing on the reservation
Customer Last Name	Displays the billing customer’s surname on the reservation.
Customer First Name	Displays the billing customer’s given name on the reservation.
Primary Occ. First Name	Displays the primary occupant’s given name.
Primary Occ. Last Name	Displays the primary occupant’s surname name.
Phoned	Displays the customer’s home phone number.
# Of People	Displays the number of occupants recorded on the reservation including the primary occupant.

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Table 2-10: Report Columns (continued)

Column	Description
Vehicle Info	Displays the type of the vehicles recorded on the reservation, if available. For example, Tent, Trailer, or Motorcycle. If the vehicle type is Car, the make displays (e.g. 'Ford', 'Jeep').
Equip	Displays the camping units.
Additional Information	Displays the pass number, if available. If the reservation's status is Cancelled, then the date that the reservation was cancelled displays.
Total Reservations	Displays the total number of reservations on the report date.
Total Occupants	Displays the total number of occupants for the reservations on the report date.

Campers Report

This report provides information about the campers that are entering the park (incoming), leaving the park (outgoing), currently in the park (on site), or are no longer staying at the park (cancelled). The report includes only the reservation activities for a single park.

Figure 2-12: Request Report

Table 2-11: Request Report Fields

Field	Description
Location	Select from a drop-down list of location names. The list is determined by the access level of the logged-in user. This is a mandatory field. **Note:** This list is applicable only when the report is requested via Resource Manager. When this report is requested via Field Manager, the location defaults to the login facility.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
Report Subtype	Select from a drop-down list of incoming campers types: outgoing, incoming, on-site, and cancelled campers.
Sort Order	Select from a drop-down list of sort order options.
Report Format	PDF, DHTML.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-13: Sample Report

Campers Report (RA-OPS-003) Date and Time: 02/17/2004 12:13:03 AM EST

Location: 541 - Pinecrest
Type: Cancelled Campers
Date: 02/17/2004
Sort Order: Loop then Site

Field Loop: LOOP C

Site	Res #	Arrive	Depart	Res Status	Bal Due	Cust Name / Phone	# of People	Equip	Additional Information
001	1-1234567	02/17/2004	02/20/2004	CANC	$0.00	Smith, Marvin (905) 441-1414	4	MOTO	
002	1-8901234	02/17/2004	02/23/2004	CANC	$5.00	Johnson, Bev (416) 331-6789	2	TRAI	pass #: 123456
004	1-5678901	02/17/2004	03/01/2004	CANC	$0.00	Taylor, Bob (289) 345-1212	3	TENT	Lipome, Barbara
005	1-2345678	02/17/2004	02/24/2004	CANC	$4.00	Roberts, Jim (212) 555-1515	2	TENT	
007	1-9012345	02/17/2004	02/29/2004	CANC	$0.00	Jamieson, Sam (604) 565-3435	2	TENT	

Field Loop: LOOP E

Site	Res #	Arrive	Depart	Res Status	Bal Due	Cust Name / Phone	# of People	Equip	Additional Information
056	1-1234890	02/17/2004	02/20/2004	CANC	$0.00	Smith, Marvin (905) 441-1414	4	MOTO	
067	1-9801234	02/17/2004	02/23/2004	CANC	$5.00	Johnson, Bev (416) 331-6789	2	TRAI	pass #: 123456
068	1-4378901	02/17/2004	03/01/2004	CANC	$0.00	Taylor, Bob (289) 345-1212	3	TENT	
070	1-2345435	02/17/2004	02/24/2004	CANC	$4.00	Roberts, Jim (212) 555-1515	2	TENT	
071	1-9018095	02/17/2004	02/29/2004	CANC	$0.00	Jamieson, Sam (604) 565-3435	2	TENT	

Total Reservations: 10 **Total Occupants: 26**

Campers Report Page 1 of 1

Table 2-12: Report Columns

Column	Description
Loop	Displays the loop in which the site is located. This column displays only when the specified sort order is Customer or Site.
Site	Displays the number of the reserved site or the occupied site's unique identifier for non-site specific reservations that are checked in or checked out.
Res #	Displays the unique identification number of the reservation.
Arrive	Displays the arrival date of the reservation.

Table 2-12: Report Columns (continued)

Column	Description
Depart	Displays the departure date of the reservation. **Note:** In the report layout for sort order by customer and site, the reservation's arrival date and departure date are displayed in one column separated into two lines.
Res Status	Displays the reservation status of the reservation.
Bal Due	Displays the amount of the total fees on the reservation that is outstanding for payment.
Cust Name/Phone	Displays the customer's last name, first name, and home phone number on the reservation.
# Of People	Displays the number of occupants including the primary occupant on the reservation.
Equip	Displays the camping units. **Note:** In the report layout for sort order by customer and site, the # of people and equipment are displayed in one column separated by a forward slash (/).
Additional Information	If the reservation has customer pass associated with the reservation order and if at least one of the data items to be displayed for a customer pass is not blank, then "Cust Pass:" displays followed by the customer pass number and pass holder name as recorded on the reservation (if available). If the "Validate Expiry Date Indicator" for the customer pass was set to "Yes" and expiry date indicator has been set to "Mandatory", then the expiry date (stored with serialized customer passes) displays. Customer passes are separated by commas (e.g. Cust Pass: 12345, Jim Smith, 12/12/2009). If multiple customer passes are associated with the reservation order, then they are separated by semicolons (e.g. Cust Pass: 12345, Jim Smith, 12/12/2009;78900, Kim Smith, 12/12/2009). If there is no customer pass associated with the reservation order, but there are customer types associated with it and the customer type ID is not blank, then this column displays "Cust Type ID:" and the customer type ID recorded on the reservation (e.g. Cust Type ID: 78997). If multiple customer types are associated with the reservation order, then they are separated by semicolons (e.g. Cust Type ID: 78977;123457).
Total Reservations	Displays the total number of reservations for a given day.
Total Occupants	Displays the total number of occupants for the reservations for a given day.

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Cancelled Tour Report

This report displays the advanced ticket purchase details for one or more tours occurring on a single tour date within a facility. Use this report to make alternative arrangements for customers who are affected by cancelled tours. The report includes advanced ticket purchases for tour(s). Separate reports are necessary for each local facility.

Figure 2-14: Request Report

Table 2-13: Request Report Fields

Field	Description
Facility	Select the name of the local facility to which the report pertains.
Tour Name	Select the name of the tours that are located at the local facility. Combination tours are not available for selection.
Ticket Category	Select a tour ticket category name.
Sort Order	Select the first column by which the information in the report is sorted.
Start Date	Specify the tour start date.
Start Time	Specify the time that the tour begins.
End Time	Specify the time that the tour ends.
Report Format	DHTML, PDF, and XLS.
Delivery Method	Email, FTP, Fax, and Online.

Report Layout and Results

The group total displays at the end of the report. The total tickets are the sum ticket quantity of each ticket instance in the report. The total tickets printed are the sum of the tickets printed of each ticket instance in the report.

Figure 2-15: Sample Report

Cancelled Tour Report (OPS-TOUR-004)

Facility: DPR/Northern Division/HEARST CASTLE
Tour: All
Ticket Category: All
Sort Order: Customer Name then Time
Start Date: 07/29/2009 **Start Time:** 08:00 AM **End Time:** 07:00 PM

Tour	Tour Time	Order #	Customer / Contact Name	Home Phone	Zip Code	Organization Name	Operator License #	Bal. Due	Ticket Type	Ticket Qty.	Tickets Printed
Tour 'A'	10:00 AM	4-1333432	Anderson, Lisa	2242242222	67890			N	Golden Acc	2	2
Tour 'B'	10:30 AM	4-5511777	Campbell, Lyall	3333333333	33333	Tours Unlimited	KY 3333333333	N	Youth	15	15
Tour 'A'	11:00 AM	4-1188434	Johnson, Tyson	8888888888	88888			N	Adult	4	4
Tour 'A'	11:00 AM	4-1188434	Johnson, Tyson	8888888888	88888			N	Youth	1	1
Tour 'A'	10:00 AM	4-1435222	Jones, Jeff	5555555555	12345-7890			N	Adult	4	3
Tour 'A'	10:00 AM	4-1222367	Smith, Don	5555555555	12345-7890			Y	Adult	2	2
Tour 'A'	10:00 AM	4-1222367	Smith, Don	5555555555	12345-7890			Y	Child	1	0
Tour 'B'	10:30 AM	4-1444903	Smith, Don	5555555555	12345-7890			N	Adult	2	0
Tour 'B'	10:30 AM	4-1444903	Smith, Don	5555555557	12345-7890			N	Child	1	0
Tour 'A'	10:00 AM	4-8888121	Thomas, Timothy	4444444444	33333	ABC Tours	DC 4444444444	N	Adult	15	10
Tour 'B'	10:30 AM	4-5433340	Young, Tom	7777777777	77777	XYZ Elementary School		N	Youth	30	30
									Total Tickets:	**77**	**67**

Table 2-14: Report Columns

Column	Description
Tour	Displays the short tour name (ticket tour name) associated with the ticket order item within the ticket order. If the tour is a combination tour, the report displays the tour name associated to the ticket order item details.
Tour Time	Displays the tour time associated with the ticket order item within the ticket order.
Order #	Displays the order number of the ticket order to which the ticket order item detail belongs.
Customer / Contact Name	Displays the last name and first name of the customer or contact that made the advanced ticket purchase.
Home Phone	Displays the home phone number of the customer or contact who made the advanced ticket purchase.
Zip Code	Displays the zip code of the customer or contact that made the advanced ticket purchase.
Organization Name	Displays the name of organization associated with the ticket order. If the ticket order has ticket category organization; the report displays the organization's name.
Operator License #	Displays the state of the operator license and the operator license number associated with the ticket order. If the ticket order has ticket category of Organization, then the report displays the state of the operator license and the operator license number.

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Table 2-14: Report Columns (continued)

Column	Description
Bal Due	Displays a 'Y' (yes) or 'N' (no) indicator as to whether or not the Ticket Order has an outstanding balance.
Ticket Type	Displays the ticket type associated with the ticket instance order item detail.
Ticket Qty.	The quantity for the respective ticket type. The number includes only the ticket orders for which the tour inventory is cancelled and the ticket instances are active.
Tickets Printed	The number of tickets already printed with the ticket print status of printed. If there are no tickets with the ticket print status of printed for the particular ticket type the report displays the number zero. The number includes only ticket orders for which the tour inventory is cancelled, the ticket instances are active, and the ticket print status is Printed.

Central Deposit Consolidated Report

This report summarizes payments and refunds collected/issued by the Call Center, Web, Agencies, and Regions belonging to the facility headquarters. This report includes credit card payments, credit card refunds, ACH payments, ACH refunds, and vouchers collected/issued by the parks.

Note: This report does not include non-depositables, as these payments are generally processed outside of ORMS (e.g. Park Visas).

This information can be updated to the state financial system. The report is available only through Resource Manager. It is accessible to users whose login location is the facility headquarter location or above (e.g. district or agency), or if the user's login location is the local facility and the parent location is not the headquarters.

Figure 2-16: Request Report

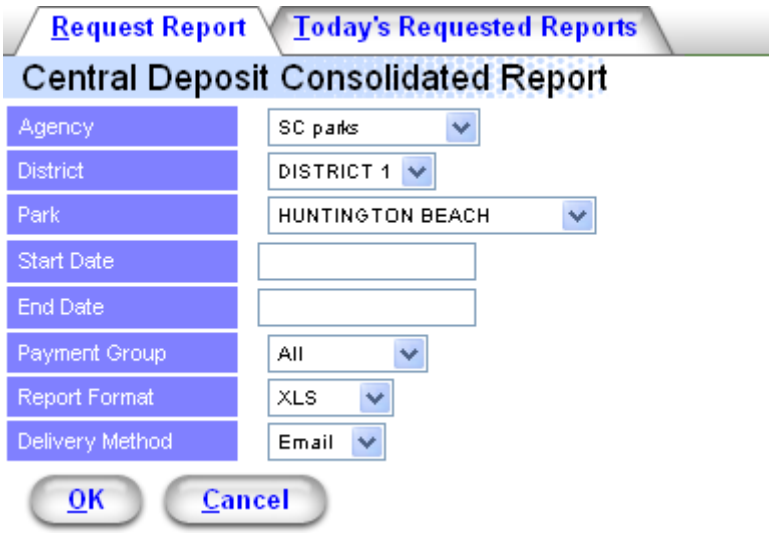

Table 2-15: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.

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Table 2-15: Request Report Fields (continued)

Field	Description
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be equal to or greater than the start date. The report time period is the <start date 00:00:00> to <end date 23:59:59> contract time.
Payment Group	Displays a drop-down list of all payment groups available for the contract.
Payment Type	Displays a drop-down list of payment types based on the selected Payment Group. **Note:** This field does not display if the Payment Group field is All or if the selected Payment Group has only one payment type associated with it.
Report Format	XLS, DHTML.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-17: Sample Report

CENTRAL DEPOSIT CONSOLIDATED REPORT (FIN-DEP-015A)

Run Date and Time: Apr 08 2010 8:57:40 AM EDT

Location: SC parks/DISTRICT 1/HUNTINGTON BEACH
Start Date: 07/01/2009 End Date: 07/05/2009
Payment Group: *All Payment Type: *All

Headquarter Name	Description		Count	Payments	Refunds	Net
HUNTINGTON BEACH	American Express		17	$450.49	$515.34	($64.85)
HUNTINGTON BEACH	Discover		12	$1,185.21	$0.00	$1,185.21
HUNTINGTON BEACH	MasterCard		37	$3,331.36	$390.50	$2,940.86
HUNTINGTON BEACH	Visa		110	$11,101.32	$1,859.48	$9,241.84
		Depositables Total:		$16,068.38	$2,765.32	$13,303.06

Vouchers

Headquarter Name	Description		Count	Redeemed	Issued	Net
	Voucher		0	$0.00	$0.00	$0.00
		Vouchers Total:		$0.00	$0.00	$0.00
		Grand Total:		$16,068.38	$2,765.32	$13,303.06

Table 2-16: Report Columns

Column	Description
Headquarter Name	Displays the name of the facility or facility headquarters.
Description	Displays the payment type description.

Table 2-16: Report Columns (continued)

Column	Description
Count	Displays the total number of credit card/ACH payment and refund transactions received or issued at the Call Center, Web, or locations from Agency to one level above Park, where the revenue and refund are for the locations within the facility headquarter hierarchy. Only payments and refunds centrally processed via ReserveAmerica credit card processors are included. If the Field collects credit card payments and they are processed through ReserveAmerica credit card processors, then the Field payments and refunds are also included. Refunds issued as vouchers or gift cards are excluded.
Payments	Displays the total dollar value of credit card/ACH payments that have been received and posted to the Call Center location (regardless if it is collected from the Field, Call Center, or Web), and the revenues are for the locations within the facility headquarter hierarchy or within the facility location.
Refunds	Displays the total dollar value of refunds (credit card and ACH payment group only) that have been marked as Issued (excluding those issued as vouchers or gift cards) by the Call Centers and the refunds are for the reservation locations within the facility headquarter hierarchy or the facility location. If the refund has been re-issued, the void of the original refund and the re-issuance is included in the report on the date the refund is re-issued.
Net	The total payments less total refunds.
Vouchers	
Count	Displays the total number of voucher transactions received or issued at the Call Center, where the revenue and refund are for the locations within the facility headquarter hierarchy. Only voucher transactions that are centrally processed via ReserveAmerica credit card processors are included. If the Field collects credit card payments and they are processed through ReserveAmerica credit card processors, then the Field payments and refunds are also included.
Redeemed	Displays the total dollar value of redeemed vouchers that have been received and posted to the Call Center location (regardless if it is collected from the Field, Call Center, or Web), and the revenues are for the locations within the facility headquarter hierarchy.
Issued	Displays the total dollar value of vouchers that have been issued by the Call Centers and refunds for the reservation locations within the facility headquarter hierarchy. If the refund has been re-issued, the void of the original refund and the re-issuance is included in the report on the date the refund is re-issued.
Net	The total redeemed less total issued vouchers.

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Note:

- Payments and refunds are reported by revenue location (where the reservation took place).
- Allocations for payments and refunds are based on the transaction date.
- Payments and refunds are limited to credit card and ACH payment groups that do not include any cash, non-cash depositable, and non-depositable payments and refunds.
- Vouchers are included only if the processing location is the Call Center, Web, or a location from Agency to one level above Park. Vouchers processed at a Park are included in the "Park Deposit Consolidated Report" on page 206.
- Included issued or redeemed vouchers are based on the issue date or redemption date within the report date range.
- The Vouchers section does not appear if the contract is not using vouchers.

Central Deposit Report

This report is a detailed listing of payments and refunds collected/issued by the call center, Web, agencies, and regions for a specified date and location. It includes credit card payments, credit card refunds, ACH payments, ACH refunds, and vouchers collected/issued by the parks. Use this information to update to the state financial system.

When the report is selected from the Resource Manager application, it is subject to user roles; users can select only those reports available to their role. The report is applicable to permit-supported facilities.

Note: This report does not include non-depositables, as these payments are generally processed outside of ORMS (e.g. Park Visas).

Figure 2-18: Request Report

Table 2-17: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field. If the same start and end date is selected, then the time period is 00:01 to 23:59 server time.

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Table 2-17: Request Report Fields (continued)

Field	Description
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be equal to or greater than the start date. If the same start and end date is selected, then the time period is 00:01 to 23:59 server time.
Payment Group	Displays a drop-down list of all payment groups (except non-depositables) available for the contract.
Payment Type	Displays a drop-down list of payment types based on the selected payment group. This field does not display when the payment group field is specified as All or if the selected payment group only has one payment type associated with it.
Report Format	XLS, PDF. **Note:** Reports that have been requested through Field Manager are instantly viewable in an Excel format.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-19: Sample Report

CENTRAL DEPOSIT REPORT (FIN-DEP-015)

Run Date and Time: Apr 08 2010 10:20:34 AM EDT

LOCATION ID: 10115
LOCATION NAME: SC parks/DISTRICT 1/HUNTINGTON BEACH
START DATE: 07/01/2007
END DATE: 07/07/2007
PAYMENT GROUP: *All
PAYMENT TYPE: *All

Depositables

PARK NO	PARK NAME	DESCRIPTION	COUNT	PAYMENTS	REFUNDS	NET
10115	HUNTINGTON BEACH	Discover	8	$1,175.12	$0.00	$1,175.12
10115	HUNTINGTON BEACH	MasterCard	55	$5,539.78	$564.58	$4,975.20
10115	HUNTINGTON BEACH	Visa	160	$16,717.33	$1,832.92	$14,884.41
			Depositable Total	$23,432.23	$2,397.50	$21,034.73

Vouchers

PARK NO	PARK NAME	DESCRIPTION	COUNT	REDEEMED	ISSUED	NET
0		Voucher	0	$0.00	$0.00	$0.00
			Voucher Total	$0.00	$0.00	$0.00
			Grand Total	$23,432.23	$2,397.50	$21,034.73

Table 2-18: Report Columns

Column	Description
Common Columns	
PARKNO	Displays the park or facility unique identifier.

Table 2-18: Report Columns (continued)

Column	Description
PARKNAME	Displays the park or facility name.
DSCR	Displays the payment type description.
Depositables Section	
COUNT	Displays the total number of credit card/ACH payment and refund transactions that have been received or issued at the Call Center, Web, or locations from Agency to one level above Park. This excludes any refunds issued as vouchers or gift cards.
PAYMENTS	Displays the total dollar value of credit card/ACH payments that have been marked as Received at the Call Center location, Web, or locations from Agency to one level above Park.
REFUNDS	Displays the total dollar value of refunds that have been marked as Issued (excluding those issued as vouchers or gift cards) by the Call Centers. If the refund has been re-issued, the void of the original refund and the re-issuance is included in the report on the date that the refund was re-issued.
NET	Displays payment transactions minus refund transactions.
Vouchers Section	
COUNT	Displays the total number of voucher transactions that have been received or issued at the Call Center.
REDEEMED	Displays the total dollar value of redeemed vouchers that have been marked as Received at the Call Center location.
ISSUED	Displays the total dollar value of vouchers issued by the Call Centers. If the voucher refund has been re-issued, the void of the original refund and the re-issuance is included in the report on the date that the refund is re-issued.
NET	Displays redeemed vouchers minus issued vouchers.

Note:

- If the report is for multiple start and end dates, then all counts, payments, and refunds are totaled by park location.
- All payments and refunds are summarized by payment types.
- Payments and refunds are reported by revenue location (received where the reservation takes place).
- Allocations for payments and refunds are based on the transaction date, not on the payment date.
- Vouchers are only included if their processing location is the Call Center, Web, or a location from Agency to one level above Park. Vouchers that have a processing location of Park are included in the "Park Deposit Report" on page 209.
- Vouchers issued or redeemed are included if the issued date or the date of redemption is within the report date parameters.
- If the Contract is not using Vouchers, then neither the Vouchers section nor the Grand Total are included.

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Closure Summary and Details Reports

This report displays the details of the closures that have been created for a specific park location including closure types, start dates, end dates, and the number of affected sites. This report is a sub-section of the Park Profile Detail Report – Section A.

Use the Closure Summary Report to review and confirm changes related to your park's closures as it has been entered into the ORMS system. For more information about generating this section as a part of an entire report, see "Park Profile Detail Report — Section A" on page 216.

Figure 2-20: Request Report

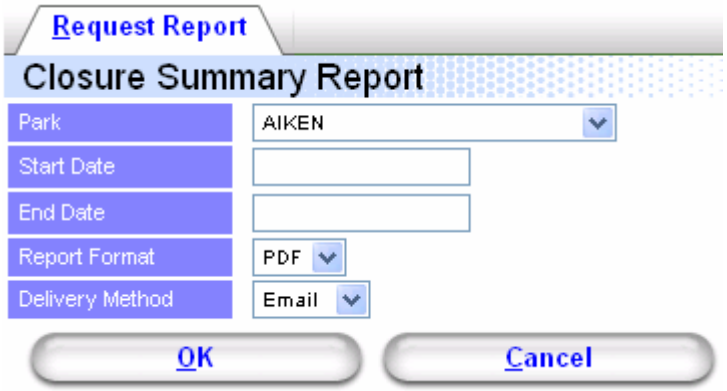

Table 2-19: Request Report Fields

Field	Description
Park	Displays a drop-down list of park names related to the contract.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period.
Report Format	PDF.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-21: Sample Closure Summary Report (showing a portion only)

Park Profile Report (RA-OPS-021) **HUNTINGTON BEACH**

Closure Summary Run Date and Time: Apr 08 2010 10:59:26 AM EDT

Start Date: 07/01/2009 **End Date:** 07/15/2009

ID	Active	Closure Type	Start Date	End Date	Notification Date	Recurring	# of Sites	Comments
3506	Yes	General	05/17/2005	12/31/2050		No	1	RA-164341 admin ss
3554	Yes	General	03/01/2009	10/31/2009		No	1	RA-164341 admin ss
45804246	Yes	General	04/01/2009	11/01/2009		No	1	RA-264989
58544461	Yes	General	11/01/2008	11/01/2009		No	1	ra-281695 Host Site 87
58758509	Yes	General	07/03/2009	07/05/2009		No	1	RA-281736, POC request, GF
58758649	Yes	General	07/03/2009	07/05/2009		No	1	RA-281737 S-3 Administrative - NO
58758668	Yes	General	07/03/2009	07/05/2009		No	1	RA-281738 S-1 Administrative - NO
58758858	Yes	General	01/01/2009	12/31/2009		No	3	RA-281739, Host site, GF
129856221	Yes	Special Event	07/12/2009	07/12/2009		No	1	Brenda Magers-04/23/2009 09:21 EDT: friends fundraiser

Figure 2-22: Sample Closure Details Report (showing a portion only)

Park Profile Report (RA-OPS-021) **HUNTINGTON BEACH**

Closure Details Run Date and Time: Apr 08 2010 10:59:26 AM EDT

Start Date: 07/01/2009 **End Date:** 07/15/2009

ID	Active	Type	Start Date	End Date	Recurring	# Sites	Comments
58758858	Yes	General	01/01/2009	12/31/2009	No	3	RA-281739,
SiteID	**Site No**	**Loop/Area**		**Site Type**			**Assigned**
1267	073	Full Service Sites		Full Service			Yes
1270	087	Full Service Sites		Full Service			Yes
1273	096	Full Service Sites		Full Service			Yes

Table 2-20: Report Columns

Column	Description
Closure Summary and Details	
ID	Displays the system generated unique identifier of the season.
Active	Displays yes or no to indicate of the season is active or inactive.

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Table 2-20: Report Columns (continued)

Column	Description
Closure Type	Displays the type of closure (e.g. general and maintenance).
Start Date	Displays the begin date of the closure.
End Date	Displays the finish date of the closure.
Notification Date	Displays the date of the notification.
Recurring	Displays Yes or No to indicate whether or not the closure will reoccur (e.g. annual maintenance).
# of Sites	Displays the total number of sites to which this season has been assigned.
Comments	Displays the comments associated with the closure.
Closure Details	
Site ID	Displays the system generated unique ID of the site.
Site No	Displays the site code.
Loop/Area	Displays the loop/area in which the site located.
Site Type	Displays the site type of the site (e.g. campsite, cabin).
Assigned	Displays whether the site is assigned to the closure.

Confirmation Letter Report

The confirmation letter contains detailed reservation and billing information for a particular reservation for a specific customer. It also provides information about the current state of the reservation based on the transaction that triggered the letter. Some transactions (received the transfer or change dates) include the previous state (received the facility, site, or stay dates).

The confirmation letters are sent as verification information to the customer to indicate a successful reservation. The customer can use the confirmation letter to validate their reservation details. The report is also used by customer service representatives as supporting documentation to aide in possible customer refunds.

Figure 2-23: Request Report

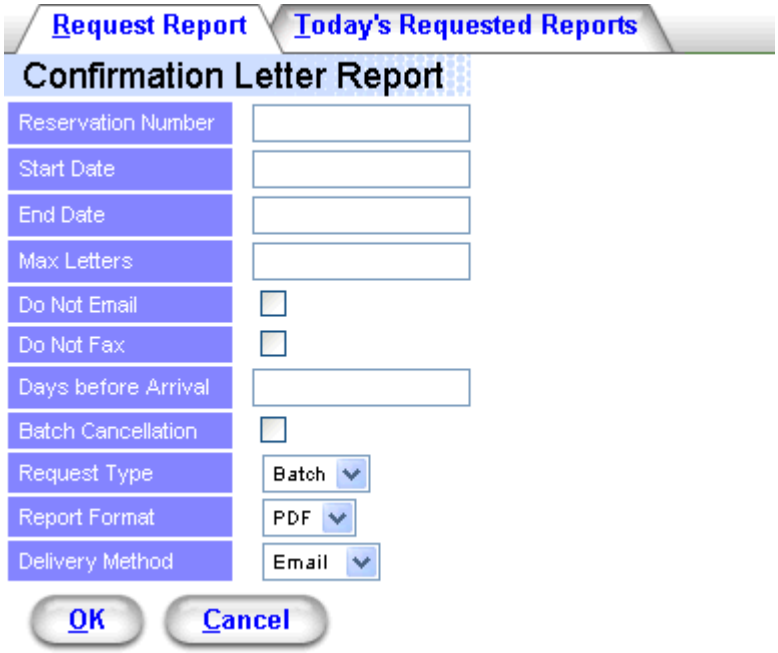

Table 2-21: Request Report Fields

Field	Description
Reservation Number	Type the reservation number for the order. **Note:** If a reservation number is specified, only this reservation is included and all the other criteria fields are ignored.
Start Date	Specify the start date of the reservation arrival. **Note:** If a start date is specified, then only the reservations having an arrival date greater than or equal to this date are included.

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Table 2-21: Request Report Fields (continued)

Field	Description
End Date	Specify the end date of the reservation arrival. **Note:** If an end date is specified, then only the reservations having an arrival date less than or equal to this date are included.
Max Letters	Specify a limit on the number of confirmation letters to generate. **Note:** If a max letters value is specified, then only the first number of reservations up to that value (which match all other specified criteria) are included.
Do Not Email	Select whether to print as opposed to email the confirmation letters. All generated confirmation letters are then mailed to the appropriate customers. **Note:** If the corresponding customer on the reservation has provided an email address, the confirmation letter is emailed to the customer. If the customer did not provide an email address, the confirmation letter is printed and then mailed to the customer.
Do Not Fax	**Note:** This field is not currently configured as it intended for future deployment.
Days before Arrival	Specify a limit on the number of days prior to the reservation arrival date. **Note:** If a value is specified, then only the reservations having an arrival date within the specified days of the report request date are included.
Batch Cancellation	Select whether to only generate confirmation letters for cancelled reservations.
Request Type	Indicates that the reports are generated using a batch process, which can either be email or fax. This field is based on contract configuration.
Report Format	PDF
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-24: Sample Email Confirmation Letter

JOHN WOODCOCK
5939 BRIDGER CT
CHARLOTTE NC 28211

PRINTED: Apr 08 2010 3:13:05 PM EDT
PHONE: 704-366-3793

Reservation # 2-12004634

RESERVATION DETAILS:

CAMPGROUND:	CHERAW STATE PARK	SITE:	012
SITE TYPE:	Standard Site	LOOP:	Campground
STATE:	South Carolina	REGION:	DISTRICT 2
ARRIVAL DATE:	Sat Apr 3 2010	DEPARTURE DATE:	Mon Apr 5 2010
PRIMARY OCCUPANT:	JOHN WOODCOCK		
# of OCCUPANTS:	3	STAY LENGTH:	2
EQUIPMENT:		# OF VEHICLES:	1
CHECK IN TIME:	2:00 PM	CHECK OUT TIME:	12:00 PM

IMPORTANT BILLING INFORMATION The billing company that will appear on your credit card statement for a reservation sale will read "SC State Parks - 1-888-275-9887" Please make note of this.

PAYMENT INFORMATION

USE FEE:	$	32.00	PAST PAID:	$	0.00
TRANSACTION FEE:	$	3.20	PAYMENT TENDERED:	$	38.36
ACCOMODATIONS TAX:	$	2.46	**NEW AMOUNT OWING:**	**$**	**0.00**
LOCAL OPTION TAX:	$	0.35			
SCHOOL DISTRICT TAX:	$	0.35			
TOTAL:	**$**	**38.36**			

Visa	**$ 38.36**
Credit Card Number	**********6780
Credit Card Expiry Date	12/2049
Credit Card Holder Name	PURGED DATA

NOTES: Cheraw State Park offers 17 campsites. All campers must be registered. Check-in time is 2PM and check-out is 12 PM. No one under the age of 18 may register for a campsite. Campers under the age of 18 must be accompanied by someone 18 years of age or older. Pets are allowed, but must be on a leash not to exceed 6 feet. Fire rings are furnished for campfires. Please contact the park to reserve ADA (Disabled Access) Standard and Full Service sites.
"Stay and Play" golf specials are available for Cheraw; please book your lodging reservation via ReserveAmerica and upon arrival at the Park, you may take advantage of these specials.
Golf courses are subject to routine maintenance. Adjustments in play may have to be made to accommodate maintenance on various dates.

DIRECTIONS: Cheraw State Park is located four miles south of the town of Cheraw on Hwy 52. Turn right off Hwy 52 at the main park entrance for the golf course, cabins, picnic area, shelters, community/recreation building, boat rentals and park office. For the campground, boat landing, horse area and group camps continue on Hwy 52 to the next park entrance road located on the right.

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Table 2-22: Report Columns

Column	Description
Customer Info	Displays the following: • First name and last name of the customer. • Full mailing address of the customer. • Phone number of the customer. • Date the letter was printed.
Reservation #	Unique number that identifies the reservation. Additional text may be displayed after the reservation number, based on the status of the reservation: Cancellation, Voided, No Show.
Event Details	**Note:** This section displays only if the reservation order is associated with an event. Displays the following: • Event number, event name • Start or end dates of the event • A drop-down list of alerts or notes for the specified event. **Note:** Display of the alerts or notes depends on whether the include in confirmation letter option was selected in the order.
Reservation Details	Displays the following: • Campground: facility name. • Site name and number. • Site type (classification of the site). • State where the facility is located. • Loop or area name where the site is located within the facility. • Region where the facility is located. • Arrival date of the reservation. • Departure date of the reservation. • Primary occupant first name, last name. • Total number of occupants (both Primary and Other). • Stay length (number of nights/days within the stay period). • Equipment list of camping units (# of units for each camping unit type). • Total number of vehicles. • Check in time of the site. • Check out time of the site. • POS Charges to Reservation. • POS Order Number.

Table 2-22: Report Columns (continued)

Column	Description

Reservation Details (continued)	• POS items:
	  • Each item displays in the following format *POS item name*: *quantity @ unit price.*
	  • If there are any applicable discounts for the POS item and based on how the discounts are setup, the POS discount is either included in the unit price or reflected in the Payment Information section in Total POS Discounts.
	• List of alerts or notes for the specified POS order. Displays as alert *start date - end date: alert/note text*.
	Note: Display of the alerts or notes depends on whether the include in confirmation letter option was selected in the order.

Payment Information	Important billing information for the contract: • Fees/payments details. • Total of use fees (includes any attribute fees). • Applicable transaction fees. • List of all applicable discounts (discount name and amount). • List of all applicable taxes (tax name and amount). • Total of all POS fees. • Total of applicable transaction fees for POS items. • Total POS discounts: a drop-down list of all applicable discounts for POS items (format: *discount name* and *amount*). Based on how the discounts are set up, they either display separately or are included in the Total POS fee. • List of all applicable taxes for POS items (tax name and amount). • Total of all fees, discounts, and taxes. • Past paid: the amount of any past payment. • Refund Transferred: the total amount of any refund generated from this order and transferred to other orders as payment. • Voucher Earned: total refund amount to new/existing vouchers. • Voucher Due: total refund amount to pending vouchers. • Refund issued: amount of any past refund issued. • Refund due: amount of any current refund due. • Voucher Redeemed: total voucher amounts applied as payment. • Transferred Payment: total amount of refunds generated from other orders that were transferred as payments to this order.

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Table 2-22: Report Columns (continued)

Column	Description
Payment Information (continued)	**Note:** If any refund/voucher amount is zero, then the corresponding line item is excluded from the report. • Payment tendered: total amount of current payment. • New amount owing: amount of any outstanding balance due. • List of vouchers earned: Voucher ID, Voucher Owner, Amount. This section is excluded if no vouchers were earned. • List of vouchers redeemed: Voucher ID, Voucher Owner, Amount. This section is excluded if no vouchers were redeemed. • Payment: list of payments tendered - max of 2 payments (payment date; amount; payment method, payment attributes).
Notes	Facility important information for the facility.
Directions	Displays the directions to the facility.

Cooperator Credit Card Report

This report provides the Cooperator user with details of transactions made to their credit card that are on their Cooperator account for a specified reporting period. Coooperators can use this report to verify how much was charged to their credit card on file, especially after a lottery has been run. The report can be run for maximum of 62 days. Access to this report and the locations are based on the logged-in user's assigned permissions.

Figure 2-25: Request Report

Table 2-23: Request Report Fields

Field	Description
Facility	Displays a drop-down list of permit-supported facilities.
Cooperator	Displays a drop-down list of the Cooperators associated with the selected facility.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. The date must be greater than or equal to the start date and cannot be more than 62 days from the start date.
Report Format	PDF, DHTML, and XLS.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-26: Sample Report

Cooperator Credit Card Report (FIN-PMT-001)

Run Date and Time: Apr 08 2010 3:52:22 PM EDT

Location: Boundary Waters Canoe Area Wilderness

Start Date: 07/01/2009 **End Date: 08/31/2009**

Cooperator: Williams and Hall Wilderness Guides and Outfitters

Credit Card Number	Card Holder Name	Transaction Date	Group Leader	Permit Number	Permit Type	Entrance Code/Name	Entry Date	Payment	Refund
4001******6780	PURGED DATA	07/09/2009	Chambers,Gina	6-318978	Overnight Paddle	25-Moose Lake (op,om)	07/10/2009	88.00	
		07/16/2009	Spirn,Daniel	6-243972	Overnight Paddle	25-Moose Lake (op,om)	07/16/2009	72.00	
		07/23/2009	Kearney,Alexia	6-355449	Overnight Paddle	27-Snowbank Lake (op,om)	08/02/2009	44.00	
		08/04/2009	Dobosenski,Dave	6-261295	Overnight Paddle	25-Moose Lake (op,om)	08/04/2009	32.00	
		08/19/2009	Wallis,Lindsay	6-381348	Overnight Paddle	25-Moose Lake (op,om)	08/22/2009	44.00	
Total:								**280.00**	**0.00**

Cooperator Transaction Report Page 1 of 1

Table 2-24: Report Columns

Column	Description
Credit Card Number	Displays the (partially masked) credit card number.
Card Holder Name	Displays the name of the credit card holder.
Transaction Date	Displays the date of the payment or refund transaction.
Group Leader	Displays the group leader's last name and first name on the permit.
Permit Number	Displays the order number associated with the payment/refund.
Permit Type	Displays the permit type associated with the permit order.
Entrance Code/Name	Displays the entrance code and name of the entrance that is on the permit.
Entry Date	Displays the entry date for the permit.
Payment	Displays the amount of the payment transaction.
Refund	Displays the amount of the refund transaction. Negative values display in parenthesis.

Credit Card Batch Detail Report

This report summarizes the payments, refunds, and tickets batch-processed at a local facility for a specified date. Use this report to assist with reconciling payments and refunds, and with preparing daily deposits.

Figure 2-27: Request Report

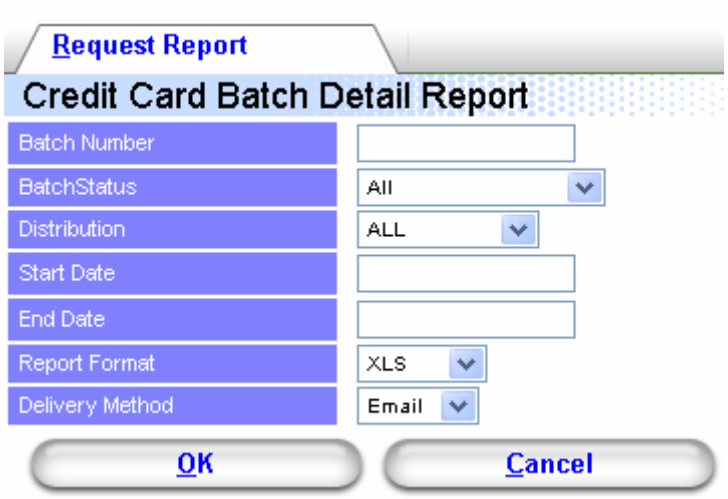

Table 2-25: Request Report Fields

Field	Description
Batch Number	Enter a known credit card batch number. This field does not display when the report is accessed through the ORMS scheduler.
Batch Status	Select from a drop-down list of all available credit card batch statuses.
Distribution	Select from a drop-down list of distribution statuses: All, Distributed, and Undistributed.
Start Date	Specify the start date of the reporting period. If a batch number is not specified, then this field becomes mandatory. If a batch number is specified, any value specified in the start date field is ignored.
End Date	Specify the end date of the reporting period. This is a mandatory field. If a batch number is not specified, then this field becomes mandatory. If a batch number is specified, any value specified in the start date field is ignored.
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-28: Sample Report

Credit Card Batch Detail Report (FIN-DEP-010)

Run Date and Time: Apr 09 2010 8:51:53 AM EDT

Contract: SCSP

Batch Number: 24402251 Distribution: ALL

Batch #	Batch Date	Payment / Refund ID	Trans Date	Trans Type	Status	Card Holder	Card Number	Card Type	Auth ID	Amount
24402251	11/13/2006	24349539	11/12/2006 07.26.20 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	012423	$37.95
24402251	11/13/2006	24356415	11/12/2006 08.16.13 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	70216A	$54.39
24402251	11/13/2006	24349859	11/12/2006 08.32.03 AM EST	Payment	Received	PURGED DATA	AES:**********	MC	012261	$24.76
24402251	11/13/2006	24358799	11/12/2006 09.06.53 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	00564A	$24.76
24402251	11/13/2006	24350871	11/12/2006 09.08.36 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	012656	$396.83
24402251	11/13/2006	24358870	11/12/2006 09.08.58 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	090109	$311.30
24402251	11/13/2006	24350900	11/12/2006 09.09.02 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	071068	$160.05
24402251	11/13/2006	24345353	11/12/2006 09.27.56 AM EST	Payment	Received	PURGED DATA	AES:**********	MC	040582	$83.06
24402251	11/13/2006	24355877	11/12/2006 09.33.20 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	093429	$210.66
24402251	11/13/2006	24359351	11/12/2006 09.34.13 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	01272A	$618.75
24402251	11/13/2006	24350997	11/12/2006 09.36.26 AM EST	Payment	Received	PURGED DATA	0000**********	VISA	03563A	$43.46
24402251	11/13/2006	24351078	11/12/2006 09.47.29 AM EST	Payment	Received	PURGED DATA	0000**********	VISA	01883B	$18.28
24402251	11/13/2006	24359958	11/12/2006 09.50.45 AM EST	Payment	Received	PURGED DATA	AES:**********	MC	293604	$13.00
24402251	11/13/2006	24359561	11/12/2006 09.53.32 AM EST	Payment	Received	PURGED DATA	AES:**********	DISC	012767	$83.82
24402251	11/13/2006	24359826	11/12/2006 10.00.34 AM EST	Payment	Received	PURGED DATA	0000**********	VISA	110102	$181.12
24402251	11/13/2006	24356341	11/12/2006 10.07.14 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	071680	$126.91
24402251	11/13/2006	24356383	11/12/2006 10.08.19 AM EST	Payment	Received	PURGED DATA	AES:**********	MC	060285	$21.66
24402251	11/13/2006	24353516	11/12/2006 10.10.46 AM EST	Payment	Received	PURGED DATA	0000**********	VISA	873027	$10.00
24402251	11/13/2006	24353531	11/12/2006 10.28.42 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	260406	$10.00
24402251	11/13/2006	24351292	11/12/2006 10.31.45 AM EST	Refund	Issued	PURGED DATA	AES:**********	VISA		($356.95)
24402251	11/13/2006	24351592	11/12/2006 10.35.38 AM EST	Payment	Received	PURGED DATA	0000**********	VISA	330027	$10.00
24402251	11/13/2006	24351440	11/12/2006 10.41.25 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	194015	$51.63
24402251	11/13/2006	24362454	11/12/2006 10.44.16 AM EST	Payment	Received	PURGED DATA	0000**********	MC	025217	$29.16
24402251	11/13/2006	24353642	11/12/2006 10.44.23 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	414559	$10.00
24402251	11/13/2006	24351494	11/12/2006 10.49.28 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	01223A	$53.90
24402251	11/13/2006	24361244	11/12/2006 10.49.33 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	012960	$31.61
24402251	11/13/2006	24353688	11/12/2006 10.50.41 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	104070	$10.00
24402251	11/13/2006	24356834	11/12/2006 10.54.07 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	012168	$417.45
24402251	11/13/2006	24353661	11/12/2006 10.54.11 AM EST	Payment	Received	PURGED DATA	0000**********	VISA	185015	$13.00
24402251	11/13/2006	24356855	11/12/2006 11.01.52 AM EST	Refund	Issued	PURGED DATA	AES:**********	VISA		($77.76)
24402251	11/13/2006	24362719	11/12/2006 11.01.52 AM EST	Refund	Issued	PURGED DATA	AES:**********	DISC		($0.01)
24402251	11/13/2006	24353789	11/12/2006 11.02.18 AM EST	Payment	Received	PURGED DATA	0000**********	VISA	135090	$13.00
24402251	11/13/2006	24361459	11/12/2006 11.03.30 AM EST	Payment	Received	PURGED DATA	AES:**********	VISA	09978A	$79.92

Table 2-26: Report Columns

Column	Description
Batch #	Displays the batch unique identifier to identify credit card batches.
Batch Date	Displays the batch date of the credit card batch (format: *mm/dd/yyyy*).
Payment/Refund ID	Displays the payment or refund unique identifier.
Trans Date	Displays the transaction date (format: *mm/dd/yyyy hh:mm:ss AM/PM EST*).
Trans Type	Displays the type of the transaction as payment or refund.
Status	Displays the payment status of the transaction.
Card Holder	Displays the name of the credit card holder (format: *<first name> <last name>*).
Card Number	Displays the (partially masked) credit card number.
Card Type	Displays the type of the credit card used.
Auth ID	Displays the authorization unique identifier of the credit card transaction.
Amount	Displays the amount of the transaction. Negative values (refunds) display within parenthesis.
Note: The report applies the same rules specified in the Summary Report for filtering payments and refunds per distribution value selected.	

Credit Card Batch Summary Report

This report provides information about the credit card batches created during a specified time period for the logged-in contract. The processing can be performed either online or batch. Credit card batches are created in the process and the transactions are gathered from all the sales channels (received Call Center, Field, and Web) and are included in the credit card batches. You can use this report for analysis and verification purposes.

Figure 2-29: Request Report

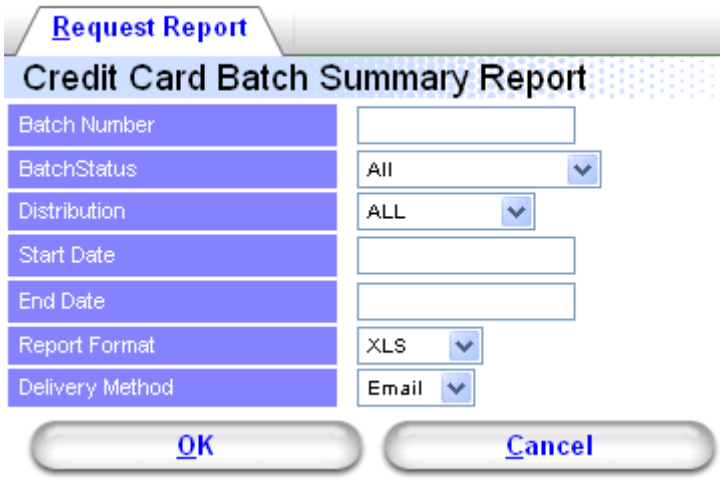

Table 2-27: Request Report Fields

Field	Description
Batch Number	Specify a known credit card batch number. This field does not display when the report is accessed through the ORMS scheduler.
Batch Status	Select from a drop-down list of all available credit card batch statuses.
Distribution	Select from a drop-down list of distribution statuses: All, Distributed, And Undistributed.
Start Date	Specify the start date of the reporting period. If a batch number is not specified, then this field becomes mandatory. If a batch number is specified, any value specified in the start date field is ignored.
End Date	Specify the end date of the reporting period. This is a mandatory field. If a batch number is not specified, then this field becomes mandatory. If a batch number is specified, any value specified in the start date field is ignored.
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-30: Sample Report

Credit Card Batch Summary Report (FIN-DEP-009) Run Date and Time: Oct 27 2009 2:12:24 PM EDT

Contract: SCSP

Batch Number: 24402251 Distribution: ALL

Batch Date	Batch #	External Batch #	Status	Payments	Refunds	Net Batch Amount	Net Amount per Card Type					
							Visa	Master Card	Discover	Amex	Diners	Other
11/13/2006	24402251	501000001138092	Fully Reconciled	$ 14,518.57	($1,166.66)	$ 13,351.91	$ 9,311.23	$ 2,471.25	$ 1,569.43	$ .00	$ .00	$ .00
Total				$14,518.57	($1,166.66)	$ 13,351.91	$ 9,311.23	$ 2,471.25	$ 1,569.43	$ .00	$ .00	$ .00

Table 2-28: Report Columns

Column	Description
Batch Date	Displays the batch date of the credit card batch. The format is *mm/dd/yyyy*.
Batch #	Displays the batch unique identifier of credit card batches.
External Batch #	Displays the external credit card batch number, which is provided by the bank or other financial institutions.
Status	Displays the status of the batch. The valid values are partially reconciled, reconciled, unreconciled, or voided.
Purchase Amount	Displays the total amount of the purchase transactions in the credit card batch.
Return Amount	Displays the total amount of return transactions in the credit card batch. It displays the refund value within parenthesis.
Net Amount Per Card Type	The net purchase amount displays by the credit card type: • Visa — The net purchase amount (total purchase - refunds) on the credit card batch where the card type is Visa. • Master Card — The net purchase amount (total purchase - refunds) on the credit card batch where the card type is Master Card. • Discover — The net purchase amount (total purchase - refunds) on the credit card batch where the card type is Discover. • Amex — The net purchase amount (total purchase - refunds) on the credit card batch where the card type is American Express. • Diners — The net purchase amount (total purchase- refunds) on the credit card batch where the card type is Diners. • Other — The net purchase amount (total purchase- refunds) on the credit card batch where the card type is other than Visa, Master Card, Discover, American Express, or Diners.

Note: If the value of distribution selected is:

- Distributed, then the report includes the payments and refunds in the batches where the associated payment/refund allocations are marked as Distributed (excludes reversals and re-allocations).
- Undistributed, then the report includes the payments and refunds in the batches where the associated payment/refund allocations are not marked as Distributed (excludes reversals and re-allocations).
- All, then the report includes all payments and refunds in the batches regardless of whether or not the corresponding payment/refund allocations are distributed.

Customer Aging Report

This report provides information about customer outstanding balances on orders and the aging day category to which they belong (30-60 days, 61-90 days, 91-120 days, and over 120 days). Use it to identify the age in days of the outstanding balances due for customer orders as of the report run date. The report includes all ticketing, reservation, and POS orders with outstanding customer balances. It does not include POS orders associated with general public customers. Access to this report and the locations are based on the logged-in user's assigned permissions.

Figure 2-31: Request Report

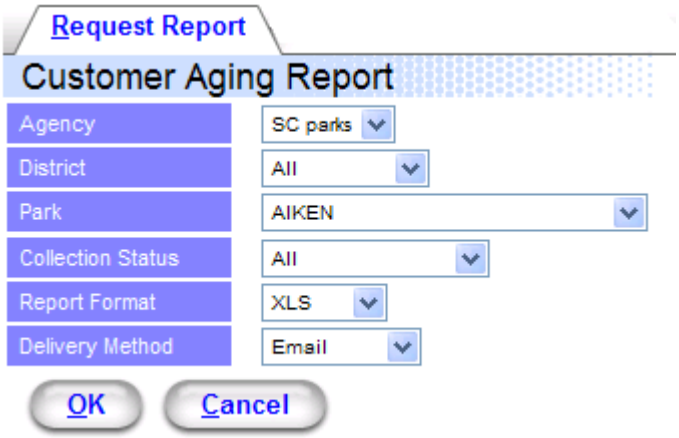

Table 2-29: Request Report

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Collection Status	Select from a drop-down list of collection statuses applicable to reservation, ticketing, permit, and POS orders: • All — All orders regardless of balance. • Good Standing — Orders with no outstanding balance. • Doubtful Debt — Orders with a balance that is not likely recoverable from the customer. • Uncollectible Debt — Orders with a balance that is not recoverable from the customer.
Park	Select from a drop-down list of park names related to the contract.
Report Format	PDF, DHTML, and XLS.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-32: Sample Report (Collection Status: All)

Customer Aging Report (FIN-CUST-002)

Run Date and Time: Web 25 2007 16:30:30 PM EST

Location: Agency/Region/Park

Collection Status:All

As of <Report Run Date format mm/dd/yyyy>

Customer	Telephone	Event ID/Name	Bill ID	Bill Date	Invoice #	Order #	Collection Status	Site #/Name	Primary Occupant	Telephone	Price	Paid	Current Balance	Aging Start Date	30-60 Days	61-90 Days	90-120 Days	Over 120
Grant, Susan	905-887-9876	6-100 : Annual Company Event	26554	01 Jan 2007														
					98003	3-104	Good Standing				$20.00	$10.00	$10.00					
					98000	2-100	Good Standing	101-ABC 101	Matt, Kelly	999-999-9999	$100.00	$50.00	$50.00					
					98001	2-101	Good Standing	102-ABC 102	Roger, Nayomi	999-999-9999	$120.00	$40.00	$80.00					
					98002	2-102	Good Standing	111-DEF 111	Ireland, Kathey	999-999-9999	$100.00	$100.00	$0.00					
						3-101	Good Standing				$10.00	$5.00	$5.00					
						3-102	Good Standing				$10.00	$5.00	$5.00					
													$150.00	10 Jan 2007				$150.00
Thusen, Thomas	905-778-9988	6-200: Annual Sports Event																
			23233	05 Aug 2007	98201	3-300	Good Standing				$20.00	$10.00	$10.00					
			45454	05 Aug 2007	98200	2-300	Good Standing	101-ABC 101	Diaz, Camron	999-999-9999	$100.00	$65.00	$35.00	07 Aug 2007	$45.00			
													$45.00					
Mayer, Susan	901-888-5544				98300	2-380	Good Standing	300-DEF 300	Parker, Mell	999-999-9999	$200.00	$100.00	$100.00					
						3-180	Doubtful Debt				$10.00	$5.00	$5.00					
						3-181	Doubtful Debt				$10.00	$5.00	$5.00					
													$110.00					$110.00
Thompson, Matt	905-778-6655		98667		98667	3-899	Doubtful Debt				$60.00	$20.00	$40.00	23 Sep 2007				
													$40.00					

Customer Aging Report Page 1 of 1

Table 2-30: Report Columns

Column	Description
Customer Name	Displays the customer name associated with the order.
Telephone	Displays the customer home telephone number. If a home phone number is not provided, then the report displays any provided telephone number (e.g. cell number).
Event ID/Name	Displays the event unique identifier and name if the orders with the outstanding balances are associated with an event.
Bill ID	Displays the number of the bill. If this number is in the event header line, then the report displays the last consolidated bill number for the event. If this number is displayed on the order detail lines, then it is the last reservation bill number for each. If a bill was not generated, then the field is blank.
Bill Date	Displays the date on the bill. If the bill number is displayed for the consolidated bill for events or reservations, then the report displays the associated bill date. The format is *dd mmm yyyy*.
Invoice #	Displays the invoice number associated with the event or the reservation. **Note:** An invoice can have multiple orders associated with it.
Order #	Displays the order number of the camping or the POS reservation. **Note:** If POS orders are charged for a reservation then the POS numbers are displayed followed by the reservation number in the same column.
Collection Status	Displays collection statuses: • Good Standing — No outstanding balance. If nothing displays (it is blank), then the order is considered in good standing. • Doubtful Debt — A balance that is not likely recoverable from the customer. • Uncollectible Debt — A balance that is not recoverable from the customer. **Note:** Orders designated as Doubtful Debt or Uncollectible Debt are directed to debt collection outside of ORMS.
Site #/Name	Displays the site's number and name on the reservation when the order is a camping reservation charged to an event or an individual camping reservation.
Primary Occupant	Displays the primary occupant's last name and first name on the reservation when the order is a camping reservation charged to an event or an individual camping reservation.
Telephone	Displays the primary occupant's home phone number.
Price	Displays the price of the individual orders.
Paid	Displays the paid amount on individual orders.
Current Balance	The balance of the individual orders. It is calculated as the total order value minus the total paid.

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Table 2-30: Report Columns (continued)

Column	Description
Aging Start Date	Displays the aging start date in the total outstanding balance row on the event or the order. For events, the aging start date is the event end date. For individual camping reservations, the aging start date is the departure date. It also includes the camping reservation where the POS orders are charged. For individual POS orders, the aging start date is the sale date.
30-60 Days	If the age of the outstanding balance is within 30-60 days, then the report displays the total outstanding balance.
61-90 Days	If the age of the outstanding balance is within 61-90 days, then the report displays the total outstanding balance.
91-120 Days	If the age of the outstanding balance is within 91-120 days, then the report displays the total outstanding balance.
Over 120	If the age of the outstanding balance is greater than 120 days, then the report displays the total outstanding balance.
Note: The age of the outstanding balance is determined using the Aging Start Date and the report run date.	

Customer Balance Report

This report provides detailed information about orders that have outstanding balances. Use this report to analyze the balance outstanding on each reservation, ticketing, POS, or permit order. The display of parameter fields on the *Request Report* tab changes depending on the selected agency and product type.

Figure 2-33: Request Report

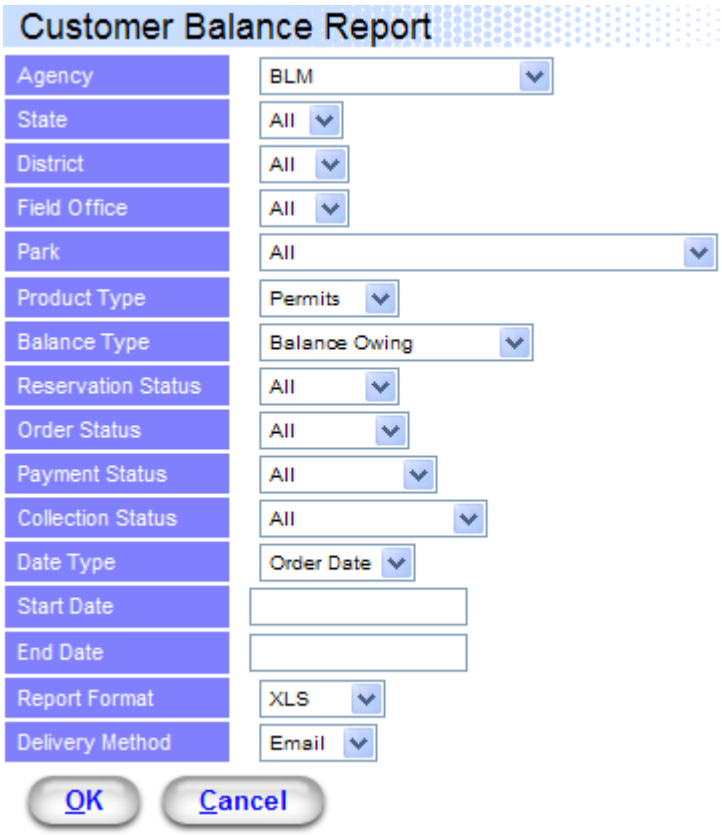

Table 2-31: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Product Type	Select from a drop-down list of product types: Camping, Ticketing, POS, and Permits. Based on this selection, the remaining report parameters change dynamically.

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Table 2-31: Request Report Fields (continued)

Field	Description
Balance Type	Select from a drop-down list of balance types. If POS is the product type, then this list displays only the Balance Owing item. Balance Owing retrieves the reservation, ticket, POS, or permit orders where the balance is greater than 0 based on the selected product type. If Less Than Minimum Payment is selected, then the report retrieves the reservation or ticket orders where the balance is less than the minimum to confirm amount based on the selected product type.
Reservation Status	Select from a drop-down list of reservation statuses. If the selected product type is: • Camping, then the statuses are All, Checked In, Checked Out, and Pre Arrival. • Permits, then the statuses are All, Reserved, Issued, and Awarded. • Ticketing or POS, then this field does not display.
Order Status	Select from a drop-down list of order statuses. If the selected product type is: • Camping or Permits, then the statuses are All, Active, Cancelled, and No Show. • Ticketing, then the statuses are All, Active, Inactive, and Voided. • POS, then this field does not display.
Payment Status	Select from a drop-down list of payment statuses. This field is mapped to the payment status at the order level for ticketing. If the selected product type is POS, then this field does not display.
Collection Status	Select from a drop-down list of collection statuses applicable to reservation, ticketing, permit, and POS orders: • All — All orders regardless of balance. • Good Standing — Orders with no outstanding balance. • Doubtful Debt — Orders with a balance that is not likely recoverable from the customer. • Uncollectible Debt — Orders with a balance that is not recoverable from the customer.
Date Type	Displays a drop-down list of date types. If the selected product type is: • Camping, then only Order Date and Arrival Date are available. • Ticketing or POS, then only Order Date is available. • Permits, then Order Date and Entry Date are available. If Order Date is selected, the report retrieves the reservation, ticket, POS, or permit orders where the date is within the start and end date range. If Arrival Date is selected, then the report retrieves camping reservations where the date is within the reporting period. If Entry Date is selected, then the report retrieves permit orders where the date is within the report period. If an entry period applies for a permit, then the report retrieves the permit orders based on the start entry date on the permit order.

Table 2-31: Request Report Fields (continued)

Field	Description
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be equal to or greater than the start date.
Report Format	DHTML and XLS.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-34: Sample Report

Customer Balance Report (FIN-CUST-001)

Run Date and Time: Apr 09 2010 11:03:52 AM EDT

Location: SC parks
Product Type: Camping
Start Date: 07/01/2009
Balance Type: Balance Owing
Order Status: All
Collection Status: All

Date Type: Order Date
End Date: 07/05/2009
Payment Status: All
Res Status: All

Park Name	Order #	Res Status	Order Status	Payment Status	Collection Status	Order Date	Res Start Date	Res End Date	Customer Name	Customer Phone #	Total Order Amount	Past Paid	Min to Confirm	Balance
EDISTO BEACH	2-9807472	Pre Arrival	Active	C	Good Standing	07/01/2009	05/31/2010	06/07/2010	brockman, william	(413) 528-4859	$689.59	$359.37	$359.37	$330.22
EDISTO BEACH	2-9879453	Pre Arrival	Active	C	Good Standing	07/04/2009	06/04/2010	06/11/2010	MOSS, PEGGY	(706) 736-0135	$728.44	$378.79	$378.79	$349.65
EDISTO BEACH	2-9887465	Pre Arrival	Active	C	Good Standing	07/05/2009	05/21/2010	05/28/2010	Chatham, David	(864) 833-1812	$728.44	$378.79	$378.79	$349.65
EDISTO BEACH	2-9902954	Pre Arrival	Active	C	Good Standing	07/05/2009	05/24/2010	05/31/2010	Thames, Barbara	(803) 960-9916	$992.62	$510.88	$510.88	$481.74
GIVHANS FERRY	2-9873461	Pre Arrival	Active	C	Good Standing	07/04/2009	06/04/2010	06/07/2010	Conti, Randal	(724) 650-5252	$193.59	$102.87	$102.87	$90.72
GIVHANS FERRY	2-9873462	Pre Arrival	Active	C	Good Standing	07/04/2009	06/04/2010	06/07/2010	Conti, Randal	(724) 650-5252	$193.59	$102.87	$102.87	$90.72
GIVHANS FERRY	2-9873463	Pre Arrival	Active	C	Good Standing	07/04/2009	06/04/2010	06/07/2010	Conti, Randal	(724) 650-5252	$193.59	$102.87	$102.87	$90.72
HUNTING ISLAND	2-9801513	Pre Arrival	Active	C	Good Standing	07/01/2009	05/31/2010	06/07/2010	council, ann	(843) 393-1007	$1,039.24	$534.19	$534.19	$505.05
HUNTING ISLAND	2-9801520	Pre Arrival	Active	C	Good Standing	07/01/2009	04/02/2010	04/04/2010	Kruse, Marlena	(706) 364-7074	$285.83	$147.08	$147.08	$138.75
HUNTING ISLAND	2-9807508	Pre Arrival	Active	C	Good Standing	07/01/2009	05/21/2010	05/28/2010	Thelander, Fred	(231) 267-9041	$1,194.64	$611.89	$611.89	$582.75
HUNTING ISLAND	2-9808992	Pre Arrival	Active	C	Good Standing	07/01/2009	05/31/2010	06/07/2010	tocups, nora	(404) 378-.3424	$1,000.39	$514.77	$514.77	$485.62
HUNTING ISLAND	2-9878453	Pre Arrival	Active	C	Good Standing	07/04/2009	06/04/2010	06/11/2010	WACHSMUTH, LOUIS	(843) 276-5652	$1,039.24	$534.19	$534.19	$505.05
HUNTING ISLAND	2-9880949	Pre Arrival	Active	C	Good Standing	07/04/2009	06/04/2010	06/11/2010	reynard, cynthia	(706) 783-5777	$1,194.64	$611.89	$611.89	$582.75
MYRTLE BEACH	2-9800508	Pre Arrival	Active	C	Good Standing	07/01/2009	05/31/2010	06/07/2010	stone, margaret	(865) 483-9894	$693.56	$361.48	$361.48	$332.08
MYRTLE BEACH	2-9800509	Pre Arrival	Active	C	Good Standing	07/01/2009	05/24/2010	05/31/2010	burch, laura	(843) 672-6380	$861.56	$445.48	$445.48	$416.08
MYRTLE BEACH	2-9804057	Pre Arrival	Active	C	Good Standing	07/01/2009	05/31/2010	06/07/2010	Mcgregor, Jennifer	(865) 357-1399	$693.56	$361.48	$361.48	$332.08
MYRTLE BEACH	2-9804491	Pre Arrival	Active	C	Good Standing	07/01/2009	05/31/2010	06/07/2010	carnes, diane	(606) 248-7326	$693.56	$361.48	$361.48	$332.08
MYRTLE BEACH	2-9807949	Pre Arrival	Active	C	Good Standing	07/01/2009	05/31/2010	06/07/2010	Mays, Debbie	(865) 523-5616	$861.56	$445.48	$445.48	$416.08
MYRTLE BEACH	2-9807950	Pre Arrival	Active	C	Good Standing	07/01/2009	05/31/2010	06/07/2010	carnes, carrie	(865) 789-2733	$693.56	$361.48	$361.48	$332.08
MYRTLE BEACH	2-9819491	Pre Arrival	Active	C	Good Standing	07/02/2009	05/17/2010	05/24/2010	blackwood, edward	(330) 494-9049	$693.56	$361.48	$361.48	$332.08
CHERAW STATE PARK	2-9808988	Pre Arrival	Active	C	Good Standing	07/01/2009	05/07/2010	05/09/2010	EARNSHAW, BRUCE	(843) 869-2535	$186.95	$97.57	$97.57	$89.38
DEVILS FORK	2-9834953	Pre Arrival	Cancelled	C	Good Standing	07/02/2009	05/09/2010	05/12/2010	MADIGAN, JUDY	(843) 651-3947	$375.38	$193.88	$193.88	$181.50
DEVILS FORK	2-9877951	Pre Arrival	Cancelled	C	Good Standing	07/04/2009	06/04/2010	06/11/2010	Todd, Jeanne	(864) 850-1467	$937.48	$483.18	$483.18	$454.30
OCONEE	2-9815978	Pre Arrival	Active	U	Good Standing	07/02/2009	04/02/2010	04/07/2010	Foster, Jackie	(864) 647-6442	$106.15	$0.00	$106.15	$106.15
OCONEE	2-9865452	Pre Arrival	Active	U	Good Standing	07/03/2009	05/27/2010	05/31/2010	Williams, Brian	(864) 647-7653	$85.80	$0.00	$85.80	$85.80
OCONEE	2-9873495	Pre Arrival	Active	U	Good Standing	07/04/2009	05/27/2010	05/31/2010	CAPPS, BECKY	(864) 647-4531	$85.80	$0.00	$85.80	$85.80
DREHER ISLAND	2-9881449	Pre Arrival	Active	U	Good Standing	07/04/2009	05/28/2010	05/31/2010	Henderson, Robert	(864) 439-9989	$67.51	$65.35	$67.51	$2.16

Table 2-32: Report Columns

Column	Description
Park Name	Displays the name of the park.
Order #	Displays the unique order number of the reservation, ticket, POS, or permit order.
Res Status	Displays the status of the reservation. The column does not display if the selected product type is Ticketing or POS.
Charged to Order	Displays the associated reservation or event number when the selected product type is POS and if the order is charged to a reservation or an event. The column does not display if the selected product type is Ticketing or Camping.

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Table 2-32: Report Columns (continued)

Column	Description
Charged Order Res Status	If the selected product type is POS and the POS order is charged for a Camping reservation, then this column displays the associated reservation status (Checked In, Checked Out, and Pre Arrival). The column does not display if the selected product type is Ticketing or Camping.
Order Status	Displays the status of the order. If the selected product type is: • Camping or Permits, then either All, Active, Cancelled, or No Show display. • Ticketing, then either All, Active, Inactive, or Voided display. • POS, then only Active displays.
Payment Status	Displays the payment status of the order: • If the payment status is confirmed, the report displays the letter C. • If the payment status is unconfirmed the report displays the letter U. • The report displays the order-level payment status when the selected product type is Ticketing.
Collection Status	Displays collection statuses: • Good Standing — Orders with no outstanding balance. If nothing displays (it is blank), then the order is considered in good standing. • Doubtful Debt — Orders with a balance that is not likely recoverable from the customer. • Uncollectible Debt — Orders with a balance that is not recoverable from the customer. **Note:** Orders designated as Doubtful Debt or Uncollectible Debt are directed to debt collection outside of ORMS. **Note:** The column does not display if the selected product type is POS.
Order Date	Displays the order date of the reservation, ticket, POS, or permit order.
Res Start Date	Displays the beginning date of the reservation. If the selected product type is Ticketing, POS, or Permits, the column does not display.
Res End Date	Displays the finish date of the reservation. If the selected product type is Ticketing, POS, or Permits, the column does not display.
Entry Date	Displays the date of entry of the permit order. If an entry period is applicable to the permit order, the report displays the entry period. **Note:** The column displays only if the selected product type is Permit.
Customer Name	Displays the customer's name.
Customer Phone #	Displays the customer's home phone number. If this was not provided, then the report displays another available number (cell or work phone).
Total Order Amount	The total fee for the reservation, ticket, POS, or permit order. It is calculated as the sum of use fees, ticket fees, POS fees, transaction fees, attribute fees, and fee penalties minus discounts plus taxes.

Table 2-32: Report Columns (continued)

Column	Description
Past Paid	Displays the past paid amount on the order.
Min to Confirm	Displays the minimum payment required to confirm the order. The column does not display if the selected product type is POS.
Balance	The balance to be paid related to the reservation, ticket, POS, or permit order.

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Customer Labels Report

This report provides the mailing address in label format of customers, primary occupants, or group leaders with active orders for the specified time period. It covers camping, permit, and ticket orders.

The report also includes the option to filter customers with email addresses and lets users choose between 2 different report layouts. The maximum report period is 31 days.

Tip: To print this report within the expected sections of the page, ensure these default printer settings (which vary according to print device) are set for consistent results:

- Set Print Scaling to None, or ensure Scaling is 100%.
- Uncheck any Auto-Rotate and Center, or similar options.

Figure 2-35: Request Report

Table 2-33: Request Report Field

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Product Category	Select from a drop-down list of product catergories: Site, Permit, and Ticket.
Report Layout	Select from a drop-down list of 'Address Labels (30 per sheet)' and ‘Shipping Labels (6 per sheet)'. These are based on standard Avery® label products.
Report By	Select from a drop-down list with values based on product category: • Site — the options are Arrival Date, Order Date, and Stay Date. • Ticket — the options are Order Date and Arrival Date. • Permit — the options are Order Date and Arrival Date.
Customer	A drop-down list with values based on Product Category: • Site — the options are Billing Customer and Primary Occupant. • Ticket — the only option is Billing Customer. • Permit — the options are Billing Customer and Group Leader.
Sort by	Select sort criteria from the drop-down list: Name and Zip Code.
Customers with Email Addresses	Select from the drop-down list whether to include or exclude customers with email addresses.
Start Date	Specify the start date of the reporting period. The entry of the start date is mandatory and must be a valid date.
End Date	Specify the end date of the reporting period. The entry of the end date is mandatory and should be a valid date greater than or equal to the start date.
Report Format	PDF
Delivery Method	Online, Email.

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Figure 2-36: Sample Report – Address Labels

Todd Abare
338 Merrimack St Apt 2
Manchester NH 03103

Lynn Abbey
82 Erie Ave
Gowanda NY 14070

Raymond Abbott
Abbott Enterprises
866 ST RT 104B
Mexico NY 13114

John Abdo
1401 buck lake rd
boonville NY 13309

Yoshie Abe
104 Claremont Ter
Wayne NJ 07470

Gheorghe Acbas
239 Fronczak Hall
Buffalo NY 14260

Jason Acee
4879 stop 7 rd
whitesboro NY 13492

peter acerenza
242 washington ave
ROOSEVELT NY 11575

Shridhar Acharya
420E 64 St. Apt E3D
New York NY 10065

Steven Achen
2813 Oneida St
Utica NY 13501

Melissa Achzet
2 Cutter Drive
Johnstown NY 12095

Jackie Ackler
921 highland ave
herkimer NY 13350

Miles Ackler
921 highland ave
herkimer NY 13350

Jose Acosta
4907 Harwich Way
Waldorf MD 20601

Jim Adamopoulos
108 WINDWOOD DR.
Ludlow MA 01056

amy adams
213 old cambridge road
GREENWICH NY 12834

Cathie Adams
404 Grannis Road
West Monroe NY 13167

frederick adams
23 SNYDER AVE
Johnstown NY 12095

Heather Adams
814 Elizabeth Street
Mechanicville NY 12118

Joseph Adams
4325 shimerville road
clarence NY 14031

Richard Adams
75 Peterborough Street, #205
Boston MA 02115

SARAH ADAMS
62 EAST ST.
SCHAGHTICOKE NY 12154

SCOTT ADAMS
4373 ST RT 26
VERNON NY 13476

Steve Adelman
3 excalibur ct
rexford NY 12148

Tush Agolli
305 Paulanne Terr
SECAUCUS NJ 07094

BEN AGOSTINI
405 CLARENCE AVE.
SYRACUSE NY 13205

David Aguiar
47 Christopher Circle
Westport MA 02790

Gina Aguilar
419 45th st
Brooklyn NY 11220

Rigoberto Aguilar
419 45th st
Brooklyn NY 11220

Pamela Ahlas
202 RUSSIA ROAD
Poland NY 13431

Figure 2-37: Sample Report – Shipping Labels

Lynn Abbey
82 Erie Ave
Gowanda NY 14070

Raymond Abbott
Abbott Enterprises
866 ST RT 104B
Mexico NY 13114

Yoshie Abe
104 Claremont Ter
Wayne NJ 07470

peter acerenza
242 washington ave
ROOSEVELT NY 11575

Jose Acosta
4907 Harwich Way
Waldorf MD 20601

Cathie Adams
404 Grannis Road
West Monroe NY 13167

Table 2-34: Report Layout

Label Item	Description
Name	The first and last name of the billing customer (or primary occupant or group leader): • If the billing customer or group leader is a Cooperator, then the last name displays. • If the name is long, the first initial of the first name displays instead of the full first name.
Organization Name	The name of the organization of the billing customer, primary occupant, or group leader. If this is not defined, then the organization name is not displayed in the label.
Address	The address of the customer, primary occupant, or group leader.
City	The city of the customer, primary occupant, or group leader.
State	The state of the customer, primary occupant, or group leader.
Zip Code	The zip code of the customer, primary occupant, or group leader.
Country	The country of the customer, primary occupant, or group leader (displayed only if the country is not the US).

Note: Report layout options conform with standard Avery® label products.

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Daily Arrival Report

This report provides information about the reservation activity for sites and the details of the reservations scheduled for arrival within a fifteen-day period (beginning one day before the specified start date). It also provides details of the cancelled reservations with arrival dates within the fourteen-day period from the specified start date.

The report covers reservation activities for a single park; it can be produced separately for each facility. For example, the report start date is October 1st, the report's end date is October 14, and the day before the specified start date is September 30. Overall, the report would include sites with reservations for arrival dates from September 30 to October 14.

This report has the following sections:

- Section 1 — Displays the reservation activity for sites that have an arrival and the closures for the sites that have scheduled arrivals within the fifteen-day period.
- Section 2 — Provides the details of the reservations scheduled for arrival that are within the fifteen-day period.
- Section 3 — Provides the details of cancelled reservations with any stay date within the fourteen-day period.

Figure 2-38: Request Report

Table 2-35: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.

Table 2-35: Request Report Fields (continued)

Field	Description
Report Format	PDF and DHTML
Delivery Method	Email, FTP, Fax, and Online

Figure 2-39: Sample Report (showing a portion)

Daily Arrival Report - DAR (RA-OPS-004) Run Date and Time: Apr 13 2010 5:16:40 PM EDT

Location: 10201-AIKEN

AIKEN-Facility / DISTRICT 2-Region

Start Date: 07/01/2007 End Date: 07/14/2007

Section 1

Field Loop: AIKEN Cut Off Period: 1

Site	Sun Jul 01	Mon Jul 02	Tue Jul 03	Wed Jul 04	Thu Jul 05	Fri Jul 06	Sat Jul 07	Sun Jul 08	Mon Jul 09	Tue Jul 10	Wed Jul 11	Thu Jul 12	Fri Jul 13	Sat Jul 14
T-001O LD	|					A	==>	==>	D					

Section 2

Reservation Details For 07/01/2007 to 07/14/2007

Site	Reservation #	Cust Name/Phone	# of People	Arrival	Depart	Rec Use Fee	Disc. Applied	Disc. Pass	Equip.	Equip. Length
T-001O LD	2-1794291	Reed,Darrell (843)837-2802	1	07/06/2007	07/09/2007	$24.93	N			

Section 3

Cancelled Reservations Details For 07/01/2007 to 07/14/2007

Site	Reservation #	Cust Name Phone	Arrival	Depart	Cancel Date	Disc. Pass
<None>						

Field Loop: Campground Cut Off Period: 1

Site	Sun Jul 01	Mon Jul 02	Tue Jul 03	Wed Jul 04	Thu Jul 05	Fri Jul 06	Sat Jul 07	Sun Jul 08	Mon Jul 09	Tue Jul 10	Wed Jul 11	Thu Jul 12	Fri Jul 13	Sat Jul 14
001	|		A	==>	==>	==>	D							
002	|								A	==>	==>	==>	==>	==>
003	|												A	==>
004	|												A	==>
005	|					A	==>	D						
006	|												A	==>
007	D |												A	==>
009	|		A	==>	==>	D								
010	|				A	==>	D							
011	|		A	==>	D									
012	|					A	==>	D						
014	|		A	D	A	==>	DA	D		A	==>	==>	D	
015	|		A	==>	D									
016	|												A	==>
017	|												A	==>
018	|		A	D	A	D		A	==>	==>	==>	==>	==>	==>
022	|	A	==>	==>	D									

DAILY ARRIVAL REPORT (DAR) shows data on all reservations, changes and cancellations processed through all Sales Channels for a specific Field Location during the ensuing 14-day period.

LEGEND: A is the Arrival Start Day; D is the Departure Day; C shows a Closure is in place where a reservation falls in the 14 day period.

PLEASE NOTE: Any reservations, with changes to arrival dates that fall outside the 14-day period, are removed and will appear under the new reservation date(s).

Page 1 of 5

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Figure 2-40: Sample Report (showing another portion)

Daily Arrival Report - DAR (RA-OPS-004)

Run Date and Time: Apr 13 2010 5:16:40 PM EDT

Location: 10201-AIKEN

AIKEN-Facility / DISTRICT 2-Region

Start Date: 07/01/2007 End Date: 07/14/2007

Reservation Details For 07/01/2007 to 07/14/2007

Site	Reservation #	Cust Name/Phone	# of People	Arrival	Depart	Rec Use Fee	Disc. Applied	Disc. Pass	Equip.	Equip. Length
001	2-1806679	Hines,Dennis (706)726-1802	1	07/03/2007	07/07/2007	$55.08	N			
002	2-1808397	Gresham,Jerry (815)476-6168	1	07/09/2007	07/15/2007	$83.13	N			
003	2-1820327	chris,keith (843)330-2728	1	07/13/2007	07/15/2007	$29.19	N			
004	2-1820328	chris,keith (843)330-2728	1	07/13/2007	07/15/2007	$29.19	N			
005	2-1804756	Nelson,Carl (912)748-8144	3	07/06/2007	07/08/2007	$29.19	N		Trailer	16
006	2-1829574	Bell,Pat (615)594-6237	3	07/13/2007	07/15/2007	$29.19	N		Tent	0
007	2-1800275	Williams,Lester (803)270-6174	1	06/30/2007	07/01/2007	$14.61	N			
007	2-1801588	Vaughters,Ray (803)644-0226	3	07/13/2007	07/15/2007	$29.19	N		Tent	0
009	2-1802746	Griswold,Phillip (843)899-1585	1	07/03/2007	07/06/2007	$40.47	N			
010	2-1803390	Willis,Bonnie (904)866-7262	1	07/05/2007	07/07/2007	$28.08	N			
011	2-1801675	callas,Thomas (803)663-3714	1	07/03/2007	07/05/2007	$19.20	N			
012	2-1809047	Bryan,Kenneth (678)234-5932	4	07/06/2007	07/08/2007	$29.19	N		RV/Motorhome	28
014	2-1806198	Byers,Brenda (803)646-8407	1	07/03/2007	07/04/2007	$8.84	Y			
014	2-1808128	Livingston,Ruth (803)266-4467	1	07/05/2007	07/07/2007	$18.37	Y			
014	2-1815554	Jolley,Paul (803)649-0274	1	07/07/2007	07/08/2007	$14.61	N			
014	2-1813203	wyatt,john (828)698-3885	2	07/10/2007	07/13/2007	$40.47	N		Trailer	19
015	2-1792986	Anderson,Michel l (803)760-0445	1	07/03/2007	07/05/2007	$26.97	N			
016	2-1812455	Jackson,Maureen (803)894-3644	4	07/13/2007	07/15/2007	$29.19	N			
017	2-1812456	Jackson,Maureen (803)894-3644	4	07/13/2007	07/15/2007	$29.19	N			
018	2-1804705	Wiedyk,Zachary (843)379-3275	2	07/03/2007	07/04/2007	$13.32	N		Tent	40
018	2-1803397	Atkins,Jonathan (803)270-0039	1	07/05/2007	07/06/2007	$13.50	N			
018	2-1802768	lewis,donald (803)407-6313	5	07/08/2007	07/15/2007	$96.63	N		Tent	15
022	2-1804708	Byers,James (803)793-1631	1	07/02/2007	07/05/2007	$40.47	N			
023	2-1834284	Willem,JP (265)253-6589	1	07/14/2007	07/15/2007	$14.61	N			
024	2-1804816	Platt,Hope (803)643-0942	4	07/06/2007	07/08/2007	$29.19	N		Pop up	22

DAILY ARRIVAL REPORT (DAR) shows data on all reservations, changes and cancellations processed through all Sales Channels for a specific Field Location during the ensuing 14-day period.

LEGEND: A is the Arrival Start Day; D is the Departure Day; C shows a Closure is in place where a reservation falls in the 14 day period.

PLEASE NOTE: Any reservations, with changes to arrival dates that fall outside the 14-day period, are removed and will appear under the new reservation date(s).

Page 3 of 5

Table 2-36: Report Columns

Column	Description
Section 1	
Site	Site-specific – The report displays the site code of the reserved site. Non-site specific – The report displays the site code of the parent site.
Dates	Column headers display site information for 14 dates beginning with the report start date: • Site specific sites – Columns display the reservation activity taking place for the site on each day – A for arrival; D for departure; ==> for booked, C for Closure, and blank if the site does not have an arrival/departure and/or is unoccupied. • Non-site specific sites – Columns display the reservation activity taking place for the site on each day – A for arrival; D for departure; ==> for occupied, and blank if the site does not have an arrival/departure and/or is unoccupied.
Section 2	
Site	Site-specific – The report displays the site code of the reserved site. Non-site specific – The report displays the site code of the parent site.
Reservation #	Displays the unique identifier on the reservation.
Cust Name/Phone	Displays the primary occupant's last name, first name, and home phone number on the reservation.
# of People	Displays the number of occupants on the reservation.
Arrival	Displays the arrival date on the reservation.
Depart	Displays the departure date on the reservation.
Rec Use Fee	Displays the total amount charged for Use Fees (including discounts) + taxes on Use Fees + Attribute Fees (including discounts) + taxes on Attribute Fees.
Disc. Applied	Displays the letter Y (yes) if a discount was applied to the reservation price. Displays the letter N (no) if a discount was not applied to the reservation price.
Disc. Pass #	Displays the discount unique identifier on the reservation when available. See the Note below.
Equip.	Displays the vehicles on the reservation.
Equip. Length	Displays the length of the vehicles on the reservation.

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Table 2-36: Report Columns (continued)

Column	Description
Section 3	
Site	Site-specific – The report displays the site code of the reserved site. Non-site specific – The report displays the site code of the parent site.
Reservation #	Displays the unique identifier on the cancelled reservation.
Cust Name/Phone	Displays the customer's last name, first name, and home phone on the cancelled reservation.
Arrival	Displays the arrival date on the cancelled reservation.
Depart	Displays the departure date on the cancelled reservation.
Cancel Date	Displays the date on which the reservation was cancelled.
Disc. Pass #	Displays the discount unique identifier on the reservation when available. See the Note below.

Note: Disc. Pass # Column

If the reservation has a customer pass associated with the order and if at least one of the data items displayed for the customer pass is not blank, then the text "Cust Pass:" displays followed by Customer Pass Number, Pass Holder Name as recorded on the reservation (when available), and the Expiry date (stored with serialized customer passes). Display of the Expiry date depends on whether the "Validate Expiry Date Indicator" for the Customer Pass was set to "Yes", or if the Expiry date (as recorded on the reservation) was defined as "Mandatory" for the customer pass. If both the "Validate Expiry Date Indicator" for the customer pass is "Yes" and the Expiry date indicator is "Mandatory", then the Expiry date (stored with serialized customer passes) displays (e.g. Cust Pass: 12345, Jim Smith, 12/12/2009).

If multiple customer passes are associated with the reservation order, then they are separated by semicolons (e.g. Cust Pass: 12345, Jim Smith, 12/12/2009;78900, Kim smith, 12/12/2009).

If there are no customer passes associated with the reservation order, but there are customer types associated with it and the customer type ID is not blank, then the text "Cust Type ID:" displays followed by the Customer Type ID recorded on the reservation (e.g. Cust Type ID: 78997).

If multiple customer types are associated with the reservation order, then they are separated by semicolons (e.g. Cust Type ID: 78977;123457).

Daily Facility Management – DAR

This report illustrates the reservation continuity for the arrivals, departures, administrative site holdings, and the empty sites for a given location, on a daily basis, over a 14-day period. The 14-day period begins on the date specified in the selection criteria and ends 13 days later. The report includes the reservation activity, and the reservation and cancellation details for a single park. It also produced separately for each local facility.

The report has the following sections:

- Section 1 — Provides details of the reservation activity for sites that will either be occupied, or will have an arrival or departure occurring within the 14-day period that begins on the report date. Sites that do not have any activity in the report period are also listed in this section.
- Section 2 — Provides details of the reservations that are either in progress or are scheduled for arrival within the 14-day report period that begins on the report date.
- Section 3 — Provides details of the cancelled and the no show reservations with any stay date that is in the 14-day report period or that begins on the report date.

Figure 2-41: Request Report

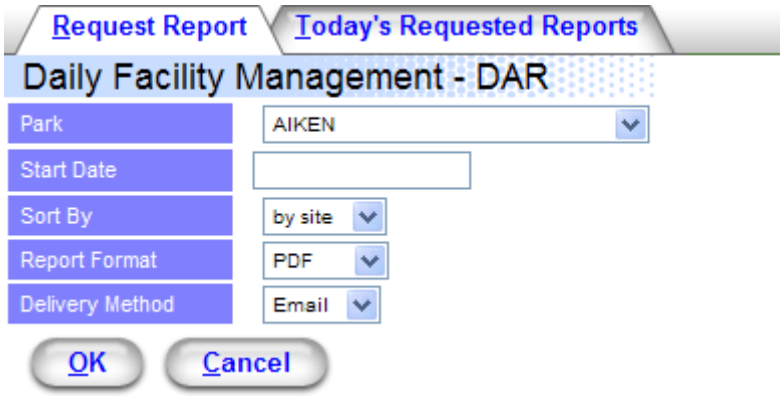

Table 2-37: Request Report Fields

Field	Description
Park	Displays a drop-down list of park names related to the contract.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
Sort By	Indicates whether to sort the report information by site or by date.
Report Format	PDF and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-42: Sample Report

Daily Facility Management Report (DAR) - RA-OPS-002 **Date: 02/17/2004 Time: 12:13:03 AM**

Location: 541 - Pinecrest
Start Date: 02/17/2004 **End Date:** 03/01/2004

Section 1

Field Loop: LOOP C

Site	Tue Feb 17	Wed Feb 18	Thu Feb 19	Fri Feb 20	Sat Feb 21	Sun Feb 22	Mon Feb 23	Tue Feb 24	Wed Feb 25	Thu Feb 26	Fri Feb 27	Sat Feb 28	Sun Feb 29	Mon Mar 1
001	A	==>	==>	DA	==>	==>	D				A	==>	==>	D
002				A	==>	==>	==>	D		A	==>	==>	D	

Section 2

Reservation Details For 02/17/2004 to 03/01/2004

Site	Reservation #	Arrive	Depart	Res Status	Bal Due	Cust Name /Phone	# of People	Additional Information
001	1-1234567	02/17/2004	02/20/2004	PRE	$0.00	Smith, Marvin (905) 441-1414	4	Motorhome
001	1-8901234	02/20/2004	02/23/2004	PRE	$5.00	Johnson, Bev (416) 331-6789	2	Trailer, Tent
001	1-5678901	02/27/2004	03/01/2004	PRE	$0.00	Taylor, Bob (289) 345-1212	3	Tent (2); Cust Pass: 123456, John Smith, 09/09/2009
002	1-2345678	02/20/2004	02/24/2004	PRE	$4.00	Roberts, Jim (212) 555-1515	2	Tent; Cust Type Id: 78977
002	1-9012345	02/26/2004	02/29/2004	PRE	$0.00	Jamieson, Sam (604) 565-3435	2	Tent

Section 3

Cancelled/No Showed Reservations Detail For 02/17/2004 to 03/01/2004

Site	Reservation #	Arrive	Depart	Cancel/ No Show Date	Cancel Reason	Cust Name /Phone	Additional Information
004	1-7890123	02/20/2004	02/27/2004	02/14/2004	UNKN0WN	Marks, Val (905) 632-5647	Trailer, Tent

Daily Field Management Report shows data on all reservations, changes and cancellations processed through all Sales Channels for a specific Field Location during the ensuing 14-day period.

1-91529 Page 1 RJ091529 - 0541 - RA-OPS-002 - 1.00005

Table 2-38: Report Columns

Column	Description
Section 1	
Site	Where the site is site-specific, the report displays the site code of the site reserved. Where the site is non-site specific and the reservation activity is pre-arrival, the report displays the site code of the parent site. Where the site is non-site specific and there are reservations occupying the site or departing the site, the report displays the site code of the child site on a separate line.

Table 2-38: Report Columns (continued)

Column	Description

Dates	Column headers display site information for 14 dates beginning with the report start date:
	• Where the site is site specific, the columns display the reservation activity taking place for the site on each of the days
	  • – A for arrival; D for departure.
	  • ==> for booked.
	  • Blank if the site does not have an arrival/departure and/or it is not occupied.
	• Where the site is non-site specific and the reservation activity is pre-arrival, the columns display the pre-arrival reservation activity taking place for the site on each of the days:
	  • – A# for arrivals indicates the number of arrivals expected in to the non-site specific group.
	  • D# for departures indicates the number of departures expected out of the non-site specific group.
	  • ==># for booked indicates the number of stays expected on the non-site specific group, and blank/null if the site does not have an arrival/departure and/or its not booked.
	• Where the site is non-site specific and there are reservations occupying the site or departing the site, the columns display the checked-in reservation activity taking place for the site on each of the days
	  • – A for arrival.
	  • D for departure.
	  • ==> for occupied.
	  • Blank if the site does not have an arrival/departure and/or it is not occupied.

Section 2	
Site	Where the site is site-specific, the report displays the site code of the site reserved. Where the site is non-site specific and the reservation is pre-arrival, the report displays the site code of the parent site. Where the site is non-site specific and there are reservations occupying the site or departing the site the report displays the site code of the child site.
Reservation #	Displays the unique identifier of the reservation.
Arrive	Displays the arrival date of the reservation.
Depart	Displays the departure date of the reservation.
Reservation Status	Displays the reservation status of the reservation received pre-arrival (pre); checked in (chki); checked out (chko).
Balance Due	Displays the amount of the total fees on the reservation that is outstanding for payment.
Cust Name/Phone	Displays the customer's last name, first name, and home phone number on the reservation.
# of People	Displays the number of occupants on the reservation.

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Table 2-38: Report Columns (continued)

Column	Description
Additional Information	1st: Displays the camping units and the quantity of each unit on the reservation. 2nd: See Note below.
Section 3	
Site	Where the site is site-specific, the report displays the site code of the site reserved. Where the site is non-site specific and the reservation is pre-arrival, the report displays the site code of the parent site. Where the site is non-site specific and there are reservations occupying the site or departing the site, the report displays the site code of the child site.
Reservation #	Displays the unique identifier of the cancelled or no showed reservation.
Arrive	Displays the arrival date of the cancelled or no showed reservation.
Depart	Displays the departure date of the cancelled or no showed reservation.
Cancel/No Show Date	Displays the date on which the reservation was cancelled or no showed.
Cancel Reason	Displays the reason description for the cancellation of the reservation. If the order status is no showed, the report displays no-show.
Cust Name/Phone	Displays the customer's last name, first name, and home phone on the cancelled or no showed reservation.
Additional Information	1st: Displays the camping units and the quantity of each unit on the reservation. 2nd: See Note below.

Note: If the reservation has a customer pass associated with the reservation order and if at least one of the data items displayed for the customer pass is not blank, then "Cust Pass:" displays followed by Customer Pass Number, Pass Holder Name as recorded on the reservation (when available), and Expiry date (stored with serialized customer passes). Display of the Expiry date depends on whether the "Validate Expiry Date Indicator" for the Customer Pass was set to "Yes", or if the Expiry date (as recorded on the reservation) was defined as "Mandatory" for the customer pass. If both the "Validate Expiry Date Indicator" for the customer pass is "Yes" and the Expiry date indicator is "Mandatory", then the Expiry date (stored with serialized customer passes) displays (e.g. Cust Pass: 12345, Jim Smith, 12/12/2009).

If multiple customer passes are associated with the reservation order, then they are separated by semicolons (e.g. Cust Pass: 12345, Jim Smith, 12/12/2009;78900, Kim Smith, 12/12/2009).

If there are no customer passes associated with the reservation order, but there are customer types associated with it and the customer type ID is not blank, then "Cust Type ID:" displays followed by Customer Type ID as recorded on the reservation (e.g. Cust Type Id: 78997).

If multiple customer types are associated with the reservation order, then they are separated by semicolons (e.g. Cust Type Id: 78977;123457).

Daily Facility Management Data Report

This report provides bookings, payments, vehicles and occupants information for reservations where the stay days are within a specified period for a local facility. Use this report to manage daily Field activities, for example, checking campers in and out. The report can be run for maximum of 366 days.

Figure 2-43: Request Report

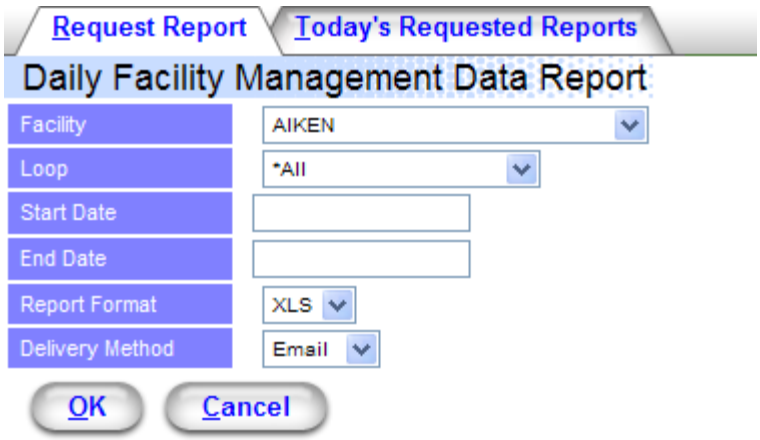

Table 2-39: Request Report Fields

Field	Description
Facility	Displays a drop-down list of facility names related to the contract. The list is restricted to the facilities that are accessible for a particular user.
Loop	Displays a drop-down list of active loop names associated with the facility.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be equal to or greater than the start date.
Report Format	XLS
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-44: Sample Report

Daily Facility Management Data Report (RA-OPS-002A)

Run Date and Time: 07/12/2006 02:17 PM EST

Location: PENINSULA STATE PARK
Loop: All
Start Date: 06/18//2006 **End Date: 06/31/2006**

Loop	Site	Resv	Arrival	Departure	Order Date	Order Status	Resv Status	Price	Paid	Customer Last Name	Customer First Name	Customer Type	Phone	Primary Occupant Last Name	Primary Occupant First Name	# of People	Vehicle Info	Camping Unit	Additional Information
Tennison Bay Sites 201-499	404	1-829753	06/18/2006	07/02/2006	05/05/2005	Active	Pre Arrival	$250.00	$250.00	Gorchynsky	George	Standard	8476982898	Gorchynsky	George	2			
South Nicolet Bay 700-872	715	1-830782	06/18/2006	07/03/2006	05/05/2005	Active	Pre Arrival	$129.50	$129.50	Zelinski	Don	Standard	9206833232	Zelinski	Don	6			
Tennison Bay Sites 201-499	339	1-830743	06/19/2006	06/26/2006	05/05/2005	Active	Pre Arrival	$104.50	$104.50	Nelson	Joel	Standard	9208320403	Nelson	Joel	2		Tent	Cust Pass: 559903, John Smith, 09/09/2009
South Nicolet Bay 700-872	744	1-831790	06/20/2006	07/04/2006	05/05/2005	Active	Pre Arrival	$171.50	$171.50	Woelfel	Scott	Standard	9204694343	Woelfel	Scott	3			
South Nicolet Bay 700-872	836	1-833590	06/22/2006	07/03/2006	05/05/2005	Active	Pre Arrival	$105.50	$105.50	Nancy Wilber	Nancy	Standard	9204687339	Nancy Wilber	Nancy	4		Tent	Cust Pass: 559904, Jim Smith, 09/09/2009; 12345, Kim Smith, 12/12/2009
Tennison Bay Sites 201-499	413	1-841430	06/22/2006	06/26/2006	05/05/2005	Active	Pre Arrival	$45.50	$45.50	Baumgart	Ron	Standard	6088467989	Baumgart	Ron	2			
Tennison Bay Sites 201-499	260	1-883864	06/22/2006	07/01/2006	05/05/2005	Active	Pre Arrival	$132.50	$132.50	Soik	Carleen	Standard		Soik	Carleen	2			
South Nicolet Bay 700-872	716	2-2580	06/23/2006	06/26/2006	05/05/2005	Active	Pre Arrival	$53.00	$53.00	Kren	Leslie	Standard	2628212103	Kren	Leslie	2		Tent	
Tennison Bay Sites 201-499	220	1-854401	06/23/2006	06/27/2006	05/05/2005	Active	Pre Arrival	$45.50	$45.50	Tuschy	Cindy	Standard	9208422638	Tuschy	Cindy	4	Truck		
Tennison Bay Sites 201-499	474	1-855261	06/24/2006	07/08/2006	05/05/2005	Active	Pre Arrival	$171.50	$171.50	Stein	Leeann	Standard	9207226154	Stein	Leeann	8		Tent	
Tennison Bay Sites 201-499	355	1-870801	06/24/2006	06/28/2006	05/05/2005	Active	Pre Arrival	$63.50	$63.50	Werner	John	Standard	9204584399	Werner	John	1		Tent	
South Nicolet Bay 700-872	785	1-835577	06/25/2006	07/09/2006	05/05/2005	Active	Pre Arrival	$131.50	$131.50	Pat Albers	Pat	Standard	9204685710	Pat Albers	Pat	2	RV		
Tennison Bay Sites 201-499	338	1-835615	06/25/2006	07/09/2006	05/05/2005	Active	Pre Arrival	$241.50	$241.50	Bast	Jeff	Standard	9208320316	Bast	Jeff	2			
Welckers Sites 500-589	578	1-884395	06/25/2006	06/30/2006	05/05/2005	Active	Pre Arrival	$84.50	$84.50	Wallis	David	Standard	5635577128	Wallis	David	3	RV		
Welckers Sites 500-589	517	1-887992	06/25/2006	06/27/2006	05/05/2005	Cancelled	Pre Arrival	$35.50	$35.50	Fisher	Paul	Standard	9202332317	Fisher	Paul	4	RV		04/21/2006, Bad Weather
Tennison Bay Sites 201-499	344	1-886282	06/26/2006	06/30/2006	05/05/2005	Active	Pre Arrival	$81.50	$81.50	Johnson	Randall	Standard	7158872526	Johnson	Randall	2			
Weborg Sites 100-111	105	1-837459	06/27/2006	07/11/2006	05/05/2005	Active	Pre Arrival	$283.50	$283.50	Steffen	Robert	Standard	9209217382	Steffen	Robert	1		Tent	
Weborg Sites 100-111	104	1-837486	06/27/2006	07/11/2006	05/05/2005	Active	Pre Arrival	$283.50	$283.50	Slamka	Thomas	Standard	4146622420	Slamka	Thomas	3			
North Nicolet Bay Sites 601-631	605	1-844627	06/28/2006	06/30/2006	05/05/2005	Active	Pre Arrival	$29.50	$29.50	Craig	Bruce	Standard	7654635185	Craig	Bruce	4		Tent, Motorcycle	
North Nicolet Bay 632-644	637	1-839444	06/29/2006	07/06/2006	05/05/2005	Active	Pre Arrival	$71.50	$71.50	Blaha	Beverly	Standard	9207941568	Blaha	Beverly	3			
Tennison Bay Sites 201-499	410	1-839176	06/29/2006	07/13/2006	05/05/2005	Active	Pre Arrival	$201.50	$201.50	Verwey	James	Standard	2624881634	Verwey	James	2	RV		

Daily Facility Management Data Report Page 1 of 1

Table 2-40: Report Columns

Column	Description
Loop	Displays the loop name associated with the reservation.
Site	Displays the site code of the site associated with the reservation. If a non-site specific (NSS) reservation, it displays the site code of the NSS parent if the reservation status is pre-arrival. Otherwise it displays the site code of the occupied site if the status is either check-in or check-out.
Resv	Displays the reservation number.
Arrival	Displays the reservation arrival date. The format is *mm/dd/yyyy.*
Departure	Displays the reservation departure date. The format is *mm/dd/yyyy.*
Order Date	Displays the date the reservation was created. The format is *mm/dd/yyyy.*
Order Status	Displays the reservation order status.
Resv Status	Displays the reservation status.
Price	Displays the total value of the reservation. The format is $999,999.99
Paid	Displays the total amount paid for the reservation. The format is $999,999.99.
Customer Last Name	Displays the customer's surname that is on the reservation.
Customer First Name	Displays the customer's given name that is on the reservation.
Customer Type	Displays the customer type.
Phone	Displays customer's home phone number. The format is 999999999.
Primary Occupant Last Name	Displays the primary occupant's surname name.
Primary Occupant First Name	Displays the primary occupant's given name.
# Of People	Displays the number of occupants recorded on the reservation including the primary occupant.
Vehicle Info	Displays the make of the vehicles recorded on the reservation, when it is available. For example, Ford, Toyota, or motorcycle.
Camping Unit	Displays the camping equipment recorded on the reservation, when it is available. For example, tent and trailer.

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Table 2-40: Report Columns (continued)

Column	Description
Additional Information	Displays the customer's pass number, when it is available. If the reservation has a customer pass associated with the reservation order and if at least one of the data items displayed for the customer pass is not blank, then "Cust Pass:" displays followed by Customer Pass Number, Pass Holder Name as recorded on the reservation (when available), and Expiry date (stored with serialized customer passes). Display of the Expiry date depends on whether the "Validate Expiry Date Indicator" for the Customer Pass was set to "Yes", or if the Expiry date (as recorded on the reservation) was defined as "Mandatory" for the customer pass. If both the "Validate Expiry Date Indicator" for the customer pass is "Yes" and the Expiry date indicator is "Mandatory", then the Expiry date (stored with serialized customer passes) displays (e.g. Cust Pass: 12345, Jim Smith, 12/12/2009). If multiple customer passes are associated with the reservation order, then they are separated by semicolons (e.g. Cust Pass: 12345, Jim Smith, 12/12/2009;78900, Kim smith, 12/12/2009). If there are no customer pass associated with the reservation order, but there are customer types associated with it and the customer type ID is not blank, then "Cust Type ID:" displays followed by the customer type ID as recorded on the reservation (e.g. Cust Type ID: 78997). If multiple customer types are associated with the reservation, then they are separated by semicolons (e.g. Cust Type ID: 78977;123457). If the reservation status is cancelled, then the date of the cancellation and the cancellation reason displays.

Daily Reconciliation Detail Report via Venue Manager

This report provides detailed information about the payments and refunds processed by a particular Field operator or by "All" the Field operators for a ticketing facility during a calendar day. The information in this report can help reconcile shifts and prepare daily deposits. Access to this report is based on the logged-in user's assigned permissions.

This report complements the "Daily Reconciliation Report via Venue Manager" on page 96 that provides summary information.

Figure 2-45: Request Report

Table 2-41: Request Report Fields

Field	Description
Operator	Select from a drop-down list of user names by first name and then by last name.
Payment Group	Select from a drop-down list of the payment groups at the facility.
Payment Type	Select from a drop-down list of payment types for the selected payment group at the facility.
Start Date	Specify the start date of the reporting period.

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Figure 2-46: Sample Report

Daily Reconciliation Detail Report (OPS-TOUR-010) Run Date and Time: <Date & Time>

Location: <Facility Name> **Operator:** All
Payment Group: All **Payment Type:** All
Start Date: MM/DD/YYYY

Operator	Time	Order #	Customer	Trans Type	ID	Type	Amount
Dave Smith	8:53 AM PDT	4-1824311	Shultz, Tom	Payment	117150499	MC	$48.00
Bill Stevens	8:55 AM PDT	4-1824377	Jones, Bob	Payment	117155503	VISA	$36.00
Laura Jones	8:56 AM PDT	4-1776255	PUBLIC, GENERAL	Payment	117150522	MON ORD	$100.00
Laura Jones	8:56 AM PDT	4-1776255	PUBLIC, GENERAL	Change	117150522	CASH	($30.00)
Laura Jones	8:57 AM PDT	4-1776709	PUBLIC, GENERAL	Payment	117150527	CASH	$50.00
Laura Jones	9:00 AM PDT	4-1776709	PUBLIC, GENERAL	Payment	117150527	CASH	($50.00)
Nancy Burke	9:01 AM PDT	4-1829272	Stevens, Anne	Payment	117150582	PER CHQ	$50.00
Laura Jones	9:01 AM PDT	4-1538729	Davis, John - GP	Refund	117150440	MC	($12.00)
Tim Crandall	9:02 AM PDT	4-1829272	Cooke, Susan	Payment	117150446	PER CHQ	$35.00
Bill Stevens	9:03 AM PDT	4-1817200	PUBLIC, GENERAL	Payment	117114588	CASH	$28.00
Nancy Burke	9:05 AM PDT	4-1721828	Walters, Tom	Payment	117150590	CASH	$48.00
Laura Jones	9:09 AM PDT	4-1701196	Burke, Sally	Payment	117150610	CASH	$48.00
Laura Jones	9:10 AM PDT	4-1817200	PUBLIC, GENERAL	Refund	117114655	CASH	($28.00)
Nancy Burke	9:12 AM PDT	4-1824334 4-1591102	PUBLIC, GENERAL	Payment	117150671	CASH	$96.00
Dave Smith	9:14 AM PDT	4-1829600	Glen, Phil	Payment	117150688	CERT CHQ	$50.00
Dave Smith	9:14 AM PDT	4-1829600	Glen, Phil	Change	117150688	CASH	($8.00)
Dave Smith	9:18 AM PDT	4-1829600	Glen, Phil	Payment	117150688	CERT CHQ	($50.00)
Dave Smith	9:18 AM PDT	4-1829600	Glen, Phil	Change	117150688	CASH	$8.00
Nancy Burke	9:20 AM PDT	4-1825213	Williams, Tim - GP	Refund	117150677	VISA	($48.00)
Total							**$371.00**

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Daily Reconciliation Detail Report Page 1 of 1

Table 2-42: Report Columns

Column	Description
Operator	Displays the operator's first and last name associated with the payment or refund.
Time	Displays the time of when the payment or refund were processed in the time zone of the ticketing facility. The format is: *hh:mm AM/PM Time Zone* (e.g. 8:53 AM PDT).
Order #	Displays the order number(s) associated with the payment or refund.
Customer	Displays the customer's last and first name or general public card holder associated with the payment or refund.
Trans Type	Displays if the transaction is a payment, refund, or change (tendered for a payment).
ID	Displays the unique identifier of the payment or refund.
Type	Displays the abbreviated name of the payment type (e.g. MasterCard would be MC).
Amount	Displays the payment, refund, or change amount. If the payment includes change tendered, then payment tendered and change amounts are presented on separate report lines.

Daily Reconciliation Report via Venue Manager

This report summarizes the payments, the refunds, and the tickets processed at a local facility for a specified date. Use this report to assist with reconciling payments, refunds, tickets, and with preparing daily deposits. Access to this report is based on the logged-in user's assigned permissions.

This report complements the "Daily Reconciliation Detail Report via Venue Manager" on page 94 which provides more specific information.

Figure 2-47: Request Report

Table 2-43: Request Report Fields

Field	Description
Operator	Select from a drop-down list of user names.
Include Operator Summary	Select Yes for the report to include, or No for it to exclude, the Operator Summary section. **Note:** This is available only when "All" is selected for Operator.
Start Date	Specify one the following: • A payment, refund, or ticket count date. • A local facility date.

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Figure 2-48: Sample Report

Daily Reconciliation Report (OPS-TOUR-008) Run Date and Time: Jan 30 2007 8:39:31 AM PST

Location: AUBURN SRA BOAT-IN
Operator: All
Start Date: 12/08/2006

Payment Summary

	Payment Type	Total Payments	Total Refunds	Total Amount
Grant Total				$0.00

Ticket Count Summary

Ticket Counts	# Sales	# Cancels	# Voids	# Transfers	# Change Date/Time	# Change Ticket Type
	0	0	0	0	0	0

Printed Ticket Counts	# Printed	# Invalidated	# Reprinted
	0	0	0

Table 2-44: Report Columns

Column	Description
Section 1	
Operator	Displays the operator's first name and last name.
Payment Type	Displays the payment type.
Total Payments	Displays the total received payments less the total change. **Note:** When change is necessary for a payment, the tender amount is counted for the payment method and change is subtracted from the total payments for cash (payment method). For example, if a customer paid $50 in traveler's checks for a $30 ticket order, the payment amount for travelers check is $50, and the $20 change is subtracted from the total amount for cash payment method.
Total Refunds	Displays the total refunds.
Total Amount	Displays total payments less total refunds.
Section 2	
# Sales	The number of tickets sold (received walk-up ticket purchase, advanced ticket purchase, or add tickets) that are derived from new orders and the Add Tickets action performed by the specified operator.

Table 2-44: Report Columns (continued)

Column	Description
# Cancels	The number of tickets cancelled (received cancel tickets-customer cancellation, cancel tickets-tour cancellation, cancel tickets-waive penalty) that are derived from the Cancel Tickets action performed by the specified operator.
# Voids	The number of tickets voided (received void ticket order) that are derived from the Void Ticket Order action performed by the specified operator.
# Transfers	The number of tickets transferred (received transfer tickets-customer transfer, transfer tickets-tour cancellation) that are derived from the Transfer Tickets action performed by the specified operator.
# Change Date/Time	The number of tickets changed date/time (change ticket date time-customer change, change ticket date time-tour cancellation) that is derived from the Change Ticket Time action performed by the specified operator.
# Change Ticket Type	The number of tickets changed (change ticket type) that are derived from the Change Ticket Type action performed by the specified operator. **Note:** For combination tours' ticket orders, the ticket counts are based on the ticket inventory count and not the ticket type quantities associated with the ticket instance.
# Printed	Displays the number of tickets with the print status of printed.
# Invalidated	Displays the number of tickets with the print status of invalidated.
# Reprinted	Displays the number of tickets with the print status reprinted.
Section 3	
Operator Name	Displays the operator’s first name and last name.
Cash	Displays the cash payments less the cash refunds for each operator.
Non-Cash	Displays the non-cash payments less the non-cash refunds for each operator.
Credit Card	Displays the credit card payments less the credit card refunds for each operator.
Total Amount	Displays the total payments less the total refunds for each operator.

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Day Use Visitation Report

This report illustrates the visitation statistics for entrance passes sold via POS sales. The statistics provide analysis information about in-state visitations and out-of-state visitations.

Figure 2-49: Request Report

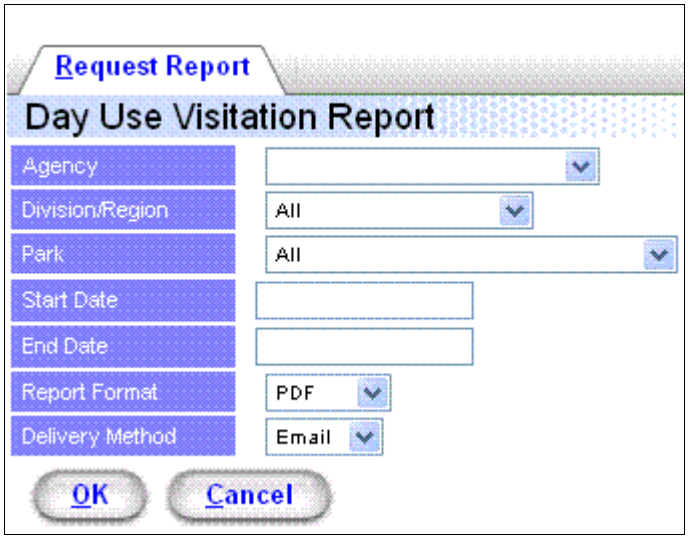

Table 2-45: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be equal to or greater than the start date.
Report Format	DHTML, PDF, and XLS.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-50: Sample Report

Locations	POS Products	In State	Out-of-State	Not Specified	Total Visitors
Agency 1					
Region 1					
AAAAA					
	VISIT-IN/ST-MUSEUM SENIOR	20	0	0	20
Total for AAAAA		20	0	0	20
DEER CREEK					
	VISIT-IN/ST-MUSEUM SENIOR	50	0	0	50
	VISIT-OUT/ST-MUSEUM SENIOR	0	2	0	2
	VISIT-IN/ST-MUSEUM CHILD	31	0	0	31
	VISIT-OUT/ST-MUSEUM CHILD	0	15	0	15
	VISIT-IN/ST-MUSEUM MEMBER	9	0	0	9
	VISIT-OUT/ST-MUSEUM CHILD	0	1	0	1
	VISIT-BUS DRIVER	0	0	1	1
Total for DEER CREEK		90	18	1	109
Total for Region 1		110	18	1	129
Region 2					
LITTLE POND					
	VISIT-IN/ST-MUSEUM SENIOR	45	0	0	45
	VISIT-OUT/ST-MUSEUM SENIOR	0	2	0	2
Total for LITTLE POND		45	2	0	47
Total for Region 2		45	2	0	47
Total for Agency 1		155	20	1	176

Table 2-46: Report Columns

Column	Description
Locations	Displays the location hierarchy. The location levels are suppressed when there are no location names are defined.
POS Products	Displays the POS product name.
In-State	The number of in-state visitors is determined by the quantity sold of a POS item that is set up as an in-state product.
Out-of-State	The number of in-state visitors is determined by the quantity sold of a POS item that is set up as an out-of-state product.
Not specified	The number of visitors is determined by the quantity sold of a POS item that is an entrance product, which is neither an in-state nor out-of-state.
Total	The sum of visitors in the in-state, out-of-state, and non-specified columns.

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Deposit Adjustments Report

This report provides details about the adjustments performed on the financial sessions and the deposits for a specified period. You can use this report to help determine the amount of deposit adjustments that have been performed during a specified period. A sub-report displays all financial session and deposit notes associated with the deposits included in the main report.

Figure 2-51: Request Report

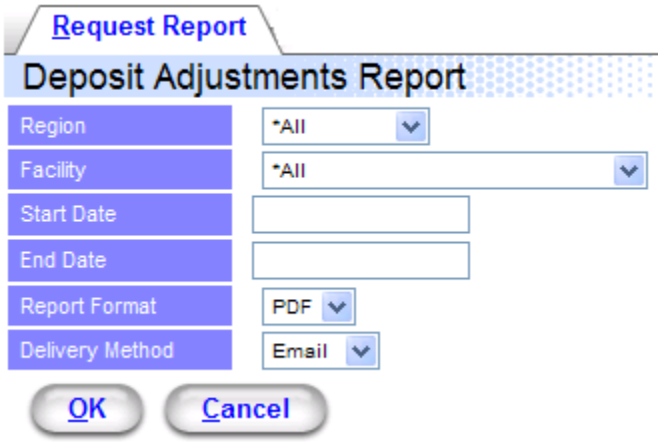

Table 2-47: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be equal to or greater than the start date.
Report Format	PDF
Delivery Method	Email, FTP, Fax, and Online
Note: When accessed through the Field Manager application, only the Start Date and End Date fields are available on this page.	

Figure 2-52: Sample Report

Deposit Adjustments Report (FIN-DEP-008)

Location SC parks

Start Date: 08/01/2007 **End Date:** 08/15/2007 Run Date and Time: Feb 08 2010 9:38:17 AM EST

Date/Time	Deposit ID	Financial Session ID	Payment Group	Payment Type	Adj. Type	Adj. Id	Adjusting User	Pin User	Amount
SC parks									
DISTRICT 1									
MYRTLE BEACH									
07/31/2007 21:36	49678904	49355498	Cash	Cash	Cash Adjustment	49483907	sc-sdennis	sc-sdennis	($1.00)
								SubTotal	($1.00)
08/05/2007 22:39	50207663	50022393	Cash	Cash	Cash Adjustment	50087051	sc-sdennis	sc-bstrickland	($108.78)
								SubTotal	($108.78)
Total	**MYRTLE BEACH**								**($109.78)**
Total	**DISTRICT 1**								**($109.78)**
Total	**SC parks**								**($109.78)**

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Deposit Adjustments Report Page 1 of 2

Deposit Adjustments Report (FIN-DEP-008)

Location: SC parks

Start Date: 08/01/2007 **End Date:** 08/15/2007 Run Date and Time: Feb 08 2010 9:38:17 AM EST

Date/Time	Deposit ID	User Name	Note Type	Adjustment Notes
SC parks				
DISTRICT 1				
MYRTLE BEACH				
07/31/2007 21:36	49678904	Dennis, Stevie	Fin Session	monies are showing up to be 1.00 short.-SND
08/05/2007 22:39	50207663	Dennis, Stevie	Fin Session	Refund ID 50077848 needs to be cancelled - customer never paid for the reservation The reservation # was 2-1990567 and it is voided. This is why we are showing short 108.78. Bob S. The lady in question is on site 224 under reservation # 2-1992046. She only paid once but appeared twice under todays Fin Session. Bob S.

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Deposit Adjustments Report Page 2 of 2

Table 2-48: Report Columns

Column	Description
Date/Time	Displays the adjustment date and time including the time zone. The format is *mm/dd/yyyy hh:mm AM/PM Time Zone*.
Deposit ID	Displays the deposit unique identifier generated by the system when producing a deposit.
Financial Session ID	Displays the financial session unique identifier generated by the system for each financial session.
Payment Group	Displays the payment group as cash or non cash.
Payment Type	Displays the payment types as defined for bank deposits.

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Table 2-48: Report Columns (continued)

Column	Description
Adj. Type	Displays the type of the adjustment performed.
Adj. ID	Displays the system generated adjustment unique identifier.
Adjusting User	Displays the user name of the user performed the adjustment.
Pin User	Displays the user name of the PIN user.
Foreign Amount	Displays the amount in foreign currency for adjustments done in foreign currency. This column displays only for contracts supporting foreign currencies.
Foreign Currency	Displays the currency symbol of the foreign currency, if the adjustment is in foreign currency. This column displays only for contracts supporting foreign currencies.
Exchange Rate	Displays the exchange rate of the foreign currency. This column displays only for contracts supporting foreign currencies.
Amount	Displays the adjustment amount. If the adjustment was done for a foreign currency, the system converts the adjustments amount and displays the adjusted amount in the local currency.
Sub-report	
Date/Time	Displays the creation date and the time of the financial session or deposit note. Format: *Mon DD*, *YYYY hh*:*mm am*/*pm Time Zone*.
Deposit ID	Displays the deposit unique identifier generated by the system when producing a deposit.
User Name	Displays the name of the user who created the financial session or deposit note.
Note Type	Indicates whether it is a "Fin Session" note or a "Deposit" note.
Adjustment Note	Displays the notes entered for the deposit and financial sessions within the deposit.

Deposit Detail Report

This report lists the payment details of financial sessions in a selected deposit that include the payment unique identifier, the order number, and the customer's name. Using the Resource Manager application, you can provide a deposit ID these ways:

- By specifying the agency, park, station, or date range. The application displays a list of available deposit IDs from which you can choose.
- By specifying a known deposit ID in the text field provided.

Note: Conversion amounts for foreign currencies (i.e. those converted to USD) are determined by the exchange rate set up in the system. In most cases, the system exchange rate will vary from the bank exchange rate. Therefore, the amount converted to USD in the report may not be the same as the amount actually deposited to the bank.

Figure 2-53: Request Report

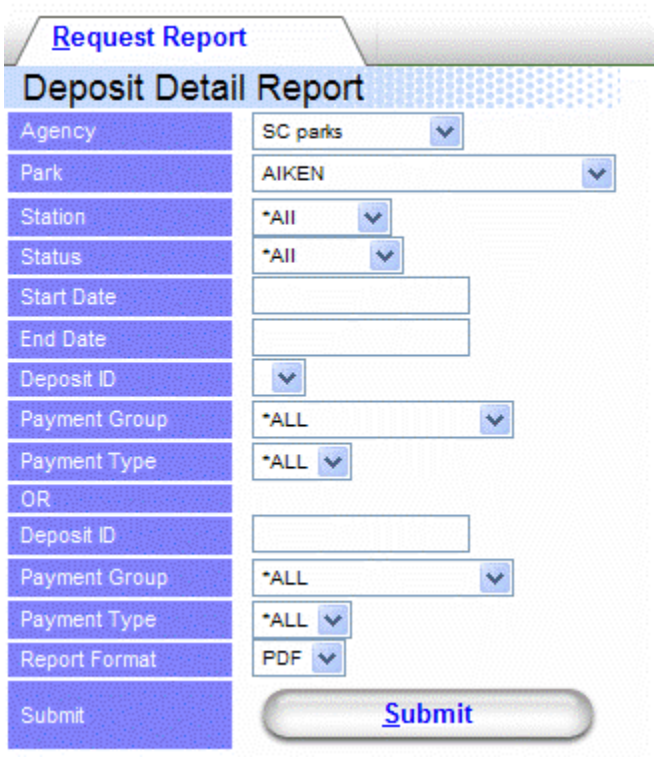

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Table 2-49: Request Report Fields

Field	Description
Agency	Displays a drop-down list of agency names related to the contract. The list is restricted by the access level of the logged-in user. The default is the first agency in the list
Region	Displays a drop-down list of regions applicable for the selected agency. The list is restricted by the access level of the logged-in user. If the users' login location is an agency, an "All" option is provided and placed at the top of the list. The default is the first item in the list.
Park	Displays a drop-down list of parks applicable for the selected region. The default is "All". It is a mandatory field.
Station	Displays a drop-down list of stations available for a selected park. The default is "All". If stations are not defined for a park, the station field is not available.
Status	Displays a drop-down list of available deposit statuses. The default is "All".
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field.
Deposit ID	Displays the deposit unique identifier generated by the system when producing a deposit. Displays a drop-down list of deposit-unique identifiers satisfying the selection criteria as described above. The default is None. This list is populated once the start date and the end date fields are specified.
Payment Group	Displays a drop-down list of payment groups. The default is "All".
Payment Type	Displays a drop-down list of payment types. The values in the payment type list are based on the selected payment group.
OR	
Deposit ID	A text box from where you can specify a deposit unique identifier.
Payment Group	Displays a drop-down list of payment groups. The default is "All".
Payment Type	Displays a drop-down list of payment types. The values in the payment type list are based on the selected payment group.
Report Format	PDF

Report Layout and Results

The information in the report is ordered by the upper level payment group, the bank deposits of the upper level payment group, and then the central deposits in the extended version of the report.

- The bank deposits' payment groups; cash and non-cash depositables.

- The non-cash depositables' payment groups by payment types in alphabetical order.
- The group level (under each payment type) by the date/ time of the transaction.
- The central deposits' payment groups; payment types, credit cards, ACH, and non-depositables.
- The group level (under each payment type) by the date/ time of the transaction.

Figure 2-54: Sample Report (for a contract supporting multi-currency)

Deposit Detail Report (FIN-DEP-007) Run Date and Time: Dec 05 2008 3:24:14 PM EST

Location: 10201 AIKEN

Deposit Id: 19188143 Deposit Created Date/Time: 08/06/2006 18:00:07

Status: Deposited Created by: Kurtis Stukes

Payment/Refund ID	Transaction Type	Status	Date/Time	Order #	Customer Name	User Name	Foreign Amount	Foreign Currency	Exchange Rate	Net Amount
BANK DEPOSITS										
Non Cash Depositable										
Personal Check										
19071753	Payment	Received	08/04/2006 18:53	2-403627	Ethen Delpriore	Kurtis Stukes				$10.56
										$0.00
SubTotal Personal Check										$10.56
Total Non Cash Depositable										$10.56
Total BANK DEPOSITS										$10.56
Total Deposits										$10.56
Deposit Cost										$0.00
Foreign Currency Adjustment										$0.00
Net Deposit Amount										$10.56

reserve america Deposit Detail Report Page 1 of 1

Table 2-50: Report Columns

Column	Description
Payment/Refund ID	Displays the refund or payment unique identifier.
Transaction Type	Displays the type of transaction (e.g. payment or refund).
Status	Displays the status of the transaction.
Date/Time	Displays the date and time of the transaction. The format is mm/dd/yyyy hhss.

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Table 2-50: Report Columns (continued)

Column	Description
Order #	Displays the order number or numbers related to the payment or the refund.
Customer Name	Displays the name of the customer.
User Name	Displays name of the PIN user that performed the transaction.
Foreign Amount	Displays the foreign currency adjustment amount in the original currency. This column displays only for contracts supporting foreign currencies.
Foreign Currency	Displays the currency symbol of the foreign currency, if the adjustment is in foreign currency. This column displays only for contracts supporting foreign currencies.
Exchange Rate	Displays the exchange rate of the foreign currency. This column displays only for contracts supporting foreign currencies.
Net Amount	Displays the payment or refund amount in the local currency. For cash payments, the Net Amount is calculated as Amount minus the change tendered. If the payment is in foreign currency, the system converts the foreign currency and displays the amount in local currency.

Note: The Foreign Currency Adjustment line in the report reflects the adjustment necessary to harmonize the system exchange rate with the bank exchange rate.

Deposit Summary Report

This report provides a summary of financial sessions included in a selected deposit. Summary information includes payments, refunds, and adjustments in the deposit. The information is sorted by payment group, based on whether the report is generated for bank deposits or central deposits. Using the Resource Manager application, you can provide deposit ID information in these ways:

- By specifying the agency, park, station, or date range. The application displays a list of available deposit IDs from which you can choose.
- By specifying a known deposit ID in the text field provided.

Note: Conversion amounts for foreign currencies (i.e. those converted to USD) are determined by the exchange rate set up in the system. In most cases, the system exchange rate will vary from the bank exchange rate. Therefore, the amount converted to USD in the report may not be the same as the amount actually deposited to the bank.

Figure 2-55: Request Report

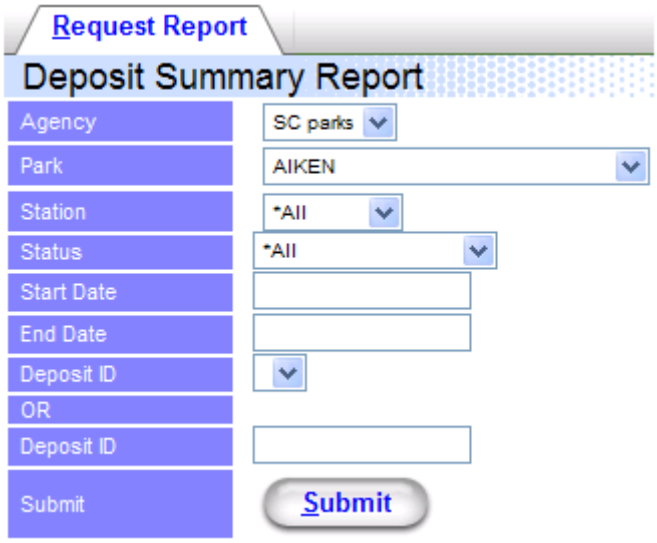

Table 2-51: Request Report Fields

Field	Description
Agency	Displays a drop-down list of agency names related to the contract. The list is restricted by the access level of the logged-in user. The default is the first agency in the list
Park	Displays a drop-down list of parks which are applicable for the selected region. The default all. The default is the first park in the list. It is a mandatory field.

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Table 2-51: Request Report Fields (continued)

Field	Description
Station	Displays a drop-down list of stations which are applicable for the selected park. This option only appears for parks that have stations.
Status	Displays a drop-down list of available deposit statuses.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field.
Deposit ID	Displays the deposit unique identifier generated by the system when generating a deposit. Displays a drop-down list of deposit unique identifiers satisfying the selection criteria as described above. The default is None. This list is populated once the start date and the end date fields are specified.
OR	
Deposit ID	A text box from where you can specify a deposit unique identifier.

Report Layout and Results

The information in the main report is ordered by:

- The bank deposits' payment groups; cash and non-cash depositables.
- The non-cash depositables' payment groups by payment types.
- The central deposits' payment groups; payment types, credit card, ACH, and non-depositables.
- The payment group level's payment type.
- The information in the sub report is ordered by:
  - The adjustment note summary by created date/time in ascending date order.

Figure 2-56: Sample Report (for a contract supporting multi-currency)

Deposit Summary Report (FIN-DEP-006)

Run Date and Time: Dec 05 2008 1:48:39 PM EST

Park ID: 10201
AIKEN
1145 State Park Rd
Windsor, South Carolina 29856

BANK OF AMERICA
3100013
Account Number 050100551

Deposit Id: 19188143 Deposit Created Date/Time: 08/06/2006 18:00:07
Status: Deposited Created by: Kurtis Stukes

Payment Type	# of Payments	# of Refunds	Currency	Total Payments (Currency)	Total Refunds (Currency)	Change Tendered on Non Cash Dep. (Currency)	Fin Session Adjustments (Currency)	Deposit Adjustments (Currency)	Total On Hand (Currency)	Net Amount (Local Currency)
BANK DEPOSITS										
Non Cash Depositable										
Personal Check	1		USD(Local)	$10.56					$10.56	$10.56
Total Non Cash Depositable										$10.56
Total BANK DEPOSITS										$10.56
Total Deposits										$10.56
Deposit Cost										
Foreign Currency Adjustment										$0.00
Net Deposit Amount										$10.56

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Deposit Summary Report Page 1 of 2

Table 2-52: Report Columns

Column	Description
Section 1	
Payment Type	Displays the payment type name.
# of Payments	Displays the count of payments for each payment type associated with the deposit unique identifier.
# of Refunds	Displays the count of refunds for each payment type associated with the deposit unique identifier.
Currency	Displays the currency. If the amounts are in local currency, ‘(Local)’ displays after the currency. This column displays only for contracts supporting foreign currencies.
Total Payments (Currency)	Displays the sum of all payments in the original currency for each payment type. Calculated as the sum of received and voided payments for the payment type and payment group. The clarification of “Currency” appears only for contracts supporting foreign currencies.

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Table 2-52: Report Columns (continued)

Column	Description
Total Refunds (Currency)	Displays the sum of all refunds in the original currency for each payment type. Calculated as the sum of issued, reissued, and voided refunds for the payment type and payment group. The clarification of “Currency” appears only for contracts supporting foreign currencies.
Change Tendered on Non Cash Dep.	Displays the change tendered (including the change tendered on cash and non-cash-depositable payment types in cash). **Note:** Change Tendered amounts appear only for the local currency.
Fin Session Adjustments (Currency)	Displays the total financial session adjustments for each payment type in the original currency. The clarification of “Currency” appears only for contracts supporting foreign currencies.
Deposit Adjustments (Currency)	Displays the total deposit adjustments for each payment type in the original currency. The clarification of “Currency” appears only for contracts supporting foreign currencies.
Total On Hand (Currency)	The total amount for each payment type, calculated as total payments - total refunds - change tendered + or - financial session adjustments + or - deposit adjustments for each currency. The clarification of “Currency” appears only for contracts supporting foreign currencies.
Net Amount (Local Currency)	The amount for the cash payment type in local currency (equal to the Total On Hand). For the cash payment type in foreign currency, for each foreign currency, the Net amount in local currency is calculated as: The sum of the amount converted to the local currency for received and voided payments originally collected in the foreign currency Plus Fin Session and Deposit Adjustments converted to the local currency This column displays only for contracts supporting foreign currencies.
Section 2	
Date/Time	Displays the created date and the time of the adjustment note. The format is mmm dd, yyyy hhmm am/pm time zone.

Table 2-52: Report Columns (continued)

Column	Description
User Name	Displays the name of the user who created the adjustment note.
Adjustment Amount	Displays the amount of the adjustment. This column displays for contracts that do not support foreign currencies.
Adjustment Amount (Local Currency)	Displays the converted adjustment amount of the foreign currency in the local currency. This column displays only for contracts supporting foreign currencies.
Foreign Amount	Displays the foreign currency adjustment amount in the original currency. This column displays only for contracts supporting foreign currencies.
Foreign Currency	Displays the currency symbol of the foreign currency, if the adjustment is in foreign currency. This column displays only for contracts supporting foreign currencies.
Exchange Rate	Displays the exchange rate of the foreign currency. This column displays only for contracts supporting foreign currencies.
Payment Type	Displays the payment type associated with the adjustment.
Note Type	Displays the type of the note to indicate whether it's a financial session or a deposit note.
Adjustment Note	Displays the note added by the particular user when deposit adjustments were performed.

Note: The Foreign Currency Adjustment line in the report reflects the adjustment necessary to harmonize the system exchange rate with the bank exchange rate.

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Discount Detail Report

This report provides information about the discount details applied to the revenue at the order level for both camping and POS orders. You can use the report to help evaluate the effectiveness of the different discount types and revenue. When the report is requested through Field Manager application, the report will only include information for the park. When the report is requested through the Resource Manager application the report can retrieve information by agency, region, or park levels, which is based on the logged-in user's permissions.

Figure 2-57: Request Report

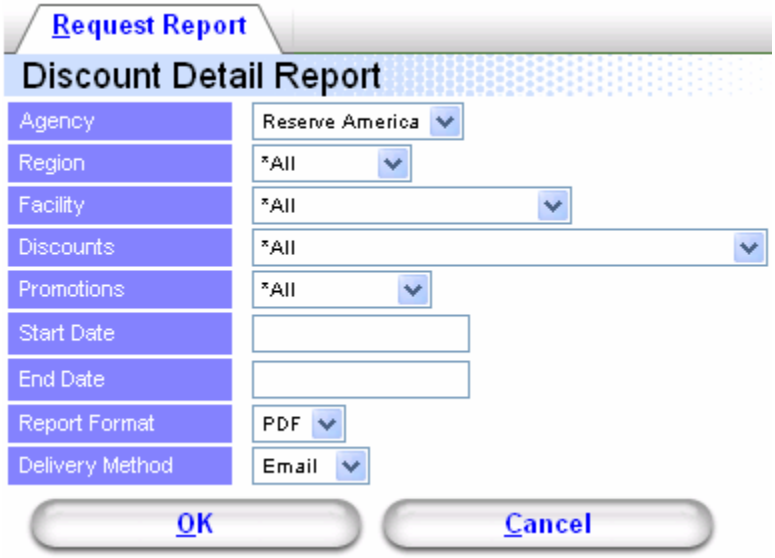

Table 2-53: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Discounts	Displays a drop-down list of discount types based on the selection criteria specified for Agency through Park level.
Promotional Code	Displays a drop-down list of promotional codes based on the discount type selected. • If the discount type is all only the all option displays. • If a discount type is selected and there are promotional codes the default is All. • If a discount type is selected and there are no promotional codes the default is None.

Table 2-53: Request Report Fields (continued)

Field	Description
Product Category	Displays a drop-down list containing the options All, Camping, and POS. This option determines which type of discount is included in the report.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field and must be greater than or equal to the start date. **Note:** This report is based on the order date for camping and POS orders.
Report Format	PDF
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-58: Sample Report

Discount Detail Report (FIN-DIS-002) Run Date and Time: Jan 03 2007 3:14:41 PM EST

SC parks/All/All

Period Start Date: 11/13/2006 Period End Date: 11/19/2006

Discount Type All

Order #	Customer	Revenue			Discount				
		Fee Type	Account	Amount	Discount Name/Promo Code	Schedule	Type	Flat/%	Discount
DISTRICT 1									
EDISTO BEACH									
2-489204	Donna								
		Use Fee	0799.3035.741 1.22	$330.00	DISABLED DISCOUNT	305322	Stay	35.0%	$115.50
		Total Revenue		$330.00		Total Discount			$115.50
2-489211	donna								
		Use Fee	0799.3035.741 1.22	$305.00	DISABLED DISCOUNT	305322	Stay	35.0%	$106.75
		Total Revenue		$305.00		Total Discount			$106.75
2-489289	david								
		Use Fee	0799.3035.741 1.22	$330.00	IN STATE SENIOR DISCOUNT	101321	Stay	35.0%	$115.50
		Total Revenue		$330.00		Total Discount			$115.50
2-489353	Larry								
		Use Fee	0799.3035.741 1.22	$330.00	IN STATE SENIOR DISCOUNT	101321	Stay	35.0%	$115.50
		Total Revenue		$330.00		Total Discount			$115.50
2-489410	james								
		Use Fee	0799.3035.741 1.22	$330.00	IN STATE SENIOR DISCOUNT	101321	Stay	35.0%	$115.50
		Total Revenue		$330.00		Total Discount			$115.50
2-489816	Ronald								

**Manual Discount Adjustments*

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Discount Detail Report Page 1 of 64

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Table 2-54: Report Columns

Column	Description
Order #	Displays the order number or numbers related to the discount. The orders are grouped and sorted by the location hierarchy. The number of location levels included in the report is based on the selected location hierarchy level.
Customer	Displays the name of the customer. **Note:** For POS orders charged to a discounted reservation, the report groups the POS order with the reservation order. The POS order is displayed as a separate line following the reservation order and is sub totaled with the discounted camping reservation.
Fee Type	Camping orders: • Displays the fee types related to the selected reservation number where a discount is applied. • A reservation can have more that one fee type applicable to it. • A discount can only be associated with one use fee. In this case only the use fee displays in the report. POS orders: • Displays POS Fee for POS orders.
Account Number	Displays the applicable revenue account number for the fee type.
Account Name	Displays the name of the revenue account.
Revenue	Displays the currency value of each fee type retrieved from the order fees.
Discount Name	Displays the name of the discount.
POS Product	Displays the name of the POS product on the POS order Displays blank for the camping product on the camping order. This column does not appear if the selected Product Category is Camping.
Promo Code	Displays the applied discount‘s promotional code. If a promo code is not applicable to the discount, the field is blank.
Schedule	Displays the discount schedule number.
Discount	Displays the discount amount.
Net Revenue	The net revenue is calculated for each fee type as fee amount - total discount amount applicable for the fee type. Please note that there can be multiple discounts applicable for the same fee type on a single reservation.

Discount Summary Report

This report provides a summary of discounts and revenue earned by the POS and Camping Order discounts together by agency, region, and park level. The report is typically used by partners and the Field operators to evaluate the effectiveness of the different discount types to the revenue.

When this report is requested through Field Manager the report only includes information for the logged-in park. When the report is requested through Resource Manager, it is requested for agency, region, and park levels depending on the logged-in user's permissions. It also supports the multiple-level location hierarchy.

Figure 2-59: Request Report

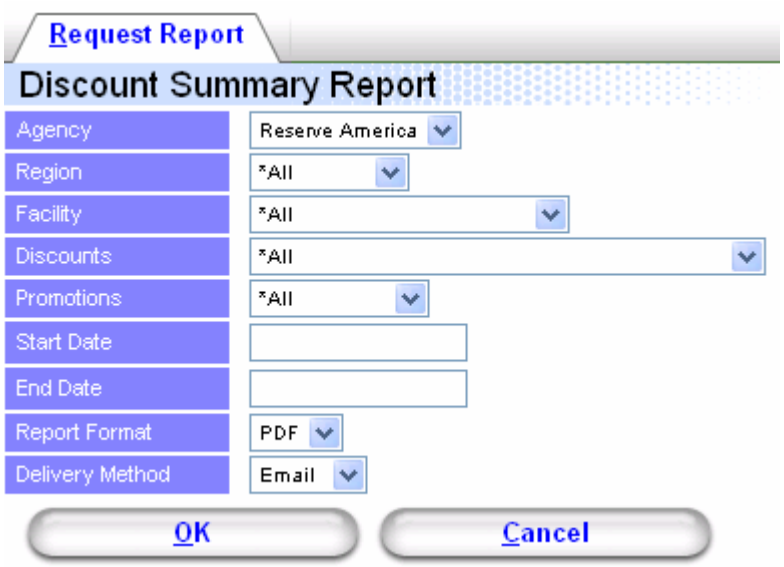

Table 2-55: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Discounts	Displays a drop-down list of discount types. This list is filtered based on the specified Agency through Park fields.

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Table 2-55: Request Report Fields (continued)

Field	Description
Promotional Code	Displays a drop-down list of promotional codes based on the selected discount type (discounts): • If the discount type is All, then only the All option displays. • If the discount type has promotional codes, the default is All. • If the discount type does not have promotional codes, the default is None.
Product Category	Displays a drop-down list containing the options All, Camping, and POS. This option determines which type of discount is included in the report.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field and must be less than or equal to the start date plus 31 days.
Report Format	DHTML, PDF, and XLS.
Delivery Method	Email, FTP, Fax, and Online

Figure 2-60: Sample Report

Discount Summary Report (FIN-DIS-001) Run Date and Time: Jan 02 2007 12:47:40 PM EST

SC parks/All/All

Period Start Date: 11/13/2006 Period End Date: 11/19/2006

Discount Type All

DISTRICT 1

	Park Name		Fee Type		Amount
Park Revenue Summary					
	Total EDISTO BEACH				
			Use Fee	0799.3035.7411.22	$3,191.00
	# Reservations 15	Total Revenue			$3,191.00

	Fee Type	Account	Discount Name/Promo Code	Discount
Park Discount Summary				
	Use Fee	0799.3035.7411.22	DISABLED DISCOUNT	305.55
	Use Fee	0799.3035.7411.22	IN STATE SENIOR DISCOUNT	811.30
	Total Discount			1,116.85

Table 2-56: Report Columns

Column	Description
Fee Type	For camping orders, it displays the fee types related to the selected reservation number where a discount is applied. A reservation can have more that one fee type applicable to it, but a discount can only be associated with use fee. In this situation, only the use fee displays in the report. Displays POS Fee for POS orders. The fee types and revenue accounts are grouped at the Facility or Park level and sorted by the location hierarchy. The number of location levels included in the report is based on the selected location hierarchy level.
Account	Displays the applicable revenue account number for the fee type.
Account Name	Displays the name of the revenue account.
Revenue	Displays the sum of revenue for discounted Camping reservations and POS orders prior to the applied discount amount for the Fee Type, and account.
Discount Name	Displays the name of the discount.
Promo Code	Displays the applied discount's promotional code. If a promo code is not applicable to the discount, the field is blank.
Discount	Displays the amount of the discount applied to the items for the fee type, revenue Account, discount, and promo code.
Net Revenue	The net revenue is calculated as Revenue minus Discount fro each fee type, account, discount, and promo code.

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Earned Distributed Funds Detail Report

This report summarizes distributed funds by earned month based on the contract's earned revenue rules. It specifically excludes ticketing and permit facilities, as well as ticketing distributed funds. You can optionally include the unearned distributed funds which are also summarized by future earned month.

Use this report with the "Earned Distributed Funds Summary Report" on page 123 for the CA contract. This report provides the audit details for the numbers reported in the Earned Distributed Funds Summary Report.

Figure 2-61: Request Report

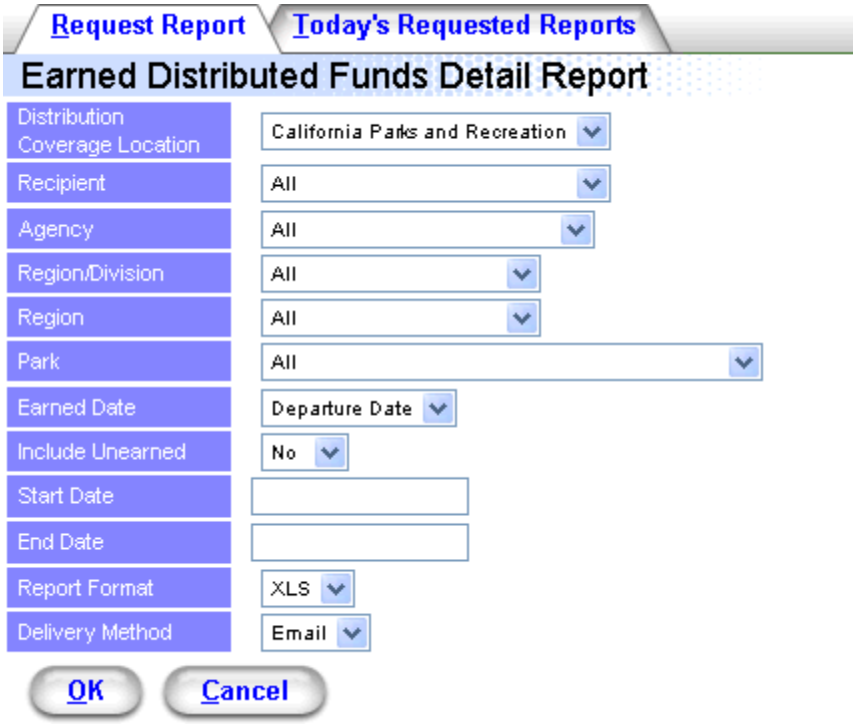

Table 2-57: Request Report Fields

Field	Description
Distribution Coverage Location	A drop-down list of distribution coverage locations defined in the contract. The list is restricted by the access level of the logged in user. The first location in the list is the default selection.

Table 2-57: Request Report Fields (continued)

Field	Description
Recipient	A drop-down list of recipients defined in the contract. The list is restricted to the unique recipients where the recipient revenue locations (defined in the Recipient Permits) are within the selected Distribution Coverage Location. • If only one recipient is found, then the recipient is the default. • If multiple recipients are found, then the default is 'All'.
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Earned Date	Indicates whether the earned amounts are based on the reservation's ‘Arrival Date’ or ‘Departure Date’. The default is 'Departure Date’. **Note:** POS order amounts are always earned on the order date.
Include Unearned	Indicates whether to include the Cumulative Unearned tab on the report. The default is ‘No’.
Start Date	Standard date input for entry of month, day, and year. The entry of the start date is mandatory and must be a valid date.
End Date	Standard date input for entry of month, day, and year. The entry of the end date is mandatory and must be a valid date greater than or equal to the start date.
Report Format	Excel.
Delivery Method	Email.

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Figure 2-62: Sample Report (only a portion is shown) – Include Unearned: No

Earned Distributed Funds Detail Report (FIN-DSTB-011)
Distribution Coverage Location: California Parks and Recreation
Recipient: All
Revenue Location:
Start Date: 09/01/2009
End Date: 09/30/2009
Details of Earned Distributed Funds

Run Date and Time: Jan 28 2010 10:26:30 AM PST

Include Unearned: No
Earned Date: Departure Date
Includes all distributed funds up to Sep 30, 2009 that were earned between Sep 1, 2009 and Sep 30, 2009 PLUS adjustments distributed during the reporting period where the departure date is prior to Sep 1, 2009
Note: this report excludes Ticket Fees

Agency	Division/Region	Region	Park	Park ID	Index #	Distribution Year	Distribution Month	Earned Year	Earned Month	Use Fees	Attribute Fees	Trans. Fees	POS Fees	Refunds Payable (Unissued)	Refunds Paid (Issued)	Vouchers Payable	Gross Revenue	Deposit/Fin Ses/Adjust.	Tax	Net Revenue	RA Fees	Available Distribution
Big Basin T	Big Basin Tent Cabins	Big Basin Tent Cabins	BIG BASIN TENT CABINS.	120111	0	2009	3	2009	9	$5,785.00	$.00	$240.00	$.00	$.00	$.00	$.00	$6,025.00	$.00	$.00	$6,025.00	$240.00	$5,785.00
Big Basin T	Big Basin Tent Cabins	Big Basin Tent Cabins	BIG BASIN TENT CABINS.	120111	0	2009	4	2009	9	$2,340.00	$.00	$141.00	$.00	$564.00	($564.00)	$.00	$2,481.00	$.00	$.00	$2,481.00	$141.00	$2,340.00
Big Basin T	Big Basin Tent Cabins	Big Basin Tent Cabins	BIG BASIN TENT CABINS.	120111	0	2009	5	2009	9	$3,965.00	$.00	$239.00	$.00	$311.00	($311.00)	$.00	$4,204.00	$.00	$.00	$4,204.00	$231.50	$3,972.50
Big Basin T	Big Basin Tent Cabins	Big Basin Tent Cabins	BIG BASIN TENT CABINS.	120111	0	2009	6	2009	9	$7,215.00	$.00	$419.50	$.00	$188.00	($188.00)	$.00	$7,634.50	$.00	$.00	$7,634.50	$419.50	$7,215.00
Big Basin T	Big Basin Tent Cabins	Big Basin Tent Cabins	BIG BASIN TENT CABINS.	120111	0	2009	7	2009	9	$3,250.00	$.00	$311.00	$.00	$1,446.50	($1,446.50)	$.00	$3,561.00	$.00	$.00	$3,561.00	$303.50	$3,257.50
Big Basin T	Big Basin Tent Cabins	Big Basin Tent Cabins	BIG BASIN TENT CABINS.	120111	0	2009	8	2009	9	$1,690.00	$.00	$214.50	$.00	$1,040.50	($729.50)	$.00	$2,215.50	$.00	$.00	$2,215.50	$184.50	$2,031.00
Big Basin T	Big Basin Tent Cabins	Big Basin Tent Cabins	BIG BASIN TENT CABINS.	120111	0	2009	9	2009	8	($65.00)	$.00	($7.50)	$.00	$72.50	($72.50)	$.00	($72.50)	$.00	$.00	($72.50)	$.00	($72.50)
Big Basin T	Big Basin Tent Cabins	Big Basin Tent Cabins	BIG BASIN TENT CABINS.	120111	0	2009	9	2009	9	($585.00)	$.00	$245.50	$.00	$2,597.00	($2,785.00)	$.00	($527.50)	$.00	$.00	($527.50)	$252.50	($780.00)
Big Basin T	Big Basin Tent Cabins	Big Basin Tent Cabins	BIG BASIN TENT CABINS.	120111	0	2009	10	2009	9	$.00	$.00	$14.50	$.00	$123.00	($123.00)	$.00	$14.50	$.00	$.00	$14.50	$14.50	$.00
Crystal Cov	CCC Southern Division	CCC ORANGE COAST	CRYSTAL COVE BEACH COTTAGES	120742	8594	2009	2	2009	9	$17,152.00	$.00	$157.50	$.00	$.00	$.00	$.00	$17,309.50	$.00	$.00	$17,309.50	$157.50	$17,152.00
Crystal Cov	CCC Southern Division	CCC ORANGE COAST	CRYSTAL COVE BEACH COTTAGES	120742	8594	2009	3	2009	9	$69,006.00	$.00	$2,058.00	$.00	$5,739.00	($5,739.00)	$.00	$71,064.00	$.00	$.00	$71,064.00	$2,065.00	$68,999.00
Crystal Cov	CCC Southern Division	CCC ORANGE COAST	CRYSTAL COVE BEACH COTTAGES	120742	8594	2009	4	2009	9	$.00	$.00	$29.00	$.00	$759.00	($759.00)	$.00	$29.00	$.00	$.00	$29.00	$58.00	($29.00)
Crystal Cov	CCC Southern Division	CCC ORANGE COAST	CRYSTAL COVE BEACH COTTAGES	120742	8594	2009	6	2009	9	($287.00)	$.00	$43.50	$.00	$674.00	($674.00)	$.00	($243.50)	$.00	$.00	($243.50)	$43.50	($287.00)
Crystal Cov	CCC Southern Division	CCC ORANGE COAST	CRYSTAL COVE BEACH COTTAGES	120742	8594	2009	7	2009	9	($46.00)	$.00	$138.00	$.00	$2,125.00	($2,125.00)	$.00	$92.00	$.00	$.00	$92.00	$138.00	($46.00)
Crystal Cov	CCC Southern Division	CCC ORANGE COAST	CRYSTAL COVE BEACH COTTAGES	120742	8594	2009	8	2009	9	($1,691.00)	$.00	$439.50	$.00	$7,634.50	($6,839.00)	$.00	($256.00)	$.00	$.00	($256.00)	$402.00	($658.00)
Crystal Cov	CCC Southern Division	CCC ORANGE COAST	CRYSTAL COVE BEACH COTTAGES	120742	8594	2009	9	2009	8	($125.00)	$.00	$.00	$.00	$132.00	($375.00)	$.00	($368.00)	$.00	$.00	($368.00)	$14.50	($382.50)
Crystal Cov	CCC Southern Division	CCC ORANGE COAST	CRYSTAL COVE BEACH COTTAGES	120742	8594	2009	9	2009	9	($7,072.90)	$.00	$1,234.00	$.00	$16,889.90	($17,041.40)	$.00	($5,990.40)	$.00	$.00	($5,990.40)	$1,119.00	($7,109.40)
Crystal Cov	CCC Southern Division	CCC ORANGE COAST	CRYSTAL COVE BEACH COTTAGES	120742	8594	2009	10	2009	8	($360.00)	$.00	($7.50)	$.00	$.00	$.00	$.00	($367.50)	$.00	$.00	($367.50)	($7.50)	($360.00)
Crystal Cov	CCC Southern Division	CCC ORANGE COAST	CRYSTAL COVE BEACH COTTAGES	120742	8594	2009	10	2009	9	$360.00	$.00	$7.50	$.00	$.00	($397.00)	$.00	($29.50)	$.00	$.00	($29.50)	$7.50	($37.00)
DPR	Northern Division	DIABLO VISTA	BOTHE-NAPA VALLEY SP	120011	8240	2009	2	2009	9	$460.00	$.00	$15.00	$.00	$.00	$.00	$.00	$475.00	$.00	$.00	$475.00	$15.00	$460.00
DPR	Northern Division	DIABLO VISTA	BOTHE-NAPA VALLEY SP	120011	8240	2009	3	2009	9	$4,002.00	$.00	$464.50	$.00	$95.50	($95.50)	$.00	$4,466.50	$.00	$.00	$4,466.50	$457.00	$4,009.50
DPR	Northern Division	DIABLO VISTA	BOTHE-NAPA VALLEY SP	120011	8240	2009	4	2009	9	$207.00	$.00	$37.50	$.00	$.00	$.00	$.00	$244.50	$.00	$.00	$244.50	$45.00	$199.50
DPR	Northern Division	DIABLO VISTA	BOTHE-NAPA VALLEY SP	120011	8240	2009	5	2009	9	$532.00	$.00	$119.00	$.00	$136.00	($136.00)	$.00	$651.00	$.00	$.00	$651.00	$119.00	$532.00
DPR	Northern Division	DIABLO VISTA	BOTHE-NAPA VALLEY SP	120011	8240	2009	6	2009	9	$921.00	$.00	$186.50	$.00	$106.00	($106.00)	$.00	$1,107.50	$.00	$.00	$1,107.50	$186.50	$921.00
DPR	Northern Division	DIABLO VISTA	BOTHE-NAPA VALLEY SP	120011	8240	2009	7	2009	9	$1,772.00	$.00	$306.50	$.00	$62.00	($62.00)	$.00	$2,078.50	$.00	$.00	$2,078.50	$336.50	$1,742.00

Table 2-58: Report Columns

Column	Decription
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user and are those locatons receiving the earned distributed amount (or unearned distributed amount, if applicable)..
Park ID	Park ID of the park receiving the earned distributed amount (or unearned distributed amount, if applicable).
Index #	The code for the Park Name. **Note:** This column is blank for contracts not using this field.
Distribution Year	The year in which the amount was distributed. Format: *yyyy* (e.g. 2009).
Distribution Month	The month in which the amount was distributed. Format: *mm* (e.g. 1).
Earned Year	The year in which the amount is earned. Format: *yyyy* (e.g. 2009). This is: • the year of the camping order's arrival or departure date depending on the report selection • the year of the POS order's order date • the year of the Deposit Date of Financial Session or Deposit Adjustments
Earned Month	The month in which the amount is earned. Format: *mm* (e.g. 7). This is: • the month of the camping order's arrival or departure date depending on the report selection • the month of the POS order's order date • the month of the Deposit Date of Financial Session or Deposit Adjustments
Use/Attribute/Trans./POS Fees Refunds Payable (Unissued) Refunds Paid (Issued) Vouchers Payable Gross Revenue Deposit/Fin Ses/Adjust Tax Net Revenue RA Fees Available Distribution	Total distributed funds per grouping. **Note:** • Gross Revenue — Sum of Distributed Use Fees + Distributed Attribute Fees + Distributed Transaction Fees + Distributed POS Fees + Distributed Refunds Payable + Distributed Refunds Paid + Distributed Vouchers Payable • Net Revenue — Sum of Gross Revenue + Distributed Fin Session/ Deposit Adjustments + Distributed Tax • Available Distribution — Net Revenue - Distributed RA Fees

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Earned Distributed Funds Summary Report

This report provides summarized information about distributed funds for the contract's camping facilities based on the contract's earned revenue business rules. It specifically excludes ticketing and permit facilities, and ticketing distributed funds. You can optionally include the total cumulative unearned distributed funds for camping facilities in the report. Use this report to determine the amount of distributed funds for camping orders that are earned for a specified reporting period, as well as the cumulative outstanding unearned amount.

Note: CA uses this report to pay their parks on a monthly or semi-monthly basis.

Figure 2-63: Request Report

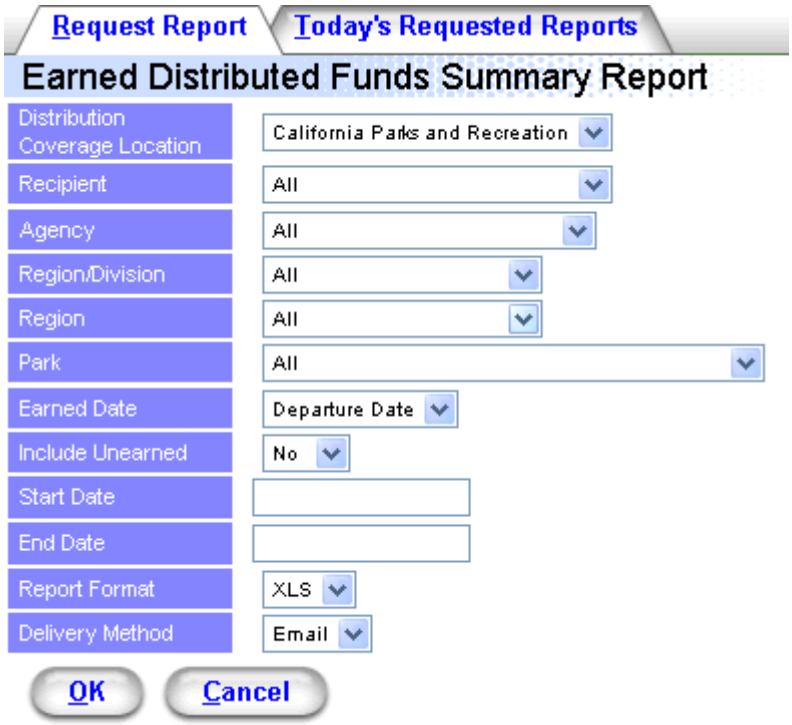

Table 2-59: Request Report

Field	Description
Distribution Coverage Location	A drop-down list of distribution coverage locations defined in the contract. The list is restricted by the access level of the logged-in user. The default is the first location in the list.

Table 2-59: Request Report (continued)

Field	Description
Recipient	A drop-down list of recipients defined in the contract. The list is restricted to the unique recipients where the recipient revenue locations (defined in the recipient permits) are within the selected distribution coverage location. • If there is only one recipient found, the recipient is the default. • If there is more than one recipient found, the default is All.
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user and are those locations receiving the earned distributed amount (or unearned distributed amount, if applicable).
Earned Date	Indicates whether to the earned amounts are based on the reservation's ‘Arrival Date’ or ‘Departure Date’. The default is 'Departure Date'. **Note:** POS order amounts are always earned on the order date.
Include Unearned	Indicates whether to include or exclude the Unearned column of the report. The default is 'No'.
Start Date	Specify the start date of the reporting period. This date must be in the past.
End Date	Specify the start date of the reporting period. This must be greater than or equal to the start date, cannot be more than 31 days from the start date, and cannot be a past date. **Note:** The report UI will display an error message if there are no distributed funds on the end date.
Report Format	XLS
Delivery Method	Email

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Figure 2-64: Sample Report

Earned Distributed Funds Summary Report (FIN-DSTB-011)

Run Date and Time: Nov 06 2009 5:38:02 AM PST

Distribution Coverage Location: California Parks and Recreation
Recipient: All
Revenue Location:
Start Date: 03/01/2009
End Date: 03/31/2009

Include Unearned: Yes
Earned Date: Departure Date
Earned column includes all distributed funds up to Mar 31, 2009 that were earned between Mar 1, 2009 and Mar 31, 2009 PLUS adjustments distributed during the reporting period where the departure date is prior to Mar 1, 2009
Note: this report excludes Ticket Fees

						Earned	Cumulative Unearned
Agency	Division/Region	Region	Park	Park ID	Index #	Mar 1, 2009 to Mar 31, 2009	Apr 1, 2009 Onward
Big Basin Tent Cabins	Big Basin Tent Cabins	Big Basin Tent Cabins	BIG BASIN TENT CABIN	120111	0	$13,737.50	$122,154.50
Crystal Cove Cottages	CCC Southern Division	CCC ORANGE COAST	CRYSTAL COVE BEACH	120742	8594	$75,827.10	$532,017.50
DPR	Northern Division	DIABLO VISTA	BOTHE-NAPA VALLEY S	120011	8240	$2,421.50	$41,775.50
DPR	Northern Division	DIABLO VISTA	MT. DIABLO SP	120061	8203	$2,590.50	$13,148.50
DPR	Northern Division	DIABLO VISTA	SUGARLOAF RIDGE SP	120092	8247	$2,590.50	$15,195.00
DPR	Northern Division	MARIN	ANGEL ISLAND SP	120003	8231	$1,718.00	$23,389.00
DPR	Northern Division	MARIN	CHINA CAMP SP	120018	8202	$.00	$17,344.00
DPR	Northern Division	MARIN	MOUNT TAMALPAIS SP	120063	8239	$20,503.00	$151,845.00
DPR	Northern Division	MARIN	SAMUEL P. TAYLOR SP	120081	8233	$8,853.50	$159,142.50
DPR	Northern Division	MENDOCINO	HENDY WOODS SP	120040	8148	$818.00	$49,387.50
DPR	Northern Division	MENDOCINO	MACKERRICHER SP	120049	8146	$860.00	$214,715.50
DPR	Northern Division	MENDOCINO	MANCHESTER SP	120052	8147	$270.00	$2,880.00
DPR	Northern Division	MONTEREY	JULIA PFEIFFER BURNS	120045	8462	$810.00	$6,666.00
DPR	Northern Division	MONTEREY	PFEIFFER BIG SUR SP	120068	8448	($326.50)	($7,433.50)
DPR	Northern Division	MONTEREY	POINT LOBOS SR	120071	8449	$.00	$.00
DPR	Northern Division	N. COAST REDWOODS	BENBOW LAKE SRA	120008	8123	$.00	$11,866.00
DPR	Northern Division	N. COAST REDWOODS	DEL NORTE COAST RE	120024	8103	$.00	$17,398.00
DPR	Northern Division	N. COAST REDWOODS	GRIZZLY CREEK REDW	120037	8110	$47.50	$3,403.50
DPR	Northern Division	N. COAST REDWOODS	HUMBOLDT REDWOOD	120042	8119	$1,346.00	$70,697.50
DPR	Northern Division	N. COAST REDWOODS	JEDEDIAH SMITH REDW	120044	8102	$3,600.50	$108,189.50
DPR	Northern Division	NORTHERN BUTTES	LAKE OROVILLE SRA	120046	8151	$75.00	$124,036.50
DPR	Northern Division	NORTHERN BUTTES	MCARTHUR-BURNEY F/	120054	8125	$.00	$150,644.00
DPR	Northern Division	NORTHERN BUTTES	WOODSON BRIDGE SR/	120098	8129	$.00	$950.50
DPR	Southern Division	CHANNEL COAST	REFUGIO SB	120075	8527	$106.00	$327,214.00
DPR	Southern Division	COLORADO DESERT	ANZA-BORREGO DESER	120006	8622	$70,952.20	$44,219.50
DPR	Southern Division	COLORADO DESERT	CUYAMACA RANCHO S	120023	8618	$1,980.50	$86,452.50
DPR	Southern Division	COLORADO DESERT	PALOMAR MOUNTAIN	120066	8617	$1,157.50	$30,707.50
DPR	Southern Division	COLORADO DESERT	SALTON SEA SRA	120079	8623	$3,717.00	$2,560.50
DPR	Southern Division	GOLD FIELDS	AUBURN SRA BOAT-IN	120007	8398	$.00	$20,375.00
DPR	Southern Division	GOLD FIELDS	BRANNAN ISLAND SRA	120012	8314	$4,080.00	$31,963.50
DPR	Southern Division	GOLD FIELDS	FOLSOM LAKE SRA	120034	8318	$7,959.00	$29,368.50
DPR	Southern Division	INLAND EMPIRE	LAKE PERRIS SRA	120069	8665	$8,840.50	$42,576.00
DPR	Southern Division	INLAND EMPIRE	MT. SAN JACINTO SP	120062	8616	$609.00	$6,650.00
DPR	Southern Division	INLAND EMPIRE	POINT MUGU SP	120072	8573	$24,378.50	$213,377.50
DPR	Southern Division	INLAND EMPIRE	SILVERWOOD LAKE SR/	120088	8592	$6,164.00	$144,407.50
DPR	Southern Division	ORANGE COAST	BOLSA CHICA SB	120010	8534	$42,128.50	$324,692.50
DPR	Southern Division	ORANGE COAST	CRYSTAL COVE SP	120022	8594	$495.50	$855.50
DPR	Southern Division	ORANGE COAST	DOHENY SB	120025	8610	$68,276.69	$522,335.00
DPR	Southern Division	ORANGE COAST	SAN CLEMENTE SB	120082	8611	$78,680.50	$618,537.50
DPR	Southern Division	ORANGE COAST	SAN ONOFRE SB	120085	8663	$48,886.00	$589,592.50
DPR	Southern Division	SAN DIEGO COAST	SAN ELIJO SB	120083	8654	$103,154.00	$794,824.75
DPR	Southern Division	SAN DIEGO COAST	SILVER STRAND SB	120263	8614	$32,738.00	$411,371.50
DPR	Southern Division	SAN DIEGO COAST	SOUTH CARLSBAD SB	120090	8652	$88,275.50	$1,045,529.00
McArthur Burney Cabi	McArthur Burney Cabi	McArthur Burney Cabi	MCARTHUR-BURNEY F/	120743	0	$286.00	$50,848.00
				TOTAL		**$728,606.99**	**$7,167,830.75**

Table 2-60: Report Columns

Column	Description
Locations	Displays the location names. The first column of the locations is the agency and the last column of the location is the facility.
Park ID	Displays the facility unique identifier of the revenue location.
Index #	Displays the index facility unique identifier.
Earned	This is the total amount of funds that were distributed prior to the specified report end date and earned during the specified reporting period. It includes: • the sum of funds distributed prior to the specified start date and earned during the specified reporting period inclusive – PLUS • the sum of funds distributed during the specified reporting period and earned during the specified reporting period inclusive – PLUS • the sum of funds distributed during the specified reporting period and earned prior to the specified start date. The funds are calculated as: • Use Fees plus Attribute Fees plus Transaction Fees plus POS Fees plus refunds payable plus refunds paid (negative) plus vouchers payable plus financial session/deposit adjustments minus RA Fees.

Table 2-60: Report Columns (continued)

Column	Description
Cumulative Unearned	This is the total amount of funds that were distributed prior to the specified report end date and will be earned after the specified report end date. It is calculated as: • the sum of funds distributed prior to the specified start date and earned after the specified end date – PLUS • the sum of funds distributed during the specified reporting period and earned after the specified end date. The funds are calculated as: • Use fees plus attribute fees plus transaction fees plus POS fees plus refunds payable plus refunds paid (negative) plus vouchers payable plus financial session/deposit adjustments minus RA fees.

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Event Sales Report

This report illustrates the sales-related information for events that occur during a specified report period. Sales related information includes: events, total nights, average daily rates and accrued revenues. Access to this report and the locations are based on the logged-in user's assigned permissions.

Figure 2-65: Request Report

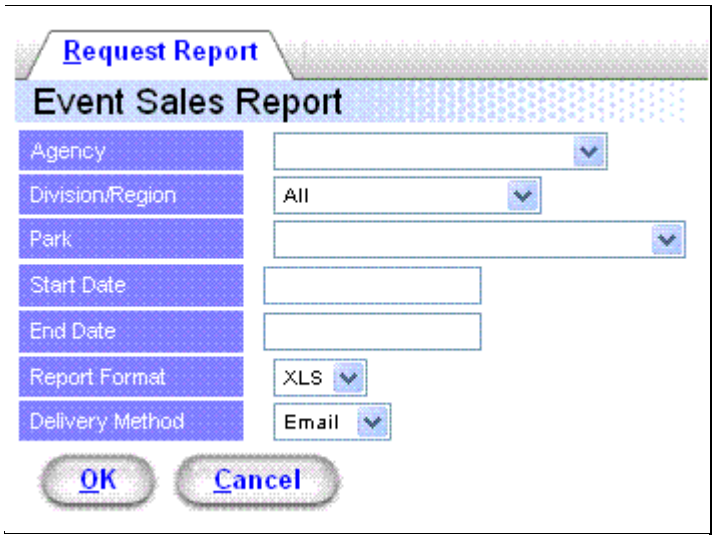

Table 2-61: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Report Format	PDF and XLS.
Delivery Method	Email, Fax, and Online.

Figure 2-66: Sample Report (only a portion is displayed)

Event Sales Report (FIN-REV-008) **Date and Time: 02/17/2004 12:13:03 AM EST**

Facility: Hickory Knob State Park
Start Date: 03/19/2007 **End Date: 07/26/2007**

* Accrued Revenue is calculated based on reservation price. Taxes and Trans. Fees are excluded.

Event ID	Event	Earliest Arrival	Latest Arrival	Total Nights	Avg. Daily Rate	Accrued Revenue *
10001	POINTE NORTH COMMUNITY CHURCH	04/28/2007	04/30/2007	49	$77.77	$3,810.69
10002	BAKER-BRUNSON-HODGE REUNION	06/02/2007	06/04/2007	29	$84.69	$2,456.00
10003	{GROUP-2007-BA0000}	04/14/2007	04/15/2007	3	$63.75	$191.26
10004	{GROUP-2007-BC0000}	04/12/2007	04/14/2007	11	$91.93	$1,011.27
10005	HILLIARD REUNION	05/30/2007	05/30/2007	28	$68.82	$1,926.84
10006	BROWN REUNION	07/13/2007	07/13/2007	10	$63.75	$637.52
10007	{GROUP-2007-BF0000}	03/20/2007	03/23/2007	84	$51.75	$4,347.00
10008	CHURCH OF JESUS CHRIST LDS	04/13/2007	04/15/2007	26	$63.70	$1,656.15
10009	AGAPE CHURCH	04/04/2007	04/04/2007	51	$61.50	$3,136.29
10010	{GROUP-2007-BJ0000}	06/11/2007	06/16/2007	40	$66.94	$2,677.75
			Total:	**1,011**	**$68.48**	**$69,232.18**

Table 2-62: Report Columns

Column	Description
Event ID	Displays the event unique identifier associated with an event.
Event	Displays the name of the event.
Earliest Arrival	Displays the earliest arrival date of the reservations booked for the event.
Latest Arrival	Displays the latest arrival date of the reservations booked for the event.
Total Nights	Displays the total number of nights. It is calculated as the sum of the number of nights/days for each reservation booked for the event.
Avg. Daily Rate	It is calculated as: the accrued revenue (see the definition below) divided by total nights.
Accrued Revenue	It is calculated as: the sum of the order price (including all use fees, attribute fees, discounts and penalty fees, excluding taxes and transaction fees) for each event reservation. The revenue is for all reservations within the event including those that are cancelled or no-shows.

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Facility Void-Cancel Report

This report provides detailed information about void, cancel, and no-show transactions. You can use this report to monitor these transaction types over a specific time period per facility and operator for correct usage.

Figure 2-67: Request Report

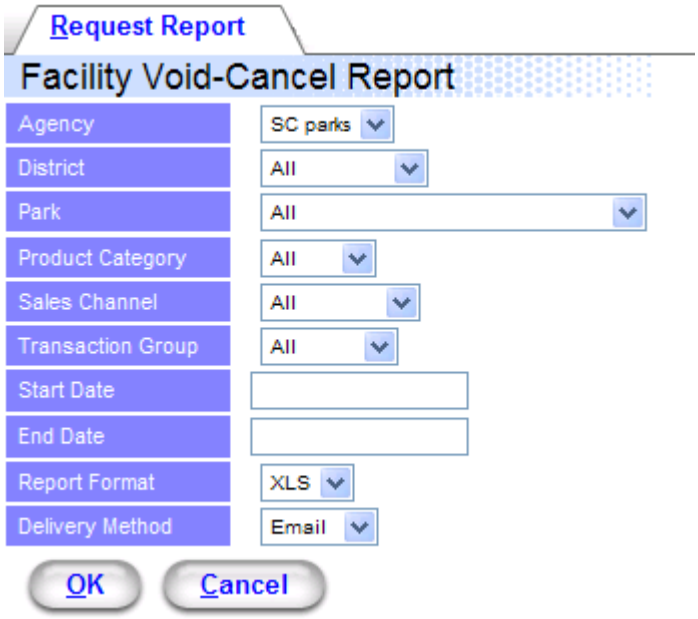

Table 2-63: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Product Category	Displays a drop-down list of product categories.
Sales Channel	Displays a drop-down list of sales channels.
Transaction Group	Displays a drop-down list of transaction groups.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This date must be greater than or equal to the start date and not more than 92 days from the start date. This is a mandatory field.
Report Format	XLS

Table 2-63: Request Report Fields (continued)

Field	Description
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-68: Sample Report (only a portion is displayed)

Facility Void-Cancel Report (OPS-TRAN-001)

Run Date and Time: Apr 01 2009 12:42:08 PM PDT

Location: Big Basin Tent Cabins
Product Category: All
Sales Channel: All
Transaction Group: All
Start Date: 07/04/2008 End Date: 07/06/2008

Facility ID	Facility Name	Product Category	Sales Channel	Trans Group	Trans Type	Order #	Operator	Trans Date/Time	Nights/Tickets	Price	Paid	Refund Issued	Refund Approved	Notes (Reason)
120111	BIG BASIN TENT C	Site	Web	Cancel	Cancellation	2-2020945	Ra, Web Admin (v	07/04/2008 07:54 AM	2	$14.50	$93.00	$93.00		Cancellation
120111	BIG BASIN TENT C	Site	Call Center	Void	Void	2-3363715	Truesdale, Toni (c	07/04/2008 10:36 AM	2		$137.50	$137.50		1st time user - WWW actity - cust mac
120111	BIG BASIN TENT C	Site	Web	Cancel	Cancellation	2-3107773	Ra, Web Admin (v	07/05/2008 09:26 AM	1	$14.50	$58.00	$58.00		Cancellation
120111	BIG BASIN TENT C	Site	Web	Cancel	Cancellation	2-3107771	Ra, Web Admin (v	07/05/2008 09:27 AM	1	$14.50	$58.00	$58.00		Cancellation
120111	BIG BASIN TENT C	Site	Call Center	Cancel	Cancellation	2-2091541	Clark, Delano (ca-	07/05/2008 10:48 AM	2	$14.50	$93.00	$93.00		chnage of plans
120111	BIG BASIN TENT C	Site	Call Center	Cancel	Cancellation	2-2838943	, (ca-speinado)	07/05/2008 02:12 PM	2	$14.50	$123.00	$123.00		not able to make it
120111	BIG BASIN TENT C	Site	Call Center	Cancel	Cancellation	2-3265789	Degrace, Kelly (ca	07/06/2008 01:15 PM	1	$14.50	$58.00	$58.00		per customer request
120111	BIG BASIN TENT C	Site	Call Center	Cancel	Cancellation	2-3163277	Hill, Destiny (ca-d	07/06/2008 01:16 PM	3	$14.50	$188.00	$188.00		at customers request

Table 2-64: Report Columns

Column	Description
Facility ID	Displays the unique identifier of the facility.
Facility Name	Displays the facility name associated with the order that was modified.
Product Category	Displays the product category associated with the order that was modified.
Sales Channel	Displays the sales channel where the transaction was performed.
Trans Group	Displays the transaction group of the transaction that modified the order.
Trans Type	Displays the name of the type of transaction that modified the order.
Order #	Displays the order number that was modified.
Operator	Displays the name of the operator who performed the transaction that modified the order. • The format is <first name> <last name> (<user name>).
Trans Date/Time	Displays the date and time of the transaction in the contract's time zone.
Nights/Tickets	• For Site orders, this displays the number of nights that were cancelled, voided, or no-showed. If the order was for a day-use site, it displays the number of days that were cancelled, voided, or no-showed. • For Ticket orders, this displays the number of tickets that were cancelled or voided. • For Permit orders, this displays as null.
Price	Displays the current price of the order (as of the report run date and time). If the current price is $0.00, this displays as null.
Paid	Displays the current amount paid by the customer for the order (as of the report run date and time). If the current amount paid is $0.00, this displays as null.

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Table 2-64: Report Columns (continued)

Column	Description
Refund Issued	Displays the current amount of approved refunds for the order (as of the report run date and time). If the current amount of approved refunds is $0.00, this displays as null.
Refund Approved	Displays the current amount of approved refunds for the order (as of the report run date and time). If the current amount of approved refunds is $0.00, this displays as null.
Note (Reason)	Displays the reason and/or note added by the particular user when transaction was performed. • The format is: <reason> <note>
	Note: A refund is either approved or issued at any given time, so it is unlikely that there will be an amount in both the Refund Issued and Refund Approved columns for the order.

Fee Adjustment Detail Report

This report provides detailed information about the fee adjustments performed by the operators on each order for camping, ticketing, POS, gift card, and permits. You can use this report to analyze the adjustments made to orders by each operator for a specific reporting time period.

Figure 2-69: Request Report

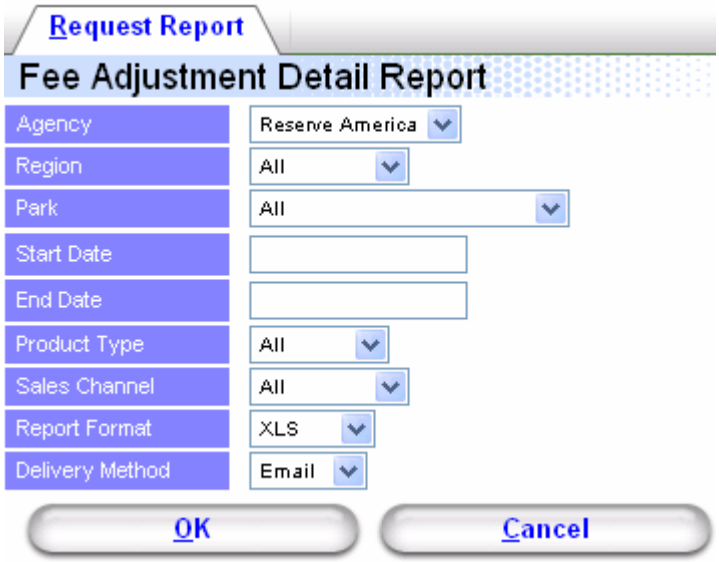

Table 2-65: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field and must be greater than or equal to the start date.
Product Type	Displays a drop-down list of camping, ticketing, POS, gift card, and permit product types.
Sales Channel	Displays a drop-down list of sales channels including the Call Center and Field.
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-70: Sample Report

Fee Adjustment Detail Report (FIN-FEE-003)

Run Date and Time: Mon dd YYYY hh:mm:ss AM/PM EST

Location: Agency/Region/Park
Start Date: MM/DD/YYYY
Product Type: All

Agency	Region	Facility	Trans ID	Order #	Operator ID	Operator Name	Sales Channel	Adjustment Date/Time	Fee Type	Fee Schedule	Total Adjustment	Adj. Note
STATE FORESTS	NORTHERN FORESTS	BLACK RIVER STATE	190675	2-128850	178	Jostelin E	Call Center	08/01/2006 09:00 AM EST	Use Fee	1200	$5.00	Manually Adjusted
									Transaction Fee	2000	$1.00	
									Total:		$6.00	
											$2.00	
STATE FORESTS	NORTHERN FORESTS	BLACK RIVER STATE	190675	2-128853	178	Jostelin E	Call Center	08/01/2006 09:15 AM EST	Park Festival(base discount)	5000		Special discount
									Total:		$2.00	
STATE FORESTS	NORTHERN FORESTS	BLACK RIVER STATE	190675	2-128873	178	Jostelin, E	Field	08/01/2006 09:10 AM EST			($2.00)	
									Use Fee	1200		Holiday rates applied
									Use Fee	1300	$3.00	
									Total:		$1.00	
STATE FORESTS	NORTHERN FORESTS	BLACK RIVER STATE	190675	2-128876	200	Kelly Roland	Field	08/01/2006 09:10 AM EST	Attribute Fee	1400	$3.00	Manually Adjusted
									Total:		$3.00	
STATE FORESTS	NORTHERN FORESTS	BLACK RIVER STATE							Total:		$ 12.00	
STATE FORESTS	NORTHERN FORESTS	HARTMAN CREEK	198890	2-107635	109	Thomas Matt	Call Center	08/01/2006 10:15 AM EST	Transaction Fee	2000	$4.00	Special offer
									Total:		$4.00	
STATE FORESTS	NORTHERN FORESTS	HARTMAN CREEK	198970	2-107635	108	Wade Kristin	Call Center	08/01/2006 10:10 AM EST	RA Transaction Fee	6790	$3.00	Manually Adjusted
									Total:		$3.00	
STATE FORESTS	NORTHERN FORESTS	HARTMAN CREEK							Total:		$7.00	
STATE FORESTS	NORTHERN FORESTS								Total:		$ 19.00	
STATE FORESTS									Total:		$ 19.00	

Table 2-66: Report Columns

Column	Description
Agency/Region/…/…/Facility	Displays the location level including the location name. The report supports up to 7 location levels.
Trans ID	Displays the system generated transaction unique identifier related to the adjustment.
Order #	Displays the order number associated with the adjustment. The order number is a camping, ticketing, POS, gift card, or permit order in the application.
Operator Name	Displays the name of the operator who performed the fee adjustment. The format is <first name> <last name>.
Sales Channel	Displays the sales channel where the adjustment was performed (received Call Center, Field, and Web).
Adjustment Date/Time	Displays the date and time of the adjustment.
Fee Type	Displays the adjusted fee type.
Fee Schedule	Displays the fee schedule associated with the fee type. If the adjusted fee type is the RA fee, the column contains the RA fee schedule unique identifier.
Total Adjustment	Displays the calculated total adjustment for each fee type. An adjustment performed to reduce the amount is considered a positive value and an adjustment performed to increase the amount is considered a negative value. Negative fee adjustments display within parenthesis.
Adj. Note	Displays the adjustment note provided by the operator at the time of the adjustment.

Fee Adjustment Summary Report

This report summarizes the fee adjustments performed by the operators for each sales channel and facility for camping, ticketing, POS, gift card, and permits. You can use this report to analyze the total value of adjustments made by each operator, sales channel, and facility for a specific reporting time period.

Figure 2-71: Request Report

Table 2-67: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field and must be greater than or equal to the start date.
Product Type	Displays a drop-down list of camping, ticketing, POS, gift card, and permit product types.
Sales Channel	Displays a drop-down list of sales channels including the Call Center and Field.
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-72: Sample Report

Fee Adjustment Summary Report (FIN-FEE-002) Run Date and Time: Mon dd YYYY hh:mm:ss AM/PM EST

Location: Agency/Region/Park
Start Date: MM/DD/YYYY **End Date: MM/DD/YYYY**
Product Type: All **Sales Channel: All**

Agency	Region					Facility	Operator ID	Operator Name	Sales Channel	# of Adj.	Total Fee Adjustment
STATE FORESTS	NORTHERN FORESTS					BLACK RIVER STATE	178	Jostein E	Call Center	2	$8.00
STATE FORESTS	NORTHERN FORESTS					BLACK RIVER STATE	178	Jostein E	Field	1	$1.00
STATE FORESTS	NORTHERN FORESTS					BLACK RIVER STATE	200	Kelly Roland	Field	1	$3.00
STATE FORESTS	NORTHERN FORESTS					BLACK RIVER STATE			**Total:**	**4**	**$12.00**
STATE FORESTS	NORTHERN FORESTS					HARTMAN CREEK	109	Thomas Matt	Call Center	1	$4.00
STATE FORESTS	NORTHERN FORESTS					HARTMAN CREEK	108	Wade Kristin	Call Center	1	$3.00
STATE FORESTS	NORTHERN FORESTS					HARTMAN CREEK			**Total:**	**2**	**$7.00**
STATE FORESTS	NORTHERN FORESTS								**Total:**	**6**	**$19.00**
STATE FORESTS									**Total:**	**6**	**$19.00**

Table 2-68: Report Columns

Column	Description
Agency/Region/…/…/Facility	Displays the location level including the location name. The report supports up to 7 location levels.
Operator ID	Displays a system generated operator unique identifier.
Operator Name	Displays the name of the operator whom performed the fee adjustment. The format is *<first name> <last name>*.
# of Adj.	Displays the number of adjustments performed by the operator for each sales channel (received Call Center, Field, and Web). Operators typically perform several fee adjustments using the fee adjustment page. The application considers it as a single adjustment even though multiple numbers of fee types are adjusted at the same time.
Total Fee Adjustments	The total is the total fee adjustments performed by the operator for each sales channel (received Call Center, Field, and Web). A single adjustment involves adjustments to more than one fee type. It is calculated by the total fee adjustment for each adjustment and accumulates each fee adjustment to determine the total adjustment amount. An adjustment performed to reduce the amount is considered a positive value and an adjustment performed to increase the amount is considered a negative value. Negative fee adjustments display within parenthesis.

Field Deposit Report

This report displays all payments, refunds, and voids defined by payment types (based on selected payment group) that are processed at a park in the reporting time period. This report includes the customer's name, order number, date and time, and status of each order. You can use this report to help prepare daily deposits. This report supports multi-currencies (non US dollar currencies collected in the Field).

Note: This report should only be used by locations that do not use financial sessions.

Note: Conversion amounts for foreign currencies (received those converted to USD) are determined by the exchange rate set up in the system. In most cases, the system exchange rate will vary from the bank exchange rate. Therefore, the amount converted to USD in the report may not be the same as the amount actually deposited to the bank.

Figure 2-73: Request Report

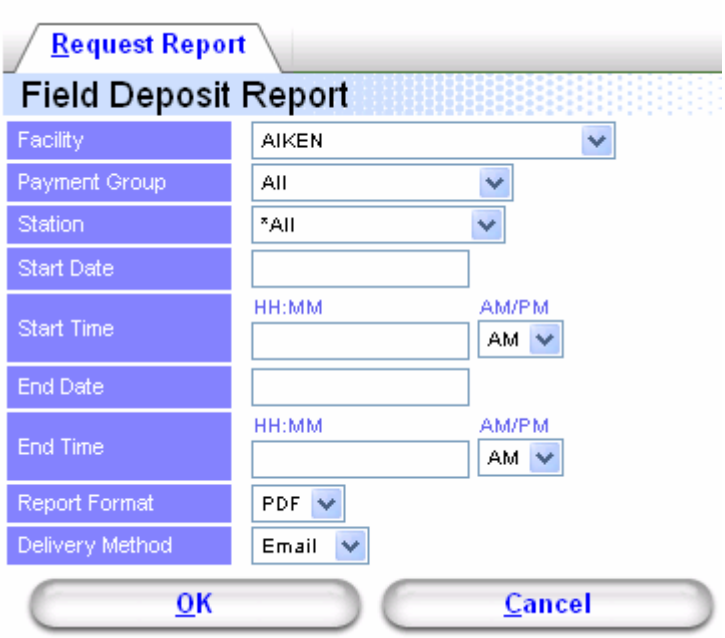

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Table 2-69: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user. **Note:** A Stations drop-down list displays if there is more than one station related to the selected facility location.
Payment Group	Displays a drop-down list of payment groups.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
Start Time	The starting date and time (received 12-hour clock) of the deposits required.
End Date	Specify the end date of the reporting period. This is a mandatory field and must be greater than or equal to the start date.
End Time	The ending date and time (received 12-hour clock) of the deposits required.
Report Format	PDF
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-74: Sample Report (for a contract supporting multi-currency)

Field Deposit Report (FIN-DEP-014) Run Date and Time: May 25 2006 2:41:43 PM EDT

Facility: MYRTLE BEACH
Payment Group: All
Station: All
Start Date: 05/01/2006 08:00:00 AM End Date: 05/01/2006 01:00:00 PM

* indicates Refund ID

Payment / Refund ID	Status	Date / Time	Customer	Order No	User Name	Amount
Payment Group: Cash						
Cash						
USD						
18875551*	Issued	05/01/2006 08:54 AM	David Neches	2-394554	Agilee Murray	($14.25)
18891094	Received	05/01/2006 09:13 AM	Joe Bandy	2-390741, 2-397074	Agilee Murray	$57.78
18877229	Received	05/01/2006 10:02 AM	Daren Kolbell	2-394866	Agilee Murray	$10.08
					Cash in USD	$53.61
CAD						
18877220	Received	05/01/2006 08:02 AM	Arnold Moss	2-394866	Agilee Murray	$52.00
18877220	Void	05/01/2006 08:07 AM	Arnold Moss	2-394866	Agilee Murray	($52.00)
18877239	Received	05/01/2006 08:12 AM	Arnold Moss	2-394991	Johnson Smith	$52.00
					Cash in CAD	$52.00
					Converted to USD	$51.43
					Total for Cash Group	$105.04
Payment Group: Non-Cash Depositable						
Traveller's Check						
21881494	Received	05/01/2006 08:17 AM	Clarence McIntosh	2-398048	Agilee Murray	$60.00
18875111	Received	05/01/2006 08:02 AM	John Vittetoe	2-398033	Jonathan Greider	$100.00
					Total Traveller's Check	$160.00
Personal Check						
18875111	Received	05/01/2006 11:45 AM	Chris Corbitt	2-397307	Marshall Person	$51.58
18865619	Received	05/01/2006 11:58 AM	Karen Alexander	2-397448	Joyce Harper	$103.15
					Total Personal Check	$154.73
Money Order						
21882167	Received	05/01/2006 09:31 AM	Reunion Gorham	2-99423	Marshall Person	$36.46
					Total Money Order	$36.46
				Total for Non-Cash Depositable Group		$351.19
Payment Group: Credit Card						
Discover						
18888564	Received	05/01/2006 08:21 AM	John Pittard	2-397879	Marshall Person	$57.79
18896514	Received	05/01/2006 08:39 AM	John Vittetoe	2-387150	Agilee Murray	$23.76
					Total Discover	$81.55
Master Card						
18866330	Received	05/01/2006 08:01 AM	Marcia Lance	2-460650	Agilee Murray	$103.15
					Total Master Card	$103.15
				Total for Credit Card Group		$184.70

Summary (Foreign Currency)	
CAD	$52.00
:	
Net Deposit (USD)	$51.43

Summary (USD)	
Cash	$53.61
Non-Cash Depositable	$351.19
Credit Card	$184.70
Total	$589.50
Less Change Tendered:	
Foreign Currency	$1.45
Traveller's Check	$10.72
Money Order	$0.00
Net Deposit	$577.33

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Table 2-70: Report Columns

Column	Description
Status	Displays the status of payment or refund.
Date/Time	Displays the transaction time of the payment or refund. • If the report is requested via the Resource Manager application, it displays the contract time. • If the report is requested via the Field Manager or the Venue Manager applications, it displays the local time.
Customer Name	Displays the customer's name on the order by first name and then last name.
Order No	Displays the order number associated with the payment/refund. The order can be a camping, POS, or ticket order. • If a payment or refund is associated with more than one order, the orders display in comma delimited format.
User Name	Displays the user name of the operator who processed the payment or refund.
Amount	Displays the cash payments = payment tendered less change. All other payments = payment received. The format is $999,999.99. If a payment is voided or a refund is issued, it displays as the amount in a negative with the format: ($999,999.99).

Field Payment Report

This report details the payments that are originally created at the park location within a specified time period. Park staff can use this report to help verify the payments that are collected. This report supports multi-currencies (non US dollar currencies collected in the Field).

Note: Conversion amounts for foreign currencies (i.e. those converted to USD) are determined by the exchange rate set up in the system. In most cases, the system exchange rate will vary from the bank exchange rate. Therefore, the amount converted to USD in the report may not be the same as the amount actually deposited to the bank.

Figure 2-75: Request Report

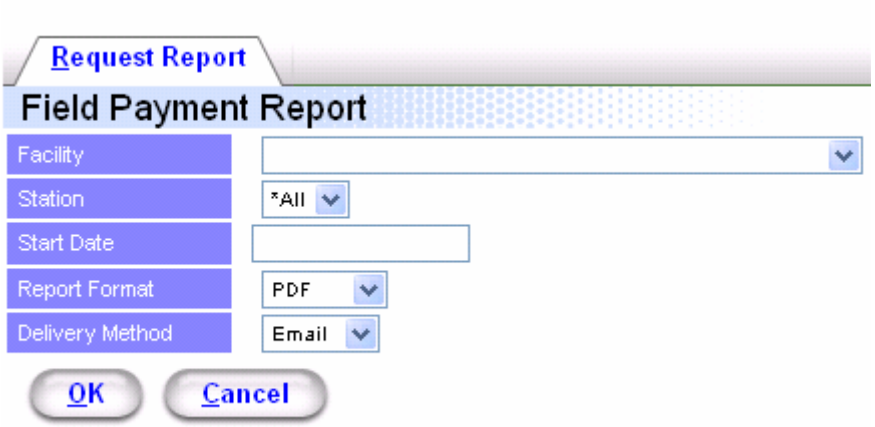

Table 2-71: Report Request Fields

Field	Description
Facility	Displays a drop-down list of facilities applicable to the contract. • The list is restricted by the access level of the logged-in user and excludes ticket locations. • The facility list is sorted in alphanumeric order. • The default is the first item in the list. • This list is only applicable to the Resource Manager application. • In the Field Manager application, this list is not visible and the report location defaults to the user's login facility. • The list filters out the locations that belong to the RA agency.

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Table 2-71: Report Request Fields (continued)

Field	Description
Station	Displays a drop-down list of stations that is available for a selected facility. • If stations are not defined for a facility the station field is not available. • If a specific station is selected the report displays the payments for the specified station. • If the all item is selected the report displays the payments for the facility grouping them by the station that they belong to.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period.
Report Format	PDF and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-76: Sample Report (for a contract supporting multi-currency)

Field Payment Report (FIN-PAY-002) Run Date and Time: May 25 2006 2:41:43 PM EDT

Facility: ALLEGANY STATE PARK
Station: All
Start Date: 05/01/2006

Payment ID	Status	Time	Payment Method	Amount	Customer Name	Phone	User Name
Facility/Station: Office							
Loop: Site 001-039							
Payment Group: Cash							
USD							
18877220	Received	08:02:22 AM	CASH	$51.58	Arnold Moss	6073342147	Agilee Murray
18887296	Void	08:07:22 AM	CASH	$0.00	Arnold Moss	6075842141	Agilee Murray
18891094	Received	09:13:44 AM	CASH	$67.78	Joe Bandy	6075847511	Agilee Murray
			Cash in USD:	**$119.36**			
CAD							
18877255	Received	08:12:21 AM	CASH	$52.00	Arnold Moss	6073342147	Agilee Murray
			Cash in CAD:	**$52.00**			
			Converted to USD:	**$51.87**			
			Change Tendered in USD:	**$1.12**			
Total Cash				**$170.11**			
Payment Group: Non-Cash Depositable							
21881494	Received	08:17:22 AM	TRAV CHK	$60.00	Clarence McIntosh	6078295644	Agilee Murray
18875111	Received	08:02:22 AM	PER CHQ	$100.00	John Vittetoe	6078447979	Jonathan Greider
Total Non-Cash Depositable				**$160.00**			
Total for Loop: Site 001-039				**$330.11**			
Total for Facility/Station: Office				**$330.11**			
Facility/Station: Head Office							
Loop: Site 040-060							
Payment Group: Credit Card							
18875112	Received	11:45:22 AM	VISA	$51.58	Chris Corbitt	6072222825	Marshall Person
18865619	Received	11:58:22 AM	MC	$103.15	Karen Alexander	6072435477	Joyce Harper
18888564	Received	08:21:22 AM	VISA	$57.79	John Pittard	6078989645	Marshall Person
18896514	Received	08:39:22 AM	VISA	$23.76	John Vittetoe	6072581473	Agilee Murray
Total Credit Card				**$236.28**			
Payment Group: Non-Cash Depositable							
21882167	NSF	09:31:22 AM	PER CHQ	$0.00	Reunion Gorham	6079858747	Marshall Person
18866330	Received	08:01:22 AM	MON ORD	$103.15	Marcia Lance	6075456897	Agilee Murray
Total Non-Cash Depositable				**$103.15**			
Total for Loop: Site 040-060				**$339.43**			
Total for Facility/Station: Head Office				**$339.43**			
Report Total				**$669.54**			

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Field Payment Report Page 1 of 1

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Table 2-72: Report Columns

Column	Description
Payment ID	Displays the unique identifier of the payment.
Status	Displays the current status of the payment.
Time	Displays the create time of the payment/refund in the format hh:mm:ss AM/PM. • If the report is requested from the Field Manager application, the time that displays is the local time. • If the report is requested from the Resource Manager application, the time that displays is the contracts time.
Payment Method	Displays the payment method (e.g. Personal Check displays as PER CHQ).
Amount	Displays the payment amount. The format is $999,999.99.
Customer Name	Displays the customer's name associated with the order. The format is <last name>, <first name>.
Phone	Displays the customer's home telephone number associated with the order. The format is 9999999999.
User Name	Displays the user name of the operator PIN user who created the payment. The format is <last name>, <first name>.
Note	This report reflects the payment status at the time of when the report is requested. For example: • If a payment was received yesterday and the report was requested yesterday, the report would display the payment as Received. • If the payment is voided today and the report is requested today, the report would display the payment as Voided with $0.

Financial Session Detail Report

This report provides details about payments, refunds and adjustments processed in a single financial session grouped by each payment type. This report is created for either station- or user-level depending on the financial session type. Use this report to evaluate or validate activities in a financial session.

The results for generating this report are based on the information that displays on the *Transactions* tab available in the Financial Manager application. This report also includes signature fields that allow you to indicate your approval of the financial session before submitting it with a deposit.

Figure 2-77: Request Report

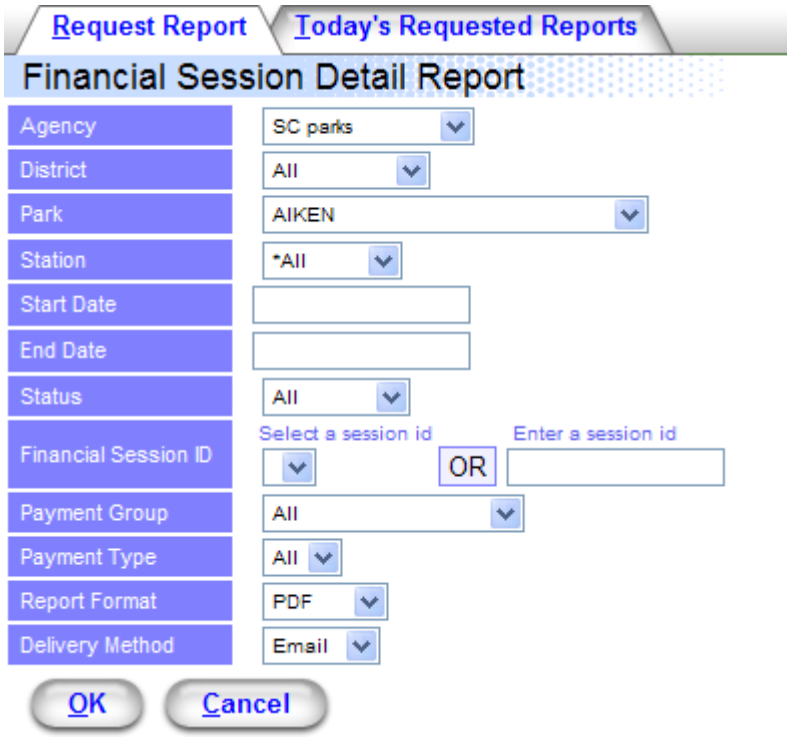

Table 2-73: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.

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Table 2-73: Request Report Fields (continued)

Field	Description
Station	Displays a drop-down list of stations that is available for a selected park. If stations are not defined for a park, the station field is not available. The location hierarchy availability is subject to the user's access permissions for each location.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field.
Status	Displays a drop-down list of available deposit statuses.
Financial Session ID	Displays a drop-down list of financial session unique identifiers. The default is None. OR A text box in which you can specify a financial session unique identifier.
Payment Group	Displays a drop-down list of payment groups.
Payment Type	Displays a drop-down list of payment types. The values in the payment type list are based on the selected payment group.
Report Format	DHTML and PDF.
Delivery Method	Email, FTP, Fax, and Online.

Report Layout and Results

The information in the main report is ordered by:

- The bank deposits' payment groups: cash and non-cash depositables.
- The non-cash depositables' payment groups by payment types.
- The central deposits' payment groups, payment types, credit card, ACH, and non-depositables.
- The payment group level's payment type.

The information in the sub report is ordered by:

- The adjustment note summary and by the note date/time in ascending date order.

Figure 2-78: Sample Report (only a portion is displayed for a contract supporting multi-currency)

Financial Session Detail Report (FIN-DEP-005) Run Date and Time: Dec 08 2008 10:58:38 AM EST

Location: 10110 EDISTO BEACH Station/User:Station 1

Fin Session id: 71961717 Fin Session Open Date/Time: 05/15/2008 09:05:52

Status: Deposited Fin Session Close Date/Time: 05/15/2008 21:05:37

Payment/ Refund ID	Transaction Type	Status	Date/Time	Order #	Customer Name	User Name	Foreign Amount	Foreign Currency	Exchange Rate	Net Amount
BANK DEPOSITS										
Cash										
Cash										
72085844	Payment	Received	05/15/2008 13:33	2-2827399	Melanie Carver	Bonnie Pence				$27.21
Change Tendered on Non Cash Depositables										$0.00
SubTotal Cash										$27.21
Total BANK DEPOSITS										$27.21
CENTRAL DEPOSITS										
Credit Card										
AmericanExpress										
72095932	Payment	Received	05/15/2008 14:48	2-2828363	phil nix	Bonnie Pence				$27.21
SubTotal AmericanExpress										$27.21
MasterCard										
72008894	Payment	Received	05/15/2008 09:42	2-2826845,2-2826847	Jin Shi	Bonnie Pence				$83.82
72020974	Payment	Received	05/15/2008 09:58	2-2827341	LAUREN FELTON	Bonnie Pence				$54.39
72089210	Payment	Received	05/15/2008 15:38	2-2827871	ALLISON WILLIAMS	Bonnie Pence				$29.43
72102103	Payment	Received	05/15/2008 16:33	2-2827443	Kristopher Green	Bonnie Pence				$56.61
SubTotal MasterCard										$224.25
Visa										
71961700	Payment	Received	05/15/2008 09:05	2-2827325	JOE HEAD	Bonnie Pence				$29.43
72005545	Refund	Issued	05/15/2008 09:38	2-2517333	nancy moore	Bonnie Pence				($0.02)
72008485	Payment	Received	05/15/2008 09:11	2-2826835	Leo Yurganov	Bonnie Pence				$27.21
72010922	Payment	Received	05/15/2008 09:17	2-2813595	Mike Warbritton	Bonnie Pence				$27.21
72069507	Payment	Received	05/15/2008 13:57	2-2823467	Guy Laberge	Bonnie Pence				$27.21

reserve-america Financial Session Detail Report Page 1 of 2

Table 2-74: Report Columns

Column	Description
Payment/Refund ID	Displays the refund or payment unique identifier.
Type	Displays the payment or refund transaction type.
Status	Displays the status of the transaction.
Date/Time	Displays the date and time of the transaction. The format is mm/dd/yyyy hhss.
Order #	Displays the order number or numbers related to the payment or the refund.
Customer Name	Displays the name of the customer.
User Name	Displays the user name of the associated PIN user.
Foreign Amount	Displays the amount in foreign currency for adjustments done in foreign currency. This column displays only for contracts supporting foreign currencies.

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Table 2-74: Report Columns (continued)

Column	Description
Foreign Currency	Displays the currency symbol of the foreign currency, if the adjustment is in foreign currency. This column displays only for contracts supporting foreign currencies.
Exchange Rate	Displays the exchange rate of the foreign currency. This column displays only for contracts supporting foreign currencies.
Net Amount	Displays the payment/refund amount in the local currency. If the payment is in foreign currency, the system converts the foreign currency and displays the amount in the local currency.

Financial Session Summary Report

This report summarizes the payments, refunds, and adjustments processed at the park location grouped by each payment type within a selected financial session. Depending on the type of the financial session used the report could be created at either a station level or user level. You can use this report to evaluate or to validate activities in a financial session.

The criteria for generating this report is based on the information that displays on the *Fin Session Summary* tab. This report also includes signature fields that allow you to approve the financial session before submitting it with a deposit.

Figure 2-79: Request Report

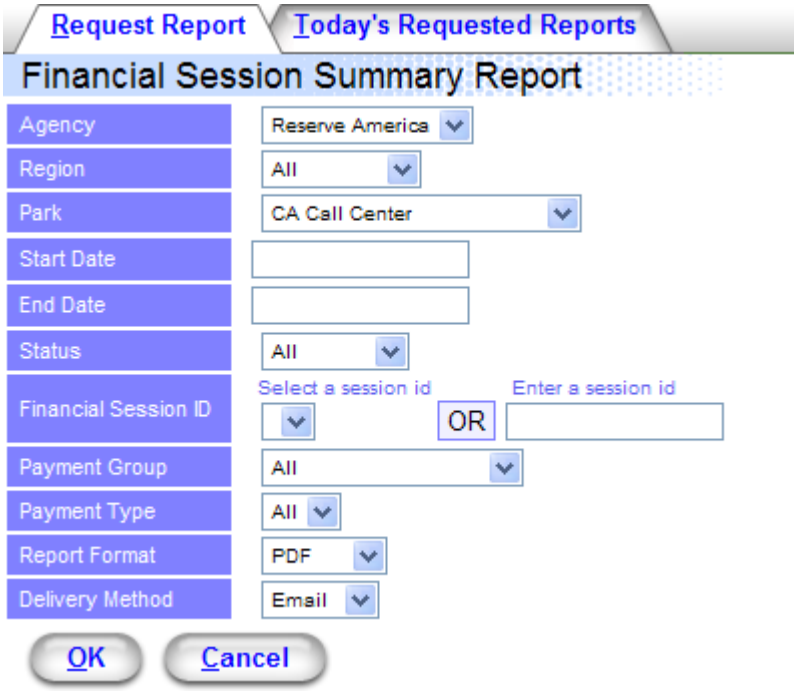

Table 2-75: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date must be less than or equal to the start date plus 31 days.

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Table 2-75: Request Report Fields (continued)

Field	Description
Status	Displays a drop-down list of available deposit statuses.
Financial Session ID	Displays a drop-down list of financial session unique identifiers. The default is None. OR A text box in which you can specify a financial session unique identifier.
Payment Group	Displays a drop-down list of payment groups.
Payment Type	Displays a drop-down list of payment types. The values in the payment type list are based on the selected payment group.
Report Format	DHTML and PDF.
Delivery Method	Email, FTP, Fax, and Online.

Report Layout and Results

The information in the main report is ordered by:

- The bank deposits' payment groups: cash and non-cash depositables.
- The non-cash depositables' payment groups by payment types.
- The central deposits' payment groups, payment types, credit card, ACH, and non-depositables.
- The payment group level's payment type.

The information in the sub report is ordered by:

- The adjustment note summary and by the note created date/time in ascending date order.

Figure 2-80: Sample Report (for a contract supporting multi-currency)

Financial Session Summary Report (FIN-DEP-004) Run Date and Time: Dec 08 2008 9:18:04 AM EST

Location: 10110 EDISTO BEACH Station/User: Station 1

Fin Session id: 79708229 Fin Session Open Date/Time: 07/01/2008 09:24:18

Status: Deposited Fin Session Close Date/Time: 07/01/2008 20:51:35

Payment Type	# of Payments	# of Refunds	Currency	Total Payments (Currency)	Total Refunds (Currency)	Change Tendered on Non Cash Dep. (Currency)	Adjustments (Currency)	Total On Hand (Currency)	Net Amount (Local Currency)
BANK DEPOSITS									
Cash									
CASH	2		USD(Local)	$140.00		$31.19		$108.81	$108.81
Total BANK DEPOSITS									**$108.81**
CENTRAL DEPOSITS									
Credit Card									
VISA	6		USD(Local)	$273.12				$273.12	$273.12
MC	2		USD(Local)	$126.68				$126.68	$126.68
Total CENTRAL DEPOSITS									**$399.80**
Total Deposits									**$508.61**

	Date	Name	Signature
Signature 1	_____	_____	_____
Signature 2	_____	_____	_____

reserve america Financial Session Summary Report Page 1 of 1

Table 2-76: Report Columns

Column	Description
Section 1	
Payment Type	Displays the payment type associated with the financial session.
# of Payments	The count of payments for each payment type for the selected financial session unique identifier.
# of Refunds	Displays the count of refunds for each payment type for the selected financial session unique identifier.
Currency	Displays the currency. If the amounts are in local currency, ‘(Local)’ displays after the currency. This column displays only for contracts supporting foreign currencies.

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Table 2-76: Report Columns (continued)

Column	Description
Total Payments (Currency)	Displays the sum of all payments for each payment type. Calculated as the sum of received and voided payments for the payment type and payment group.
Total Refunds (Currency)	Displays the sum of all refunds for each payment type. Calculated as the sum of issued, reissued, and voided refunds for the payment type and payment group.
Change Tendered on Non Cash Dep. (Currency)	Displays the change tendered (including the change tendered on cash and non-cash-depositable payment types in cash). **Note:** Change tendered for cash payments are not taken into consideration in the report.
Adjustments (Currency)	Displays the total negative or positive adjustments for each payment type. When the value is negative, the report displays brackets with the value.
Total On Hand (Currency)	The total amount for each payment type, calculated as: total payments - total refunds - change tendered + or - adjustments.
Net Amount (Local Currency)	The amount for the cash payment type in local currency (equal to the Total On Hand). For the cash payment type in foreign currency, for each foreign currency, the Net amount in local currency is calculated as: • The sum of the amount converted to the local currency for received and voided payments originally collected in the foreign currency. *Plus* • Fin Session and Deposit Adjustments converted to the local currency.
Vouchers **Note:** This section displays in the report if at least one Voucher transaction is included in the selected Financial Session. The report also provides a summary on Redeemed Vouchers and Issued Vouchers.	
Redeemed Voucher Summary	
# of Payments	Calculated as the count of payment applications made through vouchers included in the Financial Session.
Total Payments	Calculated as the sum of the amounts of payment applications made through vouchers.
Issued Voucher Summary	
# of Refunds	Calculated as the count of new vouchers created in relation to the issuance of a refund *plus* the count of payment applications returned to vouchers resulting from transaction types “reallocate payment” and “void voucher payment”.
Total Refunds	Calculated as the sum of the amounts of new vouchers created in relation to the issuance of a refund *plus* the sum of amounts of payment applications returned to vouchers resulting from the following transaction types “reallocate payment” and “void voucher payment”.

Table 2-76: Report Columns (continued)

Column	Description
Total Amount	Total payments value for the redeemed vouchers and total refunds value for the issued vouchers.
Section 2	
Note Date/Time	Displays the create date and time of the adjustment note.
User Name	Displays the name of the user who created the adjustment note.
Adjustment Amount	Displays the adjusted amount.
Type	Displays the type of the adjustment.
Adjustment Note	Displays the adjustment note added by the user when the financial session adjustments were added.

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Gift Card Sales Report

Use this report to track gift card purchases, reloads, voids, and refunds issued to new or existing gift cards. Access to this report and locations is based on the logged-in user's assigned permissions.

Figure 2-81: Request Report

Table 2-77: Request Report Fields

Field	Description
Gift Card Programs Location	A drop-down list including available contract or agency where the chart of accounts has been setup for the gift card programs. The list is based on the logged-in user's access level. Default: 'All'.
Sales Channel	A drop-down list including sales channels (i.e. Web, Call Center, and Field). Default: 'All'.
Sales Location	A drop-down list of sales locations relevant to the selected sales channel (including an 'All' option). If the selected sales channel is 'All', then the Sales Location list displays only an 'All' option.

Table 2-77: Request Report Fields (continued)

Field	Description
Exclude Payment Group	Displays a drop-down list of payment groups for the payments used to purchase gift cards.
Include Refunds Issued to Gift Card	A drop-down list with 'Yes' and 'No' values. Default: 'No'.
Include Internal Gift Card Payments/ Refunds	A drop-down list populated with 'Exclude' and 'Include'. 'Exclude' is the default selection.
Start Date	The start date of the report.
End Date	The end date of the report, which cannot be less that the start date. If the same start and end date are selected, the time period will be 00:00:01 to 23:59:59 contract time.
Report Type	A drop-down box with ‘Summary’ and ‘Detail’ options. Default: ‘Summary’.
Report Method	XLS and DHTML.
Delivery Method	Online and Email.

Figure 2-82: Sample Summary/Detail Reports

Gift Card Sales Summary Report (FIN-GC-001B)

Run Date and Time: June 25 2009 2:41:43 PM EDT

Gift Card Program Location: OPRHP
Sales Channel: All
Sales Location: All
Include Refund Issued to Gift Card: Yes
Reporting Start Date: 05/25/09
Report End Date: 05/27/09
Report Type: Summary

				Gift Card Transactions Count						Gift Card Transactions Amounts					
Gift Card Program Location	Sales Channel	Sales Location	Gift Card Program	Purchase Gift Card	Reload Gift Card	Refund Issued to New Gift Card	Refund Issued to Existing Gift Card	Void Gift Card	Total Count	Purchase Gift Card	Reload Gift Card	Refund Issued to New Gift Card	Refund Issued to Existing Gift Card	Void Gift Card	Total Amount
OPRHP	Call Center	NY Call Center	Gift Card	0	1	0	1	0	2	$ -	$ 100.00	$ -	$ 20.00	$ -	$ 120.00
	Call Center	NY Call Center	OPR Gift Card	10	5	3	1	2	17	$ 1,000.00	$ 500.00	$ 150.00	$ 20.00	$ (200.00)	$ 1,470.00
	Call Center	FL Call Center	OPR Gift Card	7	4	1	1	0	13	$ 700.00	$ 400.00	$ 50.00	$ 20.00	$ -	$ 1,170.00
	Call Center		**Total:**	**17**	**10**	**4**	**3**	**2**	**32**	**$ 1,700.00**	**$ 1,000.00**	**$ 200.00**	**$ 60.00**	**$ (200.00)**	**$2,760.00**
	Field	ALLEGANY STATE PARK	Gift Card	10	5	3	1	2	17	$ 1,000.00	$ 500.00	$ 150.00	$ 20.00	$ (200.00)	$ 1,470.00
	Field	ALLEGANY STATE PARK	OPR Gift Card	7	4	1	1	0	13	$ 700.00	$ 400.00	$ 50.00	$ 20.00	$ -	$ 1,170.00
	Field		**Total:**	**17**	**9**	**4**	**2**	**2**	**30**	**$ 1,700.00**	**$ 900.00**	**$ 200.00**	**$ 40.00**	**$ (200.00)**	**$ 2,640.00**
OPRHP			**Total:**	**34**	**19**	**8**	**5**	**4**	**62**	**$ 3,400.00**	**$ 1,900.00**	**$ 400.00**	**$ 100.00**	**$ (400.00)**	**$5,400.00**
			Grand Total:	**34**	**19**	**8**	**5**	**4**	**62**	**$ 3,400.00**	**$ 1,900.00**	**$ 400.00**	**$ 100.00**	**$ (400.00)**	**$5,400.00**

Gift Card Sales Detail Report (FIN-GC-001A)

Run Date and Time: June 25 2009 2:41:43 PM EDT

Gift Card Program Location: OPRHP
Sales Channel: All
Sales Location: All
Include Refund Issued to Gift Card: Yes
Reporting Start Date: 05/25/09
Report End Date: 05/25/09
Report Type: Detail

Gift Card Program Location	Sales Channel	Sales Location	Gift Card Program	Transaction Date/Time	Customer Name	Order	Payment Type	Payment/ Refund ID	Gift Card No	Transaction Type	Amount
OPRHP	Call Center	NY Call Center	OPR Gift Card	05/25/2009 09:44:01 AM	Ken Downey	7-12345	Visa	4563678	xxxxxxxxxxxx1234	Gift Card Sale	$100.00
		NY Call Center	OPR Gift Card	05/26/2009 10:44:01 AM	Kristi Banks	7-22346	MC	4563679	xxxxxxxxxxxx1235	Gift Card Sale	$40.00
		NY Call Center								**Total:**	**$140.00**
		FL Call Center	OPR Gift Card	05/26/2009 10:44:01 AM	Jeffrey Boyd	7-31677	Discover	5563680	xxxxxxxxxxxx1236	Gift Card Reload	$20.00
		FL Call Center								**Total:**	**$20.00**
	Call Center									**Total:**	**$160.00**
	Field	ALLEGANY STATE PARK	OPR Gift Card	05/26/2009 10:44:01 AM	Tammy Trentman	7-56798	Cash	4563681	xxxxxxxxxxxx1237	Gift Card Sale	$250.00
		ALLEGANY STATE PARK	OPR Gift Card	05/27/2009 10:44:01 AM	Tammy Trentman	7-56799	Cash	4563682	xxxxxxxxxxxx1239	Gift Card Sale	$250.00
		ALLEGANY STATE PARK								**Total:**	**$250.00**
	Field									**Total:**	**$250.00**
OPRHP										**Total:**	**$410.00**
										Grand Total:	**$410.00**

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Table 2-78: Report Columns

Column	Description
Gift Card Program Location	Displays the revenue location name for contract/agency where the chart of accounts has been set up for the respective gift card programs.
Sales Channel	Displays the sales channel associated with the gift card order. This is the channel of the purchase/reload/void location for Purchase Gift Card, Reload Gift Card and Void Gift Card Transactions. For Refunds Issued to Existing or New Gift Card, this is the Channel of Refund Issuing Location. For Gift Card Payment transactions, this is the Channel of the revenue location of the gift card payment allocations (allocations/ reversals/re-allocations). For Gift Card Refund transactions, this is the issuing channel of the Refund issuing location.
Sales Location	Displays the sales location associated with the gift card order. This is the purchase/reload/void location for Purchase Gift Card, Reload Gift Card and Void Gift Card Transactions. For Refunds Issued to Existing or New Gift Card, this is the Refund Issuing Location. For Gift Card Payment transactions, this is the revenue location of the gift card payment allocations (allocations/reversals/re-allocations). For Gift Card Refund transactions, this is the issuing location of the Refund.
Gift Card Program	Displays the gift card program.
Summary Report	
Gift Card Transaction Count	Purchase Gift Card, Reload Gift Card, Void Gift Card, Refund Issued to New Gift Card, Refund Issued to Existing Gift Card, Gift Card Payment, and Gift Card Refund columns — Displays the count of Gift Card Transactions for each transaction type listed. Gift Card Payment (Count) is the count of all gift card payment transactions allocated to the Sales Location, and is included only if "Include" is selected to Include Internal Gift Card Payments/Refunds. Gift Card Refund (Count) is the count of Issued Refunds where the Source Payment Method is Internal Gift Card, and is included only if "Include" is selected to Include Internal Gift Card Payments/Refunds. Refund Transaction Type columns are included only if ‘Yes’ was selected for Include Issued Refunds to Gift Card. The Total Count Column sums all gift card transaction counts.

Table 2-78: Report Columns (continued)

Column	Description
Gift Card Transaction Amount	Purchase Gift Card, Reload Gift Card, Void Gift Card, Refund Issued to New Gift Card, and Refund Issued to Existing Gift Card columns — Displays the sum of total amount of gift card allocations for Gift Card Transactions for each transaction type listed. Refund Transaction columns are included only if 'Yes' was selected for Include Issued Refunds to Gift Card. The Total Amount column sums all gift card transaction amounts; void transactions amounts are reported as a negative value. Gift Card Payment (Amount) is the sum total amount of gift card payment (allocations/reversals/re-allocations) allocated to the Sales Location; it is included only if "Include" is selected to Include Internal Gift Card Payments/Refunds. Gift Card Payments are reported as negative (Gift Card Payment reversals shall be reported as positive). Gift Card Refund (Amount) is the refund amount for issued refunds where the Source Payment is Internal Gift Card; it is included only if "Include" is selectd to Include Internal Gift Card Payments/Refunds (and is reported as a negative value).
Detail Report	
Transaction Date/Time	Displays the contract date/time of the reported gift card transaction.
Customer Name	Displays the billing customer's name associated with the gift card order. Format: First Name, then Last Name.
Order	Displays the Order number associated with the gift card order. For Gift Card Payment transactions, this is the Order Number of the order associated with the payment allocations/reversal/re-allocation. For a Gift Card Refund transaction, this is blank.
Payment Type	Displays the source payment method for the gift card orders. For refunds issued to gift card, this includes the source payment method of Refunds. For Gift Card Payments, this is the Payment Method of the Gift Card Payment. For Gift Card Refunds, this is the Source Payment Method of the Refund Issued.
Payment/Refund Id	Displays the Payment/Refund ID. The Payment ID is displayed for Purchase New Gift Card, Reload Gift Card transactions, and Gift Card Payment. The Refund ID is used for refunds issued to new gift card and refunds issued to existing gift card and Gift Card Refund transactions.
Gift Card No	The gift card associated with the order for Purchase Gift Card, Reload Gift Card, Void Gift Card, Issue Refund to New Gift Card, and Issue Refund to Existing Gift Card Transactions. For Gift Card Payments, this is the Gift Card Number associated with Gift Card Payment. The number is masked with only the last four digits visible. The gift card number is blank if the Gift Card Order is in pending status and not associated with any newly purchased gift cards. For Gift Card Refunds, this is the Gift Card Number of the Source Gift Card Payment.

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Table 2-78: Report Columns (continued)

Column	Description
Transaction Type	The transaction type of the gift card order (received purchase new gift card, reload gift card, refund issued to new gift card, refund issued to existing gift card, and void gift card). For Gift Card Payments, the transaction type is "Gift Card Payment"; for Gift Card Refunds, the transaction type is "Gift Card Refund".
Amount	The amount of the gift card transaction or Gift Card Payment (Sum of Gift Card Payment Allocations) or Gift Card Refund (Issued Refund Amount). Gift Card Payments (allocation/reallocation)/Refunds are reported as a negative value (whereas Gift Card Payment reversals are reported as a positive value).

Inventory Summary by Site Type Report

This report provides a summary for each park of the available sites by site type. This report can be requested on demand only in Resource Manager.

Figure 2-83: Request Report

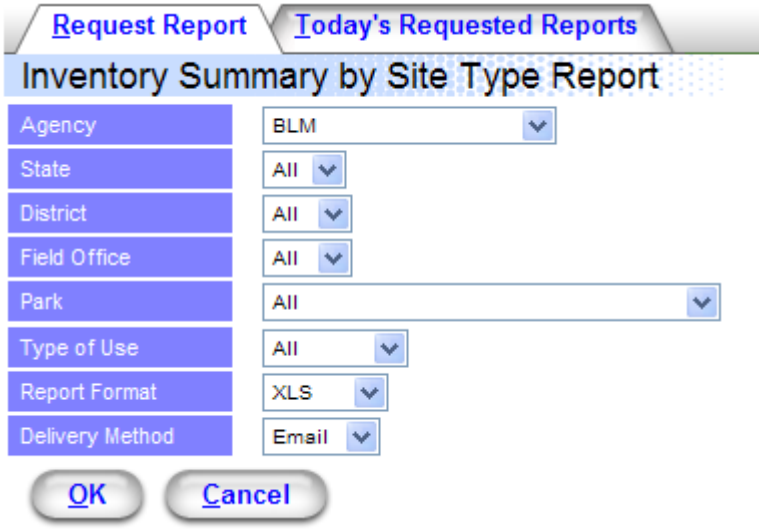

Table 2-79: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Type of Use	Displays three options: All, Overnight and Day Use. When Overnight is selected, the report includes Sites where the Type of Use is overnight. When Day Use is selected, the report includes Sites where the Type of Use is day use. When All is selected, the report includes both Day Use and Overnight sites.
Report Format	DHTML, PDF and XLS.
Delivery Method	Email, Online.

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Figure 2-84: Sample Report (only a portion of the rows are displayed)

Inventory Summary by Site Type Report **(OPS-OCC-011)** Run Date and Time: Dec 05 2008 11:16:19 AM EST

Location: DEC
Type of Use: All

Agency	Super Region	Region	Field Office	Park	Site Type	# of Sites
DEC	ADIRONDACK	WATERTOWN	HERKIMER	ALGER ISLAND	Campsite	17
					ALGER ISLAND Total:	17
DEC	ADIRONDACK	WATERTOWN	HERKIMER	NICKS LAKE CAMPGROUND	Campsite	111
					NICKS LAKE CAMPGROUND Total:	111
					HERKIMER Total:	128
DEC	ADIRONDACK	WATERTOWN	POTSDAM	CRANBERRY LAKE CAMPGROUND	Campsite	173
					CRANBERRY LAKE CAMPGROUND Total:	173
					POTSDAM Total:	173
					WATERTOWN Total:	301
					ADIRONDACK Total:	5,657
DEC	CATSKILL	NEW PALTZ		BEAVERKILL	Campsite	108
					BEAVERKILL Total:	108
DEC	CATSKILL	NEW PALTZ		KENNETH L. WILSON	Campsite	76
					KENNETH L. WILSON Total:	76
DEC	CATSKILL	NEW PALTZ		MONGAUP POND	Campsite	163
					MONGAUP POND Total:	163
DEC	CATSKILL	NEW PALTZ		WOODLAND VALLEY	Campsite	72
					WOODLAND VALLEY Total:	72
					NEW PALTZ Total:	419
DEC	CATSKILL	SCHENECTADY		BEAR SPRING MOUNTAIN	Campsite	41
					BEAR SPRING MOUNTAIN Total:	41
DEC	CATSKILL	SCHENECTADY		DEVILS TOMBSTONE CAMPGROUND	Campsite	24
					DEVILS TOMBSTONE CAMPGROUND Total:	24
DEC	CATSKILL	SCHENECTADY		LITTLE POND CAMPGROUND	Campsite	75
					LITTLE POND CAMPGROUND Total:	75
DEC	CATSKILL	SCHENECTADY		NORTH-SOUTH LAKE CAMPGROUND	Campsite	219
					NORTH-SOUTH LAKE CAMPGROUND Total:	219
					SCHENECTADY Total:	359
					CATSKILL Total:	778
					DEC Total:	6,435

Table 2-80: Report Columns

Column	Description
Agency–Park	Displays agency, division/region, facility and/or park names related to the contract.
Site Type	Displays the Site Type.
# of Sites	Total sites for the Site Type for the Park.

Invoice Detail Report

This report displays the details of the RA fees and RA fee reversals included in a completed partner invoice associated with a contract or agency within a reporting time period. You can use this report to assist you with analysis of the RA fees that were generated. Typically, partners use this report as a billable invoice to ReserveAmerica.

Figure 2-85: Request Report

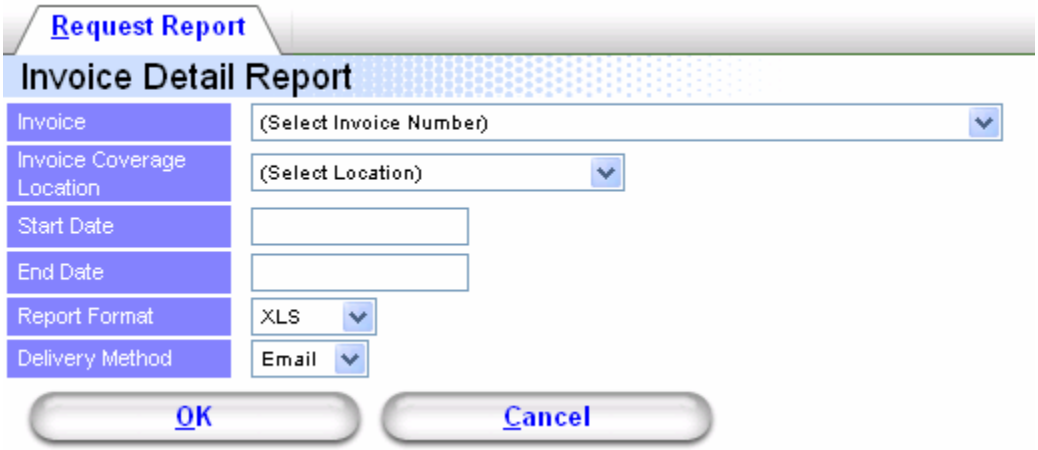

Table 2-81: Request Report Fields

Field	Description
Invoice	Indicates the invoice for which the report is produced. The format is *<invoice ID> - <period start date> - <period end date> - <contract* or *agency name>*. The default is select invoice number.
Invoice Coverage Location	Displays a drop-down list that includes the locations set up as distribution locations. • If invoices are set up for each contract, then the list will only contain the contract name. • If invoices are set up to for each agency, then a list is displayed of agencies in the logged-in contract as the invoice generated location. • The default is select location. • If an invoice unique identifier is not provided, then the entry of this field is mandatory. • If an invoice unique identifier is provided, any value entered in to this field is not taken in to consideration.

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Table 2-81: Request Report Fields (continued)

Field	Description
Start Date	Specify the start date of the reporting period. • If an invoice unique identifier is not provided, then the entry of this field is mandatory. • If an invoice unique identifier is provided, any value entered in to this field is ignored.
End Date	Specify the end date of the reporting period. • If an invoice unique identifier is not provided, then the entry of this field is mandatory. • If an invoice unique identifier is provided, any value entered in to this field is ignored.
Report Format	XLS, DHTML, PDF.
Delivery Method	Email, FTP, Fax, and Online.

Note:

- The user has the option to provide a known Invoice unique identifier or to provide a location, start date and end date as the selection criteria. The second option is used in scheduling the report through ORMS report scheduler.
- If a location, start date, and end date are provided as the report selection criteria, the report retrieves the invoices belonging to the selected location and where the invoice period is within the given date range. If multiple invoices are within the given report period, the application generates each invoice as a sub report within the main report and it is placed in to in to the same report file.
- When there are multiple invoices the application starts each report on a new page that is placed in the same report file (e.g. PDF and excel).

Figure 2-86: Sample Report

Invoice Detail Report (FIN-INV-003) Run Date and Time: Oct 28 2009 10:58:13 AM EDT

Location: South Carolina State Park Service
Period Start Date: 09/01/2008 **Period End Date: 09/30/2008**
Invoice ID: 96452779 **Invoice Date: 10/03/2008**

Agency	Region/District	Park	Sales Channel	Product Category	Transaction Group	Account	Order #	Customer	Transaction Type	Transaction Occurrence	RA Fee Schedule	Scheduled Price	Applied Price	RA Fee Quantity	RA Fee Amount	Adjusted	RA Fee Priced Date
SC parks	DISTRICT 1	COLLETON	Call Center	Site	Reservation	0799.4035.7255	2-5649341	Linn,Luann	Reservation	Within 7 Days before Arrival D	2041	$1.50		3	$4.50	N	08/28/2008
SC parks	DISTRICT 1	COLLETON	Call Center	Site	Reservation	0799.4035.7255	2-5706329	Landon,Traci	Reservation	Within 7 Days before Arrival D	2041	$1.50		2	$3.00	N	08/30/2008
SC parks	DISTRICT 1	COLLETON	Call Center		Reservation									21	$31.50		
SC parks	DISTRICT 1	COLLETON	Call Center											21	$31.50		
SC parks	DISTRICT 1	COLLETON	Field	Site	Reservation	0799.4035.7255	2-4443891	Kennelly,Kennth	Reservation	Prior to Min Window	2041	$1.50		4	$6.00	N	09/15/2008
SC parks	DISTRICT 1	COLLETON	Field	Site	Reservation	0799.4035.7255	2-4443891	Kennelly,Kennth	Reservation	Prior to Min Window	2041	$1.50		-4	($6.00)	N	09/15/2008
SC parks	DISTRICT 4	KINGS MOUNTAIN	Field	Site	Reservation	0799.4035.7255	2-5821833	Kowalski,Victor	Registration/Walk-in	Day of Arrival on or before 6:0	2042	$1.50		3	$4.50	N	09/09/2008
SC parks	DISTRICT 4	KINGS MOUNTAIN	Field	Site	Reservation	0799.4035.7255	2-5823367	Lowdermilk,Mike	Registration/Walk-in	After Day of Arrival on or befo	2042	$1.50		1	$1.50	N	09/09/2008
SC parks	DISTRICT 4	KINGS MOUNTAIN	Field	Site	Reservation	0799.4035.7255	2-5823369	Haxton,John	Registration/Walk-in	After Day of Arrival on or befo	2042	$1.50		1	$1.50	N	09/09/2008
SC parks	DISTRICT 4	KINGS MOUNTAIN	Field	Site	Reservation	0799.4035.7255	2-5830393	Charles,Edith	Registration/Walk-in	Day of Arrival on or before 6:0	2042	$1.50		2	$3.00	N	09/10/2008
SC parks	DISTRICT 4	LAKE WATEREE	Web	Site	Reservation	0799.4035.7255	2-6031853	Carter,Thomas	Reservation	Prior to Min Window	2041	$1.50		4	$6.00	N	09/27/2008
SC parks	DISTRICT 4	LAKE WATEREE	Web	Site	Reservation	0799.4035.7255	2-6036343	Nichols,Marie	Reservation	Prior to Min Window	2041	$1.50		2	$3.00	N	09/28/2008
SC parks	DISTRICT 4	LAKE WATEREE	Web		Reservation									593	$889.50		
SC parks	DISTRICT 4	LAKE WATEREE	Web											593	$889.50		
SC parks	DISTRICT 4	LAKE WATEREE												1163	$1,744.50		
SC parks	DISTRICT 4	LANDSFORD CANAL	Call Center	Site	Reservation	0799.4035.7255	2-6014395	Campbell,John	Reservation	Prior to Min Window	2140	$3.75		1	$3.75	N	09/25/2008
SC parks	DISTRICT 4	LANDSFORD CANAL	Call Center		Reservation									1	$3.75		
SC parks	DISTRICT 4	LANDSFORD CANAL	Call Center											1	$3.75		
SC parks	DISTRICT 4	LANDSFORD CANAL	Web	Site	Reservation	0799.4035.7255	2-5742869	Blanks,Robert	Reservation	Prior to Min Window	2140	$3.75		1	$3.75	N	09/01/2008
SC parks	DISTRICT 4	LANDSFORD CANAL	Web		Reservation									1	$3.75		
SC parks	DISTRICT 4	LANDSFORD CANAL	Web											1	$3.75		
SC parks	DISTRICT 4	LANDSFORD CANAL												2	$7.50		
SC parks	DISTRICT 4													7932	$12,603.75		
SC parks														35279	$61,048.50		
Grand Total:															$61,048.50		

Table 2-82: Report Columns

Column	Description
Agency — Facility	Location-level columns display the location hierarchy based on the location-level definition for the selected contract. The columns cover agency, region, through to the facility level. The contract contains multiple location levels in between region and the facility depending on the location hierarchy definition. The report supports the 7-location group levels starting from the contract and up to the facility level. Any location level column that is not applicable for the contract is not visible in the report.
Sales Channel	Sales channel associated to the order.
Product Category	Product category (Site, Ticket, Permit, Gift Card, and POS) associated with the transaction.
Transaction Group	Transaction group associated with each transaction type for camping, ticketing, permit, gift card, and POS.
Account	Displays the revenue account number associated with the RA fee schedule.
Order #	Order number.
Customer	Name of the customer (format: <*last name*>, <*first name*>).
Transaction Type	Type of transaction.
Transaction Occurrence	Details of when the transaction occurred.
RA Fee Schedule	Refers to the RA fee schedule applied.
Scheduled Price	RA fee rate stated in the RA fee schedule or the threshold rate associated with the RA fee schedule, if the threshold is reached.
Applied Price	Applied RA fee rate for ticketing orders (*blank* for camping and POS reservations).
RA Fee Quantity	The RA fee count. Reversals of the RA fees are counted as negative values. If the RA fee schedule type is per unit, the count represents the number of units associated with the RA fee record. If the schedule type is per transaction, then each RA fee record is counted as 1.
RA Fee Amount	Total RA fee amount. If not adjusted, this amount shall be equal to the Scheduled Price times RA Fee Quantity. If adjusted for ticketing, the value shall be equal to the Applied Price times RA Fee Quantity.
Adjusted	Describes if the RA fee is adjusted or not ('Y' if adjusted; 'N' if not adjusted).
RA Fee Priced Date	The RA fee priced date for RA fees that have been adjusted.
Reference	This column appears only if this report is run along with the "Invoice Remittance Report" on page 163. A reference number applies if the RA fee was adjusted; the system assigns adjustments associated with a specific RA fee schedule and a rate (normal or threshold), and groups them by reference number.

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Invoice Remittance Report

This report contains a complete listing of RA fees and RA fee reversals in a completed partner invoice for a specified contract within a reporting time period. Typically, partners use this report as a billable invoice to ReserveAmerica.

Figure 2-87: Request Report

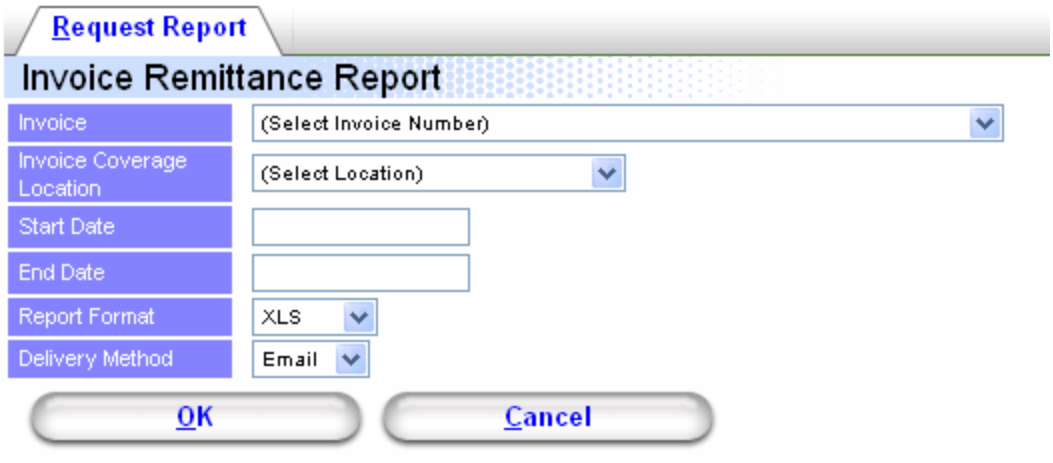

Table 2-83: Request Report Fields

Field	Description
Invoice	Indicates the invoice for which the report is produced. The format is *<invoice ID> - <period start date> - <period end date> - <contract or agency name>*. The default is Select Invoice Number.
Invoice Coverage Location	Displays a drop-down list that includes the locations set up as distribution locations. • If invoices are set up for each contract, then the list only contains the contract name. • If invoices are set up to for each agency, then a list of agencies displays for the logged-in contract as the invoice generated location. • The default is select location. • If an invoice unique identifier is not provided, then the entry of this field is mandatory. • If an invoice unique identifier is provided, any value entered in to this field is not taken in to consideration.

Table 2-83: Request Report Fields (continued)

Field	Description
Start Date	Specify the start date of the reporting period. • If an invoice unique identifier is not provided, then the entry of this field is mandatory. • If an invoice unique identifier is provided, any value entered in to this field is ignored.
End Date	Specify the end date of the reporting period. • If an invoice unique identifier is not provided, then the entry of this field is mandatory. • If an invoice unique identifier is provided, any value entered in to this field is ignored.
Report Format	XLS, DHTML, PDF.
Delivery Method	Email, FTP, Fax, and Online.

Note:

- The user has the option to provide a known Invoice ID or to provide a location, start date and end date as the selection criteria. The second option is used in scheduling the report through ORMS report scheduler.
- If a location, start date, and end date are provided as the report selection criteria, the report retrieves the invoices belonging to the selected location and where the invoice period is within the given date range. If multiple invoices are within the given report period, the application generates each invoice as a sub report within the main report and it is placed in to in to the same report file.
- When there are multiple invoices the application starts each report on a new page that is placed in the same report file (e.g. PDF and Excel).

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Figure 2-88: Sample Report

Invoice Remittance Report (FIN-INV-001)

Run Date and Time: May 25 2006 2:41:43 PM EST

IN ACCOUNT WITH:
Department of Natural Resources (DNR)
101 S.Webster St., P.O. Box 7921
Madison, Wisconsin
53707-7921

Contract ID:

PLEASE REMIT PAYMENT TO:
ReserveAmerica Inc.
c/o Active Network
Lock Box 9634
Los Angeles, California
90084-9634
Identifying #: VXP982600269
Tax ID: 1417879876

Period Start Date: 04/01/2006
Invoice ID: 6338192

Period End Date: 04/30/2006
Invoice Date: 04/30/2006

Sales Channel	Product Category	Transaction Group	Account	Fee Schedule	Scheduled Price	Adjusted	RA Fee Qty	Amount (USD)	Reference
CallCenter	Camping	Reservation	7940.74.0900.10	1297	$5.00		8	$40.00	
CallCenter	Camping	Reservation	7940.74.1000.10	1287	$9.00		52	$468.00	
CallCenter	Camping	Reservation	7940.74.1000.10	10106	$9.00		1	$9.00	
CallCenter	Camping	Reservation	7940.74.1000.10	10106	$9.00	Adjusted	1	$7.00	
CallCenter	Camping	Reservation	7940.74.1000.10	10101	$9.00		5	$45.00	
CallCenter	Camping	Reservation	7940.74.1000.10	10101	$9.00	Adjusted	1	$6.00	6338192_1
CallCenter	Camping	Reservation	7940.74.1000.10	5643	$9.00		3	$27.00	
Call Center	Ticketing	Reservation	7940.74.1000.77	10103	$5.00		4	$20.00	
Call Center	Ticketing	Reservation	7940.74.1000.88	10103	$3.00	Adjusted	2	$6.00	6338192_4
Call Center Total:								**$628.00**	
Web	Camping	Cancellation	7940.74.0900.30	2323	$5.00		10	$50.00	
Web	Camping	Reservation	7940.74.1200.10	10102	$9.00		1	$9.00	
Web	Camping	Reservation	7940.74.1200.10	10102	$9.00	Adjusted	1	$7.00	6338192_2
Web	Camping	Reservation	7940.74.1200.10	10102	$8.00		1	$8.00	
Web	Camping	Reservation	7940.74.1200.10	10102	$8.00	Adjusted	1	$7.00	6338192_3
Web	Camping	Reservation	7940.74.1400.10	8765	$9.00		5	$45.00	
Web	Camping	Reservation	7940.74.1400.30	2344	$9.00		15	$135.00	
Web Total:								**$261.00**	
Invoice Total:								**$889.00**	

Signature: .....

Date: .....

Invoice Remittance Report Page 1 of 1

Table 2-84: Report Columns

Column	Description
Sales Channel	Displays the sales channel (received Call Center, Field, and Web) from the order item transaction.
Product Category	The product category associated with the transaction.
Transaction Group	Displays the transaction group from the order item transaction
Account	Displays the account revenue number.
Fee Schedule	Displays the fee schedule associated with the transaction.
Scheduled Price	Displays the price from the RA fee schedule.
Adjusted	Displays ‘Adjusted’ if the RA fee was adjusted.
RA Fee Qty	Displays the count of each RA fee within the grouping.
Amount (Currency)	The sum of the RA fee within the grouping. The currency is the home currency associated with the contract.
Reference	Displays a number assigned to adjustments made to the RA fees on each RA fee schedule and rate (standard/threshold) matching the reference numbers in the “Invoice Detail Report” on page 160.

Invoice Summary Report

This report summarizes the RA fees, RA fee reversals, and the Asset fees if applicable to the contract included in a completed partner invoice associated with a contract or agency within a reporting time period. The report supports camping, ticketing, permits, gift card, and POS order transactions. You can use it to analyze the RA fees that were generated. Typically, partners use this report as a billable invoice to ReserveAmerica.

Figure 2-89: Request Report

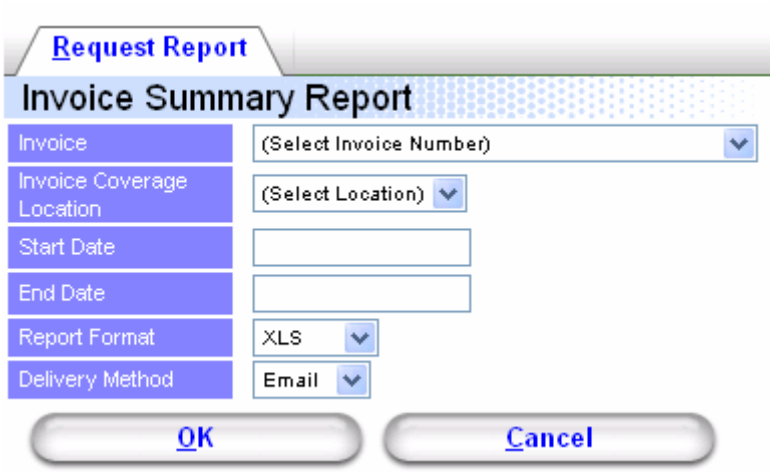

Table 2-85: Request Report Fields

Field	Description
Invoice	Indicates the invoice that the report is produced for. The format is *<invoice ID> - <period start date> - <period end date> - <contract* or *agency name>*. The default is Select Invoice Number.
Invoice Coverage Location	Displays a drop-down list that includes the locations set up as distribution locations. • If the invoices are set up for each contract then the list only contains the contract name. • If the invoices are set up to for each agency then a list of agencies displays for the logged-in contract as the invoice generated location. • If the invoice unique identifier is not provided then the entry of this field is mandatory. • If the invoice unique identifier is provided any value entered in to this field is not taken in to consideration.

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Table 2-85: Request Report Fields (continued)

Field	Description
Start Date	Specify the start date of the reporting period. • If the invoice unique identifier is not provided then the entry of this field is mandatory. • If the invoice unique identifier is provided any value entered in to this field is ignored.
End Date	Specify the end date of the reporting period. • If the invoice unique identifier is not provided then the entry of this field is mandatory. • If the invoice unique identifier is provided any value entered in to this field is ignored.
Report Format	XLS, DHTML, and PDF.
Delivery Method	Email, FTP, Fax, and Online.

Note:

- The user has the option to provide a known invoice unique identifier or to provide a location, start date, and end date as the selection criteria. The second option is used in scheduling the report through the ORMS report scheduler.
- If a location, start date, and end date are provided as the report selection criteria, the report retrieves the invoices belonging to the selected location and where the invoice period is within the given date range. If multiple invoices are within the given report period the application generates each invoice as a sub-report within the main report and it is placed into the same report file.
- When there are multiple invoices the application starts each report on a new page and places them in the same report file (e.g. PDF and excel).

Figure 2-90: Sample Report

Invoice Summary Report (FIN-INV-002 Run Date and T

Location: South Carolina State Park Service

Period Start Date: 11/1 Period End: 11/13/2006

Invoice ID: 25118439 Invoice Date: 12/05/200

Agency	Region	Facility	Account	Account Name	Account Summary(USD)
SC parks	DISTRICT 1	COLLETON	0799.4035.7255.01	RA Transaction Fee - Campsite	$198.00
SC parks	DISTRICT 1	COLLETON		**Total:**	**$ 198.00**
SC parks	DISTRICT 1	EDISTO BEACH	0799.4035.7255.00	RA Transaction Fee - Cabins	$780.00
SC parks	DISTRICT 1	EDISTO BEACH	0799.4035.7255.01	RA Transaction Fee - Campsite	$3,225.00
SC parks	DISTRICT 1	EDISTO BEACH		**Total:**	**$ 4,005.00**
SC parks	DISTRICT 1	GIVHANS FERRY	0799.4035.7255.00	RA Transaction Fee - Cabins	$93.75
SC parks	DISTRICT 1	GIVHANS FERRY	0799.4035.7255.01	RA Transaction Fee - Campsite	$310.50
SC parks	DISTRICT 1	GIVHANS FERRY	0799.4035.7255.02	RA Transaction Fee - Day Use	$22.50
SC parks	DISTRICT 1	GIVHANS FERRY		**Total:**	**$ 426.75**
SC parks	DISTRICT 1	HUNTING ISLAND	0799.4035.7255.00	RA Transaction Fee - Cabins	$1,650.00
SC parks	DISTRICT 1	HUNTING ISLAND	0799.4035.7255.01	RA Transaction Fee - Campsite	$4,378.50
SC parks	DISTRICT 1	HUNTING ISLAND	0799.4035.7255.02	RA Transaction Fee - Day Use	$3.75
SC parks	DISTRICT 1	HUNTING ISLAND		**Total:**	**$ 6,032.25**
SC parks	DISTRICT 1	HUNTINGTON BEACH	0799.4035.7255.01	RA Transaction Fee - Campsite	$2,824.50
SC parks	DISTRICT 1	HUNTINGTON BEACH	0799.4035.7255.02	RA Transaction Fee - Day Use	$18.75
SC parks	DISTRICT 1	HUNTINGTON BEAC		**Total:**	**$ 2,843.25**
SC parks	DISTRICT 1	LAKE WARREN	0799.4035.7255.02	RA Transaction Fee - Day Use	$3.75
SC parks	DISTRICT 1	LAKE WARREN		**Total:**	**$ 3.75**
SC parks	DISTRICT 1	MYRTLE BEACH	0799.4035.7255.00	RA Transaction Fee - Cabins	$472.50
SC parks	DISTRICT 1	MYRTLE BEACH	0799.4035.7255.01	RA Transaction Fee - Campsite	$2,392.50
SC parks	DISTRICT 1	MYRTLE BEACH	0799.4035.7255.02	RA Transaction Fee - Day Use	$67.50
SC parks	DISTRICT 1	MYRTLE BEACH		**Total:**	**$ 2,932.50**
SC parks	DISTRICT 1	RIVERS BRIDGE	0799.4035.7255.02	RA Transaction Fee - Day Use	$7.50
SC parks	DISTRICT 1	RIVERS BRIDGE		**Total:**	**$ 7.50**

Table 2-86: Report Columns

Column	Description
Agency — Facility	Displays the location hierarchy based on the location level definition for the selected contract. The columns start with agency, region, and up to the facility level. The contract contains multiple numbers of location levels in between region and the facility depending on the location hierarchy definition. The report supports the 7-location group levels starting from the contract and up to the facility level. Any location level column that is not applicable to the contract is not visible in the report.
Account	Displays the account number associated with the RA fee or asset fee schedule.
Account Name	Displays the account name associated with the RA fee or asset fee schedule.
Account Summary (Currency)	The sum of the RA fee and asset fee for each revenue account within the group. Whereas the currency is the home currency associated with the contract.

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Lottery Application Details Report

This report provides the details of the lottery applications associated with a selected lottery product and the selected lottery schedule. This report can be executed pre- or post- execution of a lottery schedule. You can use this report to review the lottery applications received for a particular lottery and a lottery schedule. Typically, a lottery administrator uses this report to analyze statistics about lottery applications. For example, the most popular dates or who are applying. The report results are organized in the following manner: by the sales channel in alphabetical order, by the order date in ascending order, and then by the Lottery Application # in ascending order. Access to this report and the locations is based on the logged-in user's assigned permissions.

Figure 2-91: Request Report

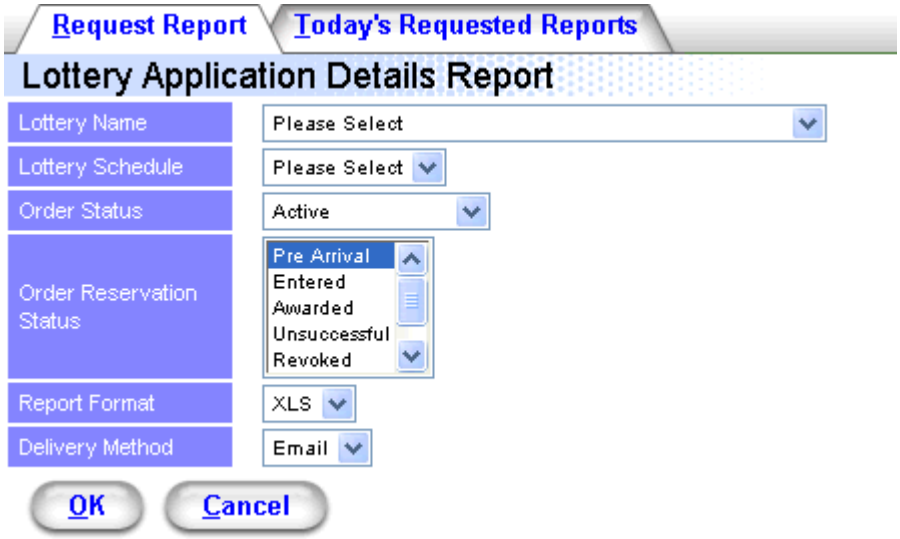

Table 2-87: Request Report Fields

Field	Description
Lottery Name	Displays a drop-down list containing lottery product names. • The lottery coverage is set as the currently logged-in location and any location level below the logged-in location. • The default value is Please Select.
Lottery Schedule	Displays a drop-down list of Lottery Schedules names associated with the selected Lottery Product: • Sorted in the lottery schedule created date and time in ascending order. • This field is mandatory.

Table 2-87: Request Report Fields (continued)

Field	Description
Order Status	Displays a drop-down list of status orders: • The default vale is Active. • The field is mandatory.
Order Reservation Status	A multiple select list order statuses. • The default value is set to all the items in the list are selected • At lease one item must be selected.
Report Format	XLS.
Delivery Method	Email.

Figure 2-92: Sample Report (only a portion of the report is displayed)

Lottery Application Details Report (OPS-PMT-003)

Lottery Name: <Lottery Name>
Lottery Schedule ID's: ID 123456 (123457, 123458) 12/01/2009 - 01/31/2010
Order Status :Active Order Reservation Status : Entered

Lottery Application #	Order Date	Sales Channel	Permit Category	Permit Type	Preferred Entry Date Choice	Alternate Entry Date Choice 1	Alternate Entry Date Choice 2	Alternate Entry Date Choice 3	Preferred Entrance Choice	Alternate Entrance Choice 1
6-887766	12/15/2007	Web	Non-commercial	River Launch Permit(Private)	6/28/2008	6/28/2008	6/28/2008	6/28/2008	02-Middle Fork of Main Salmon	
6-887767	12/16/2007	Web	Non-commercial	River Launch Permit(Private)	9/4/2008	9/4/2008	9/4/2008	9/4/2008	02-Middle Fork of Main Salmon	
6-887768	12/17/2007	Web	Non-commercial	River Launch Permit(Private)	5/3/2008	5/3/2008	5/3/2008	5/3/2008	02-Middle Fork of Main Salmon	
6-887769	12/18/2007	Web	Non-commercial	River Launch Permit(Private)	5/13/2008	5/13/2008	5/13/2008	5/13/2008	02-Middle Fork of Main Salmon	
6-887770	12/19/2007	Web	Non-commercial	River Launch Permit(Private)	6/21/2008	6/21/2008	6/21/2008		02-Middle Fork of Main Salmon	
6-887771	12/20/2007	Web	Non-commercial	River Launch Permit(Private)	7/5/2008	7/5/2008	7/5/2008		02-Middle Fork of Main Salmon	
6-887772	12/21/2007	Web	Non-commercial	River Launch Permit(Private)	6/30/2008	6/30/2008	6/30/2008		02-Middle Fork of Main Salmon	
6-887773	12/22/2007	Web	Non-commercial	River Launch Permit(Private)	6/1/2008	6/1/2008	6/1/2008		02-Middle Fork of Main Salmon	
6-887774	12/23/2007	Web	Non-commercial	River Launch Permit(Private)	5/16/2008	5/16/2008	5/16/2008	5/16/2008	02-Middle Fork of Main Salmon	
6-887775	12/24/2007	Web	Non-commercial	River Launch Permit(Private)	6/5/2008	6/5/2008	6/5/2008	6/5/2008	02-Middle Fork of Main Salmon	
6-887776	12/25/2007	Web	Non-commercial	River Launch Permit(Private)	6/14/2008	6/14/2008	6/14/2008	6/14/2008	02-Middle Fork of Main Salmon	
6-887777	12/26/2007	Web	Non-commercial	River Launch Permit(Private)	5/1/2008	5/1/2008	5/1/2008	5/1/2008	02-Middle Fork of Main Salmon	
6-887778	12/27/2007	Web	Non-commercial	River Launch Permit(Private)	6/22/2008	6/22/2008	6/22/2008	6/22/2008	02-Middle Fork of Main Salmon	
6-887779	12/28/2007	Web	Non-commercial	River Launch Permit(Private)	7/26/2008	7/26/2008	7/26/2008	7/26/2008	02-Middle Fork of Main Salmon	
6-887780	12/29/2007	Web	Non-commercial	River Launch Permit(Private)	5/3/2008	5/3/2008	5/3/2008	5/3/2008	02-Middle Fork of Main Salmon	

Total # of Applications: 15

Table 2-88: Report Columns (Permit product category)

Column	Description
Lottery Application #	Displays the order number of the permit order.
Order Date	Displays the order date of the permit order.
Sales Channel	Displays the sales channel (received Call Center, Field, and Web) where the lottery application was created.
Permit Category	Displays the permit category associated with the lottery application.
Permit Type	Displays permit type or the preferred permit type the awarded permit type if permit type is a preference level Lottery Application attribute.

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Table 2-88: Report Columns (Permit product category) (continued)

Column	Description
Preferred Entry Date Choice	Displays the referred entry date as specified on the Lottery Application.
Alternate Entry Date Choice 1	Displays the first alternate entry date specified on the Lottery Application. Displays blank if a value has not been specified.
Alternate Entry Date Choice 2	Displays the second alternate entry date specified on the Lottery Application. Displays blank if a value has not been specified
Alternate Entry Date Choice 3	Displays the third alternate entry date specified on the Lottery Application. Displays blank if a value has not been specified
Preferred Entrance Choice	Displays the preferred entrance choice specified on the Lottery Application.
Alternate Entrance Choice 1	Displays the first alternate entry date choice specified on the Lottery Application. Displays blank if a value has not been specified.
Alternate Entrance Choice 2	Displays the second alternate entry date specified on the Lottery Application. Displays blank if a value has not been specified.
Alternate Entrance Choice 3	Displays the third alternate entry date specified on the Lottery Application. Displays blank if a value has not been specified.
Group Leader Last Name	Displays the group leader's surname name on the lottery application.
Group Leader First Name	Displays the group leader's first name on the permit on the lottery application.
Group Leader Initials	Displays the group leader's first name
Telephone Number	Displays the group leader's contact home phone number, work number, or cell number on the lottery application.
Email	Displays the group leader's email address on the lottery application.
Address	Displays the group leader's address on the lottery application.
City	Displays the group leader's city on the lottery application.
Postal Code	Displays the group leader's postal or zip code on the lottery application.
State	Displays the group leader's state on the lottery application.
Country	Displays the group leader's country on the permit order. If the group leader’s country of residence is not the US, the country name displays. If the group leader's country of residence is the US, then a blank displays.
Customer Last Name	Displays the customer’s surname name on the permit order.

Table 2-88: Report Columns (Permit product category) (continued)

Column	Description
Customer First Name	Displays the customer's first name on the permit on the permit order.
Order Status	Displays the status on the permit order.
Order Reservation Status	Displays the reservation status on the lottery application.
Note: The total # of lottery applications in the report will match with the Total # Of Lottery Applications results from "Lottery Application Statistics Report" on page 174, when executed with the same report selection parameters. **Note:** If this report is run for a lottery after the lottery execution period, the results generated from this report for Active and having permit reservation statuses of Reserved, Awarded or Unsuccessful will match with the results generated from "Lottery Results Report" on page 178, for the same Lottery Product and the Lottery Schedule.	

Table 2-89: Report Columns (Site product category)

Column	Description
Lottery Application #	Displays the order number of the site reservation (lottery application).
Order Date	Displays the order date of the site reservation order.
Sales Channel	Displays the sales channel where the order was created.
Facility-Preferred Choice	Displays the name of the facility specified in the preferred choice.
Area/Loop-Preferred Choice	Displays the area/loop specified in the preferred choice.
Site Type-Preferred Choice	Displays the site type specified in the preferred choice.
Site-Preferred Choice	Displays the site specified in the preferred choice. Format: <*site code*> - <*site name*>
Arrival Date-Preferred Choice	Displays the arrival date specified in the preferred choice. Format: mm/dd/yyyy.
Length of Stay-Preferred Choice	Displays the length of stay specified in the preferred choice.
Facility, Area/Loop, Site Type, Site, Arrival Date, Length of Stay	Columns display information for up to 3 alternate lottery preferences.
Primary Occupant Last Name	Displays the primary occupant last name. Format: <*last name*>
Primary Occupant First Name	Displays the primary occupant first name. Format: <*first name*>
Telephone Number	Displays the home phone number of the primary occupant. If unavailable, the work phone number displays. If the work phone number is unavailable, the cell phone number displays.
Email	Displays the email address of the primary occupant.

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Table 2-89: Report Columns (Site product category) (continued)

Column	Description
Address	Displays the address line of the primary occupant. Format: <*address line*>, <*city*>, <*postal code*>, <*state*>.
City	Displays the city of the primary occupant.
Postal Code	Displays the postal code of the primary occupant.
State	Displays the state of the primary occupant.
Country	Displays the primary occupant's country. If the primary occupant's country of residence is not the US, the country name displays. If the primary occupant's country of residence is the US, then a blank displays.
Customer Last Name	Displays the customer's surname name on the site reservation order.
Customer First Name	Displays the customer's first name on the permit on the site reservation order.
Order Status	Displays the status on the site reservation order.
Order Reservation Status	Displays the order status of the site reservation order.
Price	Displays the site reservation order price.
Paid	Displays the past paid amount on the site reservation.
Balance	Displays the outstanding balance on the site reservation.

Lottery Application Statistics Report

This report indicates the volumes of lottery applications by entrance or entry date, by state, or by country. The report extracts all lottery applications that are associated with selected lottery product and the executed lottery schedule.

Typically, a lottery administrator uses this report to analyze statistics about lottery applications. When the report is run by the state, the report results are grouped by the reservations based on the state associated with the group leader stated on the lottery application. When the report is run by country, the report results are grouped by the reservations based on the country associated with the Group leader stated on the lottery application. Access to this report and the locations is based on the logged-in user's assigned permissions.

Note: The report does not display the entrance/entry dates, states or countries with 0 lottery applications.

Figure 2-93: Request Report

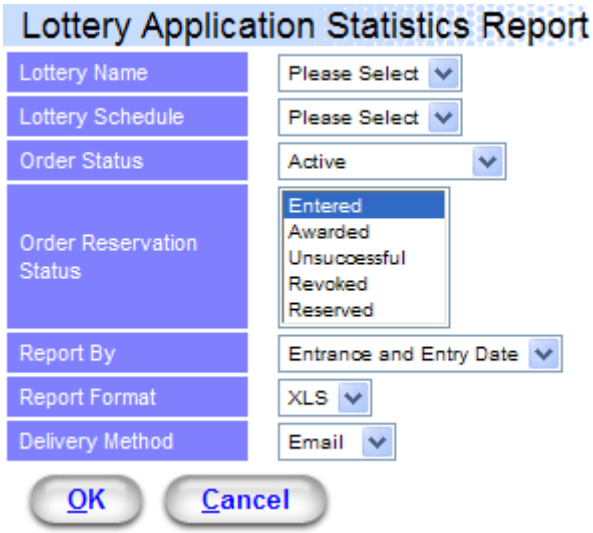

Table 2-90: Request Report Fields

Field	Description
Lottery Name	Displays a drop-down list containing lottery product names. • The lottery coverage is set as the currently logged-in location and any location level below the logged-in location. • The default value is Please Select.

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Table 2-90: Request Report Fields (continued)

Field	Description
Lottery Schedule	Displays a drop-down list of Lottery Schedules names associated with the selected Lottery Product: • Sorted in the lottery schedule created date and time in descending order. • This field is mandatory.
Order Status	Displays a drop-down list of status orders: • The default vale is Active. • The field is mandatory.
Order Reservation Status	A multiple select list of order statuses: • The default value is set to all the items in the list are selected • At lease one item must be selected.
Report By	Displays a drop-down list of values: Entrance and Entry Date, State and Country The default value is Entrance and Entry Date.
Report Format	XLS.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-94: Sample Report

Lottery Application Statistics Report (STAT-PMT-003) Run Date and Time: Web 25 2007 16:30:30 PM EST

Lottery Name: <Lottery Name>
Order Status:Active
Report by: Entry Date and Entrance
Lottery Schedule ID's: ID 123456 (123457, 123458) 12/01/2009 - 01/31/2010
Order Reservation Status: Entered

Entrance	Entry date	# of Applictaions
01-Middle Form of Main Salmon	5/1/2009	100
01-Middle Form of Main Salmon	5/2/2009	50
01-Middle Form of Main Salmon	5/3/2009	20
01-Middle Form of Main Salmon	5/4/2009	30
01-Middle Form of Main Salmon	5/5/2009	20
01-Middle Form of Main Salmon	5/6/2009	15
01-Middle Form of Main Salmon	5/7/2009	16
01-Middle Form of Main Salmon	5/8/2009	29
01-Middle Form of Main Salmon	5/9/2009	20
01-Middle Form of Main Salmon	5/10/2009	76
01-Middle Form of Main Salmon	5/11/2009	10
01-Middle Form of Main Salmon	5/12/2009	4
01-Middle Form of Main Salmon	5/13/2009	18
01-Middle Form of Main Salmon	5/14/2009	19
01-Middle Form of Main Salmon	5/15/2009	20
Total # of Applications:		**447**

Table 2-91: Request Report Fields

Field	Description
Report by Entrance and Entry Date	
Entrance	Displays one of the following values: • The Entrance specified in the preferred choice of the lottery application, when the application has a reservation status of Entered and Unsuccessful. • The Entrance Product associated with the lottery application, when the application has a reservation status of Reserved, Awarded, or Revoked.
Entry Date	Displays one of the following values: • The Entry Date specified in the preferred choice of the lottery application has a reservation status of Entered or Unsuccessful. • The Entry Date associated with the lottery application for lottery applications has a reservation status of Reserved, Awarded, or Revoked. **Note:** The entry date can be specific or a date range for permit types.
# of Applications	Displays the lottery application count for the Entrance and Entry Date.
Report by States	
State	Displays one of the following values: • The name of the state associated with the state of the group leader. • State Unknown at the top of the report, for lottery applications that have a Group Leader without a state defined.
# of Applications	Displays the lottery application count for each state.
Report by Country	
Country	Displays the name of the country of the Group Leader associated with the permit reservation.
# of Applications	Displays the application count for each country.
Report Total	Displays the a count of the total number of Lottery Applications included in the report.
Notes	
Note: The total number of lottery applications in the report will match with the total number of lottery applications results in the “Lottery Application Details Report” on page 169, when executed with the same report selection parameters. **Note:** If this report is run for a lottery after the lottery execution period, the results generated from this report for Active and having permit reservation statuses of Reserved, Awarded or Unsuccessful, will match with the results generated from “Lottery Results Report” on page 178 for the same lottery product and the lottery schedule.	

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Lottery Confirmation Letter Report

This report is to be run after execution of a particular lottery to generate the confirmation letters for the permit orders reserved from the lottery. Running the report will create confirmation letter records and generate the letters.

Figure 2-95: Request Report

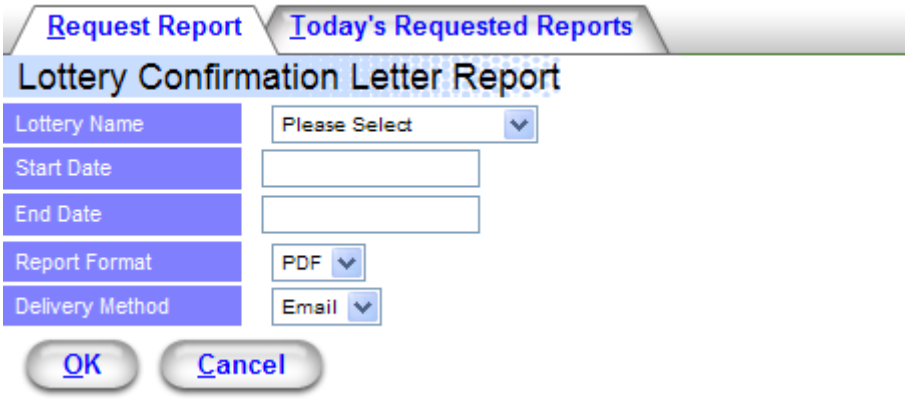

Table 2-92: Request Report Fields

Field	Description
Lottery Name	Allows the report to be run for a selected Lottery Product.
Start Date	If a Start Date is specified, the system includes Permit orders with an entry date greater than or equal to the specified Start Date.
End Date	If an End Date is specified, the system includes Permit orders with an entry date less than or equal to the specified End Date.
Report Format	**Note:** No longer required as the format is based on whether confirmation letter is emailed – HTML or printed – PDF.
Delivery Method	**Note:** No longer required as the delivery method is defined based on the contract.

Report Results and Layout

For more information, see "Permit Confirmation Letter Report" on page 238.

Lottery Results Report

This report provides the details of the results after a lottery has been run. You can use this report to identify the successfully reserved, unsuccessful, and awarded/not confirmed reservations. You can also use the information in this report to produce a customer calling list to follow-up on outstanding reservation payments.

Figure 2-96: Request Report

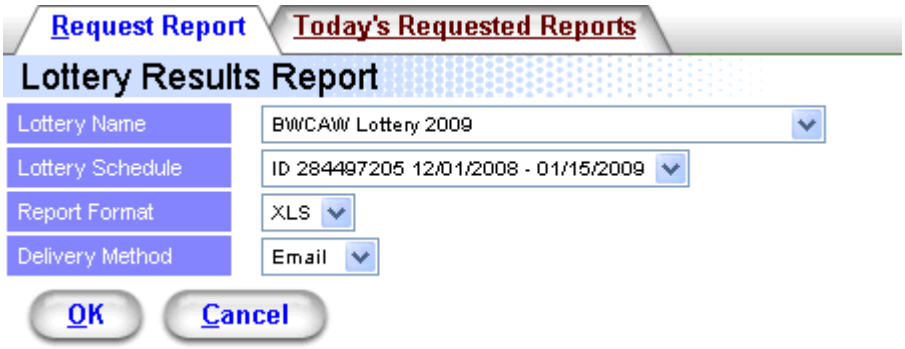

Table 2-93: Request Report Fields

Field	Description
Lottery Name	A drop-down list of lottery product names associated with the logged-in location.
Lottery Schedule	A drop-down list of lottery schedules associated with the selected lottery product and which are not mini schedules of the selected lottery product (sorted by lottery schedule creation date and time in descending order). Default is 'Please select'; if a lottery product is selected, the system sets the default value to the last main schedule created for the selected lottery product. Selection is mandatory.
Report Format	XLS
Delivery Method	Email and Online.

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Figure 2-97: Sample Report with Status: Reserved (shown in two portions)

Lottery Results Report (OPS-PMT-002)

Lottery Name: <Lottery Name>
Status: Awarded

Lottery Schedule ID's: ID 123456 (123457, 123458) 12/01/2009 - 01/31/2010

Permit #	Sales Channel	Permit Category	Awarded Preference	Group Leader Last Name	Group Leader First Name	Group Leader Initials	Telephone Number	Email	Address	City	Postal Code	State	Country	Awarded Entry Date	Awarded Entrance Code/Name	Permit Type	Preferred Entry Date Choice
6-887791	Web	Non-commercial	1	IHRKE	JEFF		507 288-0259	jeffihrke@msn.com	12043 SALISBURY RD	PLEASANT PLAINS	62677	IL		6/28/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	6/28/2008
6-887792	Web	Non-commercial	1	NEUBAUER	DAN		941 312-0126	neubauerjd@netscape.net	620 W ROSCOE	CHICAGO	60634	IL		9/4/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	9/4/2008
6-887793	Web	Non-commercial	1	BIRD	KEVIN		218 865-6699	birdracing_5@hotmail.com	PO BOX 725	BENNETT	80102	CO		5/3/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	5/3/2008
6-887794	Web	Non-commercial	1	BANKS	JIM		714 960-1895	jbanks4@socal.rr.com	2-11-9 NAKAMACHI	SETAGAYA-KU	158-0091			5/13/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	5/13/2008
6-887807	Web	Non-commercial	1	NEUBAUER	DAN		937 835-2248	jsprowl@woh.rr.com	21 JOHN ST	WESTMINSTER	21157	MD		6/21/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	6/21/2008
6-887808	Web	Non-commercial	1	SWEARINGIN	MARK		218 365-5750	chelesnik@frontiernet.net	1440 STEWART AVE	LOMBARD	60148	IL		7/5/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	7/5/2008
6-887766	Web	Non-commercial	1	BRAGER	RANDY		309 664-1792	yelton.five@insightbb.com	50844 SUMMIT HILL CT	GRANGER	46530	IN		6/30/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	6/30/2008
6-887767	Web	Non-commercial	1	WOOD	BRIAN		563 556-3367	Rherrald@aol.com	22015 WAKE ST NE	EAST BETHEL	55011	MN		6/1/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	6/1/2008
6-887768	Web	Non-commercial	1	WOOD	BRIAN		507 536-3871	d.beekland@oaeischurchroch.org	38 GREVES CT	APPLETON	54912	WI		5/16/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	5/16/2008
6-887769	Web	Non-commercial	1	BUCKENDAHL	RYAN		952 937-8815	roger@axes.net	2915 N 53RD ST APT #3	LINCOLN	68504	NE		6/5/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	6/5/2008
6-887770	Web	Non-commercial	1	PAAVOLA	TAD		612 869-4360	kennethfrese4360@msn.com	960 HAMPTON COURSE	WEST CHICAGO	60185	IL		6/14/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	6/14/2008
6-887771	Web	Non-commercial	1	VALTINSON	LAURIS		905 596-3256	jdeng@reserveamerica.com	1033 HAVERHILL DR	HAMILTON	45013	OH		5/1/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	5/1/2008
6-887772	Web	Non-commercial	1	GILLLAND	JOSHUA		773 388-2105	RF_Bleachers@hotmail.com	1440 STEWART AVE	LOMBARD	60148	IL		6/22/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	6/22/2008
6-887773	Web	Non-commercial	1	CHELESNIK	JOHN		218 258-8929	gjsalin@peoplepc.com	N73 W30815 KENTUCKY OAKS WAY	HARTLAND	53029	WI		7/26/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	7/26/2008
6-887790	Web	Non-commercial	4	SPROWL	JAMES		218 865-6699	birdracing_5@hotmail.com	1839 ALMIRA AVE	LAWRENCE	66044	KS		5/3/2008	01-Middle Form of Main Salmon	River Launch Permit(Private)	5/3/2008

Run Date and Time: Web 25 2007 16:30:30 PM EST

Alternate Entry Date Choice 1	Alternate Entry Date Choice 2	Alternate Entry Date Choice 3	Preferred Entrance Choice	Alternate Entrance Choice 1	Alternate Entrance Choice 2	Alternate Entrance Choice 3	Permit Issue Station	Alternate Leader 1 (Last Name)	Alternate Leader 1 (First Name)	Alternate Leader 2 (Last Name)	Alternate Leader 2 (First Name)	Alternate Leader 3 (Last Name)	Alternate Leader 3 (First Name)	Cooperator Reservation	Price	Paid	Balance
6/28/2008	6/28/2008	6/28/2008	01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
9/4/2008	9/4/2008	9/4/2008	01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
5/3/2008	5/3/2008	5/3/2008	01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
5/13/2008	5/13/2008	5/13/2008	01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
6/21/2008	6/21/2008		01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
7/5/2008	7/5/2008		01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
6/30/2008	6/30/2008		01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
6/1/2008	6/1/2008		01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
5/16/2008	5/16/2008	5/16/2008	01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
6/5/2008	6/5/2008	6/5/2008	01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
6/14/2008	6/14/2008	6/14/2008	01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
5/1/2008	5/1/2008	5/1/2008	01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
6/22/2008	6/22/2008	6/22/2008	01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
7/26/2008	7/26/2008	7/26/2008	01-Middle Form of Main Salmon												$80.00	$0.00	$80.00
5/3/2008	5/3/2008	5/3/2008	01-Middle Form of Main Salmon												$80.00	$0.00	$80.00

Table 2-94: Report Columns (for a lottery associated with Permit product category)

Column	Description
Worksheet 1: Reserved	
Permit #	Displays the order number of the permit
Sales Channel	Displays the sales channel (received Call Center, Field, and Web) where the order was created.
Permit Category	Displays the permit category associated with the order.
Awarded Preference	Displays the preference number awarded during the lottery.
Group Leader Last Name	Displays the group leader last name on the permit.
Group Leader First Name	Displays the group leader first name on the permit.
Group Leader Initials	Displays the group leader initials.
Telephone Number	Displays the group leader's contact phone number on the permit.
Email	Displays the group leader's email address on the permit.
Address	Displays the group leader's address on the permit. The address includes: street, city, state, and zip code. • The address information displays on 2 lines. The first line displays the street name. The second line displays the city, state, and zip code.
City	Displays the group leader's city that is on the permit.
Postal Code	Displays the group leader's zip code that is on the permit.
State	Displays the group leader's state that is on the permit.
Country	Displays the group leader's country • If the group leader’s country of residence is not the US, the country name displays. If the group leader's country of residence is the US, then a *blank* displays
Awarded Entry Date	Displays the awarded entry date for the permit.
Awarded Entrance Code/Name	Displays the entrance code and the name of the awarded entrance for the permit.
Permit Type	Displays the awarded permit type; for example: Overnight Paddle, Day Use Motor, or Overnight Permit.
Credit Card Type	Displays the type of credit card used at the time of the lottery application.
Permit Issue Station	Displays the permit issuing station.
Alternate Leader 1 (Last Name)	Displays the first alternative leader's first name.
Alternate Leader 1 (First Name)	Displays the first alternative leader's last name.

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Table 2-94: Report Columns (for a lottery associated with Permit product category) (continued)

Column	Description
Alternate Leader 2 (Last Name)	Displays the second alternative leader's first name.
Alternate Leader 2 (First Name)	Displays the second alternative leader's last name.
Alternate Leader 3 (Last Name)	Displays the third alternative leader's first name.
Alternate Leader 3 (First Name)	Displays the third alternative leader's last name.
Cooperator Reservation	Displays “Yes” if the customer on the permit is a Cooperator. Displays *blank* if the customer is not a Cooperator
Price	Displays the permit order price.
Paid	Displays the past paid amount for the permit order.
Balance	Displays the outstanding balance owed for the permit order.
Note: This tab reflects the active lottery applications that were reserved in the lottery.	
Worksheet 2: Awarded	
Permit #	Displays the order number of the permit
Sales Channel	Displays the sales channel (received Call Center, Field, and Web) where the order was created.
Awarded Preference	Displays the preference number awarded during the lottery.
Group Leader Last Name	Displays the group leader's last name on the permit.
Group Leader First Name	Displays the group leader's first name on the permit.
Telephone Number	Displays the group leader's contact phone number on the permit.
Email	Displays the group leader's email address on the permit.
Address	Displays the group leader's address on the permit. The address includes: street, city, state, and zip code. • The address information displays on 2 lines. The first line displays the street name. The second line displays the city, state, and zip code.
City	Displays the group leader's city that is on the permit.
Postal Code	Displays the group leader's zip code that is on the permit.
State	Displays the group leader's state that is on the permit.
Country	Displays the group leader's country. • If the group leader’s country of residence is not the US, the country name displays. If the group leader's country of residence is the US, then a *blank* displays
Awarded Entry Date	Displays the awarded entry date for the permit.

Table 2-94: Report Columns (for a lottery associated with Permit product category) (continued)

Column	Description
Awarded Entrance Code/Name	Displays the entrance code and the name of the awarded entrance for the permit.
Permit Type	Displays the awarded permit type; for example: Overnight Paddle, Day Use Motor, or Overnight Permit.
Credit Card Type	Displays the type of credit card used at the time of the lottery application.
Permit Issue Station	Displays the permit issuing station.
Alternate Leader 1 (Last Name)	Displays the first alternative leader's first name.
Alternate Leader 1 (First Name)	Displays the first alternative leader's last name.
Alternate Leader 2 (Last Name)	Displays the second alternative leader's first name.
Alternate Leader 2 (First Name)	Displays the second alternative leader's last name.
Alternate Leader 3 (Last Name)	Displays the third alternative leader's first name.
Alternate Leader 3 (First Name)	Displays the third alternative leader's last name.
Cooperator Reservation	Displays “Yes” if the customer on the permit is a Cooperator. Displays *blank* if the customer is not a Cooperator
Price	Displays the permit order price.
Paid	Displays the past paid amount for the permit order.
Balance	Displays the outstanding balance owed for the permit order.
Note: This tab reflects the active lottery applications that were awarded permits in the lottery.	
Worksheet 3: Unsuccessful	
Application #	Displays the order number of the lottery application
Sales Channel	Displays the sales channel (received Call Center, Field, and Web) where the order was created
Reason for Denial	Displays the reason for the denial of the lottery application.
Group Leader Last Name	Displays the group leader's last name on the lottery application.
Group Leader First Name	Displays the group leader's first name on the lottery application.
Telephone Number	Displays the group leader's contact phone number on the lottery application.
Email	Displays the group leader's email address on the lottery application.
Address	Displays the group leader's address on the permit. The address includes: street, city, state, and zip code. The address information displays on 2 lines. The first line displays the street name. The second line displays the city, state, and zip code.

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Table 2-94: Report Columns (for a lottery associated with Permit product category) (continued)

Column	Description
City	Displays the group leader's city that is on the lottery application.
Postal Code	Displays the group leader's zip code that is on the lottery application.
State	Displays the group leader's state that is on the lottery application.
Country	Displays the group leader's country that is on the lottery application. If the group leader's country of residence is not the US, the country name displays. If the group leader's country of residence is the US, then a *blank* displays.
Preferred Entry Date	Displays the first preference of the entry date on the lottery application.
Preferred Entrance Code/Name	Displays the first preference of the entrance code and name on the lottery application.
Preferred Permit Type	Displays the first preference of permit type on the lottery application.
Credit Card Type	Displays the type of credit card used at the time of the lottery application.
Permit Issue Station	Displays the permit issuing station of the lottery application.
Alternate Leader 1 (Last Name)	Displays the first alternative leader's first name.
Alternate Leader 1 (First Name)	Displays the first alternative leader's last name.
Alternate Leader 2 (Last Name)	Displays the second alternative leader's first name.
Alternate Leader 2 (First Name)	Displays the second alternative leader's last name.
Alternate Leader 3 (Last Name)	Displays the third alternative leader's first name.
Alternate Leader 3 (First Name)	Displays the third alternative leader's last name.
Cooperator Reservation	Displays “Yes” if the customer on the lottery application is a Cooperator. Displays *blank* if the customer is not a Cooperator.
Note: This tab reflects the active lottery applications that were unsuccessful in the lottery.	

Table 2-95: Report Columns (for a lottery associated with Site product category)

Column	Description
Worksheet 1: Reserved	
Reservation #	Displays the order number of the site reservation (lottery application).
Awarded Preference	Displays the awarded preference number during the lottery.

Table 2-95: Report Columns (for a lottery associated with Site product category) (continued)

Column	Description
Primary Occupant Last Name	Displays the primary occupant's last name. Format: <*last name*>.
Primary Occupant First Name	Displays the primary occupant's first name. Format: <*first name*>.
Telephone Number	Displays the home phone number of the primary occupant. If unavailable, displays the work phone number. If the work phone number is unavailable, displays the cell phone number.
Email	Displays the primary occupant's email address.
Address	Displays the primary occupant's address on the reservation. The address includes: street, city, state, and zip code. The address information displays on 2 lines. The first line displays the street name. The second line displays the city, state, and zip code.
City	Displays the primary occupant's city that is on the reservation.
Postal Code	Displays the primary occupant's zip code that is on the reservation.
State	Displays the primary occupant's state that is on the reservation.
Country	Displays the primary occupant's country. If not the US, the country name displays. If the primary occupant's country of residence is the US, then a *blank* displays
Facility	Displays the facility associated with the reservation.
Awarded Arrival Date	Displays the entry date for the reservation.
Departure Date	Displays the departure date of the reservation. Format: mm/dd/yyyy.
Awarded Site Code/Name	Displays the site code and the name of the awarded site. Format: <*site code*> - <*site name*>.
Area/Loop	Displays the name of the area/loop to which the awarded site belongs.
Site type	Displays the site type associated with the awarded site.
Facility-Preferred Choice	Displays the facility name of the facility specified in the preferred choice.
Area/Loop-Preferred Choice	Displays the area/loop specified in the preferred choice.
Site Type-Preferred Choice	Displays the site type specified in the preferred choice.
Site-Preferred Choice	Displays the site specified in the preferred choice. Format: <site code> - <site name>.
Arrival Date-Preferred Choice	Displays the arrival date specified in the preferred choice. Format: mm/dd/yyyy.
Length of Stay-Preferred Choice	Displays the length of stay specified in the preferred choice.

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Table 2-95: Report Columns (for a lottery associated with Site product category) (continued)

Column	Description
Facility, Area/Loop, Site Type, Site, Arrival Date, Length of Stay	Displays columns consisting of information for up to 3 alternate lottery preferences.
Payment Method	Displays the payment method used for charging the fees for the reservation. If multiple payment methods apply, the payment methods concatenated with ' , ' display. For example: VISA, MAST.
Price	Displays the site reservation order price.
Paid	Displays the past paid amount for the site reservation.
Balance	Displays the outstanding balance owed for the site reservation.
Note: This tab reflects the active lottery applications that were reserved in the lottery.	
Worksheet 2: Awarded	
Note: The same columns display as Worksheet 1: Reserved, except the Payment Method column.	
Worksheet 3: Unsuccessful	
Application #	Displays the order number of the lottery application.
Sales Channel	Displays the sales channel (received Call Center, Field, and Web) where the order was created.
Reason for Denial	Displays the reason for denial of the reservation based on the reason that persisted during the lottery execution.
Note: Starting from Primary Occ. Last Name, the same report columns display as specified in Worksheet 3: Awarded as well as the report columns for Worksheet 3: Unsuccessful.	

Monthly Ticketing Recipient Distribution Report

This report provides monthly ticketing distribution amounts by Distribution Day or by Tour Month, with optional output by Tour. You can use this report to verify the recipient's portion of ticketing distributions received for a particular report month, or to view distribution amounts based on tour month (month earned).

Figure 2-98: Request Report

Table 2-96: Request Report Fields

Field	Description
Distribution Coverage Location	Displays a drop-down list of distribution coverage locations defined in the contract. The list is restricted by the access level of the logged-in user. The default is the first location in the list.
Recipient	Displays a drop-down list of recipients defined in the contract. The list is restricted to the unique recipients where the recipient revenue locations (defined in the recipient permits) are within the selected distribution coverage location. • If there is only one recipient found, the recipient is the default. • If there is more than one recipient found, the default is All.
Revenue Location	Displays a drop-down list of Revenue Locations related to the selected Recipient.

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Table 2-96: Request Report Fields (continued)

Field	Description
Report Type	Displays a drop-down list of options to select the level of detail for the report. The options are: • Distribution Day • Distribution Day + Tour Month • Tour Month • Tour Month + Distribution Day
Include Tour Name	Allows you to indicate whether to include the tour name in the report by selecting one of the following values: Yes or No. The default is No.
Distribution Code	Displays a drop-down list of distribution codes for the contract. The default is blank.
Start Date	Specify the start date of the reporting period. This is a mandatory field. The default is the 1st of the previous month.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date and not more than 31 days from the start date. The default is the last day of the previous month.
Report Format	XLS and PDF.
Delivery Method	Email, FTP, Fax, Online.

Figure 2-99: Sample Report (only a portion is displayed)

Monthly Ticketing Recipient Distribution Report (FIN-DSTR-007)

Distribution Coverage Location: California Parks and Recreation Run Date and Time: Sep 05 2008 9:07:17 AM PDT

Recipient: National Geographic Theater

Revenue Location: HEARST CASTLE

Report by: Distribution Day

Include Tour Name: Yes

Distribution Code: Completed - HEARST-NGT-NCC

Distribution Job ID: 95600138, 95600427, 96748593, 96748941, 96749283

Start Date: 06/19/2008 **End Date: 06/23/2008**

Distribution Year	Distribution Month	Distribution Day	Tour Name	Amount
2008	06	19	Building the Dream	$42.00
2008	06	19	Tour 1 - Experience Tour	$2,078.50
2008	06	23	Building the Dream	$62.00
2008	06	23	Tour 1 - Experience Tour	$3,115.50
2008	06	23	Tour 6 - Accessible Experience Tour	$15.00
			Total:	**$5,313.00**

Table 2-97: Report Columns

Column	Description
Distribution Day Report Type	
Distribution Year	Displays the distribution year.
Distribution Month	Displays the distribution month.
Distribution Day	Displays the distribution day.
Tour Name	Displays the name of the Tour associated with the distributed amount. Does not appear if Include Tour Name option was No.
Amount	Displays the total distribution amount for the recipient for the distribution day, and, optionally, tour.
Distribution Day + Tour Month Report Type	
Distribution Year	Displays the distribution year.
Distribution Month	Displays the distribution month.
Distribution Day	Displays the distribution day.
Tour Year	Displays the tour year.
Tour Month	Displays the tour month.
Tour Name	Displays the name of the Tour associated with the distributed amount. Does not appear if Include Tour Name option was No.
Amount	Displays the total distribution amount for the recipient for the distribution day, tour month, and, optionally, tour. **Note:** The distributed deposit and financial session adjustments are reported based on the distribution date and not the tour month.
Tour Month Report Type	
Distribution Year	Displays the distribution year.
Distribution Month	Displays the distribution month.
Tour Year	Displays the tour year.
Tour Month	Displays the tour month.
Tour Name	Displays the name of the Tour associated with the distributed amount. Does not appear if Include Tour Name option was No.
Amount	Displays the total distribution amount for the recipient for the distribution month, tour month, and, optionally, tour. **Note:** The distributed deposit and financial session adjustments are reported based on the distribution date and not the tour month.

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Table 2-97: Report Columns (continued)

Column	Description
Tour Month + Distribution Day Report Type	
Tour Year	Displays the tour year.
Tour Month	Displays the tour month.
Tour Name	Displays the name of the Tour associated with the distributed amount. Does not appear if Include Tour Name option was No.
Distribution Year	Displays the distribution year.
Distribution Month	Displays the distribution month.
Distribution Day	Displays the distribution day.
Amount	Displays the total distribution amount for the recipient for the distribution day, tour month, and, optionally, tour. **Note:** The distributed deposit and financial session adjustments are reported based on the distribution date and not the tour month.

Occupancy Report - by Primary Occup. Customer Type

This report summarizes the number of active camping reservations, number of nights, total camping revenue for a location, customer type, and specified date range (maximum 366 days). You can use this report as a comparison of the camping reservation revenue generated for a specific customer type (of the primary occupant) versus the total camping reservation revenue generated for a location over a specified time period. This report can be produced separately for each local facility or for all facilities (summarized); you can only access the information for which you have logged-in.

Note: For reservations prior to the software release 2.7, the customer type of the billing customer is retrieved in the report. For the reservations after the software release 2.7, the primary occupant's customer type is retrieved in the report.

Figure 2-100: Request Report

Table 2-98: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Customer Type	Displays a drop-down list of customer types for the contract. This is a mandatory field.

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Table 2-98: Request Report Fields (continued)

Field	Description
Reservation Type	Displays a drop-down list of reservations types.
Include Site Types	A drop-down list of values 'Yes' and 'No'.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date must be greater than or equal to the start date. **Note:** The maximum reporting period is 366 days.
Report Format	XLS
Delivery Method	Email and Online.

Figure 2-101: Sample Report

Occupancy Report - by Primary Occupant's Customer Type (OPS-OCC-002) Run Date and Time: May 04 2009 3:18:23 PM EDT

Location: NPS/MWR/OZAR-6640

Start Date: 07/01/2008 **End Date: 07/03/2008**

Customer Type: Interagency Senior Pass **Reservation Type: All**

Include Site Types: Yes

Park Name	Site Type	All Customer Types			Interagency Senior Pass			Interagency Senior Pass Revenue %
		# of Trans	# of Nights	Revenue	# of Trans	# of Nights	Revenue	
OZAR-6640								
BIG SPRING (MO)								
BIG SPRING (MO)	GROUP PICNIC AREA	0	0	$ .00	0	0	$ .00	.00%
BIG SPRING (MO)	GROUP TENT ONLY AREA NONELECTRIC	0	0	$ .00	0	0	$ .00	.00%
BIG SPRING (MO)	STANDARD ELECTRIC	36	54	$ 900.00	1	3	$ 30.00	3.33%
BIG SPRING (MO)	STANDARD NONELECTRIC	4	6	$ 102.00	0	0	$ .00	.00%
Total BIG SPRING (MO)		**40**	**60**	**$ 1,002.00**	**1**	**3**	**$ 30.00**	**2.99%**
ROUND SPRING (MO)								
ROUND SPRING (MO)	GROUP PICNIC AREA	0	0	$ .00	0	0	$ .00	.00%
ROUND SPRING (MO)	GROUP STANDARD NONELECTRIC	3	3	$ 300.00	0	0	$ .00	.00%
ROUND SPRING (MO)	GROUP TENT ONLY AREA NONELECTRIC	0	0	$ .00	0	0	$ .00	.00%
ROUND SPRING (MO)	RV NONELECTRIC	0	0	$ .00	0	0	$ .00	.00%
ROUND SPRING (MO)	STANDARD ELECTRIC	10	12	$ 200.00	0	0	$ .00	.00%
ROUND SPRING (MO)	STANDARD NONELECTRIC	14	15	$ 255.00	0	0	$ .00	.00%
ROUND SPRING (MO)	TENT ONLY NONELECTRIC	3	5	$ 85.00	0	0	$ .00	.00%
Total ROUND SPRING (MO)		**30**	**35**	**$ 840.00**	**0**	**0**	**$ .00**	**.00%**
ALLEY SPRING (MO)								
ALLEY SPRING (MO)	GROUP PICNIC AREA	0	0	$ .00	0	0	$ .00	.00%
ALLEY SPRING (MO)	GROUP TENT ONLY AREA NONELECTRIC	0	0	$ .00	0	0	$ .00	.00%
ALLEY SPRING (MO)	STANDARD ELECTRIC	36	46	$ 870.00	1	2	$ 20.00	2.30%
ALLEY SPRING (MO)	STANDARD NONELECTRIC	10	22	$ 518.00	1	2	$ 20.00	3.86%
Total ALLEY SPRING (MO)		**46**	**68**	**$ 1,388.00**	**2**	**4**	**$ 40.00**	**2.88%**
PULLTITE (MO)								
PULLTITE (MO)	GROUP TENT ONLY AREA NONELECTRIC	4	4	$ 400.00	0	0	$ .00	.00%
PULLTITE (MO)	STANDARD NONELECTRIC	32	44	$ 714.00	2	4	$ 34.00	4.76%
Total PULLTITE (MO)		**36**	**48**	**$ 1,114.00**	**2**	**4**	**$ 34.00**	**3.05%**
TWO RIVERS (MO)								
TWO RIVERS (MO)	GROUP TENT ONLY AREA NONELECTRIC	0	0	$ .00	0	0	$ .00	.00%
TWO RIVERS (MO)	STANDARD NONELECTRIC	0	0	$ .00	0	0	$ .00	.00%
TWO RIVERS (MO)	TENT ONLY NONELECTRIC	0	0	$ .00	0	0	$ .00	.00%
Total TWO RIVERS (MO)		**0**	**0**	**$ .00**	**0**	**0**	**$ .00**	**.00%**
AKERS (MO)								
AKERS (MO)	GROUP TENT ONLY AREA NONELECTRIC	0	0	$ .00	0	0	$ .00	.00%
Total AKERS (MO)		**0**	**0**	**$ .00**	**0**	**0**	**$ .00**	**.00%**
Total OZAR-6640		**152**	**211**	**$ 4,344.00**	**5**	**11**	**$ 104.00**	**2.39%**

Note: Report excludes forfeited use fees and any transaction fees for cancelled reservations or no-shows. Nights for cancelled reservations or no-shows are also excluded

Table 2-99: Report Columns

Column	Description
All Customer Types **Note:** If Included Site Types is set to 'Yes', the numbers below are summed by the applicable Site Type for the facility.	
# of Trans	The total number of active reservations belonging to the reporting period. The transactions include either reservations or registrations or both depending on the selection parameter based on the selected reservation type.
# of Nights	The total number of nights included in the camping reservations made by all customer types on each park during the specified period. The number of nights is calculated only for the reporting period when there are existing and stay reservations.
Revenue	The total revenue generated from each park for the specified report period. The revenue is calculated only for the reporting period in case of existing and stay reservations when considering the reporting period. The revenue is calculated as use fee +attribute fees + transaction fees + fee penalties - discounts. Only active reservations are included. Voids, cancellations, and no-shows are excluded.
Selected Primary Occupant's Customer Type **Note:** If Included Site Types is set to 'Yes', the numbers below are summed by the applicable Site Type for the facility.	
# of Trans	The total number of active reservations belonging to the reporting period and only related to the primary occupant's customer type selected. The transactions include either reservations or registrations or both based on the specified reservation type.
# of Nights	The total number of nights included in the camping reservations made by the selected primary occupant's customer type on each park during the specified period. The number of nights is calculated for the reporting period in case of existing and stay reservations.
Revenue	The total revenue generated from selected primary occupant's customer type camping reservations during a specified period. The revenue is calculated for the reporting period in case of existing and stay reservations when considering the reporting period. The revenue is calculated as the use fee + attribute fees + transaction fees + fee penalties - discounts. Only active reservations are included. Voids, cancellations, and no-shows are excluded.
<*Customer Type*> Revenue%	The percentage of the revenue generated from the selected primary occupant's customer type from the total revenue.

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Occupancy Report - by Site Type

This report provides the occupancy details for a location, (by agency, region or park) by site type, for a specific time period. You can use this report to identify the projected occupancy for future dates by analyzing the daily occupancy details. The maximum reporting period for the detail report is 7 days. The summary format of the report provides total occupancy levels for a specific time period. The maximum reporting period for the summary report is 12 months (366 days).

Note: This report includes only active orders with at least 1 stay date in the reporting period. It excludes voids, cancellations, and no-shows.

Figure 2-102: Request Report

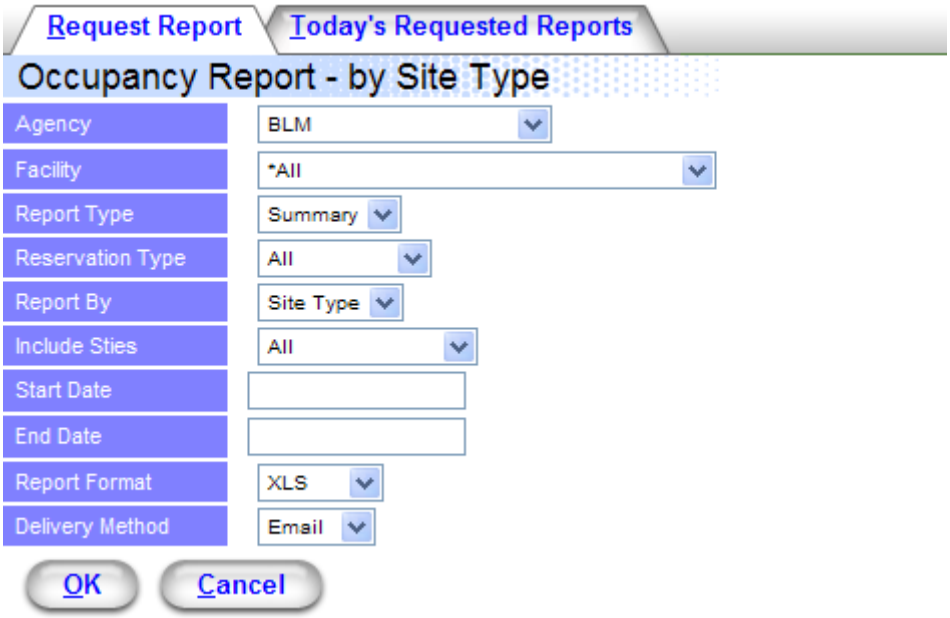

Table 2-100: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Report Type	Allows you to generate a report with one of the following sections Summary or Detail.
Reservation Type	Displays a drop-down list of reservation types.

Table 2-100: Request Report Fields (continued)

Field	Description
Report By	Allows you to generate a report by one of the following values site type or park. Based on the report type and the report by selection parameter combination, the report format displays differently.
Include Sites	Allows you to filter the report by Electric or Non-Electric Sites.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Report Format	XLS and DHTML.
Delivery Method	Email and Online.

Figure 2-103: Sample Detail/Summary Report

Occupancy Report - by Site Type (OPS-OCC-003) Run Date and Time: Nov 02 2009 9:44:40 AM EST

Location: SC parks/DISTRICT 3/DEVILS FORK

Start Date: 07/01/2009 End Date: 07/04/2009

Report Type: Detail Reservation Type: All

Report By: Site Type Include Sites: All

Site Type	# of Sites	# of Avail Sites (07/01/2009)	% Occupied	Jul 01, 2009 (Wednesday)		Jul 02, 2009 (Thursday)		Jul 03, 2009 (Friday)		Jul 04, 2009 (Saturday)	
				occupied	open	occupied	open	occupied	open	occupied	open
DEVILS FORK											
Boat In	13	13	76.92%	6	7	8	5	13	0	13	0
Picnic Shelter	2	2	25.00%	0	2	0	2	0	2	2	0
Rustic Tent Site	25	25	84.00%	10	15	24	1	25	0	25	0
Standard Site	59	59	91.10%	38	21	59	0	59	0	59	0
Villa	20	20	100.00%	20	0	20	0	20	0	20	0
Total DEVILS FORK	119	119	88.45%	74	45	111	8	117	2	119	0

Note: Report excludes nights for cancelled reservations or no-shows.

Occupancy Report - by Site Type (OPS-OCC-003) Run Date and Time: Nov 02 2009 9:44:54 AM EST

Location: SC parks/DISTRICT 3/DEVILS FORK

Start Date: 07/01/2009 End Date: 07/31/2009

Report Type: Summary Reservation Type: All

Report By: Site Type Include Sites: All

Site Type	# of Sites	# of Avail Sites (07/01/2009)	Occupied	% Occupied	# of Nights	# of People
DEVILS FORK						
Boat In	13	13	148	36.72%	148	288
Picnic Shelter	2	2	6	9.68%	6	181
Rustic Tent Site	25	25	397	51.23%	397	555
Standard Site	59	59	938	51.28%	938	1,075
Villa	20	20	416	67.10%	416	401
Total DEVILS FORK	119	119	1905	51.64%	1905	2500

Note: Report excludes nights for cancelled reservations or no-shows.

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Figure 2-104: Sample Park Detail/Summary Report

Occupancy Report - by Site Type (OPS-OCC-003) Run Date and Time: Nov 02 2009 10:40:02 AM EST

Location: SC parks/DISTRICT 3/DEVILS FORK

Start Date: 07/01/2009 End Date: 07/04/2009

Report Type: Detail Reservation Type: All

Report By: Park Include Sites: All

Park	# of Sites	# of Avail Sites (07/01/2009)	% Occupied	Jul 01, 2009 (Wednesday)		Jul 02, 2009 (Thursday)		Jul 03, 2009 (Friday)		Jul 04, 2009 (Saturday)	
				occupied	open	occupied	open	occupied	open	occupied	open
DEVILS FORK	119	119	88.45%	74	45	111	8	117	2	119	0

Note: Report excludes nights for cancelled reservations or no-shows.

Occupancy Report - by Site Type (OPS-OCC-003) Run Date and Time: Nov 02 2009 10:41:48 AM EST

Location: SC parks/DISTRICT 3/DEVILS FORK

Start Date: 07/01/2009 End Date: 07/04/2009

Report Type: Summary Reservation Type: All

Report By: Park Include Sites: All

Park	# of Sites	# of Avail Sites (07/01/2009)	Occupied	% Occupied	# of Nights	# of People
DEVILS FORK	119	119	421	88.45%	421	769

Note: Report excludes nights for cancelled reservations or no-shows.

Table 2-101: Report Columns

Column	Description
Occupancy Report - by Site Type — Detail	
Site Type	Displays the site type name.
# of Sites	The total number of active sites
# of Avail Sites (<*start date*>)	The # of available sites as per the first day of the period specified. The total number of sites is the number of sites having inventory defined for the start date of the reporting period. The # of sites field is an approximate number of sites calculated for the reporting period.
% Occupied	The sum (# of occupied sites for each selected report day for the selected reservation type)/(# of avail sites * number of days in the reporting period) *100
Per Day Columns with the following format: Mon, DD YYYY (Day)	Report columns display according to the specified Start/End Date range with the following sub-columns: • occupied — The number of occupied sites for the day. If the report is run for a selected reservation type, the occupied column displays only the number of sites occupied from the reservation of the selected reservation type. • open — The number of open sites calculated as total number of available sites for the day- total occupied sites for the day (occupied sites from advanced reservations and walk ups regardless of whether the report is run for a selected reservation type or not) - closures for the day. **Note:** Regardless of whether the report is run for a selected reservation type or for all reservation types, the open number of sites provides the same value.

Table 2-101: Report Columns (continued)

Column	Description
Occupancy Report - By Site Type — Summary	
Site Type	Displays the site type name.
# of Avail Sites (<*start date* >)	The # of available sites as per the first day of the period specified. The total number of sites is the number of sites having inventory defined for the start date of the reporting period. The # of sites field is an approximate number of sites calculated for the reporting period.
Occupied	The total number of occupied sites for the given reporting period. It is calculated per day and accumulated for the period per site type. Occupancy is calculated only for the active reservations.
% Occupied	The sum (# of occupied sites for each selected report day for the selected reservation type) / (# of avail sites * number of days in the reporting period) *100.
# of Nights	The total number of nights calculated for the reporting period. The # of nights is calculated differently when the usage type is day use and night. The number of nights is calculated only for the active reservations.
# of People	The total number of people included in the reservation made during the reporting period. The number of people is calculated for the active reservations.
Occupancy Report - by Site Type — Park Detail	
Park Name	Displays the name of the park.
Note: • The remaining report fields are similar to the report fields in the Occupancy Report by Site Type - Detail report, which are grouped by the park not the site type.	
Occupancy Report - by Site Type — Park Summary	
Park Name	Displays the name of the park.
Note: • The remaining report fields are similar to the report fields in the Occupancy Report by Site Type - Summary report, which are grouped by the park not the site type. • Depending on the reservation type selected, the report includes Reservations, Registrations, or All.	

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Occupancy Report - by Sites

This report provides an overview of occupancy levels in camping and lodging units on a monthly and yearly basis. You can use this report to analyze the occupancy levels of camping and lodging units during a specified period in time. The maximum reporting period for the yearly report type is 5 years. The maximum reporting period for the monthly type is 12 months.

Figure 2-105: Request Report

Table 2-102: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Report Type	Allows you to generate a report with one of the following sections: yearly or monthly.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date days.
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-106: Sample Report

Occupancy Report - by Sites (OPS-OCC-001) Run Date and Time: Mon dd YYYY hh:mm:ss AM/PM EST

Location: Agency/Region/Park

Start Date: MON DD YYYY **End Date: MON DD YYYY**

Category: Camping **Include Sites: Electric Sites**

Park Name	Year 2003			Year 2004			Year 2005		
	Occupancy	Sites/Units	Percent	Occupancy	Sites/Units	Percent	Occupancy	Sites/Units	Percent
<Agency >Agency 1									
<Region >Region1									
REGION1	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION1	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION1	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION1	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION1	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION1	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
Total <Region >Region1	**9,999,999**	**999,999**	**999.99%**	**9,999,999**	**999,999**	**999.99%**	**9,999,999**	**999,999**	**999.99%**
<Region >Region2									
REGION2	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION2	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION2	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION2	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION2	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION2	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION2	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
REGION2	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%	9,999,999	99,999	999.99%
Total <Region >Region2	**9,999,999**	**999,999**	**999.99%**	**9,999,999**	**999,999**	**999.99%**	**9,999,999**	**999,999**	**999.99%**
<Region >Region3									
REGION3	9,999,999	999,999	999.99%	9,999,999	999,999	999.99%	9,999,999	999,999	999.99%
REGION3	9,999,999	999,999	999.99%	9,999,999	999,999	999.99%	9,999,999	999,999	999.99%
REGION3	9,999,999	999,999	999.99%	9,999,999	999,999	999.99%	9,999,999	999,999	999.99%
REGION3	9,999,999	999,999	999.99%	9,999,999	999,999	999.99%	9,999,999	999,999	999.99%
REGION3	9,999,999	999,999	999.99%	9,999,999	999,999	999.99%	9,999,999	999,999	999.99%

Table 2-103: Report Columns

Column	Description
Yearly Layout	
Park Name	Displays the name of the park.
Occupancy	The total occupancy on all units or sites or both based on the category selection criteria for each park. Occupancy indicates how many times a site or a unit was occupied during a period of time.

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Table 2-103: Report Columns (continued)

Column	Description
# of Sites/# of Units	The number of camping sites or the number of cabin units available for the selected year. The total number of sites or units available is considered as the total number of sites or units available as of the first day of the year on each yearly time intervals. • If a site has inventory defined for the 1st day of the year, the site is considered as an available site for the report • For year 2004, the available sites are the number of sites that have inventory created for 1st Jan. 2004. • For year 2005, the available sites are the number of sites that have inventory defined for 1st Jan. 2005. • For year 2006, the available sites are the number of sites that have inventory defined for 1st Jan. 2006. • If the report period is given from 1-Apr.-2005 to 31-Mar- 2006, the year column for 2005 represents the data for the period of 1-Apr.-2005 to 31-Dec.-2005 and the site availability is calculated based on the first day of the year, which is 1-Jan.-2005. • For year column 2006, the report represents data for the period of 1-Jan.-2006 to 31-Mar-2006 and the available number of sites is calculated as for date 1-Jan.-2006.
Percent	It is calculated as the occupancy / (# of sites / # of units * # of days per year) * 100 • If a report is requested where the data does not exist in the system, the report column for the particular year is left blank. • The report can be run for maximum of 5-year reporting period.
Monthly Layout	
Park Name	Displays the name of the park.
# of Sites/# of Units	The number of sites or/and units having inventory defined on the report start date.
Occupancy	The total occupancy on all units or sites or both based on the category selection criteria for each park. Occupancy indicates how many times a site or a unit was occupied during a period of time.
Percent	It is calculated as the occupancy (number of occupied sites calculated each day) /(# of units or sites or both * # of effective days per month) * 100. • The report can be requested for any number of months equal to or less than 12 months.

Occupant Forecast Report

This report forecasts the occupancy of the park by illustrating the arrivals and departures per day between the report start date and the report end date. You can use this information to help determine how busy the park is expected to be for the reporting period that can be up to 93 days in length. Access to this report and the locations are based on the logged-in user's assigned permissions.

Figure 2-107: Request Report

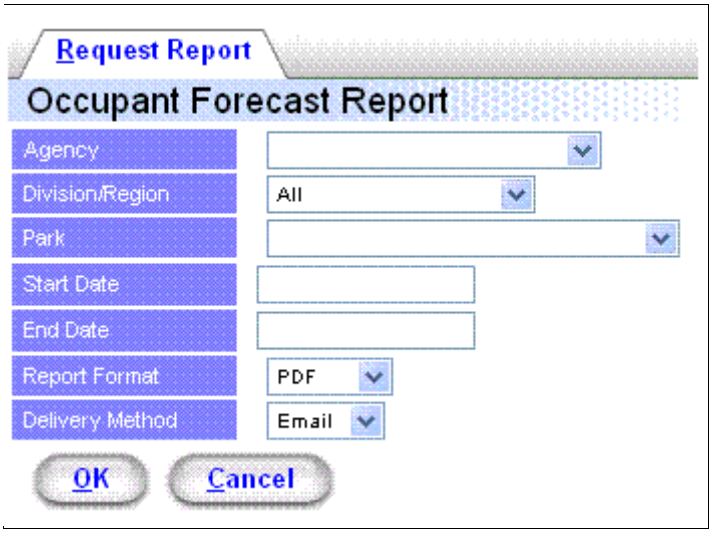

Table 2-104: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Report Format	XLS, DHTML, and PDF.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-108: Sample Report (only a portion is displayed)

Occupant Forecast Report (STAT-OCC-012)

Run Date and Time: Sept 29 2007 07:15:23 PM EST

Location:

Start Date: Sept 29, 2007

EndDate: Nov 30, 2007

Saturday Sept 29, 2007	Total Available Sites	Projected Occupancy	Departures	Arrivals	Total Saleable
Barrack	1	0	0	0	1
Cabin	19	3	1	3	16
Lodge Room	78	1	1	2	77
Meeting Room	5	2	0	1	3
Standard Site	20	5	2	4	15
Total	**123**	**11**	**4**	**10**	**112**
% of Available Sites		**8.94%**			**91.06%**

Sunday Sept 30, 2007	Total Available Sites	Projected Occupancy	Departures	Arrivals	Total Saleable
Barrack	1	0	0	0	1
Cabin	19	5	0	2	14
Lodge Room	78	0	1	0	78
Meeting Room	5	3	0	1	2
Standard Site	20	1	3	1	19
Total	**123**	**9**	**4**	**4**	**114**
% of Available Sites		**7.32%**			**92.68%**

Monday Oct 1, 2007	Total Available Sites	Projected Occupancy	Departures	Arrivals	Total Saleable
Barrack	1	0	0	0	1
Cabin	19	6	1	3	13
Lodge Room	78	2	0	2	76
Meeting Room	5	4	0	1	1
Standard Site	20	5	2	4	15
Total	**123**	**17**	**3**	**10**	**106**
% of Available Sites		**13.82%**			**86.18%**

Thursday Nov 29, 2007	Total Available Sites	Projected Occupancy	Departures	Arrivals	Total Saleable
Barrack	1	1	0	1	0
Cabin	15	4	1	2	11
Lodge Room	75	3	1	2	72
Meeting Room	5	0	0	1	5
Standard Site	20	9	2	5	11
Total	**116**	**17**	**4**	**11**	**99**
% of Available Sites		**14.66%**			**85.34%**

Table 2-105: Report Columns

Column	Description
Date	The day of the year (e.g. Saturday Sept. 29, 2007).
Total Available Sites	The total number of non-closed sites for the reporting day per site type that belonging to the selected facility. • Includes all site types (including those where Total Available Sites is 0 for the specified date.

Table 2-105: Report Columns (continued)

Column	Description
Projected Occupancy	The total number of sites occupied for the day/night per site type belonging to the selected facility. **Note:** If a closed site is reserved then the projected occupancy will be greater than total available sites.
Arrivals	The total arrivals for the day per site type belonging to the selected facility.
Departures	The total departures for the day per site type belonging to the selected facility.
Total Saleable	The total unoccupied sites for the day/night by site type belonging to the selected facility excluding closures.
Total (by Date Grouping)	The total per column is calculated as: • Total of Total Available Sites is: the sum of total available sites for all site types per day. • Total of Projected Occupancy is: the sum of project occupancy for all site types per day. • Total of Departures is: the sum of departures for all site types per day. • Total of Arrivals is: the sum of arrivals for all site types per day. • Total of Total Saleable is: the sum of total saleable sites for all site types per day.
% of Available Sites (by Date Grouping)	The% of Available Sites per column is calculated as: • Total available sites: blank • Projected Occupancy: total of projected occupancy/total of total available sites. • Departures: blank. • Arrivals: blank. • Total Saleable: total of total saleable/total of total available sites.

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Operator Statistics Report

This report provides details of operations carried out by each of the Call Center agents including the number of calls received, average length of call, number of reservations, and by product type (site, POS, ticket, permit, or gift card). You can use this report to evaluate the efficiency of the Call Center agents and for analytical purposes.

Figure 2-109: Request Report

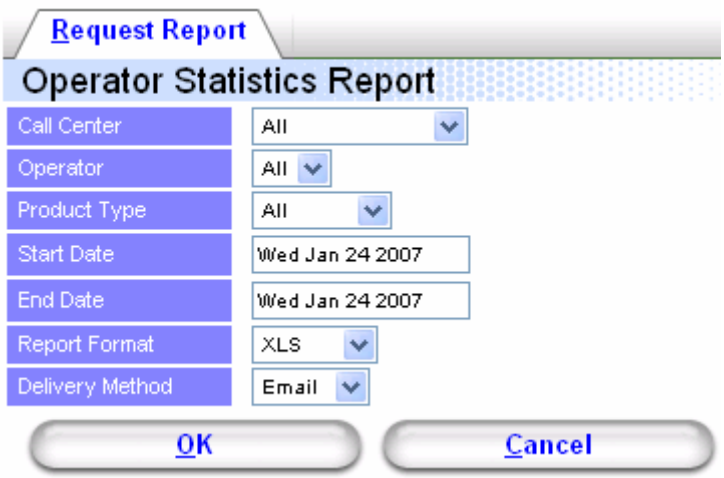

Table 2-106: Request Report Fields

Field	Description
Call Center	Displays a drop-down list of Call Center names available for the logged-in contract and based on the logged-in user's assigned permissions. **Note:** If the user has permission only for a single Call Center, then the default is the user's assigned Call Center. If the user has permissions for multiple Call Centers, then the default is All.
Operator	Displays a drop-down list of Call Center operator names related to the selected Call Center and who are assigned to the contract. The format is <user name>: <operator name>.
Product Type	A type of products list, which is based on the selected Call Center's supported product types. • If All is selected, the report displays separate sections representing each product type. • If one product type is selected, the report displays only the selected product type.
Start Date	Specify the start date of the reporting period. This is a mandatory field.

Table 2-106: Request Report Fields (continued)

Field	Description
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date. The default is one day before the current date.
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-110: Sample Report

Operator Statistics Report (OPS-OPS-001)

Run Date and Time: Mon dd YYYY hh:mm:ss AM/PM EST

Location: <All or Call Center name>
Start Date: MON DD YYYY **End Date: MON DD YYYY**
Product Type: All **Operator: All**

Call Center Name	Operator ID	Name	# of Calls	Avg Call Length	Camping			Ticketing			Permits			POS		
					# of Res	Cancel	Transfers/ Changes	# Tickets	Cancel	Changes	# Permits	Cancel	Changes	# Purchases	Net # of Products	Voids
CA Call Center	178	Barbara Ostroski	20	00.20.00	10	10	5	10	10	5	10	10	5	15	20	2
CA Call Center	215	Carolyn Edwards	20	00:15:31	8	2	0	8	2	0	8	2	0	4	12	0
NY Call Center	220	Shirley Knippa	10	00:20:00	5	3	1	5	3	1	5	3	1	6	12	1
NY Call Center	222	Sue Wager	30	00:10:00	3	0	0	3	0	0	3	0	0	7	21	0

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Operator Statistics Report Page 1 of 1

Table 2-107: Report Columns

Column	Description
Call Center Name	Displays the name of the Call Center. The field only displays if all Call Centers are selected. If a particular Call Center is selected for the report, column does not display.
Operator ID	Displays the unique identifier of the Call Center agents.
Name	Displays the name of the Call Center agent.
# Of Calls	The total number of calls received by the call agent, which also includes the informative calls.
Avg. Call Length	The average call length calculated as total call time including informative calls divided by number of calls received. The format is hh:mm:ss.
Camping	# of Res — Displays the total number of reservation orders booked during the calls. Cancel — Displays the total number of cancellations made during the calls. Transfers/Changes — Displays the total number of transfers made during the calls.

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Table 2-107: Report Columns (continued)

Column	Description
Ticketing	# of Tickets — Displays the total number of ticket orders during the calls. Cancel — Displays the total number of cancellations made during the calls. Transfers — Displays the total number of transfers made during the calls.
Permits	# of Permits — Displays the total number of permit orders booked during the calls. Cancel — Displays the total number of cancellations made during the calls. Changes — Displays the total number of group size changes made during the calls.
POS	# Purchases — Displays the # of POS orders booked during calls by the Call Center agent. Net # of Products — The Net # of POS products calculated as total sold – returns – voids. The information shown in the report is time-sensitive. For example: agent A had a sale of 10 t-shirts on 05/01/2006 and 5 t-shirts were returned on 05/02/2006. If the report is run on 05/03/2006 for the period '05/01/2006-05/01/2006', the net # of products is 10 and if the report is run for the period '05/01/2006-05/02/2006', the net # of products is 5. Voids — Displays the # of voided POS orders.
Gift Card	# of Purchases/Reloads — Displays the total number of gift card orders/reload orders made during the calls. Voids — Displays the total number of voided gift card orders made during the calls.

Park Deposit Consolidated Report

This report summarizes the payments and refunds of cash, non-cash depositables, and vouchers processed within a location (facility headquarters, district, or agency). You can use this report to update your financial system.

Note: This report considers that only cash and non-cash-depositables are processed within the facility headquarters, district, or agency.

Figure 2-111: Request Report

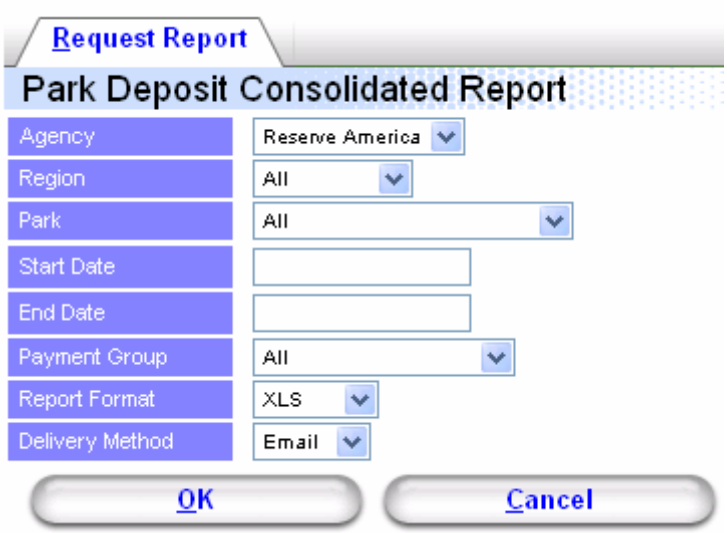

Table 2-108: Request Report Fields

Field	Description
Agency	Displays a drop-down list of agency names related to the contract. The list is restricted by the access level of the logged-in user.
Region	Displays a drop-down list of regions those are applicable for the selected agency. The list is restricted by the access level of the logged-in user. If the users' login location is an agency, an all option is provided and placed at the top of the list.
Park	Displays a drop-down list of park names related to the contract.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Payment Group	Displays a drop-down list of payment groups: cash and non-cash depositable and all. All includes cash and non-cash depositable and does not include any credit card, non-depositable or ACH payment groups.

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Table 2-108: Request Report Fields (continued)

Field	Description
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-112: Sample Report

PARK DEPOSIT CONSOLIDATED REPORT (FIN-DEP-001A) Run Date and Time: Apr 04 2007 12:40:30 PM EDT

LOCATION: SC parks
START DATE: 03/07/2007 **END DATE:** 03/26/2007
PAYMENT GROUP: *All **PAYMENT TYPE:** *All

Depositables

Headquarter Name	Description	Count	Payments	Refunds	Net
COLLETON	Cash	2	$83.28	$.00	$83.28
EDISTO BEACH	Cash	5	$595.09	$.00	$595.09
EDISTO BEACH	Personal Checl	5	$1,067.32	$.00	$1,067.32
HUNTINGTON BEACH	Cash	1	$91.86	$.00	$91.86
KEOWEE-TOXAWAY SNA	Cash	15	$921.61	$.00	$921.61
		Total	$2,759.16	$.00	$2,759.16

Vouchers

Headquarter Name	DESCRIPTION	COUNT	REDEEMED	ISSUED	NET
EDISTO BEACH	Voucher	8	$143.76	$627.15	-$483.39
	Voucher Total		$143.76	$627.15	-$483.39
	Grand Total				$2,275.77

Table 2-109: Report Columns

Column	Description
Description	Displays the payment type description.
Count	The total number of payment and refund transactions that have been processed at the park locations within the facility headquarter hierarchy. It does not include any counts for transactions that have been received/issued at another location on behalf of the park received payment received and refund issued locations must be the park locations. The format is 999,999. Only cash and non-cash depositable payments/ refunds are included; refunds issued as vouchers or gift cards are excluded.

Table 2-109: Report Columns (continued)

Column	Description
Payments	The total dollar values of payments that have been marked as Received at the park locations within the facility headquarter hierarchy (or within the facility location if the facility location has does not have a headquarters defined). It does not include any values for transactions that have been received at other locations on behalf of the park received payment received must be the park/station location. The format is $999,999.99. Only cash and non-cash depositable payments are included. The value to be totaled is the sum of the net payment amount received the reservation total.
Refunds	The total dollar values of refunds that have been marked as Issued at this park location, excluding those issued as vouchers within the facility headquarter hierarchy (or within the facility location if the facility location does not have a headquarters defined). It does not include any values for transactions that have been issued at other locations on behalf of the park, received refund issued must be the park/station location. The format is $999,999.99. Only cash and non-cash depositable refunds are included; refunds issued as vouchers or gift cards are excluded.
Net	The total payments less total refunds. The format is $999,999.99 and displays a negative dollar amount as ($999,999.99).
Note: This report includes all payments and refunds for the park locations within the facility headquarter hierarchy based on the above parameters. If there are refunds but no payments for the same payment type, the payment amount is zero and the total refund amount is reflected.	
Voucher Section	
Count	The total number of voucher transactions redeemed/issued that have been processed at the park locations within the facility headquarter hierarchy. It does not include any counts for voucher transactions that have been received/issued at another location on behalf of the park received payment received and refund issued locations must be the park locations.
Redeemed	The total dollar value of vouchers that have been marked as Received at the park locations within the facility headquarter hierarchy (or within the facility location if the facility location has does not have a headquarters defined). It does not include any values for voucher transactions that have been received at other locations on behalf of the park.
Issued	The total dollar values of vouchers issued at this park location within the facility headquarter hierarchy (or within the facility location if the facility location does not have a headquarters defined). It does not include any values for vouchers that have been issued at other locations on behalf of the park.
Net	The total redeemed voucher amount less total issued voucher amount. The format is $999,999.99 and displays a negative dollar amount as ($999,999.99).

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Park Deposit Report

This report displays payment details of payments and refunds processed at a specified park. You can use this report to update your financial system.

Note: This report is designed for facilities that are not using Financial Sessions. For facilities using Financial Sessions, the Deposit Summary and Deposit Detail Reports can be used. For more information, see "Deposit Summary Report" on page 108 and "Deposit Detail Report" on page 104.

Figure 2-113: Request Report

Table 2-110: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Station	Displays a drop-down list of stations. If the report has been requested from the Resource Manager application, the agency and the region location information is summarized by station and presented for the entire park.
Payment Group	Displays a drop-down list of payment groups. All includes cash and non-cash depositable and does not include any credit card, non-depositable or ACH payment groups.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period.
Report Format	XLS and DHTML.

Table 2-110: Request Report Fields (continued)

Field	Description
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-114: Sample Report

PARK DEPOSIT REPORT (FIN-DEP-014) Run Date and Time: Mar 28 2007 9:41:58 AM EDT

LOCATION ID: 10114
LOCATION NAME: HUNTING ISLAND
START DATE: 03/10/2007
END DATE: 03/15/2007
PAYMENT GROUP: All
PAYMENT TYPE: All

Depositables

PARK NO	PARK NAME	DESCRIPTION	COUNT	PAYMENTS	REFUNDS	NET
Station 1 Name						
812	Station 1 Name	Cash	11	$1,399.06	$.00	$1,399.06
812	Station 1 Name	Personal Check	8	$833.94	$.00	$833.94
812	Station 1 Name	Money Order	2	$183.80	$.00	$183.80
	Totals					$2,416.80
Station 2 Name						
816	Station 2 Name	Cash	128	$5,369.02	$155.65	$5,213.37
816	Station 2 Name	Personal Check	5	$520.87	$.00	$520.87
816	Station 2 Name	Travellers Check	3	$227.16	$99.00	$128.16
	Totals					$5,862.40

Vouchers

PARK NO	PARK NAME	DESCRIPTION	COUNT	REDEEMED	ISSUED	NET
Station 1 Name						
812	Station 1 Name	Voucher	4	$85.00	$100.00	($15.00)
	Totals					($15.00)
Station 2 Name						
816	Station 2 Name	Voucher	1	$45.00	$.00	$45.00
	Totals					$45.00

PARK TOTALS

	COUNT	PAYMENTS/ REDEEMED	REFUNDS / ISSUED	NET
Cash	140	$6,817.58	$155.65	$6,661.93
Money Order	2	$183.80	$.00	$183.80
Personal Check	13	$1,354.81	$.00	$1,354.81
Travellers Check	3	$227.16	$99.00	$128.16
Total	158	$8,583.35	$254.65	$8,328.70
Voucher	5	$130.00	$100.00	$30.00

Table 2-111: Report Columns

Column	Description
Date	Displays the date of the transactions.
Loc ID	• If the report has been selected for a park location and includes stations, this column includes the unique identifier of the station. • If the report has been selected for a park location that does not include stations, then the report displays the unique identifier of the park.
Park Name	• If the report has been selected for a park location and includes stations, this column includes the name of the station. • If the report has been selected for a park location that does not include stations, then the unique identifier is the unique identifier of the park.

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Table 2-111: Report Columns (continued)

Column	Description
Description	Displays the payment type description.
Count	The total numbers of payment and refund transactions that have been processed at the park locations within the facility headquarter hierarchy. It does not include any counts for transactions that have been received/issued at another location on behalf of the park (received payment received and refund issued locations must be the park locations). Only cash and non-cash depositable payments/refunds are included; refunds issued as vouchers or gift cards are excluded.
Payments	The total dollar value of payments that have been marked as Received at the park location. It does not include any values for transactions that have been received at other locations on behalf of the park (received payment received must be the park/ station location). The value to be totaled is the sum of the net payment amount (received the reservation total).
Refunds	The total dollar value of refunds that have been marked as Issued at the park location. It does not include any values for transactions that have been issued at other locations on behalf of the park (received refund issued must be the park/station location). Only cash and non-cash depositable refunds are included; refunds issued as vouchers or gift cards are excluded.
Note: This report includes all payments and refunds for the location based on the above parameters. If there are refunds for the deposit and no payments for the same payment type, the payment amount is zero and the total refund amount is reflected.	
Voucher Section	
Count	The total number of voucher transactions redeemed/issued that have been processed at the park location. It does not include any counts for voucher transactions that have been received/issued at another location on behalf of the park.
Redeemed	The total dollar value of vouchers that have been marked as Received at the park location. It does not include any values for voucher transactions that have been received at other locations on behalf of the park.
Issued	The total dollar value of vouchers issued at the park location. It does not include any values for vouchers that have been issued at other locations on behalf of the park.
Net	The total redeemed voucher amount less total issued voucher amount. The format is $999,999.99 and displays a negative dollar amount as ($999,999.99).

Park Event Report

This report displays the events that are available at the park location including proximity to the park, start dates, and end dates. It is a sub-section of the park profile detail report – section A. You can use this report to review and confirm the changes to the information related to your park as it has been entered into the ORMS system. For more information about generating this sub-section as a part of an entire report, see "Park Profile Detail Report — Section A" on page 216.

Figure 2-115: Request Report

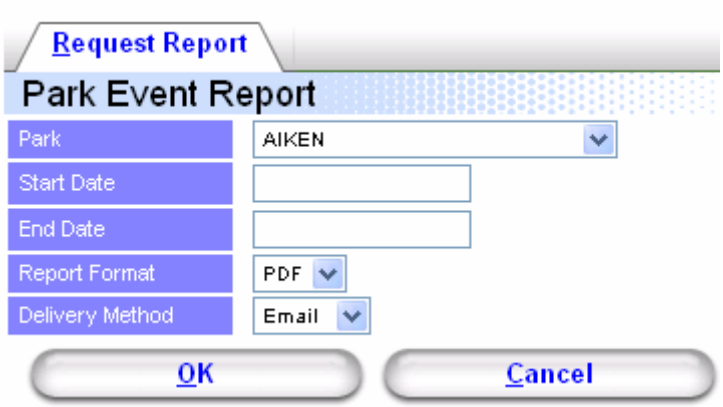

Table 2-112: Request Report Fields

Field	Description
Park	Displays a drop-down list of park names related to the contract.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period.
Report Format	PDF
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-116: Sample Report

Park Profile Report (RA-OPS-021) **DEVILS FORK - TICKETING**

Events Run Date and Time: Feb 02 2007 11:03:15 AM EST

Start Date: 11/01/2006 **End Date:** 11/30/2006

ID	Name	Proximity	Add to Confirmation	Order Notification	Publish Date	Start Date	End Date
		No data found					

Table 2-113: Report Columns

Column	Description
ID	Displays the system generated unique identifier of the season.
Name	Displays the name of the item.
Proximity to Facility	Displays the proximity to facility (e.g. less than 10 miles).
Add to confirmation	Displays the event that was included on the customer confirmation letter.
Order Notification	Displays the pop up message that appears during the reservation process.
Publication Date	Displays the date the event was created.
Start Date	Displays the begin date of the event.
End Date	Displays the finish date of the event.

Park Profile Detail Report

This report provides an overview of a park's details. It is a sub-section of the park profile detail report – section A. You can use this report to review and confirm changes to information related to a park as it has been entered into the ORMS system. For more information about generating this sub-section as a part of an entire report, see "Park Profile Detail Report — Section A" on page 216.

Figure 2-117: Request Report

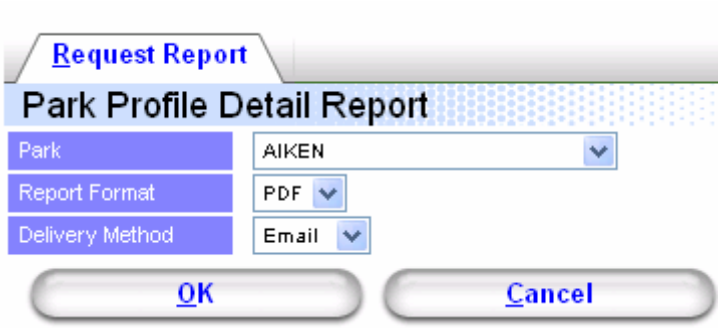

Table 2-114: Request Report Fields

Field	Description
Park	Displays a drop-down list of park names related to the contract.
Report Format	PDF
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-118: Sample Report

Park Profile Report (RA-OPS-021) Run Date and Time: Jan 02 2007 3:20:35 PM EST

Facility ID: 10201 **Organization:** SC parks/ DISTRICT 2/ AIKEN
Park Name: AIKEN

Address: 1145 State Park Rd Windsor, South Carolina 29856
Public Phone: 803-649-2857 **Main Phone:** 803-649-2857
Fax Number: 803-649-2857 **Email:** aiken@scprt.com
Website: http://www.discoversouthcarolina.com/stateparks/aiken

PARK DETAILS

Default Check In: 14:00 **Default Check Out:** 12:00
Time Zone: (GMT -05:00) US/Easte **Observes DayLight Savings Time:**
Longtitude: West- 81; 29; 23
Latitude: North-33; 33; 0
Primary Point of Contact: Nathan Maiwald 864-447-8267 nmaiwald@scprt.com
Secondary Point of Contact: Jeff Atkins 843-838-4868 huntingisland@scprt.com

BrochureInfo: Built in the 1930's by the Civilian Conservation Corps, this 1,067-acre park is located on the South Fork of the Edisto River and is made up of a combination of river swamp, bottomland hardwood forest and dry sandhill pine forest. The park offers many activities from birding, hiking, picnicing, camping to meandering down the Edisto in a canoe or kayak.

Directions: Aiken State Natural Area is 16 miles east of Aiken off US 78 or off 302 from Columbia. From Hwy 302, turn onto Mackney Scott Road and follow signs for the park. From Hwy 78, turn onto State Park Road and follow park signs.

Important Info: Once the park closes, campers will need to have the gate lock combination to enter park. No one under the age of 18 can register or reserve a campsite. Must have a valid drivers license to register for site. Campers under 18 must be accompanied by someone 18 or older. Alcoholic beverages are prohibited. Pets must be leashed at all times. Please contact the park to reserve ADA (Disabled Access) Standard and Full Service sites.

Notes: Aiken State Natural Area is located on the longest free-flowing blackwater river in the United States (Edisto River). Park telephone number is 803-649-2857. For emergency response, call 911. Park Rangers live on premises and the phone list is posted at the park office.

Alerts: A per person admission fee applies to all visitors entering the park. (Overnight guests are exempt.)
* Trailside sites have a one-night minimum stay *

Alias Names: AIKEN STATE PARK, AIKEN

Table 2-115: Report Columns

Column	Description
Brochure Information	Displays the park's brochure text.
Directions	Displays the park's' driving directions text.
Important Information	Displays the park's important information text.
Notes	Displays the park's notes text.
Alerts	Displays the park's alert text.
Alias Name	Displays the park's alias name text.

Park Profile Detail Report — Section A

This report is composed of sections that display park details, services, amenities, events, season summaries, closure summaries, closure details, site notes, and site alerts for a specified facility. You can use the park profile detail report – section A to review and confirm changes to the information related to a park as it has been entered into the ORMS system. You can generate the entire report by selecting park profile detail – section A from the report request list or you can opt to just generate a sub-section of the report (e.g. the park profile detail report).

Figure 2-119: Request Report

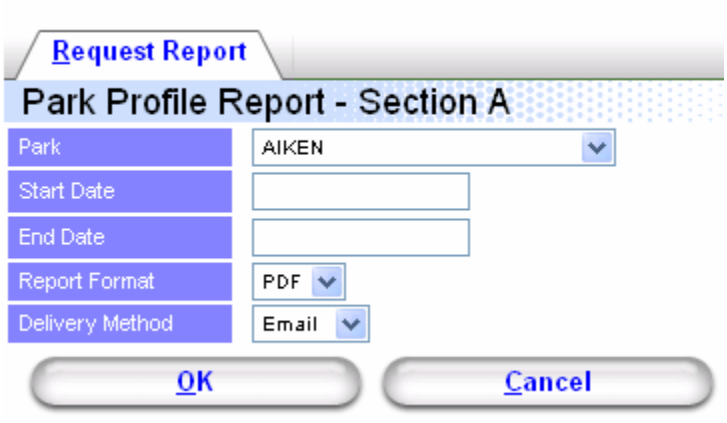

Table 2-116: Request Reports

Field	Description
Park	Displays a drop-down list of park names related to the contract.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Report Format	PDF
Delivery Method	Email, FTP, Fax, and Online.

Report Results and Layout

The report has the following sections:

- Park Details - includes such details as the default check-in and check-out times, the primary point of contact, the brochure information, and the directions to the

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park. For more information about generating this individual section, see "Park Profile Detail Report" on page 214.

- Services and Amenities - displays all the services and amenities that are available at this park location including type and proximity to the facility. For more information about generating this individual section, see "Services and Amenities Report" on page 307.
- Events - displays all the events that are available at the park location including proximity to the park, start dates, and end dates. For more information about generating this individual section, see the "Park Event Report" on page 212.
- Season Summary — displays the details of the seasons that have been created for this park location including: season type, start date, end date, and the number of sites affected. For more information about generating this individual section, see the "Rule Override Report" on page 303.
- Closure Summary — includes the details of all the closures that have been created for the park location including: closure types, start dates, and end dates, and the number of sites affected. For more information about generating this individual section, see the "Closure Summary and Details Reports" on page 53.
- Closure Details — includes the closure summary information as well as details of the site numbers, loops, and site types affected. For more information about generating this individual section, see the "Closure Summary and Details Reports" on page 53.
- Site Notes and Alerts — displays the site, loop name, and any site notes or alerts for the park. For more information about generating this individual section, see the "Site Notes and Alerts Report" on page 319.

Park Profile Detail Report — Section B

This report is composed of sections that display site attributes and fees for the selected facility. You can use this report to review and confirm changes to information related to your park as it has been entered into the ORMS system. You can generate the entire report by selecting park profile detail – section B from the report request list or you can opt to just generate a sub-section of the report (e.g. the site attribute report).

Figure 2-120: Request Report

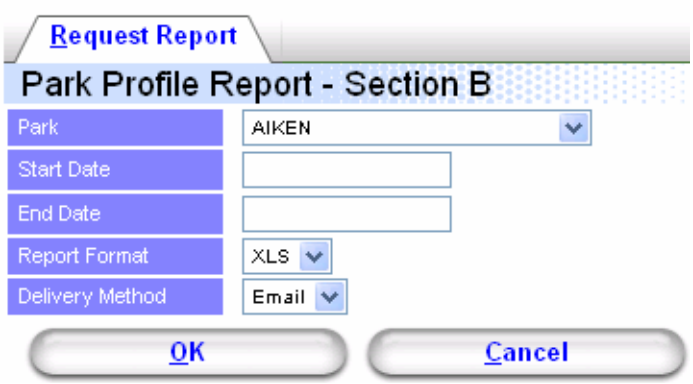

Table 2-117: Request Report Fields

Field	Description
Park	Displays a drop-down list of agency names related to the contract. The list is restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period.
Report Format	XLS
Delivery Method	Email

Report Results and Layout

The report has the following sections:

- Attributes — Includes the base number of people, number of vehicles, if campfires are allowed, check-in time, check-out time, site length, site width, and loop name for each site in the park. For more information, see "Site Attribute Report" on page 309.
- Fees — Includes the POS fee, group fee, product, season, effective date, start date, and end date for the fee schedule as well as the rates per day of the week. For more information, see the "Site Fees Report" on page 314.

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Park Revenue Consolidated Report

This report summarizes the payments and refunds by park headquarters, revenue type, revenue account, revenue account name, and Asset fees, if they are applicable to the contract. You can also include in the report payments from non-depositable payment methods and/or adjustments and/or the RA fee information. You can use this report to update your financial system.

POS Fee discounts are also included in the report. Depending on how the discount schedule is set up for the contract the POS discounts can be reflected using one of the following scenarios:

- Scenario 1 — If the discount schedule and the POS fee schedule reference the same revenue account then the amount is reflected as a line in the report. For example, the amount is $20.00 and the discount is $5.00. A line in the report would reflect $15.00
- Scenario 2 — If the discount schedule and the POS fee schedule do not reference the same revenue account then the amounts are reflected as two lines in the report. For example, the amount is $20.00 and the discount is $5.00. A line in the report would reflect $20.00 and another line in the report would reflect $5.00.

Note: When generated, excluding adjustments, RA fees, and non-depositable payment methods, this report balances to the "Park Deposit Consolidated Report" on page 206 plus the "Central Deposit Consolidated Report" on page 46.

Figure 2-121: Request Report

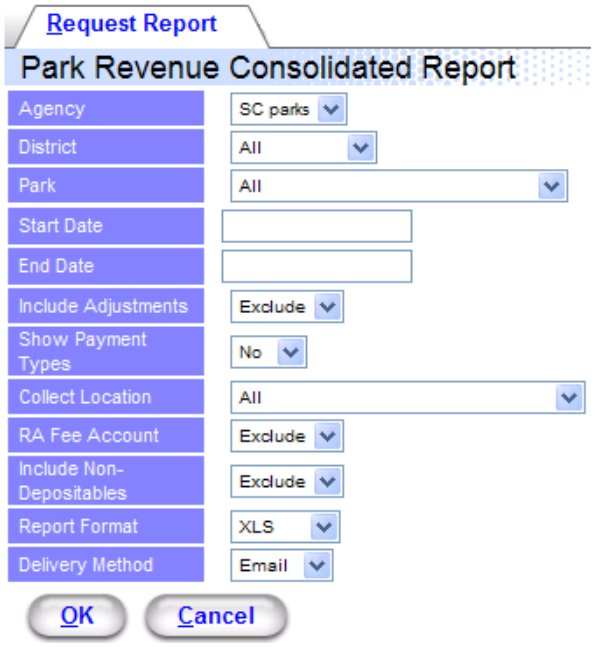

Table 2-118: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field.
Include Adjustments	Indicates whether to include or exclude adjustment information in the report.
Show Payment Types	Indicates whether to include or exclude the breakdown of the Amount by Payment method.
Collect Location	Displays a drop-down list of values that includes: Field, non-Field, and all. • All: includes all payments irrespective of where is the payment collect location and irrespective of where is the requesting location. • Call Center: includes only payments collected at the Call Center and refunds requested at the Call Center. • Field (including central credit cards): includes only payments collected in the Field and refunds requested in the Field. (Field implies the park itself and the locations below the park, e.g. stations). • Field (excluding central credit cards): includes only payments excluding credit card payments collected in the Field and refunds excluding credit card refunds requested in the Field. (Field implies the park itself and the locations below the park, e.g. stations). • Non Field: includes payments not collected in the Field and refunds not requested in the Field. • Web: includes only payments collected via the Web and refunds requested via the Web.
RA Fee Account	Indicates whether to include or exclude RA fee account information in the report.
Include Non-Depositables	Indicates whether to include or exclude payments received and refunds generated for non-depositable payment methods in the report.
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-122: Sample Report

Park Revenue Consolidated Report (FIN-DEP-016A)

Run Date and Time: May 25 2006 2:41:43 PM EDT

Location: SC Parks/District 1
Start Date: 07/01/2005 **End Date: 07/30/2005**
Include Adjustments: Yes Show Payment Types: Yes
RA Fee Account: Excluded Non-Depositables Included: Yes
Collect Location: All

Headquarter Name	Revenue Type	Account #	Account Name	Amount	AMEX	DISC	MC	VISA	CASH	CERT CHK	MON ORD	PER CHK	VCHR	TRAV CHK	PK BUCK	IBT	GIFT	OTHER
COLLETON HQ	Picnic Shelter	0799.2000.2101	ST/AT/LO/CP/TT/SD Taxes	$25.78	$0.00	$25.78	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
COLLETON HQ	Picnic Shelter	0799.3035.4848.62	Day Use - Picnic Shelter	$702.50	$0.00	$702.50	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
COLLETON HQ	Picnic Shelter	0799.3035.9848	Day Use Transaction Fee	$64.87	$0.00	$0.00	$64.87	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
COLLETON HQ	Adjustment	0799.3000.1300.--	Overages/Shortages	$ (25.00)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	($25.00)
EDISTO BEACH HQ	Cabin	0799.1000.1000	Default Cash Account	$6,237.51	$0.00	$0.00	$0.00	$0.00	$6,237.51	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
EDISTO BEACH HQ	Cabin	0799.3035.9410	Cabin Transaction Fee	$2,303.00	$0.00	$0.00	$0.00	$2,303.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
EDISTO BEACH HQ	Full Service	0799.2000.1726	Local Accommodation Tax	$5.27	$0.00	$0.00	$0.00	$0.00	$5.27	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
EDISTO BEACH HQ	Full Service	0799.3035.9411	Camping Transaction Fee	$12.37	$0.00	$0.00	$0.00	$12.37	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
EDISTO BEACH HQ	Picnic Shelter	0799.2000.2101	ST/AT/LO/CP/TT/SD Taxes	$6.81	$0.00	$0.00	$0.00	$6.81	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
EDISTO BEACH HQ	Adjustment	0799.3000.1300.--	Overages/Shortages	$30.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$30.00
GIVHANS FERRY HQ	Picnic Shelter	0799.3035.4848.62	Day Use - Picnic Shelter	$121.00	$0.00	$0.00	$0.00	$0.00	$121.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
GIVHANS FERRY HQ	Standard No Elec Site	0799.3035.7411.25	Camping - Rustic Tent Site	$10.00	$0.00	$10.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
GIVHANS FERRY HQ	Standard No Elec Site	0799.3035.9411	Camping Transaction Fee	$319.50	$0.00	$0.00	$319.50	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
GIVHANS FERRY HQ	Standard Site	0799.2000.1100	Default Refund Account	$3,877.90	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,877.90	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
GIVHANS FERRY HQ	Voucher	0799.2000.2200	Default Vouchers Payable Account	$ 50.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$50.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTING ISLAND HQ	Standard Site	0799.2000.1100	Default Refund Account	$15,088.83	$0.00	$0.00	$0.00	$15,088.83	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTING ISLAND HQ	Trailside	0799.2000.1726	Local Accommodation Tax	$27.35	$0.00	$0.00	$0.00	$0.00	$27.35	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTING ISLAND HQ	Trailside	0799.2000.2101	ST/AT/LO/CP/TT/SD Taxes	$12.85	$0.00	$12.85	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTING ISLAND HQ	Trailside	0799.3035.7411.25	Camping - Rustic Tent Site	$205.00	$0.00	$205.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTING ISLAND HQ	Trailside	0799.3035.9411	Camping Transaction Fee	$3.00	$0.00	$0.00	$3.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTINGTON BEACH HQ	Full Service	0799.1000.1000	Default Cash Account	-$6,534.94	$0.00	$0.00	$0.00	$0.00	($6,534.94)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTINGTON BEACH HQ	Full Service	0799.2000.1100	Default Refund Account	$12,455.99	$0.00	$0.00	$12,455.99	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTINGTON BEACH HQ	Full Service	0799.3035.9411	Camping Transaction Fee	$1,354.98	$0.00	$0.00	$0.00	$1,354.98	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTINGTON BEACH HQ	Picnic Shelter	0799.2000.1100	Default Refund Account	$125.10	$0.00	$0.00	$0.00	$0.00	$125.10	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTINGTON BEACH HQ	Picnic Shelter	0799.2000.2101	ST/AT/LO/CP/TT/SD Taxes	$37.01	$0.00	$0.00	$0.00	$37.01	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTINGTON BEACH HQ	Picnic Shelter	0799.3035.4848.62	Day Use - Picnic Shelter	$652.70	$0.00	$0.00	$0.00	$652.70	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTINGTON BEACH HQ	Picnic Shelter	0799.3035.9848	Day Use Transaction Fee	$86.20	$0.00	$0.00	$0.00	$86.20	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTINGTON BEACH HQ	Primitive	0799.2000.1726	Local Accommodation Tax	$0.84	$0.00	$0.00	$0.00	$0.00	$0.84	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTINGTON BEACH HQ	Primitive	0799.2000.2101	ST/AT/LO/CP/TT/SD Taxes	$1.26	$0.00	$0.00	$0.00	$1.26	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
HUNTINGTON BEACH HQ	Primitive	0799.3035.7411.28	Camping - Primitive	$24.30	$0.00	$0.00	$0.00	$0.00	$24.30	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
			Total	$37,281.98	$0.00	$956.13	$12,843.36	$19,543.16	$6.43	$0.00	$3,877.90	$0.00	$50.00	$0.00	$0.00	$0.00	$0.00	$5.00

Park Revenue Consolidated Report Page 1 of 1

Table 2-119: Report Columns

Column	Description
Headquarter Name	Displays the name of the facility or facility headquarters.
Revenue Type	Displays the name of the product group with the following exceptions: • For the Vouchers Payable account, displays as Voucher. • For financial session adjustments and deposit adjustments, displays as Adjustment. • For the RA fee expenses, displays as RA fee expense. • For the asset fee expenses, displays as asset fee expense. • For the Gift Card Payable account, displays as Gift Card
Account #	Displays the revenue account number.
Account Name	Displays the revenue account name.

Amount	The sum of the payments and refunds that have been allocated for Field locations within the headquarter location hierarchy. The format is 9,999,999.99 and decimal aligned. The positive amount displays in the format $999,999.99 and the negative amount displays in the format ($999,999.99).
	• Payment allocations include all received payments (from the payment groups – cash, non-cash depositable, credit card, ACH, gift card – internal, and voucher) and from non-depositable payment groups if “Include Non-Depositables” is set to “Include”) from all sales channels (received Call Center, Field, and Web).
	  • If "Include Non-Depositables" is set to Include, payment allocations also include payments from non-depositable payment groups - e.g. IBT, Gift Card (external) and PK BUCK.
	• Refund allocations include the generated refunds (from the payment groups – cash, non cash depositable, credit card, ACH, and voucher) and from non-depositable payment groups if “Include Non-Depositables” is set to “Include”) from all sales channels (received Call Center, Field, and Web. Refunds) which have been paid and posted to the default cash account) display in parenthesis.
	  • If "Include Non-Depositables" is set to Include, refund allocations also include payments from non-depositable payment groups - e.g. IBT, Gift Card (external) and PK BUCK.
	• Voucher allocations include refunds issued as vouchers. Vouchers used as payments are subtracted from this amount. Negative totals are displayed in parenthesis.
	• Gift Card allocations include refunds issued as gift card. Gift card reallocations/reversals are included in this amount. Negative totals are displayed in parenthesis.
	• If RA Fee account is set to “Include”, the priced RA Fee amounts are included.
	• For contracts with Asset Fees, if the RA Fee account is set to “include”, the total of the Asset fees processed for the reporting period based on the Park location renting the asset are also included.

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Table 2-119: Report Columns (continued)

Column	Description
(Payment Type columns to the right of the Amount column)	If Show Payment Types is set to “Yes”, further amount columns display per payment type (e.g. Discoverer, Visa, Mastercard, Cash, personal check, travelers check, certified check, money order, gift card – internal, and Others). If Include Non-Depositables is set to “Include”, all non-depositable payment types are included as columns (e.g. IBT and PK BUCK). If RA Fee account is set to “Include”, the priced RA Fee amounts appear in the OTHER column. The total of the Payment Type columns always equals the AMOUNT column.

Note:

- This report takes all payments, refunds, and adjustments (if Include Adjustments option is selected), and RA fees and asset fees (based on the priced date of the RA fees or asset fees if the Include RA Fee Account option is selected) that have been processed in ORMS and presents this information by the park revenue locations that are within the park / facility headquarter (or the facility location if the location has no headquarter defined).
- The payment allocation includes the transaction dates that are within the report date parameter.
- If the report is run for a Field location, only payment allocations (received payment allocations, reversals and re-allocations where the payment collect location is within the facility headquarter hierarchy) and refund allocations (received refund allocation and reversals where the issuing location is within the facility headquarter hierarchy) are included.
- Facility headquarter implies the facility headquarter location itself and the locations below.
- If the report is run for a non-Field location, payment and refund allocations (where the revenue location is within the facility headquarter hierarchy but the payment collect location is outside of the facility headquarter hierarchy) are included.
- If facility headquarters is not defined, the report uses the facility location.

Park Revenue Detail Report

This report provides detailed information about the payments and refunds by park revenue location, revenue account, revenue account name. You can also include payments from non-depositable payment methods and/or adjustments and/or the RA fee information in the report. If you specify to Include RA fee information in the report then Asset fee information may also be included if it is applicable to the contract. You can use this report to analyze the details about the amounts that appear in the "Park Revenue Report" on page 228 for the same selection criteria.

Figure 2-123: Request Report

Table 2-120: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.

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Table 2-120: Request Report Fields (continued)

Field	Description
Collect Location	Displays a drop-down list of collect locations: • All — Includes all allocations (including payment, refund, overpayment, gift card and voucher). • Call Center — Includes only payments collected and refunds (including those issued to vouchers or gift card) requested at the Call Center. • Field (including central credit cards) — Includes only payments collected and refunds (including those issued to voucher or gift card) requested in the Field. (Field implies the park itself and the locations below the park – e.g. stations). • Field (excluding central credit cards) — Includes only payments excluding credit card payments collected and refunds (including those issued to voucher or gift card) excluding credit card refunds requested in the Field. (Field implies the park itself and the locations below the park – e.g. stations). • Non Field — Includes payments not collected and refunds not requested in the Field. • Web — Includes only payments collected and refunds (including those issued to voucher or gift card) requested via the Web.
Include Adjustments	Indicates whether to Y (include) or N (exclude) adjustments information in the report.
Include RA Fee	Indicates whether to Y (include) or N (exclude) RA fee account information in the report.
Include Non-Depositables Items	Indicates whether to Y (include) or N (exclude) payments received and refunds generated for non-depositable payment methods in the report.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period. This date can not be less than the start date. • If the report is run for a specific facility, the end date cannot be more than 31 days from the start date. • If the report is run for a location hierarchy level other than facility, the end date cannot be more than 7 days from the start date.
Report Format	PDF and XLS.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-124: Sample Report

Park Revenue Detail Report (FIN-REV-004)

Run Date and time

Location: State Parks Division
Collect Location: All
Include Adjustments: No
Include RA Fees: No
Include Non-Depositable Items: No
Start Date: 05/01/2006 End Date: 05/01/2006

* indicates Refund ID, ^ indicates Voucher ID, ~ indicates Deposit or Fin Session ID

Location ID	Location Name	Order	Event	Customer Name	Payment Method	Payment / Refund / Voucher / Deposit / Fin Session	Collect Location	Operator	Total Amount	Loop/Area	Product	Revenue Type	Account #	Account Name	Account Amount
230275	Calamus SRA	2-3540		Greg Shultz	VISA	6769861*	Station 1	Karen Keller	($98.75)	Nunda Shoals	Picnic 001	Picnic Shelter	0799.2000.1100	Refund Payable Account	($98.75)
230275	Calamus SRA	2-3540		Greg Shultz	Voucher	6769993^	Station 1	Karen Keller	$98.75	Nunda Shoals	Picnic 001	Voucher	0799.2000.2200	Default Vouchers Payable Account	$98.75
230275	Calamus SRA	2-3542		Greg Shultz	VISA	6769861*	Station 1	Karen Keller	($29.95)	Hannaman Bayou	Picnic 032	Picnic Shelter	0799.1000.1000	Default Cash Account	($29.95)
230275	Calamus SRA	2-3542		Greg Shultz	VISA	4563678	Station 1	Karen Keller	$59.35	Hannaman Bayou	Picnic 032	Picnic Shelter	0799.2000.1100	State Taxes	$29.95
										Hannaman Bayou		Picnic Shelter	0799.2000.1726	Local Accommodation Tax	$1.40
										Hannaman Bayou		Picnic Shelter	0799.3035.7411.28	Camping - Primitive	$28.00
230042	Chadron SP	2-3211		Diana Stevens	MC	6598329	www.reserveamerica.com	CJ Zajicek	$315.00	Chadron Campground	Site 079	Standard Site	0799.2000.2101	ST/AT/LO/CP/TT/SD Taxes	$15.00
										Chadron Campground		Standard Site	0799.3035.9411	Camping Standard Site	$300.00
230042	Chadron SP	3-101		General Public	CASH	6885479	www.reserveamerica.com	CJ Zajicek	$12.00		Entrance Pass	Day Use Entrance Pass	0799.5005.9000	Day Use POS Fee	$12.00
230273	Eugene T. Mahoney SP	2-10350	110 - Campfire Festival	Tammy Trentman	CASH	5962134	Eugene T. Mahoney SP	Jonny Wood	$69.00	Little Creek Campground Loop	Picnic 011	Picnic Shelter	0799.3035.9848	Day Use Transaction Fee	$5.00
										Little Creek Campground Loop		Picnic Shelter	0799.3035.4848.62	Day Use - Picnic Shelter	$64.00
230098	Fort Kearny SRA	2-10385		Ken Downey	VISA	5439634	NY Call Center	Christian Black	$273.95	Fort Kearny Campground	Site 002	Standard Site	0799.3035.7411.22	Camping - Standard Site w/ Water & Elec.	$273.95
230098	Fort Kearny SRA	2-10382		Kristi Banks	VISA	5456224	NY Call Center	Christian Black	$15.00	Fort Kearny Campground	Site 110	Primitive	0799.3035.7411.28	Camping - Primitive	$15.00
230099	Great Brook Tour Park	4-932		Jeffrey Boyd	MC	7021214	Great Brook Tour Park	Tina Martin	$85.00		Experienced Tour	Standard Tour	0799.7000.9600	Tour Fee	$80.00
											Experienced Tour	Standard Tour	0799.3025.9900	Tour Transaction Fee	$5.00

Total: $799.35

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Park Revenue Detail Report Page 1 of 1

Table 2-121: Report Columns

Column	Description
Location ID	Displays the unique identifier of the revenue location.
Location Name	Displays the name of the revenue location.
Order	Displays the order number. For financial session adjustments, deposit adjustments, RA fee expenses, and asset fee expenses, this displays as null
Event	Displays the event associated with the order. If the order is not associated with an event, this displays as null. • The format is: <Event ID> - <Event Name>
Customer Name	Displays the billing customer's name. • The format is: <first name> <last name>
Payment Method	Displays the payment method associated with the payment or refund. For financial session adjustments, deposit adjustments, RA fee expenses, and Asset fee expenses, this displays as null.
Payment / Refund / Voucher / Deposit / Fin Session	Displays the unique identifier of the payment, refund, or voucher applied to the order. For adjustments, this displays the unique identifier of the financial session or deposit. For RA fee expenses and Asset fee expenses, this displays as null. • Refund IDs have an asterisk symbol (*) as a suffix. • Voucher IDs have a (^) symbol as a suffix. • Financial Session and Deposit IDs have a hyphen (~) symbol as a suffix.
Collect Location	Displays the name of the collect location of the payment. For refunds, this displays the requested location. For financial session adjustments, deposit adjustments, RA fee expenses, and Asset fee expenses, this displays as null.
Operator	Displays the PIN user who performed the transaction. • The field is blank for RA Fees and Asset Fees. • The format is: <first name> <last name>

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Table 2-121: Report Columns (continued)

Column	Description
Total Amount	Displays the total amount of the payment, refund, financial session adjustment, deposit adjustment, RA fee, or Asset fee.
Loop/Area	Displays the name of the Area/Loop if the product is a site. For POS/ Ticketing/Permit products, financial session adjustments, deposit adjustments, RA fee expenses, and Asset fee expenses, this displays as null
Product	Displays the name of the order item product for sites, tickets, POS items, and Permits. For Asset fee expenses, displays the asset name and charged month and year. For financial session adjustments, deposit adjustments, RA fee expenses, this displays as null.
Revenue Type	Displays the name of the product group with the following exceptions. • For the Vouchers Payable account, displays as “Voucher”. • For financial session adjustments and deposit adjustments, displays as “Adjustment”. • For the RA fee expenses, displays as “RA fee expense”. • For the Asset fee expenses, displays as “Asset fee expense”.
Account #	Displays the revenue or expense account number.
Account Name	Displays the name of the revenue or expense account.
Account Amount	The account amount is a partial value of the total amount which is allocated to the revenue account. The total amount can be allocated to multiple revenue or expense account

Park Revenue Report

This report summarizes the payments and refunds by park revenue location, revenue account, revenue account name, and Asset fees, if they if they are applicable to the contract. You can also include payments from non-depositable payment methods and/or adjustments and/or the RA fee information in the report. You can use this report to update your financial system.

POS Fee discounts are also included in the report. Depending on how the discount schedule is set up for the contract, the POS discounts can be reflected using one of the following scenarios:

- Scenario 1 — If the discount schedule and the POS fee schedule reference the same revenue account, then the value is reflected as a line in the report. For example, the amount is $20.00 and the discount is $5.00. A line in the report would reflect a value of $15.00
- Scenario 2 — If the discount schedule and the POS fee schedule do not reference the same revenue account, then the values are reflected as two lines in the report. For example, the amount is $20.00 and the discount is $5.00. A line in the report would reflect a value of $20.00 and another line in the report would reflect a value of $5.00.

Note: When generated, this report balances to the "Park Deposit Report" on page 209 plus the "Central Deposit Report" on page 50, excluding adjustments, RA fees, and non-depositable payment methods.

Figure 2-125: Request Report

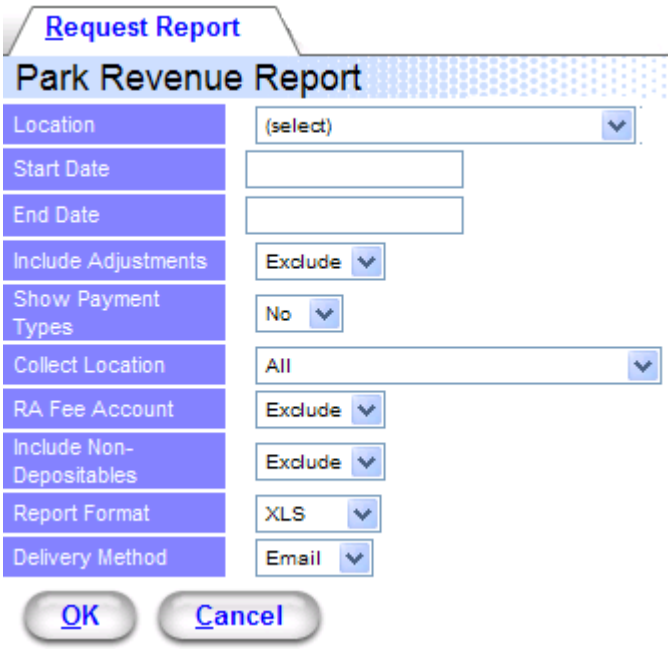

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Table 2-122: Request Report Fields

Field	Description
Location	Displays a drop-down list including the agency, districts and all park location names.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period. This date can not be less than the start date.
Include Adjustments	• Indicates whether to include or exclude adjustments information in the report.
Show Payment Types	• Indicates whether to include or exclude the breakdown of the Amount by Payment method.
Collect Location	Displays a drop-down list of values that includes the following: • All — Includes all payments irrespective of the payment collect location and irrespective of the requesting location. • Call Center — Includes only payments collected at the Call Center and refunds requested at the Call Center. • Field (including central credit cards) — Includes only payments collected in the Field and refunds requested in the Field. (Field implies the park itself and the locations below the park (e.g. stations). • Field (excluding central credit cards) — Includes only payments excluding credit card payments collected in the Field and refunds excluding credit card refunds requested in the Field. (Field implies the park itself and the locations below the park, e.g. stations). • Non Field — Includes payments not collected in the Field and refunds not requested in the Field. • Web — Includes only payments collected via the Web and refunds requested via the Web.
RA Fee Account	Indicates whether to include or exclude RA fee account information in the report.
Include Non-Depositables	Indicates whether to include or exclude payments received and refunds generated for non-depositable payment methods in the report.
Report Format	DHTML and XLS.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-126: Sample Report

PARK REVENUE REPORT (FIN-DEP-016) Run date and time

LOC ID: 10107
LOC NAME: SC STATE PARKS
START DATE: 5/1/2005
END DATE: 5/31/2005

Adjustments Included: Yes
RA Fee Account: Included
Collect Location: All
Show Payment Types: No
Non-Depositables Included: Yes

PARK NO	PARK NAME	REVENUE TYPE	ACCOUNT #	ACCOUNT NAME		AMOUNT
10107	COLLETON	Standard Site	0799.1000.1000	Default Cash Account	$	(291.87)
10107	COLLETON	Standard Site	0799.2000.1100	Default Refund Account	$	198.75
10107	COLLETON	Voucher	0799.2000.2200	Default Vouchers Payable Account	$	50.00
10107	COLLETON	Standard Site	0799.2000.1726	Local Accommodation Tax	$	77.80
10107	COLLETON	Standard Site	0799.2000.2101	ST/AT/LO/CP/TT/SD Taxes	$	211.50
10107	COLLETON	Standard Site	0799.3035.9411	Camping Transaction Fee	$	304.50
10107	COLLETON	Picnic Shelter	0799.3035.9848	Day Use Transaction Fee	$	7.50
10107	COLLETON	Picnic Shelter	0799.3035.4848.62	Day Use - Picnic Shelter	$	64.00
10107	COLLETON	Standard Site	0799.3035.7411.22	Camping - Standard Site w/ Water & Elec.	$	2,273.95
10107	COLLETON	Primitive	0799.3035.7411.28	Camping - Primitive	$	-
10107	COLLETON	Adjustment	0799.3000.1300.--	Overages/Shortages	$	(25.00)
10107	COLLETON	RA fee expense	0799.4035.7255.00	RA Transaction Fee - Cabins	$	(30.00)
10107	COLLETON	RA fee expense	0799.4035.7255.01	RA Transaction Fee - Campsite	$	(250.00)
10107	COLLETON	RA fee expense	0799.4035.7255.02	RA Transaction Fee - Day Use	$	(10.00)
10107	COLLETON	Asset Fee expense	0799.4000.9500	Asset Fees - POS Equp/Hardware	$	(66.00)
10107	COLLETON	Asset Fee expense	0799.4000.9600	Asset Fees - Telecom	$	(80.00)
10110	EDISTO BEACH	Cabin	0799.1000.1000	Default Cash Account	$	(8,512.43)
10110	EDISTO BEACH	Cabin	0799.2000.1100	Default Refund Account	$	4,321.85
10110	EDISTO BEACH	Voucher	0799.2000.2200	Default Vouchers Payable Account	$	25.00
10110	EDISTO BEACH	Cabin	0799.2000.1726	Local Accommodation Tax	$	2,192.75
10110	EDISTO BEACH	Cabin	0799.2000.2101	ST/AT/LO/CP/TT/SD Taxes	$	7,140.74
10110	EDISTO BEACH	Cabin	0799.3035.9410	Cabin Transaction Fee	$	1,252.50
10110	EDISTO BEACH	Standard Site	0799.3035.9411	Camping Transaction Fee	$	3,901.00
10110	EDISTO BEACH	Picnic Shelter	0799.3035.9848	Day Use Transaction Fee	$	3.75
10110	EDISTO BEACH	Picnic Shelter	0799.3035.4848.62	Day Use - Picnic Shelter	$	38.00
10110	EDISTO BEACH	Cabin	0799.3035.7410.42	Lodging - Cabin	$	20,251.28
10110	EDISTO BEACH	Standard Site	0799.3035.7411.22	Camping - Standard Site w/ Water & Elec.	$	55,125.62
10110	EDISTO BEACH	Rustic Tent Site	0799.3035.7411.25	Camping - Rustic Tent Site	$	430.00
10110	EDISTO BEACH	Adjustment	0799.3000.1300.--	Overages/Shortages	$	30.00
10110	EDISTO BEACH	RA fee expense	0799.4035.7255.00	RA Transaction Fee - Cabins	$	(60.00)
10110	EDISTO BEACH	RA fee expense	0799.4035.7255.01	RA Transaction Fee - Campsite	$	(1,350.00)
10110	EDISTO BEACH	RA fee expense	0799.4035.7255.02	RA Transaction Fee - Day Use	$	(40.00)
10107	EDISTO BEACH	Asset Fee expense	0799.4000.9500	Asset Fees - POS Equp/Hardware	$	(86.00)
10107	EDISTO BEACH	Asset Fee expense	0799.4000.9600	Asset Fees - Telecom	$	(110.00)
				Total	$	86,989.19

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Park Revenue Report Page 1 of 1

Table 2-123: Report Columns

Column	Description
Park No	Displays the park's or facility's unique identifier.
Park Name	Displays the park's or facility's name.
Revenue Type	Displays the product group. For example, the Vouchers Payable Account, the revenue type is "Voucher"; for Gift Card Payable Account, the revenue type is "Gift Card".
Account #	Displays the revenue account number.
Account Name	Displays the revenue account name.

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Table 2-123: Report Columns (continued)

Column	Description

Amount	The sum of the payments and refunds that have been allocated for the specified location.
	• Payment allocations include all received payments from payment groups – cash, non-cash depositable, credit card, ACH, gift card (internal), and voucher and all the sales channels (received Call Center, Field, and Web).
	  • If "Include Non-Depositables" is set to Include, payment allocations also include payments from non-depositable payment groups – e.g. IBT, Gift Card (external) and PK BUCK.
	• Refund allocations include all generated refunds (from payment groups – cash, non-cash depositable, credit card, ACH, and voucher and from non-depositable payment groups if “Include Non-Depositables” is set to “Include”) and all the sales channels (received Call Center, Field, and Web). Refunds (which have been paid and posted to the Default cash account) display in parenthesis.
	  • If "Include Non-Depositables" is set to Include, refund allocations also include payments from non-depositable payment groups – e.g. IBT and PK BUCK.
	• Voucher allocations include all refunds issued as vouchers. Vouchers used as payments are subtracted from this amount. Negative totals are displayed in parenthesis.
	• Gift Card allocations include all refunds issued as gift card. Gift card reallocations/ reversals are included in this amount. Negative totals are displayed in parenthesis.
	Note: If Show Payment Types is "Yes", the Amount column is subdivided into columns (e.g. Visa, MasterCard, Discoverer, Personal check, Travelers check, Certified check, Money Order, Gift Card (internal) and Others.) If Non-Depositables Included is set to “Yes”, the Non-Depositable Payment types are included in these columns as well (e.g. IBT, PK BUCK, and Gift Card (external)). Gift Card allocations/ reversals/re-allocation (not Gift Card Payments) are shown in column Gift Cards Payable. The sum of all the payment types columns is always equal to the Amount column. These columns are suppressed if Show Payment Types is "No".

Park Visitation Report

This report provides visitation statistics for registrations and reservations grouped by usage type (i.e. day use or overnight use) within each park location for either site types or customer types. This report details the in-state visitations and out-of-state visitations. You can use this report to analyze the in-state and out-of-state statistics of the reservations. You can also use this report to analyze reservations by usage.

Figure 2-127: Request Report

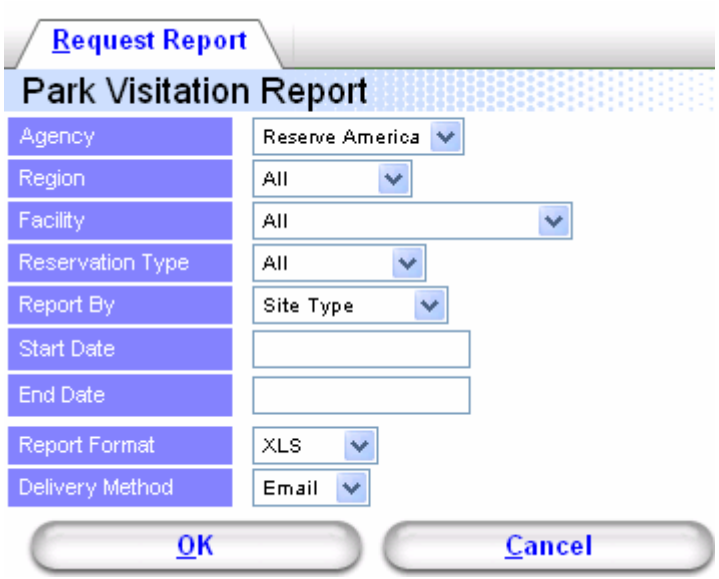

Table 2-124: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Reservation Type	Displays a drop-down list of reservations types.
Report By	Allows you to generate a report with one of the following sections site type and customer type. • If the site type is selected, the statistics are grouped by site type. • If the customer type is selected, the statistics are grouped by customer type.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This has to be greater than or equal to the start date.

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Table 2-124: Request Report Fields (continued)

Field	Description
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-128: Sample Report

Park Visitation Report (STAT-OCC-001)

Run Date and Time: Mon dd YYYY hh:mm:ss AM/PM EST

Location: Agency/Region/Park
Date type: Stay Dates
Start Date: MM/DD/YYYY **End Date: MM/DD/YYYY**
Report By: Site Type **Reservation Type: Reservations**

Site Type	Usage	In State		In State		Out-of-State				Total Res
		# of Res	Visitors	Returning	Res %	# of Res	Visitors	Returning	Res %	
<Agency >Agency 1										
<Region >Region 1										
<Park > Arnold										
Picnic Shelter	Day Use	10	20	0	76.92	3	10	0	23.08	13
Total	Day Use	10	20	0	76.92	3	10	0	23.08	13
Cabin	Night Use	20	50	5	86.96	3	6	5	13.04	23
Community Building	Night Use	1	5	0	50.00	1	2	0	50.00	2
Picnic Shelter	Night Use	15	31	0	60.00	10	15	0	40.00	25
Primitive	Night Use	2	3	0	16.67	10	15	0	83.33	12
Standard Site	Night Use	15	30	1	42.86	20	42	1	57.14	35
Total	Night Use	53	119	6	54.64	44	80	6	45.36	97
Total for Park Arnold		63	139	6	57.27	47	90	6	42.73	110

Table 2-125: Report Columns

Column	Description
Site Type	Displays the site type grouping name, if the report by is selected as site type.
Customer Type	Displays the customer type grouping name, if the report by is selected as customer type. • A single customer can have multiple numbers of customer types. In case of displaying a customer with multiple numbers of customer types, the report displays a reservation multiple times duplicating the reservation statistics. • The report presents information about the customer types as the customer relates to the reservation.
Pass Type 1	A single reservation is applicable to more than one pass type. The pass type 1 displays the first available pass type for the reservation.
Pass Type 2	A single reservation is applicable to more than one pass type. The pass type 2 displays the second available pass type for the reservation.
Usage	Displays the usage type of the transactions. The reservations are grouped by site type or customer type and then within the grouping the data is grouped by usage type.

Table 2-125: Report Columns (continued)

Column	Description
In-State	
# of Res	The number of reservations made during the reporting period by in state primary occupants. (Reservations are retrieved based on the reservation type selection).
Visitors	The total number of people for the reservation where the state of the primary occupant is the same as the park's state. Determine the in-state status of the primary occupant or the customer based on the state of the facility and the state code of the primary occupant or customer. • For reservations after ORMS 2.7, the primary occupant is retrieved. • For reservations prior to ORMS 2.7, the customer state code is retrieved. • After the in state status is identified, calculate the total number of people related to the reservation, which indicates the number visitors. **Note:** The state is determined by the state of the primary occupant. If the state of the primary occupant is same as the state to which the park belongs, then they are considered as in-state primary occupants.
Returning Instate	The number of reservations made by a returning primary occupant from the total in-state reservations. A primary occupant is identified as a returning primary occupant, if the primary occupant has had more than one reservation order for the same facility in the past 2 years.
Res%	The reservation percentage calculated as # of in-state reservations/total # of reservations * 100.
Out-of-State	
# of Res	The number of reservations made during the reporting period by out of state primary occupants. (Reservations are retrieved based on the reservation type selection).
Visitors	Determine the out-of-state status of the primary occupant or the customer based on the state of the facility and the state code of the primary occupant or customer. • For reservations after ORMS 2.7, the primary occupant is retrieved. • For reservations prior to ORMS 2.7, the customer state code is retrieved. • After the in-state status is identified, calculate the total number of people related to the reservation, which indicates the number of visitors.
Returning	The number of reservations made by a returning primary occupant from the total out-of-state reservations. A primary occupant is identified as a returning primary occupant, if the primary occupant has had more than one reservation order for the same facility in the past 2 years.
Res%	The reservation percentage calculated as # of in-state reservations/total # of reservations * 100.
Total	The total # of reservations made during the reporting period.

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Payment Details Report

This report provides the details of payments associated with a specified location within a specific reporting time period. These details include collection location, customer name, payment type, collection date, and amount. You can use this report to identify the current status of a payment.

Figure 2-129: Request Report

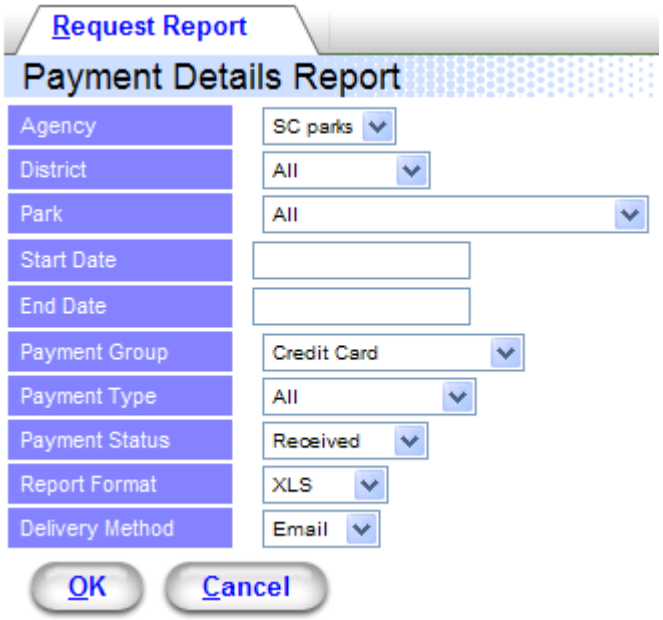

Table 2-126: Request Report Fields

Field	Description
Agency	Displays a drop-down list of agency names related to the contract. The list is restricted by the access level of the logged-in user.
Region	Displays a drop-down list of regions applicable to the selected agency. The list is restricted by the access level of the logged-in user.
Facility	Displays a drop-down list of the facilities applicable for the selected region. The list is restricted by the access level of the logged-in user. If the users' login location is a region or an agency, an all option is provided and placed at the top of the list.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date must be greater than or equal to the start date.
Payment Group	Displays a drop-down list of payment groups.

Table 2-126: Request Report Fields (continued)

Field	Description
Payment Type	Displays a drop-down list of payment methods related to the selected payment group. **Note:** Payment Type does not display if the selected Payment Group has only 1 associated Payment Type.
Payment Status	Displays a drop-down list of payment statuses including: Charge Back, Declined, NSF, Pending, Received, and Voided.
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-130: Sample Report

Payment Details Report (FIN-PAY-001)

Run Date and Time: Jan 02 2007 4:04:38 PM EST

Location: SC parks/All/All
Start Date: 11/13/2006 **End Date: 11/13/2006**
Payment Group: All **Payment Type: All**
Payment Status: Received

Collection Location	Collection User	Customer	Reservation	Payment Type	Collection Date	Payment ID	Amount	Batch ID	Deposit ID	Financial Session ID	Additional Information
AIKEN	sc-kstukes	John	2-489237	CASH	11/13/2006	24387359	$25.30		24399935	24320247	
AIKEN	sc-kstukes		2-489237	CASH	11/13/2006	24403305	$.23		24399935	24320247	
ANDREW JACKSON	sc-kjohnston		2-469450	CASH	11/13/2006	24405497	$34.31		24642496	24406503	
ANDREW JACKSON	sc-kjohnston		2-489392	CASH	11/13/2006	24426562	$12.43		24642496	24406503	
ANDREW JACKSON	sc-kjohnston		2-489256	DISC	11/13/2006	24400030	$24.84	24441883	24642496	24406503	24561456
ANDREW JACKSON	sc-kjohnston		2-489457	VISA	11/13/2006	24420365	$24.84	24441883	24642496	24406503	24561456
BAKER CREEK	sc-trexrode		2-489329	CASH	11/13/2006	24419772	$80.47		24632403	24387667	
BAKER CREEK	sc-trexrode		2-489491	CASH	11/13/2006	24425926	$15.67		24632403	24387667	
BAKER CREEK	sc-trexrode		2-489386	DISC	11/13/2006	24425557	$10.75	24441883	24632403	24387667	24561456
BAKER CREEK	sc-trexrode		2-489240	PER CHQ	11/13/2006	24387663	$78.05		24632403	24387667	Check #: 1793
CALHOUN FALLS	sc-ddrake		2-489158	CASH	11/13/2006	24404940	$15.00			24399190	
CALHOUN FALLS	sc-ddrake		2-489291, 2-489292	VISA	11/13/2006	24409084	$137.18	24441883		24399190	24561456, 24690846
CHARLES TOWNE LANDING	sc-jmathias	GENERAL PUBLIC	3-23120	CASH	11/13/2006	24387733	$13.25		24437028	24393784	
CHARLES TOWNE LANDING	sc-jmathias	GENERAL PUBLIC	3-23121	CASH	11/13/2006	24387746	$8.25		24437028	24393784	
CHARLES TOWNE LANDING	sc-jmathias	GENERAL PUBLIC	3-23102	CASH	11/13/2006	24407922	$1.07		24437028	24393784	
CHARLES TOWNE LANDING	sc-jmathias	GENERAL PUBLIC	3-23101	CASH	11/13/2006	24407907	$5.00		24437028	24393784	

Table 2-127: Report Columns

Column	Description
Collection Location	Displays the location where the payment was processed. The location is payment status dependent (e.g. if the payment status is voided, the location is where the payment was voided).
Collection User	Displays the login name of the user who processed the payment. The user name is payment status-dependent.
Customer	Displays the name (first name and then last name) of the customer associated with the payment.
Order Reservation	Displays the order numbers (received can be camping, POS, ticket, or permit orders) associated to the payment. If more than one order is found, the orders are separated by a comma.

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Table 2-127: Report Columns (continued)

Column	Description
Payment Type	Displays the payment method in using an abbreviation (e.g. Master Card, Visa).
Collection Date	Displays the payment processing date; the date is payment status dependent (e.g. if the payment status is voided, the date is the void date).
Payment ID	Displays the unique identifier of the payment.
Amount	Displays the payment amount. The format is 999,999.99 and decimal aligned.
Batch ID	Displays the unique identifier of the batch with which the payment is associated.
Deposit ID	Displays the unique identifier of the deposit with which the payment is associated.
Financial Session ID	Displays the unique identifier of the financial session with which the payment is associated.
Additional Information	• If the payment method is per check, it displays the check #. • If the payment status is voided, NSF, or chargeback, it displays the unique distribution identifier with which the payment is associated (if available).

Permit Confirmation Letter Report

The confirmation letter contains detailed reservation and billing information for a particular permit order. It also provides information about the current state of the permit reservation based on the transaction that triggered the letter. The confirmation letter is sent to the customer as verification of a successful reservation. The customer can use it to validate reservation details. When the report is run, the system generates confirmation letters for the pending confirmation letter jobs in the system.

Figure 2-131: Request Report

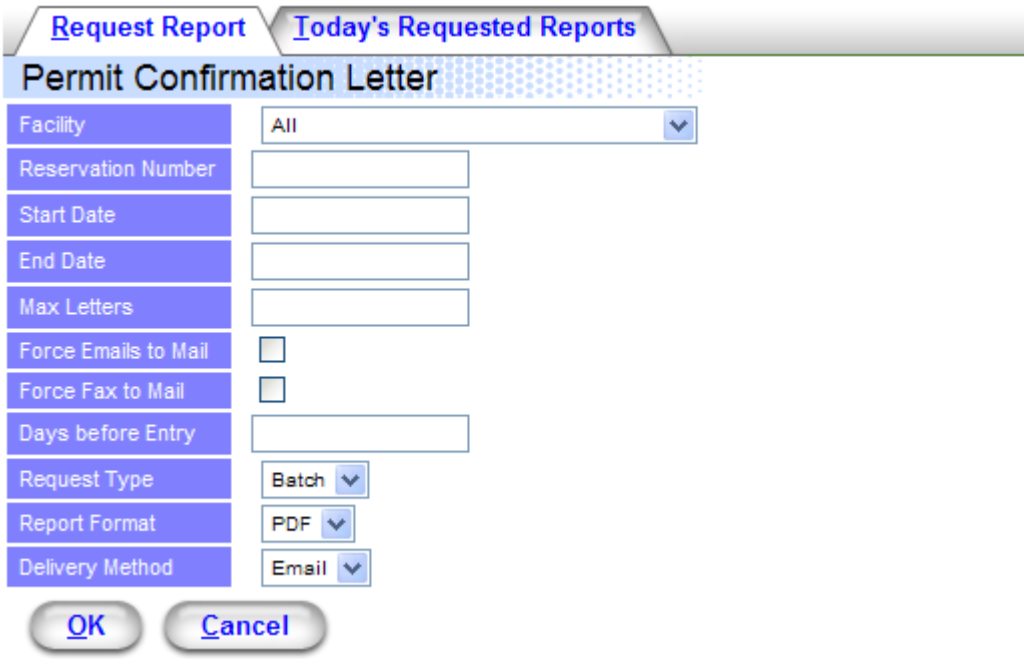

Table 2-128: Request Report Fields

Field	Description
Facility	Select a permit-supported facility from the drop-down list.
Reservation Number	Optionally, specify a reservation number. This takes prescedence over other specified search criteria.
Start Date	Specify an entry date for the permit.
End Date	Specify an exit date for the permit.
Maximum Letters	Specify the maximum number of permit orders represented by the permit confirmation letter. This is a mandatory field.
Force Emails to Mail	Select this check box to send confirmation letters via regular mail instead of email.

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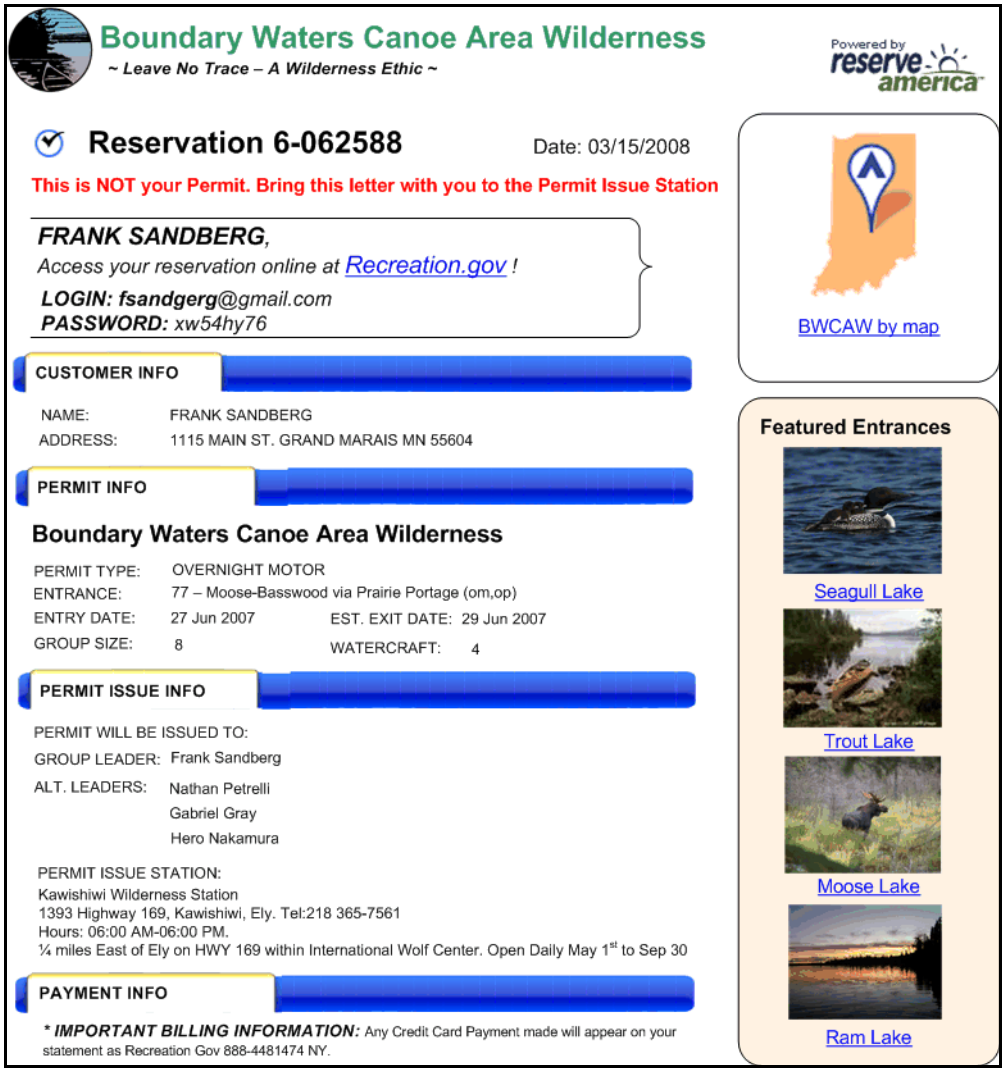
Table 2-128: Request Report Fields (continued)

Field	Description
Force Fax to Mail	Select this check box to send confirmation letters via regular mail instead of fax.
Days before Entry	Specify the number of days before the entry date. The system searches for permit orders having an entry date beyond the current date plus the number of days specified.
Request Type	**Note:** No longer required, as the request type is always batch.
Report Format	**Note:** No longer required, as the format is based on whether confirmation letter is sent via email (HTML) or printed (PDF).
Delivery Method	**Note:** No longer required, as the delivery method is defined based on the contract.

Figure 2-132: Sample Report (only a portion is displayed)



Boundary Waters Canoe Area Wilderness
~ Leave No Trace – A Wilderness Ethic ~

Powered by reserve america

Reservation 6-062588 Date: 03/15/2008

This is NOT your Permit. Bring this letter with you to the Permit Issue Station

FRANK SANDBERG,
Access your reservation online at Recreation.gov !
LOGIN: fsandgerg@gmail.com
PASSWORD: xw54hy76

CUSTOMER INFO

NAME: FRANK SANDBERG
ADDRESS: 1115 MAIN ST. GRAND MARAIS MN 55604

PERMIT INFO

Boundary Waters Canoe Area Wilderness

PERMIT TYPE: OVERNIGHT MOTOR
ENTRANCE: 77 – Moose-Basswood via Prairie Portage (om,op)
ENTRY DATE: 27 Jun 2007 EST. EXIT DATE: 29 Jun 2007
GROUP SIZE: 8 WATERCRAFT: 4

PERMIT ISSUE INFO

PERMIT WILL BE ISSUED TO:
GROUP LEADER: Frank Sandberg
ALT. LEADERS: Nathan Petrelli
Gabriel Gray
Hero Nakamura

PERMIT ISSUE STATION:
Kawishiwi Wilderness Station
1393 Highway 169, Kawishiwi, Ely. Tel:218 365-7561
Hours: 06:00 AM-06:00 PM.
¼ miles East of Ely on HWY 169 within International Wolf Center. Open Daily May 1st to Sep 30

PAYMENT INFO

* IMPORTANT BILLING INFORMATION: Any Credit Card Payment made will appear on your statement as Recreation Gov 888-4481474 NY.

BWCAW by map

Featured Entrances

Seagull Lake
Trout Lake
Moose Lake
Ram Lake

Permit Reservation Detail Data Report

This report provides detailed information of the permit orders associated with a permit supported facility. The report can be ran by the order date or the entry date. The report results are organized by sales channel, permit category, order status, order reservation status, entry date, and permit number in alphabetical (when applicable) and in ascending order. Access to this report and the locations is based on the logged-in user's assigned permissions.

Figure 2-133: Request Report

Table 2-129: Request Report Fields

Field	Description
Facility	Displays a drop-down list containing permit supported facilities associated with the logged-in location of the user sorted in the alphabetical order.
Sales Channel	Displays a drop-down list of sales channels.
Permit Category	Displays a drop-down list of permit categories

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Table 2-129: Request Report Fields (continued)

Field	Description
Entrance	Displays a drop-down list of entrances defined for the selected permit supported facility.
Permit Type	Displays a drop-down list of permit types associated with the selected permit supported facility.
Cooperator/Outfitter	Displays a drop-down list of Cooperator/Outfitter customers associated with the selected permit supported facility.
Order Status	Displays a drop-down list of permit order statuses.
Order Reservation Status	A multiple select list order statuses. Selection of at least one status is mandatory.
Payment Status	Displays a drop-down list of payment statuses.
Date Type	Displays a drop-down list of dates.
Start Date	A standard date input component for entry of month, day and year. This is a mandatory field.
End Date	A standard date input component for entry of month, day and year. It has to be greater or equal to the Start Date. This is a mandatory field.
Report Format	XLS.
Delivery Method	Email.

Figure 2-134: Sample Report (only a portion of the report is displayed)

Permit Reservation Detail Report (OPS-PMT-003)

Location: <facility name>

Sales Channel: All
Entrance: All
Cooperator/Outfitter: All
Order Reservation Status: Reserved, Issued
Date Type: Entry Date
Start Date: 05/01/2007

Permit Category: All
Permit Type: All
Order Status: Active
Payment Status: All
End Date: 06/15/2007

Permit #	Sales Channel	Permit Category	Order Status	Order Reservation Status	Payment Status	Entry Date	Exit Date	# of Days
6-217761	Web	Non-commercial	Active	Reserved	Confirmed	06/22/2009	<Exit date>	6
6-223527	Web	Non-commercial	Active	Reserved	Confirmed	08/10/2009	<Exit date>	7
6-220649	Web	Non-commercial	Active	Reserved	Confirmed	07/09/2009	<Exit date>	7
6-201541	Web	Non-commercial	Active	Reserved	Confirmed	06/07/2009	<Exit date>	10
6-202105	Web	Non-commercial	Active	Reserved	Confirmed	06/02/2009	<Exit date>	10
6-200729	Web	Non-commercial	Active	Reserved	Confirmed	05/23/2009	<Exit date>	10
6-224385	Web	Non-commercial	Active	Reserved	Confirmed	09/13/2009	<Exit date>	10
6-204237	Web	Non-commercial	Active	Reserved	Confirmed	06/26/2009	<Exit date>	10
6-209797	Web	Non-commercial	Active	Reserved	Confirmed	07/18/2009	<Exit date>	10
6-201013	Web	Non-commercial	Active	Reserved	Confirmed	06/12/2009	<Exit date>	10
6-201131	Web	Non-commercial	Active	Reserved	Confirmed	05/11/2009	<Exit date>	10
6-221759	Web	Non-commercial	Active	Reserved	Confirmed	07/22/2009	<Exit date>	10
6-224179	Web	Non-commercial	Active	Reserved	Confirmed	07/17/2009	<Exit date>	10
6-205487	Web	Non-commercial	Active	Reserved	Confirmed	06/15/2009	<Exit date>	10
6-217091	Web	Non-commercial	Active	Reserved	Confirmed	07/24/2009	<Exit date>	10
6-213309	Web	Commercial	Active	Reserved	Confirmed	05/17/2009	<Exit date>	10
6-223305	Web	Commercial	Active	Reserved	Confirmed	07/15/2009	<Exit date>	10
6-209511	Web	Commercial	Active	Reserved	Confirmed	05/23/2009	<Exit date>	10
6-209555	Web	Commercial	Active	Reserved	Confirmed	05/16/2009	<Exit date>	10
6-201347	Web	Commercial	Active	Reserved	Confirmed	06/06/2009	<Exit date>	10
6-209105	Web	Commercial	Active	Reserved	Confirmed	06/18/2009	<Exit date>	10
6-201035	Web	Commercial	Active	Reserved	Confirmed	07/16/2009	<Exit date>	10
6-208893	Web	Commercial	Active	Reserved	Confirmed	06/04/2009	<Exit date>	10
6-223403	Web	Commercial	Active	Reserved	Confirmed	08/28/2009	<Exit date>	10

Table 2-130: Report Columns

Column	Description
Permit #	Displays the number on the permit order.
Sales Channel	Displays the sales channel where the permit order was created.
Permit Category	Displays the permit category on the permit order. For example, commercial or non commercial.
Order Status:	Displays the status of the permit order.
Order Reservation Status:	Displays the order reservation status of the permit order.
Payment Status	Displays the payment status of the permit order.
Entry Date	Displays the date of entry on the permit order. The format is mm/dd/yyyy or mm/dd/yyyy – mm/dd/yyyy.
Exit Date	Displays the date of exit on the order. The format is mm/dd/yyyy.

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Table 2-130: Report Columns (continued)

Column	Description
# of Days	Displays the calculated number of days based on the entry date and the exit date on the permit order. If an exit date is not applicable the column is blank.
Entrance Code/Name	Displays the entrance code and the name associated with the permit order. The format is <entrance code> - <entrance name>.
Permit Type	Displays the type of permit on the permit order.
Group Leader Last Name	Displays the group leader's surname name on the permit order.
Group Leader First Name	Displays the group leader's first name on the permit on the permit order.
Group Leader Initials	Displays the group leader's initials.
Telephone Number	Displays the group leader's contact home phone number, work number, or cell number on the permit order.
Email	Displays the group leader's email address on the permit order.
Address	Displays the group leader's address on the permit order.
City	Displays the group leader's city on the permit order.
Postal Code	Displays the group leader's postal or zip code on the permit order.
State	Displays the group leader's state on the permit order.
Country	Displays the group leader's country on the permit order • If the group leader’s country of residence is not the US, the country name displays. If the group leader's country of residence is the US, then a blank displays
Customer Last Name	Displays the customer’s surname name on the permit order.
Customer First Name	Displays the customer’s first name on the permit on the permit order.
Group Size	Displays one of the following values: • The group size on the permit order. • The total group size, when the group size is captured per person per day accumulating the groups going in and out from the trip.
# of Watercrafts	Displays the number of watercrafts on each watercraft types captured during the permit order creation (if watercraft types are applicable for the facility).
Counts for each watercraft Type	Displays the number of watercraft types in one of the following manners: • A Watercraft Type column for each watercraft type defined at the contract level associated with the permit order. This column displays the number of watercrafts for each watercraft type on the permit order. • If Watercraft Types are applicable for the permit type on the permit order, Watercraft Name columns are organized in alphabetical order with the exception of placing the Other column of as the last column.

Table 2-130: Report Columns (continued)

Column	Description
Launch Point	Displays the name of the launch point on the permit order.
Take Out Point	Displays the name of the take out point on the permit order.
# of Guides	Displays the number of guides on the permit order.
Exit Point	Displays the code and name of the exit point on the permit order. The format is <*Entrance code*> - <*Entrance Name*>.
Commercially Guided Trip	Displays one of the following values: • Displays Yes, if the permit order is for a commercially guided trip. • Displays No, if the permit order is not for a commercially guided trip.
Non-Profit Org Trip	Displays one of the following values: • Displays Yes, if the permit order is for a non-profit organization • Displays No, if the permit order is for a profit organization.
Permit Issue Station	Displays the permit issue station on the permit order.
Charged Use Fee	Displays the total charged use fee on the permit order.
Collected Use Fee	Displays the collected use fee on the permit order.
Price	Displays the price on the permit order.
Paid	Displays the total paid on the permit order.
Balance	Displays the balance on the permit order.

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Permit Statistics Report

This report provides statistical information about the amount of permit reservations that have been made by entrance, permit type, and issue station. Within the selected report group, you have the option to group the statistics by day, month, or year. Access to this report and the locations are based on the logged-in user's assigned permissions.

Figure 2-135: Request Report

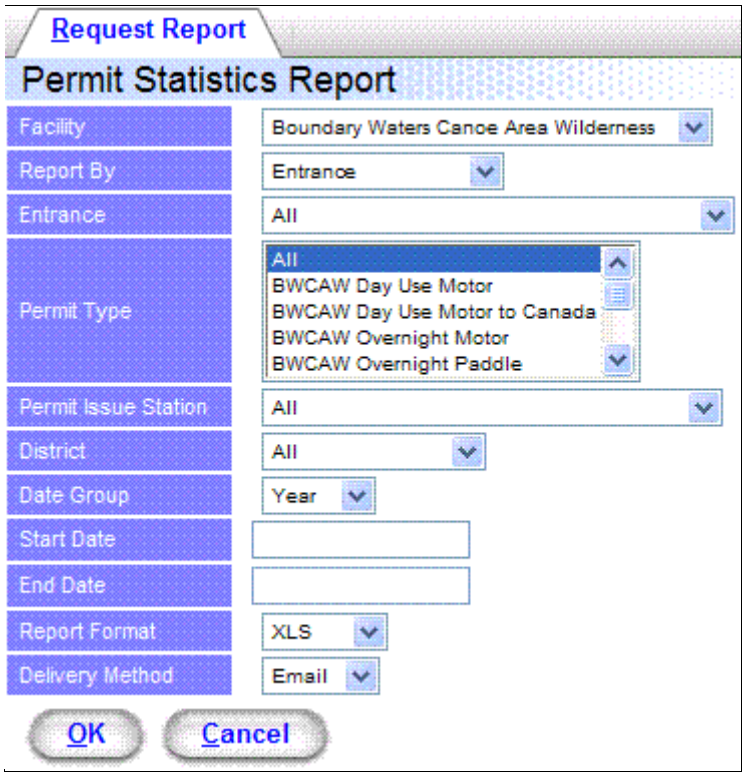

Table 2-131: Request Report Fields

Field	Description
Facility	Displays a drop-down list of permit supported facilities.
Report By	Allows you to generate the report by one of the following values: • Entrance • Permit Type • Permit Issue Station
Entrance	Displays a drop-down list of entrances defined for the selected facility.
Permit Type	Displays a drop-down list of the permit types defined for the selected facility. One or more permit types can be selected.

Table 2-131: Request Report Fields (continued)

Field	Description
Permit Issue Station	Displays a drop-down list of permit issue stations for the selected facility. This list includes both permit issue stations and Cooperators.
District	Displays a drop-down list of districts for the selected facility.

Date Group	Displays a drop-down list of dates by which the report's results are grouped:
	• Options:
	  • Year
	  • Month
	• Day

Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This has to be greater than or equal to the start date and cannot be more than 1 year from the start date.
Report Format	PDF, DHTML, and XLS.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-136: Sample Report

Permit Statistics Report (STAT-PMT-002)

Run Date and Time: Web 25 2007 16:30:30 PM EST

Location: <facility name>

Start Date: 05/01/2007
Report By: Entrance
Entrance: All
Permit Issue Station: All

End Date: 06/15/2007
Date Group: Month
Permit Type: Day Use Motor, Day Use Motor to Canada
District: All

		Advanced Reservations				Walkups			Total	Cancellations				Issuing Station		People		Watercraft	
Report by Entrance	Entry Date Group	Call	Web (Non-Comm)	Web (Comm)	Field	Call	Comm	Field		2 Days or Less	More than 2 Days	No Show	Net Total	Ranger Station	Cooperator	Total	Average/ Permit	Total	Average/ Permit
A - Trout Lake (dm)	May, 2007	11	105	10	0	361	2	10	499	0	28	19	452	200	240	1778	3.93	603	1.33
A - Trout Lake (dm)	Jun, 2007	0	9	2	2	2	3	1	19	2	3	1	13	4	4	50	3.85	30	2.31
C - Fall Lake ONLY (dm)	May, 2007	11	105	2	0	361	34	10	523	0	28	19	476	200	240	1778	3.74	603	1.27
C - Fall Lake ONLY (dm)	Jun, 2007	0	9	2	2	2	3	1	19	2	3	1	13	5	3	50	3.85	30	2.31
F - Moose- ONLY (DM,DC)	May, 2007	4	45	3	1	1	3	0	57	2	3	1	51	20	25	120	2.35	100	1.96
F - Moose- ONLY (DM,DC)	Jun, 2007	8	51	23	1	1	2	0	86	2	3	1	80	25	30	160	2.00	150	1.88
H - Snowbank Lake (dm)	May, 2007	14	141	2	13	13	1	0	184	2	3	1	178	100	75	700	3.93	600	3.37
H - Snowbank Lake (dm)	Jun, 2007	37	177	2	12	12	1	0	241	2	3	1	235	200	32	700	2.98	600	2.55
J - Saganaga Lake (dm, dc)	May, 2007	58	268	1	21	21	1	0	370	2	3	1	364	100	262	900	2.47	300	0.82
J - Saganaga Lake (dm, dc)	Jun, 2007	4	19	1	1	1	1	0	27	2	3	1	21	5	14	80	3.81	60	2.86
Total:		**147**	**929**	**48**	**53**	**775**	**51**	**22**	**2025**	**16**	**80**	**46**	**1883**	**859**	**925**	**6316**	**3.35**	**3076**	**1.63**

Table 2-132: Report Columns

Column	Description
Report by Entrance	Displays the entrance code and name of the entrance that is on the permit when Report by “Entrance” is specified from the selection criteria.
Report by Permit Type	Displays the permit type name of the permit when Report by “Permit Type” is specified from the selection criteria.
Report by Issue Station	Displays the permit issue stations of the permit when Report by “Permit Issue Station” is specified from the selection criteria.

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Table 2-132: Report Columns (continued)

Column	Description
Entry Date Group	Displays each year within the specified reporting period when Date Group of "Year" is specified from the selection criteria. Displays each month within the specified reporting period when Date Group of "Month" is specified from the selection criteria. Displays each date within specified reporting period when Date Group of "Day" is specified from the selection criteria.
Advanced Reservations	This column consists of these sub-columns: • Call: the total number of advanced permit reservations made through the Call Center. • Web (Non Comm): the total number of advanced reservations made through the web where the sales category is Non-Commerical. • Web (Comm): the total number of advanced reservations made through the web where the sales category is Commerical. • Field: the total number of advanced permit reservations made in the Field.
Walkups	This column consists of these sub-columns: • Call: the total number of walk-up permit reservations made through the Call Center. • Comm: the total number of walk-up permit reservations made through the web where the sales category is Commerical. • Field: the total number of walk-up permit reservations made in the Field.
Total	The sum of by Call, Web, and Field columns for advanced reservations, Call, and Field columns for walkups.
Cancellations	This column consists of these sub-columns: • 2 Days or Less: the total number of permit reservations that were cancelled 1 day prior to the entry date or after the entry date of the permit. • More than 2 Days: the total number of permit reservations that were cancelled 2 or more days prior to the entry date of the permit.
No Shows	The total number of permit reservations that were flagged as No Show.
Net Total	The total number of reservations minus the total number of cancellations minus the total number of No Shows.
Issuing Station	This column consists of these sub-columns: Ranger Station and Cooperator. • Ranger Station: the total number of permit reservations where the issue station is a station within the permit supported facility. • Cooperator: the total number of permit reservations where the issue station is a Cooperator issued station.

Table 2-132: Report Columns (continued)

Column	Description
People	This column consists of these sub-columns: Total and Average/Permit. • Total: the total number of people included in the permit reservations. This is calculated as the sum of the group size for each permit reservation. • Average/Permit: this is calculated as the total number of people divided by the net total number of permit reservations.
Watercraft	This column consists of these sub-columns: Total and Average/Permit. • Total: the total number of watercraft included in the permit reservations. This is calculated as the sum of the watercraft on each permit reservation. • Average/Permit: this is calculated as the total number of watercraft divided by the net total number of permit reservations.
Note: The Field sales channel includes reservations made by the Cooperator through their private label web site. **Note:** The total permit reservations for all columns are based on the entry date on the permit being within the specified report period.	

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Permits Made by Residents Report

This report provides detailed statistical information about the permit reservations that have been made during the given reporting period. The information is based on the group leader's contact information grouped by: state by city, state by postal code, by state, or by country. The report can be run for a maximum period of 1 year. Access to this report and the locations are based on the logged-in user's assigned permissions.

Figure 2-137: Request Report

Table 2-133: Request Report Fields

Field	Description
Facility	Displays a drop-down list of permit supported facilities.

Residence Area	Displays a drop-down list of residence areas which the report's results are grouped by:
	• Options:
	  • In State by City
	  • In State by Postal Code
	  • By State
	• By Country

State	Displays a drop-down list of all states. **Note:** The State drop-down list displays only when the Residence Area selected option is "In State by City" or "In State by Postal Code"
Start Date	Specify the start date of the reporting period. This is a mandatory field.

Table 2-133: Request Report Fields (continued)

Field	Description
End Date	Specify the end date of the reporting period. This is a mandatory field. This has to be greater than or equal to the start date and cannot be more than 1 year from the start date.
Entrance	Displays a drop-down list of entrances defined for the selected facility.
Permit Type	Displays a drop-down list of the permit types defined for the selected facility.
Report Format	PDF, DHTML, and XLS.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-138: Sample Report (only a portion of the report is displayed)

Permits Made by Residents Report (STAT-PMT-001)

Run Date and Time: Web 25 2007 16:30:30 PM EST

Location: <facility name>

Start Date: MM/DD/YYYY
Residence Area: By State
Entrance: All

End Date: MM/DD/YYYY
State: All
Permit Type: All

	Advanced Reservations				Walkups			Total	Cancellations				Issuing Station		People		Watercraft	
Residence by State	Call	Web (Non-Comm.)	Web (Comm)	Field	Call	Comm	Field		2 Days or Less	More than 2 Days	No Show	Net Total	Ranger Station	Cooperator	Total	Average/ Permit	Total	Average/ Permit
State Code Unknown	11	105	2	0	361	2	10	491	0	28	19	444	98	389	1778	4.00	603	1.36
ALASKA	0	9	3	2	2	1	1	18	2	3	1	12	10	4	50	4.17	30	2.50
ALABAMA	11	105	2	0	361	2	10	491	0	28	19	444	98	389	1778	4.00	603	1.36
ARIZONA	0	9	3	2	2	1	1	18	2	3	1	12	10	4	50	4.17	30	2.50
CALIFORNIA	4	45	2	1	1	2	0	55	2	3	1	49	20	31	120	2.45	100	2.04
COLORADO	8	51	3	1	1	3	0	67	2	3	1	61	30	31	160	2.62	150	2.46
CONNECTICUT	14	141	23	13	13	33	0	237	2	3	1	231	80	101	700	3.03	600	2.60
DISTRICT OF COLUMBIA	37	177	2	12	12	4	0	244	2	3	1	238	100	138	700	2.94	600	2.52
DELAWARE	58	268	3	21	21	32	0	403	2	3	1	397	100	268	900	2.27	300	0.76
FLORIDA	4	19	2	1	1	21	0	48	2	3	1	42	5	20	80	1.90	60	1.43
Total	**147**	**929**	**45**	**53**	**775**	**101**	**22**	**2072**	**16**	**80**	**46**	**1930**	**551**	**1375**	**6316**	**3.27**	**3076**	**1.59**

Table 2-134: Report Columns

Column	Description
Residence by City	Displays the city of residence of the group leader that is on the permit when Residence Area “In State by City” is specified from the selection criteria. Displays “City unknown” if there is no defined city on the permit
Residence by Postal Code	Displays the zip code or postal code of the group leader that is on the permit when Residence Area “In State by Postal Code” is specified from the selection criteria. Displays “Postal Code unknown” if there is no defined zip code or postal code on the permit.
Residence by State	Displays the state or province of residence of the group leader that is on the permit when Residence Area “By State” is specified from the selection criteria. Displays “State unknown” if there is no defined zip code or postal code on the permit.
Residence by Country	Displays the country name of residence of the group leader that is on the permit when Residence Area “By Country” is specified from the selection criteria. Displays “Country unknown” if there is no defined zip code or postal code on the permit.

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Table 2-134: Report Columns (continued)

Column	Description
Advanced Reservations	This column consists of these sub-columns: • Call: the total number of advanced permit reservations made through the Call Center. • Web (Non Comm): the total number of advanced reservations made through the web where the sales category is Non-Commerical. • Web (Comm): the total number of advanced reservations made through the web where the sales category is Commerical. • Field: the total number of advanced permit reservations made in the Field.
Walkups	This column consists of these sub-columns: • Call: the total number of walk-up permit reservations made through the Call Center. • Comm: the total number of walk-up permit reservations made through the web where the sales category is Commerical. • Field: the total number of walk-up permit reservations made in the Field.
Total	The sum of by Call, Web, and Field columns for advanced reservations and Call and Field columns for walkups.
Cancellations	This column consists of two sub columns: • 2 Days or Less: the total number of permit reservations that were cancelled 1 day prior to the entry date or after the entry date of the permit. • More than 2 Days: the total number of permit reservations that were cancelled 2 or more days prior to the entry date of the permit.
No Shows	The total number of permit reservations that were flagged as No Show.
Net Total	The total number of reservations minus the total number of cancellations minus the total number of No Shows.
Issuing Station	This column consists of two sub columns: • Ranger Station: the total number of permit reservations where the issue station is a station within the permit supported facility. • Cooperator: the total number of permit reservations where the issue station is a Cooperator issued station.
People	This column consists of two sub columns: • Total: the total number of people included in the permit reservations. This is calculated as the sum of the group size for each permit reservation. • Average/Permit: this is calculated as the total number of people divided by the net total number of permit reservations.

Table 2-134: Report Columns (continued)

Column	Description
Watercraft	This column consists of two sub columns: • Total: the total number of watercraft included in the permit reservations. This is calculated as the sum of the watercraft on each permit reservation. • Average/Permit: this is calculated as the total number of watercraft divided by the net total number of permit reservations.
Note: The Field sales channel includes reservations made by the Cooperator through their private label web site. **Note:** The total permit reservations for all columns are based on the entry date on the permit being within the specified report period.	

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POS Field Product Sold Detail Report

This report is available in the Field Manager application. It can be run for up to 7 days.

The report is the same as the POS Product Sold Detail Report (which can be run for a maximum of 366 days) available in Resource Manager. For more detailed information, see "POS Product Sold Detail Report" on page 254.

POS Field Product Sold Summary Report

This report is available in the Field Manager application. It can be run for up to 7 days.

The report is the same as the POS Product Sold Summary Report (which can be run for a maximum of 366 days) available in Resource Manager. For more detailed information, see "POS Product Sold Summary Report" on page 257.

POS Product Sold Detail Report

This report displays the details of all the POS product sales at a location (or a specific station within a particular park) for a specified reporting period. The information includes the order number, the date and time of the order, the customer's name, and the quantity purchased. The report is schedulable.

Use this report to help input revenue numbers to a local park revenue system. Access to the locations is based on the logged-in user's assigned permissions. The naming conventions of the location fields are based on the contract's configuration. The report can be run for maximum of 366 days.

Note: In the Field Manager application, this report is called the POS Field Detail Report Request, which can be run for a maximum of 7 days.

Figure 2-139: Request Report

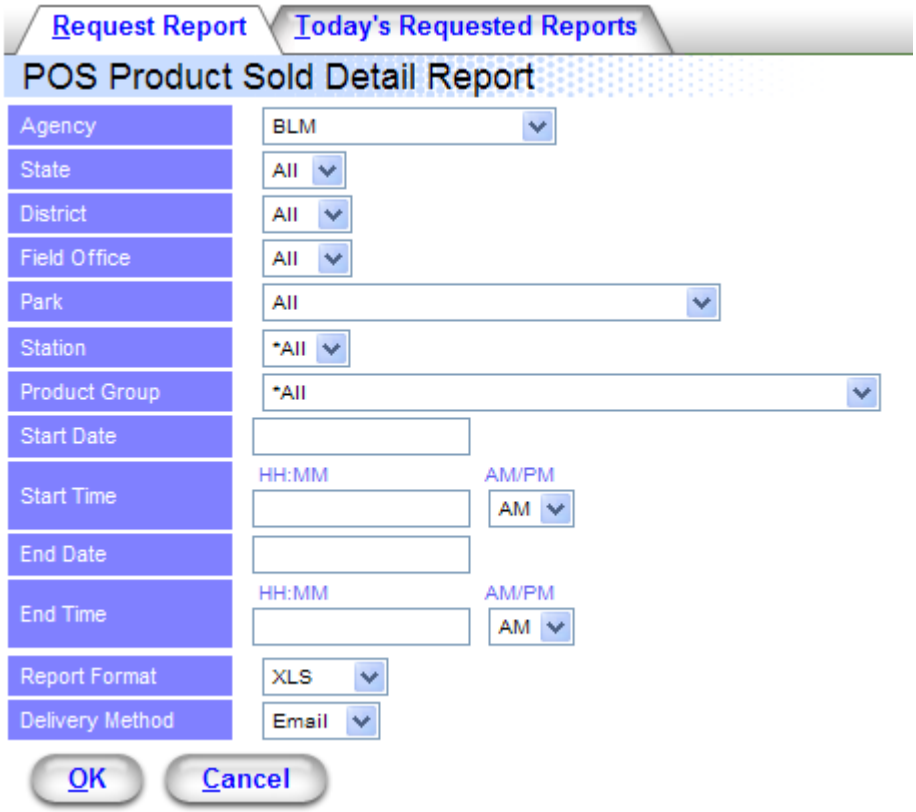

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Table 2-135: Request Report Fields

Field	Description
Agency	Displays a drop-down list of the agencies applicable for the contract.
State	Displays a drop-down list of the states applicable for the contract.
District	Displays a drop-down list of districts applicable to the selected agency.
Field Office	Displays a drop-down list of the Field offices applicable to the contract.
Park	Displays a drop-down list of the parks applicable to the contract.
Station	Displays a drop-down list of stations within a particular park location.
Product Group	Displays a drop-down list of POS product groups available for this park location.
Start Date	Specify the start date of the reporting period.
Start Time	A time input component for the beginning time. The format is 12 hour.
End Date	Specify the end date of the reporting period.
End Time	A time input component for the finish time. The format is 12 hour.
Report Format	DHTML, CSV, and XLS
Delivery Method	Email, FTP, Fax, and Online

Figure 2-140: Sample Report

POS Product Sold Detail Report (FIN-POS-002)

Run Date and Time: Dec 10 2009 12:17:20 PM EST

Location ID: 70901
Location Name: BLM
Product Group: ALL
Start Date and Time: 06/02/2008 12:00 AM
End Date and Time: 06/04/2008 11:59 PM

Agency	State	District	Field Office	Park	Product Group	Revenue Account	Product Code	Product Description	Date/Time	Order No	Customer	Qty Sold	Unit Price	Total Price	Note
BLM	OR	120	125	LOON LAKE RECREATION SITE (OR)	AREA DAY USE VEHICLE FEE	BLM:3000:8400:3013		AREA DAY USE VEHICLE FEE	06/02/08 18:37	3-224754	GENERAL PUBLIC	1.00	5.00	$5.00	
BLM	OR	120	125	LOON LAKE RECREATION SITE (OR)	AREA DAY USE VEHICLE FEE	Total:								$5.00	
BLM	OR	120	125	LOON LAKE RECREATION SITE (OR)	Boat Launch / Ramp	BLM:3000:8600:3025		Boat Launch	06/04/08 15:23	3-227628	GENERAL PUBLIC	1.00	3.00	$3.00	
BLM	OR	120	125	LOON LAKE RECREATION SITE (OR)	Boat Launch / Ramp	Total:								$3.00	
BLM	OR	120	125	LOON LAKE RECREATION SITE (OR)	Day Use	BLM:3000:8400:3013		Day Use	06/04/08 15:51	3-227756	GENERAL PUBLIC	5.00	5.00	$25.00	
BLM	OR	120	125	LOON LAKE RECREATION SITE (OR)	Day Use	Total:								$25.00	
BLM	OR	120	125	LOON LAKE RECREATION SITE (OR)	FIREWOOD SALE	BLM:3000:8600:3009		FIREWOOD SALE	06/03/08 17:04	3-226266	GENERAL PUBLIC	1.00	4.00	$4.00	
BLM	OR	120	125	LOON LAKE RECREATION SITE (OR)	FIREWOOD SALE	Total:								$4.00	
BLM	OR	120	125	LOON LAKE RECREATION SITE (OR)	Firewood	BLM:3000:8600:3009		Firewood	06/03/08 17:04	3-226266	GENERAL PUBLIC	1.00	4.00	$4.00	
BLM	OR	120	125	LOON LAKE RECREATION SITE (OR)	Firewood	Total:								$4.00	
BLM	OR	120	125	LOON LAKE RECREATION SITE (OR)		Total:								$41.00	
BLM	OR	120	125			Total:								$41.00	
BLM	OR	120				Total:								$41.00	
BLM	OR					Total:								$41.00	
BLM						Total:								$41.00	

Table 2-136: Report Columns

Column	Description
Agency – Facility	Displays the item's sold location and the associated location hierarchy.
Station	Displays the station where the transaction was performed.
Product Group	Displays the product group of the item.
Revenue Account	Displays the revenue account of the items sold and it includes the applicable tax account.
Product Code	Displays the product code of the items sold.
Product Description	Displays the description of the items sold.
Date/Time	Displays the date and time that the POS item was sold or returned.
Order No	Displays the order number of the POS transaction.
Customer	Displays the customer's name on the order.
Qty Sold	The net quantity of POS items sold and returned. It is calculated as sold – returned.
Unit Price	Displays the unit price of the item. This price includes any POS discounts applied to the order item allocated to the Revenue Account.
Total Amount	The total amount allocated to the Revenue Account for the order item. This includes any returns, price adjustments, and POS discounts applied to the order item.
Note	Displays the message applied to returns, fee adjustments, and voids. • If the transaction is a fee adjustment, it displays the note as fee adjusted • If the POS order is voided, it displays the note as voided + <void reason entered by the user>. • If a POS item is returned, it displays the return reason as returned + <return reason entered by the user>. • If a POS item's sale price is adjusted, it displays the Fee Adjusted for <x> units, where x represents the number of units adjusted.

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POS Product Sold Summary Report

This report summarizes all the POS product sales at a location (or a specific station within a park location) for a specified reporting period. The information includes the park, product group, product, quantity sold and total sales. The report is schedulable.

Use this report to help input revenue numbers to a local park revenue system. Access to the locations is based on the logged-in user's assigned permissions. The naming conventions of the location fields are based on the contract's configuration. The report can be run for maximum of 366 days.

Note: In the Field Manager application, this report is called the POS Field Summary Report Request, which can be run for a maximum of 7 days.

Figure 2-141: Request Report

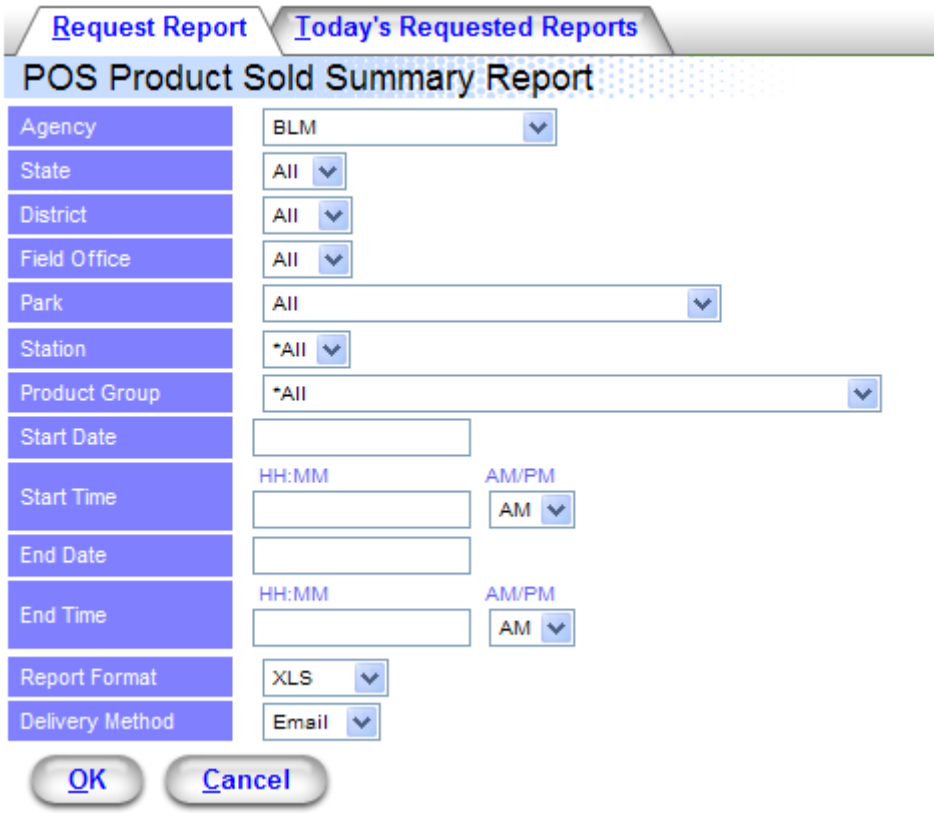

Table 2-137: Report Request Fields

Field	Description
Agency	Displays a drop-down list of the agencies applicable for the contract.

Table 2-137: Report Request Fields (continued)

Field	Description
State	Displays a drop-down list of the states applicable to the contract.
District	Displays a drop-down list of districts applicable to the selected agency.
Field Office	Displays a drop-down list of the Field offices applicable to the contract.
Park	Displays a drop-down list of the parks applicable to the contract.
Station	Displays a drop-down list of stations within a particular park location.
Product Group	Displays a drop-down list of POS product groups available for this park location.
Start Date	Specify the start date of the reporting period.
Start Time	An input component for the begin time. The format is 12 hour.
End Date	Specify the end date of the reporting period.
End Time	An input component for the finish time. The format is 12 hour.
Report Format	XLS, CSV, and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-142: Sample Report (only a portion of the report is displayed)

POS Product Sold Summary Report (FIN-POS-001)

Location ID: 1100
Location Name: CA Parks
Product Group: ALL
Start Date and Time: 06/20/2005 09:00:00 End Date and Time: 06/20/2005 16:00:00

Agency	Division	District	Hide columns where no location is defined	Facility	Product Group	Revenue Account
DPR	Northern Division	Diablo Vista		Mt. Diablo SP	Product Group 1	0799.3035.4848.61
DPR	Northern Division	Diablo Vista		Mt. Diablo SP	Product Group 1	0799.3035.XXXX.XX
DPR	Northern Division	Diablo Vista		Mt. Diablo SP	Product Group 1	0799.3035.4848.50
DPR	Northern Division	Diablo Vista		Mt. Diablo SP	Product Group 1	0799.3035.XXXX.XX
DPR	**Northern Division**	**Diablo Vista**		**Mt. Diablo SP**	**Product Group 1**	**Total:**
DPR	Northern Division	Diablo Vista		Mt. Diablo SP	Product Group 2	0799.3035.XXXX.XX
DPR	Northern Division	Diablo Vista		Mt. Diablo SP	Product Group 2	0799.3035.XXXX.XX
DPR	**Northern Division**	**Diablo Vista**		**Mt. Diablo SP**	**Product Group 2**	**Total:**
DPR	**Northern Division**	**Diablo Vista**		**Mt. Diablo SP**		**Total:**
DPR	**Northern Division**	**Diablo Vista**				**Total:**
DPR	Northern Division	Santa Cruz		Butano SP	Product Group 1	0799.3035.4848.61
DPR	Northern Division	Santa Cruz		Butano SP	Product Group 1	0799.3035.XXXX.XX
DPR	Northern Division	Santa Cruz		Butano SP	Product Group 1	0799.3035.4848.50
DPR	Northern Division	Santa Cruz		Butano SP	Product Group 1	0799.3035.XXXX.XX
DPR	**Northern Division**	**Santa Cruz**		**Butano SP**	**Product Group 1**	**Total:**
DPR	**Northern Division**	**Santa Cruz**		**Butano SP**		**Total:**
DPR	**Northern Division**	**Santa Cruz**				**Total:**
DPR	**Northern Division**					**Total:**
DPR						**Total:**

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Table 2-138: Report Columns

Column	Description
Agency – Facility	Displays the item's sold location and the associated location hierarchy.
Product Group	Displays the product group of the item.
Revenue Account	Displays the revenue account of the items sold and it includes the applicable tax account.
Product Code	Displays the product code of the items sold.
Product Description	Displays the description of the items sold.
Qty Sold	The net quantity of POS items sold and returned. It is calculated as sold – returned.
Unit Price	Displays the unit price of the item. • It includes any POS discounts applied to the order item(s) allocated to the Revenue Account.
Total Amount	The total amount of the order items allocated to the Revenue Account. • It includes any returns, price adjustments, and POS discounts.
Note: If the transactions for a product group sum to 0 the report displays the product group in the summary report to allow the park to be able to compare the summary and detail report information.	

Quota Availability Report

This report provides the quota inventory availability for a selected quota type. You can use this report to analyze the quota usage at each entrance. Access to this report and the locations are based on the logged-in user's assigned permissions.

Figure 2-143: Request Report

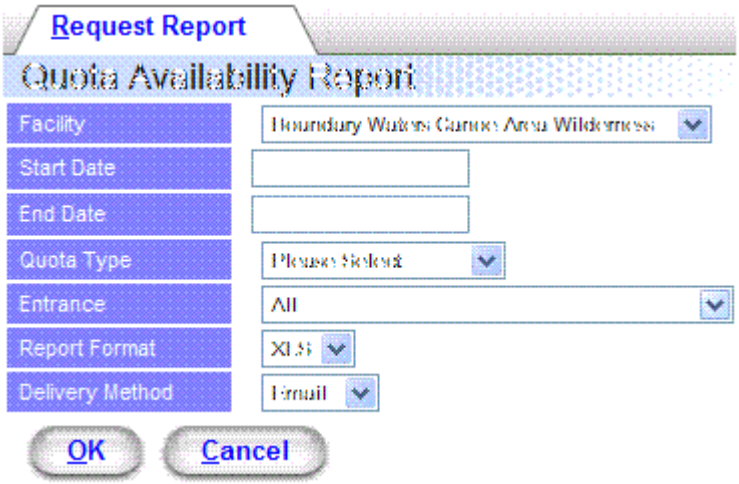

Table 2-139: Request Report Fields

Field	Description
Facility	Displays a drop-down list of permit supported facilities.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This has to be greater than or equal to the start date and cannot be more than 1 year from the start date.
Quota Type	Displays a drop-down list of quota types defined for the selected facility. This is a mandatory field.
Entrance	Displays a drop-down list of entrances defined for the selected facility.
Report Format	XLS
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-144: Sample Report

Run Date and Time: Nov 02 2009 1:24:02 PM EST

Quota Availability Report (OPS-PMT-001)

Location: Boundary Waters Canoe Area Wilderness
Start Date: 07/04/2009 End Date: 07/10/2009
Quota Type: Overnight Quota Entrance: All
Quota Allocation: null

Entrance Code/Name	4		5		6		7		8		9		10	
	Q	A	Q	A	Q	A	Q	A	Q	A	Q	A	Q	A
July														
01-Trout Lake (op,om)	14	11	14	14	14	9	14	13	14	9	14	9	14	7
04-Crab Lake (op)	4	3	4	4	4	3	4	4	4	3	4	1	4	3
06-Slim Lake (op)	2	2	2	1	2	0	2	1	2	2	2	0	2	1
07-From Big Lake (op)	2	2	2	2	2	2	2	2	2	2	2	2	2	2
08-Moose River SOUTH (op)	1	1	1	0	1	1	1	1	1	1	1	0	1	0
09-Little Indian Sioux SOUTH	1	1	0	0	1	1	0	0	1	1	0	0	1	0

Table 2-140: Report Columns

Column	Description
Entrance Code/Name	Displays the entrance code and the entrance name.
Quota Interval	Displays the start and end date of each inventory interval within the reporting period if the quota interval for the selected quota type is not daily. Displays the numerals 1 to 31 if the quota interval for the selected quota type is daily. These columns consist of two sub-columns: • Q: the total inventory capacity for the quota interval. • A: the total available quantity calculated as capacity – booked – held – locked inventory for the quota interval.

Recipient Distribution Detail Report

This report displays the details at the order level of distributed revenue (camping, POS, ticket fees, gift cards, and permits), refunds, taxes, asset fees (if applicable to the contract), and RA fees for a specific distribution period. You can use this report to determine the funds distributed to recipients. The report can be requested for up to 31 days if the location selected is a Facility location. For locations above the Facility level, the report can be requested for up to 7 days.

Figure 2-145: Request Report

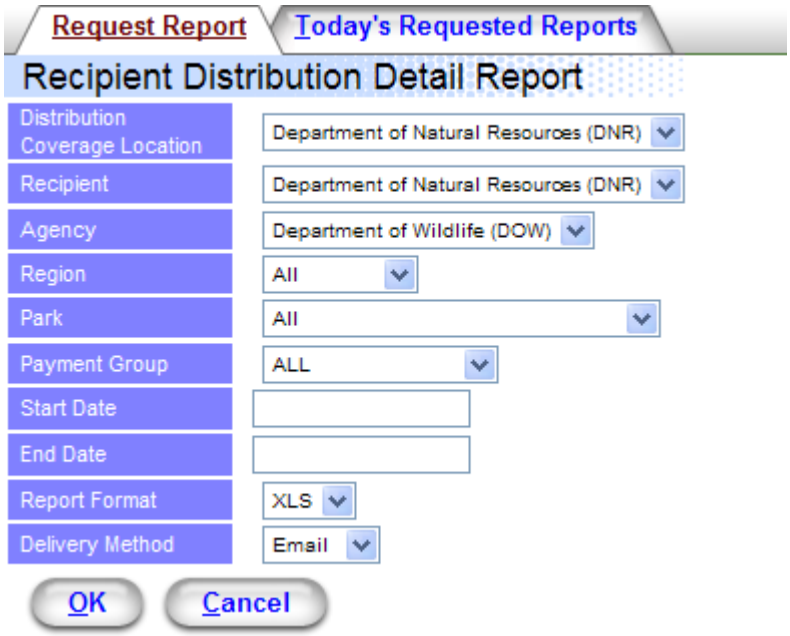

Table 2-141: Request Report Fields

Field	Description
Distribution Coverage Location	Displays a drop-down list of distribution coverage locations defined in the contract. The list is restricted by the access level of the logged-in user.
Recipient	• Displays a drop-down list of recipients defined in the contract. The list is restricted to the unique recipients where the recipient revenue locations (defined in the recipient permits) are within the selected distribution coverage location.
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.

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Table 2-141: Request Report Fields (continued)

Field	Description
Payment Group	Displays a drop-down list of payment groups: • Credit Card — payments with the payment group of credit card depositable. • Non Credit Card — payment groups of cash depositable, non-cash depositable and ACH. • All — payment groups of credit card depositable, cash depositable, non-cash depositable and ACH.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Report Format	XLS
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-146: Sample Report

Recipient Distribution Detail Report (FIN-DSTB-002)

Run Date and Time: May 25 2006 2:41:43 PM EDT

Distribution Coverage Location: Forest Service
Recipient: B F K Corp
Revenue Location: Forest Service
Distribution Job ID: 7168728, 7168743, 7168745
Distribution Period: 07/01/2005 - 07/29/2005
Payment Group: All
Start Date: 07/01/2005 End Date: 07/30/2005

											Revenue									Adjustments			Distribution	
Agency	Region	Forest	Ranger District	Facility	Deposit / Fin Ses ID	Order	Site #	Reservation Start Date	Reservation End Date	Customer Name	Use Fees	Attribute Fees	Trans. Fees	POS Fees	Ticket Fees	Refunds Payable (Unissued)	Refunds Paid (Issued)	Vouchers Payable	Gross Revenue	Deposit / Fin Ses Adjust	Tax	Net Revenue	RA Fees	Available Distribution
Forest Service	Pacific Northwest	Colville NF	Sullivan Lake	Edgewater Campground		2-176700	001	7/1/2005	7/2/2005	Charles Cothran	$22.00	$0.00	$8.00	$0.00	$0.00	$0.00	$0.00	$0.00	$30.00		$4.86	$34.86	$7.00	$27.86
Forest Service	Pacific Northwest	Colville NF	Sullivan Lake	Edgewater Campground		2-182141	002	8/1/2005	8/2/2005	David Bozard	$30.00	$0.00	$4.00	$0.00	$0.00	$0.00	$0.00	$0.00	$34.00		$4.00	$38.00	$6.00	$32.00
Forest Service	Pacific Northwest	Colville NF	Sullivan Lake	Edgewater Campground	278383															$10.00		$10.00		$10.00
Forest Service	Pacific Northwest	Colville NF	Sullivan Lake	Edgewater Campground	292020															-$10.00		($10.00)		-$10.00
Forest Service	Pacific Northwest	Colville NF	Sullivan Lake	Edgewater Campground						Field POS Equipment, 1 Yr Term - Jul 2005													$86.00	($86.00)
Forest Service	Pacific Northwest	Colville NF	Sullivan Lake	Edgewater Campground						Cable Modem Connectivity - Jul 2005													$80.00	($80.00)
Forest Service	Pacific Northwest	Colville NF	Sullivan Lake	Edgewater Campground						Installation for Cable Modem Connectivity - Oct 2004													$300.00	($300.00)
Forest Service	**Pacific Northwest**	**Colville NF**	**Sullivan Lake**	**Edgewater Campground**						**Total:**	**$52.00**	**$0.00**	**$12.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$64.00**	**$0.00**	**$8.86**	**$72.86**	**$13.00**	**($406.14)**
Forest Service	Pacific Northwest	Colville NF	Sullivan Lake	Silver Creek Group		2-182217	003	9/1/2005	9/2/2005	Steven Schmidt	$28.00	$0.00	$10.00	$0.00	$0.00	$0.00	$0.00	$0.00	$38.00		$10.00	$48.00	$8.00	$40.00
Forest Service	Pacific Northwest	Colville NF	Sullivan Lake	Silver Creek Group						Field POS Equipment, 1 Yr Term - Jul 2005													$172.00	($172.00)
Forest Service	Pacific Northwest	Colville NF	Sullivan Lake	Silver Creek Group						DSL Connectivity - Jul 2005													$90.00	($90.00)
Forest Service	Pacific Northwest	Colville NF	Sullivan Lake	Silver Creek Group						DSL Connectivity - Install - Oct 2004													$300.00	($300.00)
Forest Service	**Pacific Northwest**	**Colville NF**	**Sullivan Lake**	**Silver Creek Group**						**Total:**	**$28.00**	**$0.00**	**$10.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$38.00**		**$10.00**	**$48.00**	**$570.00**	**($522.00)**
Forest Service	**Pacific Northwest**	**Colville NF**	**Sullivan Lake**							**Total:**	**$80.00**	**$0.00**	**$22.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$102.00**		**$18.86**	**$120.86**	**$583.00**	**($928.14)**
Forest Service	**Pacific Northwest**	**Colville NF**								**Total:**	**$80.00**	**$0.00**	**$22.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$102.00**		**$18.86**	**$120.86**	**$583.00**	**($928.14)**
Forest Service	Pacific Northwest	Eldorado NF	Pacific RD	Sbowman Bridge		2-182771	004	10/1/2005	10/2/2005	Mike Grunder	$62.00	$0.00	$8.00	$0.00	$0.00	$0.00	$0.00	$0.00	$70.00		$3.10	$73.10	$0.00	$73.10
Forest Service	Pacific Northwest	Eldorado NF	Pacific RD	Sbowman Bridge		2-182782	005	10/2/2005	10/3/2005	Ollie Spell	$45.99	$0.00	$2.00	$0.00	$0.00	$0.00	$0.00	$0.00	$47.99		$3.00	$50.99	$0.00	$50.99
Forest Service	Pacific Northwest	Eldorado NF	Pacific RD	Sbowman Bridge		2-182984	006	10/3/2005	10/4/2005	Richard Rars	$55.00	$0.00	$4.00	$0.00	$0.00	$0.00	$0.00	$0.00	$59.00		$3.00	$62.00	$0.00	$62.00
Forest Service	Pacific Northwest	Eldorado NF	Pacific RD	Sbowman Bridge						Field POS Equipment, 1 Yr Term - Jul 2005													$86.00	($86.00)
Forest Service	Pacific Northwest	Eldorado NF	Pacific RD	Sbowman Bridge						Cable Modem Connectivity - Jul 2005													$80.00	($80.00)
Forest Service	Pacific Northwest	Eldorado NF	Pacific RD	Sbowman Bridge						Installation for Cable Modem Connectivity - Oct 2004													$300.00	($300.00)
Forest Service	**Pacific Northwest**	**Eldorado NF**	**Pacific RD**	**Sbowman Bridge**						**Total:**	**$162.99**	**$0.00**	**$14.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$176.99**		**$9.10**	**$186.09**	**$466.00**	**($279.91)**
Forest Service	**Pacific Northwest**	**Eldorado NF**	**Pacific RD**							**Total:**	**$162.99**	**$0.00**	**$14.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$176.99**		**$9.10**	**$186.09**	**$466.00**	**($279.91)**
Forest Service	**Pacific Northwest**	**Eldorado NF**								**Total:**	**$162.99**	**$0.00**	**$14.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$176.99**		**$9.10**	**$186.09**	**$466.00**	**($279.91)**
Forest Service	**Pacific Northwest**									**Total:**	**$242.99**	**$0.00**	**$36.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$278.99**		**$27.96**	**$306.95**	**$1,049.00**	**($1,208.05)**
										Total:	**$242.99**	**$0.00**	**$36.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$278.99**		**$27.96**	**$306.95**	**$1,049.00**	**($1,208.05)**
										Grand Total:	**$242.99**	**$0.00**	**$36.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$278.99**	**$0.00**	**$27.96**	**$306.95**	**$1,049.00**	**($1,208.05)**

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Recipient Distribution Detail Report Page 1 of 1

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Table 2-142: Report Columns

Column	Description
	Calculation of distribution totals are based on the following: • Each discount is represented with a minus (-) sign received the negative value. • Each refund allocation is represented with a minus (-) sign received the negative value. • Each allocation reversal has the opposite sign of the corresponding value that is reversing. • Each deposit adjustment may have a + or minus (-) sign.
Locations	Displays the location names. The first column of the location is the distribution coverage location and the last column of the location is the facility.
Deposit/Fin Ses ID	Displays the deposit or financial session unique identifier that is distributed with the distribution job. This column is only applicable to a distributed deposit with adjustments.
Order	Displays the order number (e.g. camping, POS, ticket, gift card, or permit).
Site #	Displays the site number of the camping order. Displays blank for POS, ticket, or permit orders.
Reservation Start Date	Displays the Reservation's begin date of the camping order. Displays blank for POS, ticket, or permit orders.
Reservation End Date	Displays the Reservation's finish date of the camping order. Displays blank for POS, ticket, or permit orders.
Customer Name	Displays the customer's name associated with the order. For asset fees, the report displays the asset name and month charged.
Revenue	
Use Fees	The total is calculated using the same rules described in the Summary Report for use fees, except that the revenue is totaled for the order distributed to the recipient. <*use fees + use fee penalty + use fee system adjustment - use fee discount*>.
Attribute Fees	The total is calculated using the same rules described in the Summary Report for attribute fees, except that the revenue is totaled for the order distributed to the recipient. <*attribute fees + attribute fee penalty - attribute fee discount*>.
Trans. Fees	The total is calculated using the same rules described in the Summary Report for transaction fees, except that the revenue is totaled for the order distributed to the recipient. <*transaction fees - transaction fee discount*>.
POS Fees	The total POS fees distributed to a recipient for a POS order. It is calculated as: <*sum of the POS fee including POS discounts*>.
Ticket Fees	The total is calculated using the same rules described in the Summary Report for ticket fees, except that the revenue is totaled for the order distributed to the recipient. <*sum of ticket fees only*>.

Table 2-142: Report Columns (continued)

Column	Description
Refunds Payable	The total is calculated using the same rules described in the Summary Report for 'Refunds Payable' except that the revenue is totaled for the order distributed to the Recipient.
Refunds Paid	The total is calculated using the same rules described in the Summary Report for 'Refunds Paid' except that the refunds are totaled for the order distributed to the Recipient.
Vouchers Payable	The total is calculated using the same rules described in the Summary Report for 'Vouchers Payable' except that vouchers payable are totaled for the order distributed to the Recipient.
Gift Cards Payable	The total is calculated using the same rules described in the Summary Report for 'Gift Cards Payable' except that gift cards payable are totaled for the order distributed to the Recipient.
Gross Revenue	The total is calculated using the same rules described in the Summary Report for gross revenue, except that the revenue is totaled for the order distributed to the recipient. <*use fees* + *attribute fees* + *transaction fees* + *ticket fees* + *POS fees* + *miscellaneous credit* + *refunds* (negative amount)>.
Adjustments	
Deposit/Fin Ses Adjust	The total is calculated using the same rules described in the Summary Report for 'Deposit Adjust' except that the adjustments are totaled for the Deposit ID distributed to the Recipient.
Tax	The total is calculated using the same rules described in the Summary Report for tax, except that tax is totaled for the order distributed to the recipient. <*sum of use fee tax, attribute fee tax, POS fee tax, transaction fee tax, use fee penalty tax, attribute fee penalty tax,* and *use fee tax system adjustment*>.
Net Revenue	The total is calculated using the same rules described in the Summary Report for net revenue, except that revenue is totaled for the order distributed to the recipient. <*gross revenue* + *miscellaneous debit* (negative amount) + *deposit adjust* + *tax*>.
Distribution	
RA Fees	The total is calculated using the same rules described in the Summary Report for RA fees, except that fee is totaled for the order distributed to the recipient. <*sum of RA fees*> + <*sum of Asset Fees*>.
Available Distribution	The total is calculated using the same rules described in the Summary Report for available distribution, except that amount is totaled for the order distributed to the recipient. <*revenue less RA fees*>. If the payment group selected is not all, the RA fees and available distribution columns are suppressed.

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Recipient Distribution Summary Report

This report summarizes distributed revenue (reservation, POS, ticket fees, and permits), refunds, taxes, and RA fees for a specific distribution period. You can use this report to determine the funds distributed to recipients. The report can be run for maximum of 366 days.

Figure 2-147: Request Report

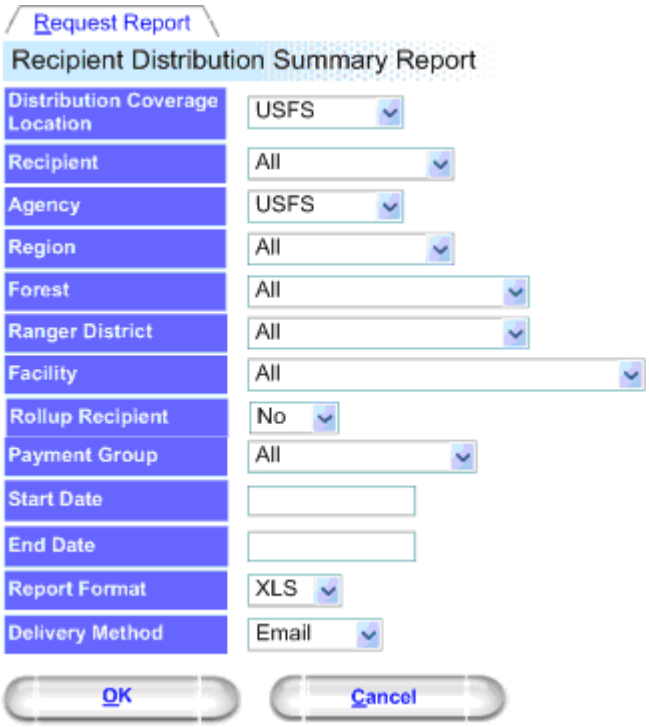

Table 2-143: Request Report Fields

Field	Description
Distribution Coverage Location	Displays a drop-down list of distribution coverage locations defined in the contract. The list is restricted by the access level of the logged-in user.
Recipient	• Displays a drop-down list of recipients defined in the contract. The list is restricted to the unique recipients where the recipient revenue locations (defined in the recipient permits) are within the selected distribution coverage location.
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.

Table 2-143: Request Report Fields (continued)

Field	Description
Rollup Recipient	A drop-down box with 'Yes' and 'No' options. When a specific recipient is selected in the 'Recipient' drop-down, the 'Rollup Recipient' drop-down is disabled and the value set to 'No'. When 'All' is selected for the 'Recipient' drop-down, the 'Rollup Recipient' drop-down is enabled, and the value is initially set to 'No'.
Payment Group	Displays a drop-down list of payment groups: • Credit Card — payments with the payment group of credit card depositable. • Non-Credit Card — payment groups of cash depositable, non-cash depositable and ACH. • All — payment groups of credit card depositable, cash depositable, non-cash depositable, and ACH.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Suppress Empty Line	Indicate whether to suppress the empty line in the report by selecting ‘Yes’ or ‘No’.
Report Format	XLS
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-148: Sample Report

Recipient Distribution Summary Report (FIN-DSTB-001) Run Date and Time: May 25 2006 2:41:43 PM EDT

Distribution Coverage Location: Forest Service
Recipient: All
Rollup Recipient: Yes
Distribution Job ID: 7168728, 7168743, 7168745
Distribution Period: 07/01/2005 - 07/29/2005
Payment Group: All
Start Date: 07/01/2005 End Date: 07/30/2005
Suppress Empty Line: Yes

	Revenue									Adjustments			Distribution	
Recipient	Use Fees	Attribute Fees	Trans. Fees	POS Fees	Ticket Fees	Refunds Payable (Unissued)	Refunds Paid (Issued)	Vouchers Payable	Gross Revenue	Deposit / Fin Ses Adjust	Tax	Net Revenue	RA Fees	Available Distribution
Corp 1	$44,700.13	$53.00	$2,790.75	$0.00	$0.00	$3,282.49	-$6,970.12	$450.00	$44,306.25	$0.00	$4,861.51	$48,717.76	$1,647.25	$47,070.51
Corp 2	$242.99	$0.00	$36.00	$0.00	$0.00	$0.00	$0.00	$0.00	$278.99	$0.00	$27.96	$306.95	$477.00	($170.05)
Corp 3	$5,928.69	$0.00	$386.25	$0.00	$0.00	$710.95	-$880.54	$0.00	$6,145.35	$0.00	$640.58	$6,785.93	$610.00	$6,175.93
Corp 4	$861.30	$6.00	$111.75	$0.00	$0.00	$0.00	-$27.00	$0.00	$952.05	$0.00	$76.78	$1,028.83	$527.75	$501.08
Total:	$51,733.11	$59.00	$3,324.75	$0.00	$0.00	$3,993.44	-$7,877.66	$450.00	$51,682.64	$0.00	$5,606.83	$56,839.47	$3,262.00	$53,577.47

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Table 2-144: Report Columns — if 'Rollup Recipient' option is 'Yes'

Column	Description
	Calculation of distribution totals are based on the following: • Each discount is represented with a minus (-) sign (received the negative value). • Each refund allocation is represented with a minus (-) sign (received the negative value). • Each allocation reversal has the opposite sign of the corresponding value that is reversing. • Each deposit adjustment may have a plus (+) or a minus (-) sign.
Recipient	Displays the recipient name.
Revenue	
Use Fees	The total use fees distributed to the recipient. The total is calculated as: <*use fees + use fee penalty + use fee system adjustment - use fee discount*>. • The sum [payment allocations or portion of payment allocations distributed to the recipient for the following: use fee, use fee discount, use fee penalty, and use fee system adjustment] + • The sum [payment allocation reversals or portion of payment allocation reversals distributed to the recipient for the following: use fee, use fee discount, use fee penalty, and use fee system adjustment] + • The sum [payment re-allocations or portion of payment re-allocations distributed to the recipient for the following: use fee, use fee discount, use fee penalty, and use fee system adjustment].
Attribute Fees	The total attribute fees distributed to the recipient. The total is calculated in the similar way as for the use fees, except that the fees include the following: attribute fee, attribute fee discount, and attribute fee penalty. <*attribute fees + attribute fee penalty - attribute fee discount*>.
Trans. Fees	The total transaction fees distributed to the recipient. The total is calculated in the similar way as for the use fees, except that the fees include the following: transaction fee (order item level and order level) and transaction fee discount. <*transaction fees - transaction fee discount*>.
POS Fees	The total POS fees distributed to the recipient, which includes the following: POS fee and POS fee discount. It is calculated as: <sum of the POS fee including POS discounts>.
Ticket Fees	The total ticket fees distributed to the recipient <sum of ticket fees only>. The total is calculated in the similar way as for the use fees, except that the fees include the following: ticket fee.
Misc. Credit	The sum of the revenue that are distributed <sum of overpayment amount> but not yet included in the calculation of use fees, attribute fees, trans. Fees, POS fees, and ticket fees (received overpayment allocations or portion of overpayment allocations distributed to the recipient).

Table 2-144: Report Columns — if 'Rollup Recipient' option is 'Yes' (continued)

Column	Description
Refunds Payable	The overpayment amount – calculated as the sum [refund allocations or portion of refund allocations distributed to the recipient] + the sum [refund allocation reversals or portion of refund allocation reversals distributed to the recipient].
Refunds Paid	The total refund distributed to the recipient – calculated as the sum [Refund Allocations or portion of Refund Allocations distributed to the Recipient] + the sum [Refund Allocation Reversals or portion of Refund Allocation Reversals distributed to the Recipient].
Vouchers Payable	The total amount of vouchers payable distributed to the recipient – calculated as the sum [Voucher Allocations or portion of Voucher Allocations distributed to the Recipient] + the sum [Voucher Allocation Reversals or portion of Voucher Allocation Reversals distributed to the Recipient].
Gift Cards Payable	The total amount of gift cards payable distributed to the recipient – calculated as the sum [Gift Card Allocations or portion of Gift Card Allocations distributed to the Recipient] + the sum [Gift Card Allocation Reversals or portion of Gift Card Allocation Reversals distributed to the Recipient].
Gross Revenue	Calculated as the use fees + the attribute fees + the transaction fees + the ticket fees + the POS fees + the miscellaneous credit + the refunds (negative amount).
Adjustments	
Deposit/Fin Ses Adjust	Displays the sum of deposit and financial session adjustments distributed to the recipient.
Tax	The total tax distributed to a recipient <sum of various taxes >. The total is calculated in a similar way as for the use fees, except that the fees include the following: use fee tax, attribute fee tax, POS fee tax, transaction fee tax, use fee penalty tax, attribute fee penalty tax, and use fee tax system adjustment.
Net Revenue	The gross revenue + the miscellaneous debit (negative amount) + deposit adjust + tax.
Distribution	
RA Fees	The total RA fees that are distributed to the recipient. The total is calculated as sum [RA fees or portion of RA fees distributed to the recipient] + sum [RA fee reversals or portion of RA fee reversals distributed to the recipient] + sum [asset fees or portion of asset fees that are distributed to the recipient] (if applicable to the contract) + sum [asset fee reversals or portion of asset fee reversals that are distributed to the recipient] (if applicable to the contract).
Available Distribution	The net revenue less RA fees.
Note: If the Payment Group option is not All, the RA Fees and Available Distribution columns are suppressed.	

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Table 2-145: Report Columns — if 'Rollup Recipient' option is 'No'

Column	Description
Locations	Displays the location names. The first column of the location is the distribution coverage location and the last column of the location is the facility.
Revenue	
Use Fees	The total use fees distributed to the recipient for the location. The total is calculated using the same rules described previously for use fees, except that the revenue is totaled for the location distributed to the recipient. <*use fees + use fee penalty + use fee system adjustment - use fee discount*>.
Attribute Fees	The total attribute fees distributed to the recipient for the location. The total is calculated using the same rules described previously for attribute fees, except that the revenue is totaled for the location distributed to the recipient. <*attribute fees + attribute fee penalty - attribute fee discount*>.
Trans. Fees	The total transaction fees distributed to the recipient for the location. The total is calculated using the same rules described previously for transaction fees, except that the revenue is totaled for the location distributed to the recipient. <*transaction fees - transaction fee discount*>.
POS Fees	The total POS fees distributed to the recipient for the location. The total is calculated using the same rules described previously for POS fees except that the revenue is totaled for the location distributed to the recipient. <sum of POS fee, including discounts>.
Ticket Fees	The total ticket fees distributed to the recipient for the location. The total is calculated using the same rules described previously for ticket fees, except that the revenue is totaled for the location distributed to the recipient. <sum of ticket fees only>.
Vouchers Payable	The total amount of vouchers payable distributed to the recipient for the location. The total is calculated using the same rules described previously for 'Vouchers Payable' except that the vouchers payable are totaled for the location distributed to the recipient. This column displays only if there is at least one refund voucher program setup for the related contract.
Gift Cards Payable	The total amount of gift cards payable distributed to the recipient for the location. The total is calculated using the same rules described previously for 'Gift Cards Payable' except that the gift cards payable are totaled for the location distributed to the recipient. This column displays only if there is at least one gift card voucher program setup for the related contract.
Refunds Payable	The total refund distributed to the recipient for the location. The total is calculated using the same rules described previously for refunds, except that the refunds are totaled for the location distributed to the recipient. <Sum of refunded (issued) amount>.
Refunds Paid	The total refund distributed to the recipient for the location. The total is calculated using the same rules described previously for 'Refunds Paid' except that the refunds are totaled for the location distributed to the recipient.

Table 2-145: Report Columns — if 'Rollup Recipient' option is 'No' (continued)

Column	Description
Gross Revenue	The total is calculated using the same rules described previously for gross revenue, except that the revenue is totaled for the location distributed to the recipient.
Adjustments	
Deposit/Fin Ses Adjust	Displays the sum of deposit adjustments distributed to the recipient for the location. The total is calculated using the same rules described previously for deposit adjust except that the adjustments are totaled for the location distributed to the recipient.
Tax	The total tax distributed to the recipient for the location. The total is calculated using the same rules described previously for tax, except that tax is totaled for the location distributed to the recipient. <sum of various taxes>.
Net Revenue	The total is calculated using the same rules described previously for net revenue, except that the revenue is totaled for the location distributed to the recipient.
Distribution	
RA Fees	The total RA fees and Asset fees distributed to the recipient for the location. The total is calculated using the same rules described previously for RA fee, except that fee is totaled for the location distributed to the recipient.
Available Distribution	The total is calculated using the same rules described previously for available distribution except that amount is totaled for the location distributed to the recipient. • Suppress RA fees and available distribution columns if payment group selected is not All. • If suppress empty line is yes, the report will eliminate rows that dollar amounts are all zero. • If suppress empty line is no, the report will keep the rows even all the dollar amounts for the row are zero.
Note: If the Payment Group option is not All, the RA Fees and Available Distribution columns are suppressed.	

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Refund Report

This report summarizes the refunds associated with an agency within the specified reporting period. You can use this report to identify the current status of a refund and its associated details.

A pending refund report can be used to investigate the refund circumstances as the first step of the approval process. An approved refund report can be used to provide the issuing department (partner fiscal or RA Finance depending on the contract) the details of the refunds to be issued. The issued refund report provides the details of the issued refunds.

Note: This report can also be accessed from the Field Manager application where it is called the "Field Refund Report".

Figure 2-149: Request Report

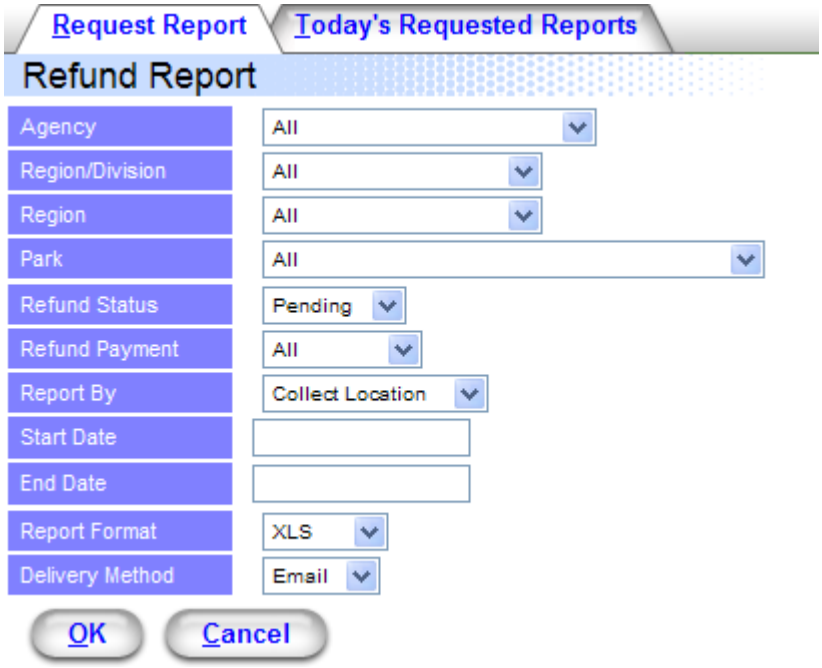

Table 2-146: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Refund Status	Select from a drop-down list of the refund statuses: • Pending — uses refund request date for comparison. • Approved — uses approved date for comparison. • Issued — uses issued date for comparison.
Refund Payment	Displays a drop-down list of refund payment types. All indicates all valid refund payment types. **Note:** Voucher option is only is valid if the selected Refund Status is 'Issued'.
Report By	Allows you to generate a report by one of the following values Collect Location or Revenue Location.
Start Date	The date used in comparison depends on the status selected.
End Date	The date used in comparison depends on the status selected.
Report Format	XLS, DHTML, PDF.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-150: Sample (Pending–Agency/Pending–All) Reports

Pending Refund Report (FIN-RFND-001)

Run Date and Time: May 25 2006 2:41:43 PM EDT

Agency: OPRHP
Refund Payment Type: All
Report by: Revenue Location
Start Date: 05/01/2006 End Date: 05/31/2006

Pending Date	Refund ID	Refund Amount	Order No.	Refund Method	Orig PMT Method	PMT Collect Location	Requesting Location	Park Id	Park Location	Refund Detail	Customer	Refund Notes
05/15/2006	13664756	$57.50	2-783201	PER CHQ	MON ORD	NY Call Center	NY Call Center	447	GRASS POINT		Shari Tousant	**Refund Note:** Test-Ovdiyenko,QA-Olga - May 15, 2006 3:52 PM Fee Adjustment Note: testing
05/15/2006	13694575	$23.50	2-815919	PER CHQ	PER CHQ	NY Call Center	NY Call Center	447	GRASS POINT		Christine Andrews	
05/16/2006	13372979	$82.50	2-825383	PER CHQ	PER CHQ	NY Call Center	NY Call Center	447	GRASS POINT		Wendy Hackett	
05/16/2006	13752954	$52.50	2-791026	PER CHQ	PER CHQ	NY Call Center	NY Call Center	447	GRASS POINT		John Richards	**Refund Note:** Test-Ovdiyenko,QA-Olga - May 16, 2006 1:25 PM Fee Adjustment Note: testing
05/17/2006	13689824	$20.50	2-693245	PER CHQ	MON ORD	NY Call Center	NY Call Center	447	GRASS POINT		Heather Hodge	
05/17/2006	13801193	$114.50	2-715759	PER CHQ	PER CHQ	NY Call Center	NY Call Center	447	GRASS POINT		Judy Jones	
05/19/2006	13855845	$90.00	2-724496	PER CHQ	PER CHQ	NY Call Center	NY Call Center	447	GRASS POINT		Frank Malinka	
05/19/2006	13863099	$721.00	2-725847	PER CHQ	PER CHQ	NY Call Center	NY Call Center	447	GRASS POINT		Carolyn Mahler	

Report Total: **$1,162.00**
Number of Refunds: **8**

Pending Refund Report Page 1 of 1

Pending Refund Report (FIN-RFND-001)

Run Date and Time: May 25 2006 2:41:43 PM EDT

Agency: All
Refund Payment Type: All
Report by: Revenue Location
Start Date: 05/01/2006 End Date: 05/31/2006

Agency	Pending Date	Refund ID	Refund Amount	Order No.	Refund Method	Orig PMT Method	PMT Collect Location	Requesting Location	Park Id	Park Location	Refund Detail	Customer	Refund Notes
OPRHP	05/15/2006	13664756	$57.50	2-783201	PER CHQ	MON ORD	NY Call Center	NY Call Center	447	GRASS POINT		Shari Tousant	**Refund Note:** Test-Ovdiyenko,QA-Olga - May 15, 2006 3:52 PM Fee Adjustment Note: testing
OPRHP	05/15/2006	13694575	$23.50	2-815919	PER CHQ	PER CHQ	NY Call Center	NY Call Center	447	GRASS POINT		Christine Andrews	
OPRHP	05/16/2006	13372979	$82.50	2-825383	PER CHQ	PER CHQ	NY Call Center	NY Call Center	447	GRASS POINT		Wendy Hackett	
DEC	05/16/2006	13752954	$52.50	2-791026	PER CHQ	PER CHQ	NY Call Center	NY Call Center	642	GOLDEN BEACH CAMPGROUND		John Richards	**Refund Note:** Test-Ovdiyenko,QA-Olga - May 16, 2006 1:25 PM Fee Adjustment Note: testing
DEC	05/17/2006	13689824	$20.50	2-693245	PER CHQ	MON ORD	NY Call Center	NY Call Center	642	GOLDEN BEACH CAMPGROUND		Heather Hodge	
OPRHP	05/17/2006	13801193	$114.50	2-715759	PER CHQ	PER CHQ	NY Call Center	NY Call Center	447	GRASS POINT		Judy Jones	
OPRHP	05/19/2006	13855845	$90.00	2-724496	PER CHQ	PER CHQ	NY Call Center	NY Call Center	447	GRASS POINT		Frank Malinka	
DEC	05/19/2006	13863099	$721.00	2-725847	PER CHQ	PER CHQ	NY Call Center	NY Call Center	642	GOLDEN BEACH CAMPGROUND		Carolyn Mahler	

Report Total: **$1,162.00**
Number of Refunds: **8**

Pending Refund Report Page 1 of 1

Figure 2-151: Sample Report (Approved–Agency/Issued–Agency)

Approved Refund Report (FIN-RFND-001)

Run Date and Time: May 25 2006 2:41:43 PM EDT

Agency: OPRHP
Refund Payment Type: All
Report by: Revenue Location
Start Date: 04/01/2008 End Date: 04/30/2008

Approved Date	Refund ID	Refund Amount	Order No.	Refund Method	Orig PMT Method	PMT Collect Location	Requesting Date	Requesting Location	Approving Location	Park Id	Park Location	Refund Detail	Customer	Customer Street Address	City	State	Country	Zip Code	Field Refund Notes	Refund Notes	Support Refund Notes
05/15/2006	13664756	$57.50	2-783201	PER CHQ	MON ORD	NY Call Center	04/14/2008	NY Call Center	NY Call Center	447	GRASS POINT		Tousant, Shari	112 Main St	Charlotte	NC	USA	28396	McGough, Max - Apr 14, 2009 2:51 PM: void refund McGough, Max - Apr 14, 2009 2:52 PM: void refund	McGough,Max - Apr 14, 2009 2:20 PM Approve Note: Auto-approved	
05/15/2006	13694575	$23.50	2-815919	PER CHQ	PER CHQ	NY Call Center	04/14/2008	NY Call Center	NY Call Center	447	GRASS POINT		Andrews, Christine	123 Fir St	Toronto	ON	Canada	M9A2J7		Campbell,Irwin & Dolly - Apr 14, 2009 8:46 PM Approve Note: Auto-approved	
05/16/2006	13372979	$82.50	2-825383	PER CHQ	PER CHQ	NY Call Center	04/14/2008	NY Call Center	NY Call Center	447	GRASS POINT		Hackett, Wendy								
05/16/2006	13752954	$52.50	2-791026	PER CHQ	PER CHQ	NY Call Center	04/14/2008	NY Call Center	NY Call Center	447	GRASS POINT		Richards, John								
05/17/2006	13689824	$20.50	2-693245	PER CHQ	MON ORD	NY Call Center	04/14/2008	NY Call Center	NY Call Center	447	GRASS POINT		Hodge, Heather								
05/17/2006	13801193	$114.50	2-715759	PER CHQ	PER CHQ	NY Call Center	04/14/2008	NY Call Center	NY Call Center	447	GRASS POINT		Jones, Judy								
05/19/2006	13855845	$90.00	2-724496	PER CHQ	PER CHQ	NY Call Center	04/14/2008	NY Call Center	NY Call Center	447	GRASS POINT		Malinka, Frank								
05/19/2006	13863099	$721.00	2-725847	PER CHQ	PER CHQ	NY Call Center	04/14/2008	NY Call Center	NY Call Center	447	GRASS POINT		Mahler, Carolyn								

Report Total: **$1,162.00**
Number of Refunds: **8**

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Approved Refund Report Page 1 of 1

Issued Refund Report (FIN-RFND-001)

Run Date and Time: May 25 2006 2:41:43 PM EDT

Agency: OPRHP
Refund Payment Type: All
Report by: Revenue Location
Start Date: 05/01/2006 End Date: 05/31/2006

Issued Date	Refund ID	Refund Amount	Order No.	Refund Method	Orig PMT Method	PMT Collect Location	Requesting Date	Requesting Location	Approving Location	Issuing Location	Park Id	Park Location	Refund Detail	Customer	Refund Notes
05/15/2006	13664756	$57.50	2-783201	PER CHQ	MON ORD	NY Call Center	05/06/2006	NY Call Center	NY Call Center	NY Call Center	447	GRASS POINT		Shari Tousant	**Refund Note:** Chretien, Bonnie - May 15, 2006 7:51 AM EDT Approve Note: Cancellation - ok
05/15/2006	13694575	$23.50	2-815919	PER CHQ	PER CHQ	NY Call Center	05/06/2006	NY Call Center	NY Call Center	NY Call Center	447	GRASS POINT		Christine Andrews	**Refund Note:** Chretien, Bonnie - May 15, 2006 12:37 PM EDT Approve Note: cancellation - ok
05/16/2006	13372979	$82.50	2-825383	PER CHQ	PER CHQ	NY Call Center	05/06/2006	NY Call Center	NY Call Center	NY Call Center	447	GRASS POINT		Wendy Hackett	**Field Refund Note:** Williams, Cathy - May 10, 2006 1:51 PM: ok to process ap refund...patron checked out on 5/7/06 why can't refund be approved until 5/16/06 ????? **Refund Note:** Chretien, Bonnie - May 16, 2006 7:51 AM EDT Approve Note: access pass refund - ok cabin **Support Refund Note:** Chretien, Bonnie - May 8, 2006 11:38 AM: access pass refund - ok - cabin. This refund cannot be approved until 5/16/06
05/16/2006	13752954	$52.50	2-791026	PER CHQ	PER CHQ	NY Call Center	05/06/2006	NY Call Center	NY Call Center	NY Call Center	447	GRASS POINT		John Richards	**Refund Note:** Chretien, Bonnie - May 16, 2006 1:45 PM EDT Approve Note: Cancellation - ok
05/17/2006	13689824	$20.50	2-693245	PER CHQ	MON ORD	NY Call Center	05/06/2006	NY Call Center	NY Call Center	NY Call Center	447	GRASS POINT		Heather Hodge	**Refund Note:** Felice, Linda - May 17, 2006 10:33 AM EDT Approve Note: Cancellation **Support Refund Note:** Chretien, Bonnie - May 15, 2006 12:43 PM: This is a cancellation - cannot be approved until 5/17/06
05/17/2006	13801193	$114.50	2-715759	PER CHQ	PER CHQ	NY Call Center	05/06/2006	NY Call Center	NY Call Center	NY Call Center	447	GRASS POINT		Judy Jones	**Refund Note:** Chretien, Bonnie - May 18, 2006 8:21 AM EDT Approve Note: cancellation - ok
05/19/2006	13855845	$90.00	2-724496	VCHR	PER CHQ	NY Call Center	05/06/2006	NY Call Center	NY Call Center	NY Call Center	447	GRASS POINT	VOUCHER # 12345678	Frank Malinka	**Refund Note:** Chretien, Bonnie - May 19, 2006 8:03 AM EDT Approve Note: cancellatin - ok - cabin
05/19/2006	13863099	$721.00	2-725847	PER CHQ	PER CHQ	NY Call Center	05/06/2006	NY Call Center	NY Call Center	NY Call Center	447	GRASS POINT		Carolyn Mahler	**Refund Note:** Chretien, Bonnie - May 19, 2006 7:51 AM EDT Approve Note: Cancellation - ok

Report Total: **$1,162.00**
Number of Refunds: **8**

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Issued Refund Report Page 1 of 1

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Table 2-147: Report Columns

Column	Description
Agency	Displays the agency name to which the park location belongs. This column displays only if the Agency field is set to All.
Pending/Approved/ Issued Date	Displays the date the refund was created/approved/issued.
Refund ID	Displays the unique identifier of the refund.
Refund Amount	Displays the amount of the refund.
Order No.	Displays the unique reservation number that includes camping, ticket, POS, and permit orders.
Refund Method	Displays the refund method of the refund to be issued.
Orig. PMT Method	Displays the source payment method of the refund.
PMT Collect Location	Displays the location where the payment was collected.
Requesting Date	Displays the date the refund was requested (Approved/Issued Refund Report only).
Requesting Location	Displays the location where the refund was requested.
Approving Location	Displays the location where the refund was approved (Approved/Issued Refund Report only).
Issuing Location	Displays the location where the refund was issued (Issued Refund Report only).
Park ID	Displays the facility unique identifier of the park location where the reservation took place.
Park Location	Displays the location where the reservation is to take place.
Refund Detail	• If a refund was issued via voucher, the voucher unique identifier displays. • If the refund was issued via a check, the check unique identifier displays. • If the refund was issued via credit cards, the batch # in which the refund was included displays.
Customer	Displays the customer who is receiving the refund.
Customer Address	Displays displays the customer address (in the Approved Refund Report only).
Refund Notes Field Refund Notes Support Refund Notes	Various notes associated with the refund.

Reservation Attribute Fee Report

The report displays reservations for which a specified attribute fee was charged. This report includes details including reservations, associated sites, amount charged, and the applied fee schedules. You can use this report to investigate whether a particular attribute fee was charged correctly on reservations. This report has two sections. Section 1 displays the reservations for which the specified attribute fee is applied to. Section 2 displays the detailed information of the attribute fee schedules that are reported in Section 1.

Figure 2-152: Request Report

Table 2-148: Request Report Fields

Field	Description
Facility	Displays a drop-down list of facility names related to the contract and the list is restricted to the facilities that are accessible for a particular user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Based On	Allows you to generate a report with one of the following sections arrival date or order date.

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Table 2-148: Request Report Fields (continued)

Field	Description
Attribute Fee Type	Displays a drop-down list of site attributes related to the contract. • If the selected attribute has multiple attribute values associated with it (e.g. attribute site rating supports standard, premium and basic), the application dynamically populates the attribute values in the attribute fee value drop-down list. • If the selected attribute has Boolean values only (e.g. attribute surcharge supports yes and no), the application will hide the attribute fee value drop-down list.
Report Format	XLS
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-153: Sample Report

Reservation Attribute Fee Report (OPS_RES_001) Run Date and Time:

Facility: AIKEN
Start Date: 01/01/2006 **End Date:** 03/03/2006
Based on: Arrival Date
Attribute Fee Type: ADA Accessible

Loop	Site	Product Group	Reservation	Order Date	Arrival	Departure	Fee Schedule

Table 2-149: Report Columns

Column	Description
Section 1: For each of the reservation having the selected attribute fee applied:	
Loop	Displays the loop name of the site to which the reservation is associated with.
Site	Displays the site code of the site to which the reservation is associated with.
Product Group	Displays the product type of the site to which the reservation is associated with.
Reservation	Displays the reservation number for the loop it is grouped under.
Order Date	Displays the reservation order date.
Arrival	Displays the reservation arrival date.
Departure	Displays the reservation departure date.
Fee Schedule	Displays the fee schedule's unique identifiers of the reservation for which the specified attributes were applied. Multiple fee schedule unique identifiers display separated by comma.
Units Charged	Displays the total units of the specified attribute fee where the unit amount is not zero.

Table 2-149: Report Columns (continued)

Column	Description
Total	Displays the total amount of the attribute fee applied to the reservation. If the total amount is negative the format is $999.99.
Section 2: For each of the fee schedule reported in section 1, display the following information (the same fee schedule in section 1 is only reported once in this section):	
Fee Schedule	Displays the attribute fee schedule unique identifier.
Effective Date	Displays the effective date of the fee schedule.
Inventory	• Start date: displays the inventory start date of the fee schedule. • End date: displays the inventory end date of the fee schedule.
Season	Displays the season as specified in the fee schedule.
Sales Channel	Displays the sales channels received Call Center, field, and Web as specified in the fee schedule.
In/Out State	Displays the in/out state as specified in the fee schedule.
Unit of Stay	Displays the unit of stay as specified in the fee schedule.
Rate Type	Displays the rate type as specified in the fee schedule (received family or group).
Incremental / Holiday / Event Fee	This column is applicable only for fee schedules where the rate type is group or rate type is family and having holiday/event fees defined. • For fee schedules where the rate type is family and holiday/event fees are not defined, it displays N/A for the two columns below). • Fee rate info: this column identifies the incremental fee as well as holiday/event fees defined in the fee schedule. A group rate fee schedule consists of a mandatory base fee record and optional increment/range fee records for additional occupants and vehicles. • Based on the fee setup in the fee schedule, it displays the base fee. • If the fee rate is for base fee; it displays the vehicle increments or occupant increments. • If the fee rate is for vehicle increments or occupant increments; it displays the vehicle range or occupant range. • If the fee rate is for vehicle ranges or occupant ranges where a fee schedule having holiday/event fees defined, it displays the holiday / event. • Condition: where the fee type of the fee schedule is group, it displays n/a if the incremental type is base fee, otherwise it displays the value corresponding to the increment type specified in the fee schedule.

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Table 2-149: Report Columns (continued)

Column	Description
Fee Rate	The format is $999.99 and decimal aligned. If the total amount is negative, the format is -$999.99. The field is blank when the fee amount is not specified. • Daily: displays the daily rate (or the default rate if the rate type of the fee schedule is group) as specified in the fee schedule. • Wkly: displays the weekly rate as specified in the fee schedule. • Mthly: displays the monthly rate as specified in the fee schedule. • Mon: displays the Monday rate as specified in the fee schedule. • Tue: displays the Tuesday rate as specified in the fee schedule. • Wed: displays the Wednesday rate as specified in the fee schedule. • Thu: displays the Thursday rate as specified in the fee schedule. • Fri: displays the Friday rate as specified in the fee schedule. • Sat: displays the Saturday rate as specified in the fee schedule. • Sun: displays the Sunday rate as specified in the fee schedule.
Custom Duration - Unit	Displays the quantity for the custom duration as specified in the fee schedule. The field is blank when the unit is not specified.
Rate	Displays the rate for the custom duration as specified in the fee schedule. The format is $999.99 and decimal aligned. If the total amount is negative the format is -$999.99. The field is blank when the rate is not specified.

Reservation Closure Report

This report displays reservations where the booking dates overlap the site closure dates. You can use this report to determine which reservations need to be transferred because they are currently booked on closed sites.

Figure 2-154: Request Report

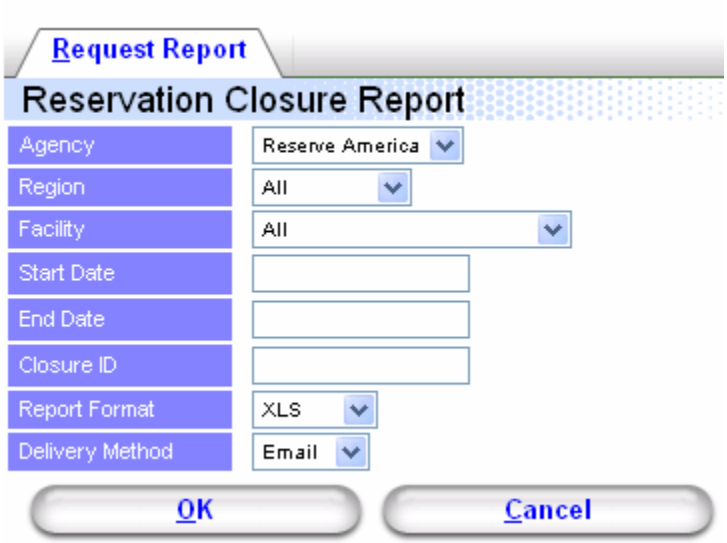

Table 2-150: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Facility	Displays a drop-down list of the facilities applicable for the selected region.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period. This date has to be greater than or equal to the start date.
Closure ID	Type a closure ID that belongs to the specified location.
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-155: Sample Report

Reservation Closure Report (OPS-CLO-001)

Run Date and Time: Feb 05 2010 4:24:32 PM EST

Location: DRP
Start Date: 04/01/2009 **End Date: 04/03/2009**

Customer Name	Home Phone	Email	Address	Reservation #	Reservation Status	Cancellation Date	Site Code	Site Name	Arrival	Departure	Closure Start Date	Closure End Date	Closure Created Date	Closure #	Closure Created By	Facility	Comments
Azeltine, Judy	7404672262	jazeltine@ohsers.org	11930 Deepcut Rd Millersport OH 43046	2-3959892	Cancelled	03/29/2009	024	024	03/29/2009	04/03/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Barefield, Clarke	8506892857	barefamily@embarqmail.c	6161 Garden City Rd Crestview FL 32539	2-3796403	Cancelled	03/29/2009	018	018	04/03/2009	04/05/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Barefield, Jesse	8507293672	4nicebares@cox.net	314 Goldenrod Ct. Niceville FL 32578	2-3785029	Cancelled	03/29/2009	017	017	04/01/2009	04/05/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Benton, Linda	9042852213	bentonml03@yahoo.com	461 S. Roscoe Blvd. Ext. Ponte Vedra FL 3	2-3944507	Cancelled	04/02/2009	001	001	04/03/2009	04/08/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Brahier, Winnie	8508713453	jeanbrahier@gmail.com	540 Hyw. 2297 Panama FL 32404	2-3472109	Cancelled	03/27/2009	019	019	03/28/2009	04/02/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Brahier, Winnie	8508713453	jeanbrahier@gmail.com	540 Hyw. 2297 Panama FL 32404	2-3474479	Cancelled	03/27/2009	020	020	03/28/2009	04/02/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Chester, Fred	6015797694		101 Beachwood Drive Haddisburg MS 3942	2-4137608	Cancelled	03/29/2009	020	020	03/30/2009	04/02/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Clark, Peter	2282555159	clarkpeter@bellsouth.net	98165 Golf Club Drive Diamondhead MS 39	2-3983393	Cancelled	03/29/2009	015	015	03/30/2009	04/03/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Detzner, William	3052795488	billdetzner@bellsouth.net	7722 S.w. 99 Street Miami FL 33156	2-3471841	Cancelled	04/02/2009	003	003	04/03/2009	04/07/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Frazure, Patricia	8509418997	igy@cox.net	3280 Sandy Ln. Pensacola FL 32526	2-3661378	Cancelled	03/29/2009	005	005	04/02/2009	04/04/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Garcia, Dawn	8506893849	tgarcia116@cox.net	106 Kipling Drive Crestview FL 32539	2-3806470	Cancelled	03/29/2009	021	021	03/29/2009	04/02/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Grantham, Margaret	8509954267	pgrant9328@aol.com	4077 Windsor Lane Pace FL 32571	2-3471083	Cancelled	04/02/2009	006	006	04/03/2009	04/04/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Hawks, Sandi	8502330350	hawkssd@bay.k12.fl.us	126 Pelican Way Panama City FL 32408	2-3741563	Cancelled	03/29/2009	005	005	03/29/2009	04/02/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Hodshon, Charles	8286755579	hodshon@ccvn.com	369 Meadow View Road Burnsville NC 2871	2-4015394	Cancelled	03/29/2009	012	012	04/02/2009	04/04/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Karpov, Valeri	2059786978	vakarpov@gmail.com	817 Castlemaine Dr Birmingham AL 35226	2-4100277	Cancelled	04/02/2009	008	008	04/03/2009	04/04/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
King, Judson	3865622269	jkforwards@bellsouth.net	41 Winding Creek Way Ormond Beach FL 3	2-4035971	Cancelled	03/29/2009	018	018	04/01/2009	04/02/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Kisor, Red	8509443698		6620 Frank Redeer Rd Pensacola FL 3252	2-4034473	Cancelled	03/29/2009	019	019	04/02/2009	04/04/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Komula, Kelly	8505376828	kkfam11@hughes.net	5664 Penny Creek Road Holt FL 32564	2-3914471	Cancelled	03/29/2009	008	008	03/30/2009	04/03/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Komula, Kelly	8505376828	kkfam11@hughes.net	5664 Penny Creek Road Holt FL 32564	2-4165002	Cancelled	04/02/2009	007	007	04/03/2009	04/05/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Kuonen, Joe	7066539435	cjk@knology.net	2929 Charlotte Dr Columbus GA 31909	2-4139872	Cancelled	03/29/2009	025	025	04/01/2009	04/04/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Marion, Russ	8508621003	dpi-1@cox.net	624 Mooney Rd Ne Fort Walton Beach FL 3	2-3961896	Cancelled	03/18/2009	018	018	03/29/2009	04/02/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Mcclelland, Jason	8504994461	floridagulfbum@yahoo.co	661 Randall Roberts Rd Fort Walton Beach	2-4013486	Cancelled	03/29/2009	029	029	03/31/2009	04/02/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Merritt, Joseph	8506826413	jfmuggs40@cox.net	2056 Gmc Lane Crestview FL 32536	2-814007	Cancelled	03/23/2009	025	025	03/30/2009	04/03/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Merritt, Sheryl	8509021446	cameron261@media.com.	5303 Merritt Drive Baker FL 32531	2-3948049	Cancelled	03/29/2009	022	022	03/31/2009	04/04/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Messer, Brenda	8505758919	messerb@dor.state.fl.us	6295 St Joe Road Tallahassee FL 32310	2-3917372	Cancelled	04/02/2009	024	024	04/03/2009	04/05/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Molnar, Mark	8506892018	mark2junk2@cox.net	5909 Sanrich Dr Crestview FL 32539	2-4015458	Cancelled	03/29/2009	014	014	04/01/2009	04/03/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Molnar, Mark	8506892018	mark2junk2@cox.net	5909 Sanrich Dr Crestview FL 32539	2-4013945	Cancelled	04/02/2009	014	014	04/03/2009	04/04/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended
Nelson, Juliane	6308303122	julianenelson@sbcglobal.n	117 Jodi Ln. Bartlett IL 60103	2-4028664	Cancelled	03/29/2009	013	013	04/01/2009	04/04/2009	03/28/2009	04/07/2009	03/28/2009	61280627	ra-skhan	BLACKWATER RIVER !	RA-330226/FLOODING RA-330404/FLOODING Extended

Table 2-151: Report Columns

Column	Description
Customer Name	Displays the customer's name associated with the reservation. The format is <last name>, <first name>.
Home Phone	Displays the customer's home telephone number associated with the customer that is associated with the reservation. The format is 9999999999.
Email	Displays the customer's email address, if available.
Address	Displays the customer's home address that includes the address, city, state/ province, and zip code/postal code.
Reservation #	Displays the reservation number.
Site Code	Displays the site code of the site for which the reservation is booked. For non-site specific reservations, the parent site code displays.
Site Name	Displays the site name of the site for which the reservation is booked. For non-site-specific reservations, the parent site name displays.
Arrival	Displays the reservation arrival date.
Departure	Displays the reservation departure date.
Closure Start Date	Displays the start date of the closure into which the reservation stay dates fall. If multiple closure schedules are identified, the earliest closure start date displays.
Closure End Date	Displays the end date of the closure into which the reservation stay dates fall. If multiple closure schedules are identified, the latest closure end date displays.
Closure Created Date	Displays the created date of the closure into which the reservation stay dates fall in descending order (latest created date first). If multiple closure schedules are identified, the closure creation dates display separated by a comma.
Closure #	Displays the unique identifier of the closure into which the reservation stay dates fall. If multiple closure schedules are identified, the closure unique identifiers display separated by a comma. Displays in the same order as the Closure Created Dates in the Closure Created Date field.
Closure Created By	Displays the user name of the person who created the closure into which the reservation stay dates fall. If multiple closure schedules are identified, displays the user names separated by a comma. The user names are those corresponding to the Closure IDs in the Closure # field and are displayed in the same order.
Facility	Displays the facility name of where the reservation is taking place.
Comments	Displays the comments associated with the closure into which the reservation stay dates fall. If multiple closure schedules are identified, displays the comments separated by comma. The comments are displayed in the same order as the Closure IDs in the Closure # field.

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Reservation Details Report

This report provides information about the facility reservations for a specified period in time and it is always generated for a selected park. You can use this report to help measure the performance of the facility. The reporting period must be equal to or less than 62 days. When this report is accessed through the Field Manager application it does not display the location levels on the report request page since the facility is set to the logged-in facility. Access to the locations is based on the logged-in user's assigned permissions.

Figure 2-156: Request Report

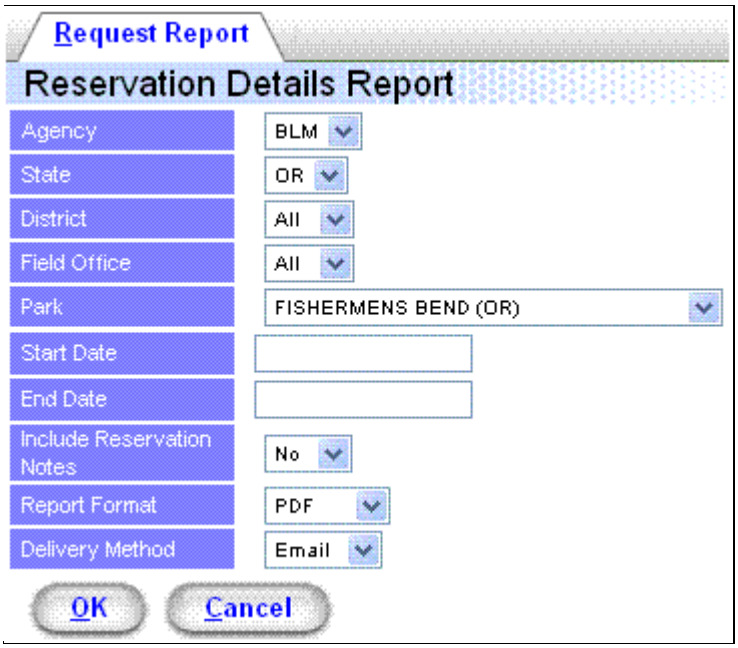

Table 2-152: Request Report Fields

Column	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period. This date has to be greater than or equal to the start date.
Product Group	Displays a drop-down list of product group names related to the contract.
Report Format	DHTML, PDF, and XLS.

Table 2-152: Request Report Fields (continued)

Column	Description
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-157: Sample Report (only a portion is displayed)

Reservation Details Report (OPS-OPS-002)

Run Date and Time: Mon dd YYYY hh:mm:ss AM/PM EST

Location: Agency/Region/Park

Start Date: MM/DD/YYYY End Date: MM/DD/YYYY

Include Reservation Notes: No

Loop	Site #	Reservation #	Arrival	Departure	Order Date	Order Status	Payment Status	Primary Occupant	Customer Name	Phone	#of People	Discount Pass #	Equipment Type
Loop A	05	2-10001	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(315) 894-5106	4		Tent
Loop A	08	2-10002	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(716) 659-2868	3		RV/Motor Home
Loop A	09	2-10003	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(716) 743-9049	2		Pop Up
Loop A	13	2-10004	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(201) 804-0535	4		Tent
Loop A	16	2-10005	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(516) 288-3558	4	99320136	RV/Motor Home
Loop B	37	2-10006	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(516) 288-5016	4		
Loop B	38	2-10007	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(630) 832-6839	3		RV/Motor Home
Loop B	39	2-10008	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(516) 549-1551	5		Tent
Loop B	41	2-10009	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(315) 568-4410	2		Pop Up
Loop B	42	2-10010	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(518) 272-0866	1		
Loop B	43	2-10011	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(508) 248-9511	1		RV/Motor Home
Loop B	45	2-10012	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(315) 638-1070	4		
Loop B	46	2-10013	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(315) 298-2165	4		Tent
Loop B	47	2-10015	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(845) 331-4966	2		Pop Up
Loop B	48	2-10016	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(716) 386-4045	3		RV/Motor Home
Loop B	49	2-10017	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(914) 636-5239	3		
Loop B	51	2-10018	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(914) 738-2284	5	07-213922	Tent
Loop B	52	2-10019	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(716) 655-4755	4		RV/Motor Home
Loop B	53	2-10020	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(973) 335-5804	2		Pop Up
Loop B	54	2-10021	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed				2		Tent
Loop B	56	2-10022	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(315) 484-7818	1		RV/Motor Home
Loop B	57	2-10023	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(111) 111-1111	1		Tent
Loop B	58	2-10024	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(360) 705-0379	5	643045	RV/Motor Home
Loop B	60	2-10025	mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	Active	Confirmed			(914) 738-7851	2		Pop Up

Total # of Reservations: 24

Table 2-153: Report Columns

Column	Description
Loop	Displays the loop name associated with the site on the reservation.
Site #	Displays the site number associated with the site on the reservation.
Reservation #	Displays the reservation's number.
Arrive	Displays the reservation's arrival date.
Depart	Displays the reservation's departure date.
Original Transaction Date	Displays the reservation's order date.
Order Status	Displays the status of the order.
Payment Status	Displays the status of the payment on the reservation.
Primary Occupant	Displays the primary occupant's last name and first name on the reservation.
Customer Name	Displays the customer's last name and first name on the reservation.
Phone	Displays the customer's home phone number on the reservation

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Table 2-153: Report Columns (continued)

Column	Description
No. of People	Displays the number of occupants on the reservation including the primary occupant.
Discount Pass #	Displays the access or senior interagency pass number on the reservation when it is available. • If this information is not available then the report displays a blank field.
Equipment Type	Displays the type of equipment on the reservation. • If there are multiple equipment types on the reservation then each equipment type is separated by a comma. • If this information is not available then the report displays a blank field.

Reservation Listing Report

This report provides information on the reservations made for a selected facility during a specified reporting period. The report provides detailed information on camping reservations. It can only be requested for a selected facility.

The report can be run for maximum of 366 days.

Figure 2-158: Request Report

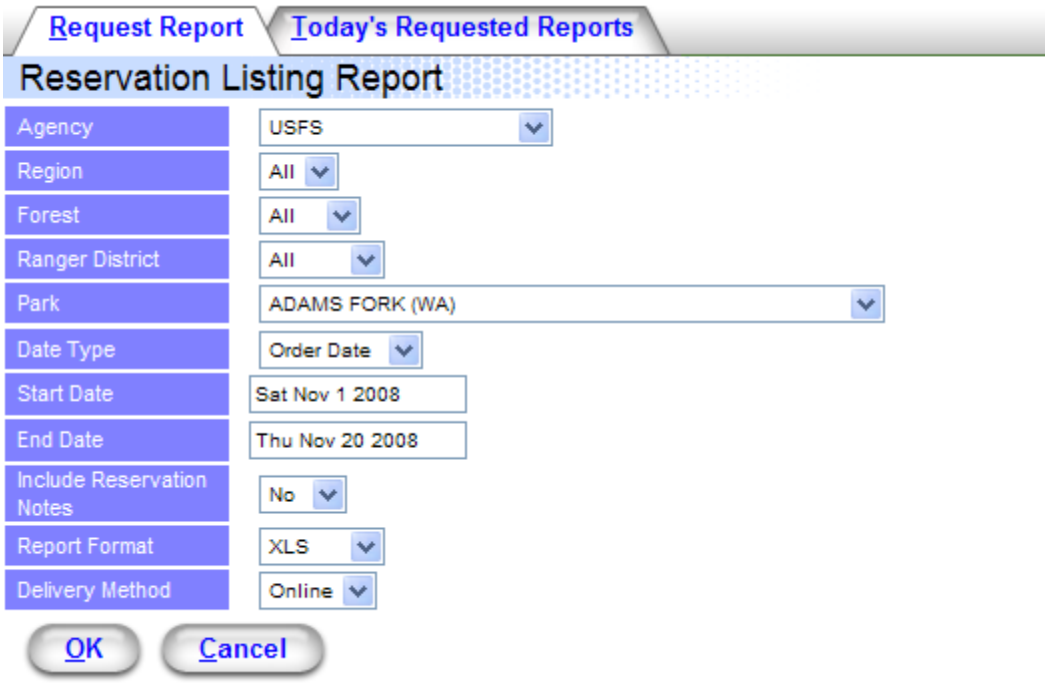

Table 2-154: Request Report Fields

Field	Description
Location	Displays the location hierarchy. The location levels are suppressed when location names are not defined.
Facility	Allow the user to select a facility under the selected location hierarchy.

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Table 2-154: Request Report Fields (continued)

Field	Description
Date Type	Allows the report to be requested based on either the 'Order Date', 'Arrival Date', or 'Stay Dates'. • If the Order Date is selected, the system includes all reservations with the order date within the specified reporting period. If the Arrival Date is selected, the system includes all reservations having an arrival date within the specified reporting period. If Stay Dates are selected, the system includes all reservations having at least one stay day within the reporting period.
Start Date	Specify start date of the reporting period.
End Date	Specify end date of the reporting period.
Include Reservation Notes	If set to YES, report includes the Reservation notes in the report.
Report Format	DHTML,PDF, and XLS.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-159: Sample Report

Reservation Listing Report (OPS-OPS-004.)

Location: USFS/F6/F603/F60305/ADAMS FORK (WA)
Date Type: Order Date
Start Date: 05/06/2008 **End Date:** 05/21/2008
Include Reservation Notes: No

Loop	Site #	Site Type	Use Type	Reservation #	Arrival	Departure	Nights/ Days	Order Date	Order Status	Payment Status	Primary Occ. Last Name	Primary Occ. First Name	Address
AREA ADAMS FORK	11	GROUP TENT ONLY AREA NONELECTRIC	OverNight	2-2946764	05/23/2008	05/26/2008	3	05/12/2008	Cancelled	Full	Wright	Noah	120 Sundown Ct
AREA ADAMS FORK	13	GROUP STANDARD NONELECTRIC	OverNight	2-2992206	07/03/2008	07/06/2008	3	05/15/2008	Active	Full	Zaslavsky	Michael	1130 NW Mayfield Rd
AREA ADAMS FORK	FS1-30A	STANDARD NONELECTRIC	OverNight	2-2962278	05/23/2008	05/26/2008	3	05/13/2008	Cancelled	Full	torrey	jenny	367 perkins road

Total # of Reservations: 3

***CONFIDENTIAL. The information contained on this report is confidential and protected under the Privacy Act. This information is for official use only. Unauthorized access, use, or disclosure of th

Table 2-155: Report Columns

Column	Description
Loop	Displays the name of the Loop associated with the reservation.
Site #	Displays the # of the Site associated with the reservation.
Site Type	Displays the type of site associated with the reservation.
Usage Type	Displays the Usage type of the site.
Reservation #	Reservation # of the camping reservation.

Table 2-155: Report Columns (continued)

Column	Description
Arrival Date	Arrival date of the reservation.
Departure Date	Departure Date of the reservation.
Nights/Days	Displays number of nights if the usage is nightly and displays number of days if the usage is day use.
Order Date	Order Date of the reservation.
Order Status	Order Status of the reservation.
Payment Status	Payment Status of the reservation.
Primary Occupant Last Name	Last Name of the primary occupant associated with the reservation.
Primary Occupant First Name	First Name of the primary occupant associated with the reservation.
Address	Address of the primary occupant.
City	City of the primary occupant.
Zip Code	Zip code of the primary occupant.
State	State of the primary occupant.
Country	Country of the primary occupant.
Email	Email Address of the primary occupant.
Customer Last Name	Last Name of the customer associated with the reservation.
Customer First Name	First Name of the customer associated with the reservation.
Phone	Home telephone number of the customer associated with the reservation.
# of People	Total number of occupants associated with the reservation.
Visitation	Visitation calculated as # of People multiplied by the Nights/Days.
Discount Pass #	Access or Senior Interagency Pass # of the customer.
Equipment Type	The equipment associated with the reservation.
Notes	Displays the reservation notes.

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Reservation Methods Report

This report displays the totals of camping reservations (advanced reservations and walk-in registrations combined), nights, and fees by sales channel (received Call Center, field, and Web) within a facility during a specified reporting time period. It also includes totals of ticket orders, tickets, and ticket fees, as well as permit reservations and fees. You can use this report to analyze the number of reservations, ticket orders, or permit reservations.

Figure 2-160: Request Report

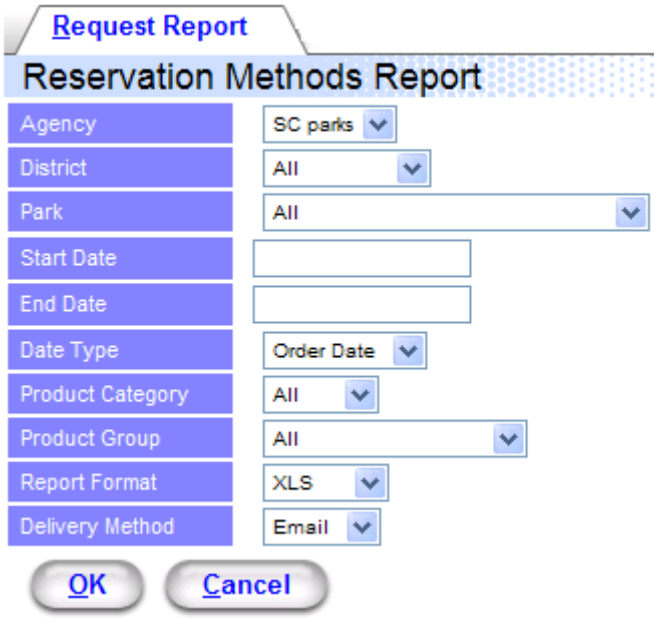

Table 2-156: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This date has to be greater than or equal to the start date. This is a mandatory field.
Date Type	Displays a drop-down list of date types: Arrival Date or Order Date.
Product Category	Displays a drop-down list of product categories: All, Site, Ticket, and Permit.

Table 2-156: Request Report Fields (continued)

Field	Description
Product Group	Displays a drop-down list of product group names based on the specified product category and related to the contract.
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-161: Sample Report

Reservation Methods Report (STAT-OCC-003) Run Date and Time: Dec 08 2008 9:29:12 AM EST

Location: SC parks/DISTRICT 2
Start Date: 12/01/2008 End Date: 12/05/2008
Based On: Order Date
Product Category: All
Product Group: All

Facility	Web			Call Center			Field		
	Fees	# Orders	Nights/Tickets	Fees	# Orders	Nights/Tickets	Fees	# Orders	Nights/Tickets
AIKEN	$632.00	21	43	$62.00	3	6	$.00	0	0
BARNWELL	$1,270.00	26	54	$.00	0	0	$.00	0	0
CHERAW STATE PARK	$1,142.00	19	38	$.00	0	0	$.00	0	0
GOODALE	$456.00	6	12	$.00	0	0	$.00	0	0
H. Cooper Black Jr. Field Trial Area	$425.50	18	36	$.00	0	0	$.00	0	0

Table 2-157: Report Columns

Column	Description
Facility	Displays the facility name.
For each of the sales channel (received Call Center, field, and Web), the following items display (reservations that are from the sales channel, product group, facility and report period are included in the calculation).	
Fees	For camping reservations, this is the sum of the reservations use fees + the sum of attribute fees (positive and negative) + the sum of penalty fees (positive and negative) - the sum of discount fees + the sum of system adjusted fees (positive and negative). For ticket orders, this is the sum of the ticket fees + the sum of adjusted ticket fees (positive and negative). For permit reservations, this is the sum of the permit use fees + the sum of penalty fees + the sum of adjusted fees (positive and negative). The dollar amount format is $999,999,999.99 and decimal aligned.

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Table 2-157: Report Columns (continued)

Column	Description
# Orders	For camping reservations, this is the total number of reservations made (advanced reservations and walk-in registrations). <Total reservations>. For ticket orders, this is the number of ticket orders made. If the report is generated based on arrival date, this is the total number of ticket orders with at least one order item with a tour date within the reporting period. For permit reservations, this is the total number of active permit orders made. If the report is generated based on arrival date, this is the total number of active permit orders where the entry date (or start date of an entry date range) is within the reporting period. The number format is 999,999,999.
Nights/ Tickets	For camping reservations this is the total number of nights reserved. <Sum of stay days for each reservation >. For ticket orders this is the number of active tickets ordered (if the report is generated based on order date) or for the tour date (if the report is generated based on arrival date) For permit reservations this is null. This is displayed as 0 if Product Group of All is specified. The number format is 999,999,999.
Note: For sites where use types are overnight, the nights are calculated as departure date - arrival date. For sites where use types are day use, the nights are calculated as departure date - arrival date + one day.	

Reservation vs. Walk-in Report

This report provides a comparison between total walk-ins and total advanced reservations made for facilities over a specified time period based on the arrival date. This report is organized by product group for each facility. You can use this report to analyze the percentage of walk-ins versus advanced reservations made for each facility as well as the overall percentage of walk-ins versus advanced reservations.

Figure 2-162: Request Report

Table 2-158: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. his date has to be greater than or equal to the start date. This is a mandatory field. • If “All” is selected for the Facility option, then the End Date must not be more than 31 days from the Start Date. • If a specific Facility is selected for the Facility option, then the End Date must not be more than 366 days from the Start Date.
Suppress Empty Line	Indicate whether to suppress the empty line in the report by selecting one of the following values: Yes or No.
Report Format	XLS and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-163: Sample Report

Reservation vs Walk-in Report (STAT-OCC-002) Run Date Time

Location: OPRHP
Start Date: 01/01/2005 End Date: 12/31/2006
Suppress Empty Lines: No

Bureau	Region	Facility	Product Group	Reservations		Walk-Ins		Total
				#	%	#	%	
Regional Programs	REGION A	FACILITY 1	Cabin	9,163	88.93%	1,141	11.07%	10,304
Regional Programs	REGION A	FACILITY 2	Campsite	4,947	67.22%	2,412	32.78%	7,359
Regional Programs	REGION A	FACILITY 3	Full Service Cottage	464	97.68%	11	2.32%	475
Regional Programs	REGION A	FACILITY 4	Cabin	167	75.91%	53	24.09%	220
Regional Programs	REGION A	FACILITY 5	Campsite	888	37.58%	1,475	62.42%	2,363
Regional Programs	REGION B	FACILITY 6	Campsite	1,505	66.45%	760	33.55%	2,265
Regional Programs	REGION B	FACILITY 7	Campsite	340	37.90%	557	62.10%	897
Regional Programs	REGION B	FACILITY 8	Full Service Cottage	28	96.55%	1	3.45%	29
Regional Programs	REGION C	FACILITY 9	Cabin	121	91.67%	11	8.33%	132
Regional Programs	REGION C	FACILITY 10	Campsite	720	54.09%	611	45.91%	1,331
Regional Programs	REGION C	FACILITY 11	Cabin	273	90.40%	29	9.60%	302
Regional Programs	REGION C	FACILITY 12	Campsite	1,242	57.93%	902	42.07%	2,144
Regional Programs	REGION C	FACILITY 13	Campsite	4,148	69.64%	1,808	30.36%	5,956
Regional Programs	REGION D	FACILITY 14	Campsite	2,075	51.20%	1,978	48.80%	4,053
Regional Programs	REGION E	FACILITY 15	Campsite	988	70.72%	409	29.28%	1,397
Regional Programs	REGION E	FACILITY 16	Campsite	4,765	74.94%	1,593	25.06%	6,358
Regional Programs	REGION F	FACILITY 17	Cabin	19	95.00%	1	5.00%	20
Regional Programs	REGION F	FACILITY 18	Campsite	837	44.78%	1,032	55.22%	1,869
Regional Programs	REGION G	FACILITY 19	Campsite	2,131	62.66%	1,270	37.34%	3,401
Regional Programs	REGION G	FACILITY 20	Cabin	477	73.72%	170	26.28%	647
Regional Programs	REGION G	FACILITY 21	Full Service Cottage	36	73.47%	13	26.53%	49
Regional Programs	REGION H	FACILITY 22	Campsite	101	36.07%	179	63.93%	280
Regional Programs	REGION H	FACILITY 23	Campsite	1,550	65.18%	828	34.82%	2,378
Regional Programs	REGION I	FACILITY 24	Cabin	558	97.89%	12	2.11%	570
Regional Programs	REGION I	FACILITY 25	Campsite	941	75.70%	302	24.30%	1,243
Regional Programs	REGION I	FACILITY 26	Full Service Cottage	68	100.00%	0	0.00%	68
Regional Programs	REGION J	FACILITY 27	Campsite	419	69.14%	187	30.86%	606
			Total:	**38,971**	**68.71%**	**17,745**	**31.29%**	**56,716**

Table 2-159: Report Columns

Column	Description
Region	Displays the region name.
Facility	Displays the facility names.
Product Group	Displays the name of the product group that belongs to the facility for which it is grouped.
Reservations	• #: the total number of reservations made for the product group. A reservation is a booking made via Web, Call Center, or field and the order date is less than the arrival date. The format is 999,999. <Total advanced reservations>. • %: the percentage of reservations made for the product group and the facility in comparison to the total bookings made for the facility. The format is 999.99% and decimal aligned. <Total advanced reservations for the product group and the facility divided by the total orders made for the facility>.

Table 2-159: Report Columns (continued)

Column	Description
Walk-Ins	• #: the total number of walk-ins made for the product group. A walk-in is a booking where the order date is equal or greater than the arrival date and the booking channel is the field. The format is 999,999. <Total walk-in reservations>. • %: the percentage of walk-ins made for the product group and the facility in comparison to the total bookings made for the facility. The format is 999.99% and decimal aligned. <Total walk-ins for the product group and the facility divided by the total orders made for the facility>.
Total	The total for the walk-ins and reservations made for the product group. This number is calculated as the total reservations + the total walk-ins. The format is 999,999. <Total advanced reservations + walk-ins>.
Note: If the suppress empty lines is yes, any product group is excluded from the report where the total walk-ins and total reservations are both zero. If the suppress empty lines is no, the product group is included in the report even when the total walk-ins and the total reservations are both zero.	

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Revenue Distribution Detail Report

This report displays the distributed revenue by revenue location, order (reservations, POS, tickets, and permits) and revenue accounts, which does not include distributed RA fees. You can use this report to examine distributed revenues at the order level.

POS Fee discounts are also included in the report. Depending on how the discount schedule is set up for the contract the POS discounts can be reflected using one of the following scenarios:

- Scenario 1 — If the discount schedule and the POS fee schedule reference the same revenue account then the value is reflected as a line in the report.

  For example, the amount is $20.00 and the discount is $5.00. A line in the report would reflect a value of $15.00.

- Scenario 2 — If the discount schedule and the POS fee schedule do not reference the same revenue account then the values are reflected as two lines in the report.

  For example, the amount is $20.00 and the discount is $5.00. A line in the report would reflect a value of $20.00 and another line in the report would reflect a value of $5.00.

Figure 2-164: Request Report

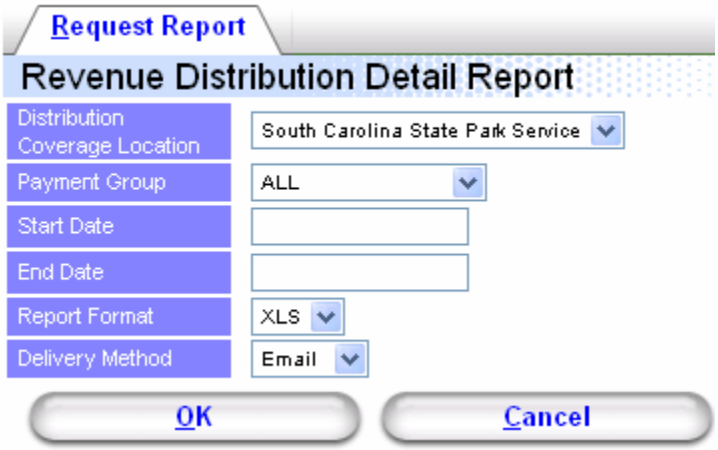

Table 2-160: Request Report Fields

Field	Description
Distribution Coverage Location	Displays a drop-down list of distribution coverage locations defined in the contract. The list is restricted by the access level of the logged-in user.

Table 2-160: Request Report Fields (continued)

Field	Description
Payment Group	Displays a drop-down list of payment groups: • Credit Card — payments with the payment group of credit card depositable. • Non-credit Card — payment groups of cash depositable, non-cash depositable, and ACH. • All — payment groups of credit card depositable, cash depositable, non-cash depositable, and ACH.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Report Format	XLS
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-165: Sample Report

Revenue Distribution Detail Report (FIN-DSTR-004) Run Date and Time: Jan 03 2007 11:45:57 AM EST

Distribution Coverage Location: South Carolina State Park Service
Distribution ID: 24493827, 24530015, 24561456, 24662229, 24688948, 24698745, 24700540
Distribution Period: 11/13/2006 - 11/19/2006
Payment Group: ALL
Start Date: 11/13/2006
End Date: 11/19/2006

Agency	District/Region	Park	Deposit ID	Order	Customer Name	Payment / Refund*	Account #	Account Name	Sum (DB Amt)	Sum (CR Amt)	Net Revenue
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22400	GENERAL PUBLIC	24211204	0799.3035.482	POS - Service - Admissions	$.00	$5.00	$5.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22402	GENERAL PUBLIC	24211232	0799.3035.482	POS - Service - Admissions	$.00	$10.00	$10.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22415	GENERAL PUBLIC	24211609	0799.3035.482	POS - Service - Admissions	$.00	$5.00	$5.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22416	GENERAL PUBLIC	24211909	0799.3035.482	POS - Service - Admissions	$.00	$20.00	$20.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22418	GENERAL PUBLIC	24211935	0799.3035.482	POS - Service - Admissions	$.00	$10.00	$10.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22419	GENERAL PUBLIC	24211952	0799.3035.482	POS - Service - Admissions	$.00	$5.00	$5.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22420	GENERAL PUBLIC	24211969	0799.3035.482	POS - Service - Admissions	$.00	$5.00	$5.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22421	GENERAL PUBLIC	24211984	0799.3035.482	POS - Service - Admissions	$.00	$15.00	$15.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22422	GENERAL PUBLIC	24211999	0799.3035.482	POS - Service - Admissions	$.00	$5.00	$5.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22422	GENERAL PUBLIC	24212005	0799.3035.482	POS - Service - Admissions	$.00	$5.00	$5.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22424	GENERAL PUBLIC	24212035	0799.2000.210	ST/AT/LO/CP/TT/SD Taxes	$.00	$.37	$.37
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22424	GENERAL PUBLIC	24212035	0799.3035.780	Revenue - POS	$.00	$5.50	$5.50
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22425	GENERAL PUBLIC	24212053	0799.2000.210	ST/AT/LO/CP/TT/SD Taxes	$.00	$.37	$.37
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22425	GENERAL PUBLIC	24212053	0799.3035.780	Revenue - POS	$.00	$5.50	$5.50
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22431	GENERAL PUBLIC	24212340	0799.2000.210	ST/AT/LO/CP/TT/SD Taxes	$.00	$.07	$.07
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22431	GENERAL PUBLIC	24212340	0799.3035.482	POS - Service - Admissions	$.00	$10.00	$10.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22431	GENERAL PUBLIC	24212340	0799.3035.780	Revenue - POS	$.00	$1.00	$1.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22440	GENERAL PUBLIC	24234694	0799.2000.210	ST/AT/LO/CP/TT/SD Taxes	$.00	$1.37	$1.37
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22440	GENERAL PUBLIC	24234694	0799.3035.780	Revenue - POS	$.00	$21.20	$21.20
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22445	GENERAL PUBLIC	24234769	0799.2000.210	ST/AT/LO/CP/TT/SD Taxes	$.00	$2.01	$2.01
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22445	GENERAL PUBLIC	24234769	0799.3035.780	Revenue - POS	$.00	$30.89	$30.89
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22447	GENERAL PUBLIC	24234889	0799.3035.482	POS - Service - Admissions	$.00	$10.00	$10.00
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22450	GENERAL PUBLIC	24235090	0799.2000.210	ST/AT/LO/CP/TT/SD Taxes	$.00	$.78	$.78
SC parks	DISTRICT 1	CHARLES TOWNE LAI		3-22450	GENERAL PUBLIC	24235090	0799.3035.780	Revenue - POS	$.00	$11.96	$11.96

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Table 2-161: Report Columns

Column	Description
Locations	Displays the location name (received this is the revenue location). • The first column of the location is the distribution coverage location and the last column of the location is the facility. • For location columns where no locations are defined the columns are suppressed from the report.
Deposit IID	Displays the deposit unique identifier that is distributed with the distribution job. This column is only applicable to a distributed deposit with an adjustment.
Order	Displays the reservation, POS, ticket, or permit order number.
Customer Name	Displays the customer name associated with the order by first name and then by last name.
Payment / Refund*	Displays the payment or refund unique identifier associated with the order. If the unique identifier is a refund, an asterisk * displays beside the unique identifier.
Account #	Displays the account code.
Account Name	Displays the account name associated with the account code.
Sum (Db Amt)	The sum debited from the account (e.g. payment and overpayment allocation reversals, refund allocations, gift card allocation reversals, or voucher allocation reversals) for the order associated with the distribution jobs. • If the amount is for a deposit, it displays the sum of deposit adjustment debited from the account for the deposit. <Amount debited from the account>.
Sum (Cr Amt)	The sum credited to the account (e.g. payment allocations, payment re-allocations, overpayment allocations, refund allocation reversals, gift card allocations, or voucher allocations) for the order associated with the distribution jobs. If the amount is for a deposit, it displays the sum of deposit adjustments credited into the account for the deposit. <Amount credited into the account>.
Net Revenue	The net revenue for the account, which is calculated as <sum (cr amt) - sum (db)>.

Revenue Distribution Summary Report

This report summarizes distributed revenue defined by revenue locations and revenue accounts, which does not include distributed RA fees. You can use this report to examine distributed revenues at the account code level.

POS Fee discounts are also included in the report. Depending on how the discount schedule is set up for the contract the POS discounts can be reflected using one of the following scenarios:

- Scenario 1 — If the discount schedule and the POS fee schedule reference the same revenue account then the value is reflected as a line in the report.

  For example, the amount is $20.00 and the discount is $5.00. A line in the report would reflect a value of $15.00
- Scenario 2 — If the discount schedule and the POS fee schedule do not reference the same revenue account then the values are reflected as two lines in the report.

  For example, the amount is $20.00 and the discount is $5.00. A line in the report would reflect a value of $20.00 and another line in the report would reflect a value of $5.00.

The report can be run for maximum of 366 days.

Figure 2-166: Request Report

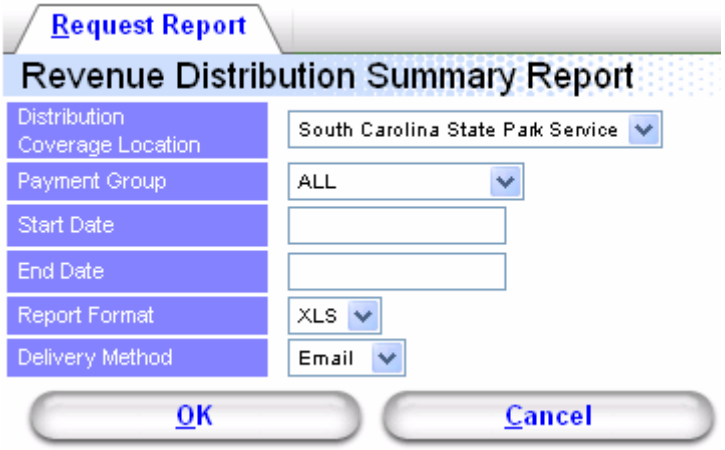

Table 2-162: Request Report Fields

Field	Description
Distribution Coverage Location	Displays a drop-down list of distribution coverage locations defined in the contract. The list is restricted by the access level of the logged-in user.

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Table 2-162: Request Report Fields (continued)

Field	Description
Payment Group	Displays a drop-down list of payment groups: all, credit card and non-credit card. • The credit card option includes payments with the payment group of credit card depositable. • The non-credit card option includes payment groups of cash depositable, non-cash depositable and ACH. • The all option includes payment groups of credit card depositable, cash depositable, non-cash depositable and ACH.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Report Format	XLS
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-167: Sample Report

Revenue Distribution Summary Report (FIN-DSTR-003)
Distribution Coverage Location: South Carolina State Park Service
Distribution ID: 24493827, 24530015, 24561456, 24662229, 24688948, 24698745, 24700540
Distribution Period: 11/13/2006 - 11/19/2006
Payment Group: ALL
Start Date: 11/13/2006
End Date: 11/19/2006

Agency	District/Region	Park	Account #	Account Name	Sum (DB Amt)	Sum (CR Amt)	Net Revenue
SC parks	DISTRICT 1	CHARLES TOWNE LAI	0799.2000.210	ST/AT/LO/CP/TT/SD Taxes	$.00	$27.68	$27.68
SC parks	DISTRICT 1	CHARLES TOWNE LAI	0799.3035.482	POS - Service - Admissions	$.00	$1,161.25	$1,161.25
SC parks	DISTRICT 1	CHARLES TOWNE LAI	0799.3035.780	Revenue - POS	$.00	$425.28	$425.28
SC parks	**DISTRICT 1**	**CHARLES TOWNE LANDING**		**Total:**	**$.00**	**$1,614.21**	**$1,614.21**
SC parks	DISTRICT 1	COLLETON	0799.2000.172	Local Accommodation Tax	$1.62	$14.50	$12.88
SC parks	DISTRICT 1	COLLETON	0799.2000.210	ST/AT/LO/CP/TT/SD Taxes	$4.32	$38.62	$34.30
SC parks	DISTRICT 1	COLLETON	0799.3035.741	Camping - Standard Site w/ Water & Elec.	$64.80	$443.00	$378.20
SC parks	DISTRICT 1	COLLETON	0799.3035.941	Camping Transaction Fee	$6.00	$55.50	$49.50
SC parks	**DISTRICT 1**	**COLLETON**		**Total:**	**$76.74**	**$551.62**	**$474.88**
SC parks	DISTRICT 1	COLONIAL DORCHES			$.00	$.00	$.00
SC parks	**DISTRICT 1**	**COLONIAL DORCHESTER**		**Total:**	**$.00**	**$.00**	**$.00**
SC parks	DISTRICT 1	EDISTO - EDUCATION			$.00	$.00	$.00
SC parks	**DISTRICT 1**	**EDISTO - EDUCATION CENTER**		**Total:**	**$.00**	**$.00**	**$.00**
SC parks	DISTRICT 1	EDISTO BEACH	0799.1000.100	Default Cash Account	$452.05	$.00	-$452.05
SC parks	DISTRICT 1	EDISTO BEACH	0799.2000.110	Default Refund Account	$.00	$792.27	$792.27
SC parks	DISTRICT 1	EDISTO BEACH	0799.2000.172	Local Accommodation Tax	$112.91	$702.51	$589.60
SC parks	DISTRICT 1	EDISTO BEACH	0799.2000.210	ST/AT/LO/CP/TT/SD Taxes	$355.56	$1,873.67	$1,518.11
SC parks	DISTRICT 1	EDISTO BEACH	0799.3035.741	Lodging - Cabin	$909.02	$5,478.14	$4,569.12
SC parks	DISTRICT 1	EDISTO BEACH	0799.3035.741	Camping - Standard Site w/ Water & Elec.	$4,082.35	$17,162.53	$13,080.18
SC parks	DISTRICT 1	EDISTO BEACH	0799.3035.741	Camping - Rustic Tent Site	$146.00	$434.00	$288.00
SC parks	DISTRICT 1	EDISTO BEACH	0799.3035.941	Cabin Transaction Fee	$78.75	$330.00	$251.25
SC parks	DISTRICT 1	EDISTO BEACH	0799.3035.941	Camping Transaction Fee	$219.00	$1,182.00	$963.00
SC parks	**DISTRICT 1**	**EDISTO BEACH**		**Total:**	**$6,355.64**	**$27,955.12**	**$21,599.48**
SC parks	DISTRICT 1	GIVHANS FERRY	0799.1000.100	Default Cash Account	$99.36	$.00	-$99.36
SC parks	DISTRICT 1	GIVHANS FERRY	0799.2000.110	Default Refund Account	$.00	$99.36	$99.36

Table 2-163: Report Columns

Column	Description
Locations	Displays the location name (received the revenue location). The first column of the location is the distribution coverage location and the last column of the location is the facility. For location columns where no locations are defined the columns are suppressed from the report.
Account #	Displays the account code.
Account Name	Displays the account name associated with the account code.
Sum (Db Amt)	The sum debited from the account based on the payment and overpayment allocation reversals, refund allocations, deposit adjustments, gift card allocation reversals, and voucher allocation reversals associated with the distribution jobs. <Amount debited from the account>.
Sum (Cr Amt)	The sum credited to the account based on the payment allocations and re-allocations, overpayment allocations, refund allocation reversals, deposit adjustments, gift card allocations, and voucher allocations associated with the distribution jobs. <Amount credited into the account>.
Net Revenue	The net revenue for the account, which is calculated as <sum (cr amt) - sum (db)>.

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Rule Override Report

This report summarizes distributed revenue defined by revenue locations and revenue accounts, which does not include distributed RA fees. You can use this report to examine distributed revenues at the account code level.

Figure 2-168: Request Report

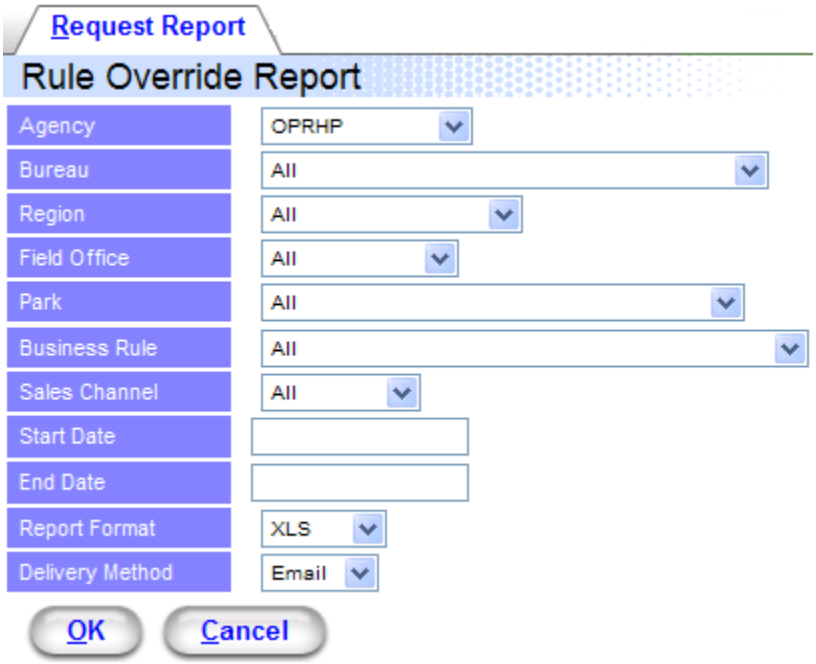

Table 2-164: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Business Rule	Displays a drop-down list of business rules that can be overridden in the system during the order workflow.
Sales Channel	Displays a drop-down list of sales channels including the Call Center and field.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be less than or equal to or the start date + 92 days.
Report Format	DHTML, PDF, XLS.

Table 2-164: Request Report Fields (continued)

Field	Description
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-169: Sample Report

Rule Override Report (STAT-OVR-002)

Run Date and Time: Dec 08 2008 11:45:43 PM ES

Location: OPRHP
Start Date 12/01/2008
End Date: 12/05/2008
Business Rule: All
Sales Channel: All

Agency	Bureau	Region	Field Office	Park	Order #	Override Date	Override Location	User ID	User Name	Business Rule	Override Reason
OPRHP	Regional Programs and Services - Camping Unit	GENESEE		LETCHWORTH STATE PARK	2-6075553	12/05/2008 12:12 PM	LETCHWORTH STATE PARK	qa-mlobo-fm	QA-Melissa Test-Lobo	AccessType	
OPRHP	Regional Programs and Services - Camping Unit	GENESEE		LETCHWORTH STATE PARK	2-6076051	12/05/2008 12:12 PM	LETCHWORTH STATE PARK	qa-mlobo-fm	QA-Melissa Test-Lobo	AccessType	

Table 2-165: Report Columns

Column	Description
Locations	Displays the location hierarchy. The location levels are suppressed when location names are not defined.
Order #	Displays the order number of the reservation or ticket order where a business rule was overridden during the order process.
Override Date	Displays the date the business rule was overridden.
Override Location	Displays the location where the business rule was overridden.
User ID	Displays the user ID of the PIN user who overrode the business rule.
User Name	Displays the username of the PIN user who overrode the business rule.
Business Rule	Displays the name of the business rule that was overridden.
Override Reason	Displays the override reason entered by the PIN user when the business rule was overridden. **Note:** If the contract opts not to request an override reason when a business rule is overridden, “N/A” is displayed.

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Season Summary Report

This report displays details of the seasons that have been created for the park location including the season type, start date, end date, and affected sites. It is a sub-section of the park profile detail report – section A. You can use this report to review and confirm changes to information related to your park as it has been entered into the ORMS system. For more information about generating this sub section as a part of an entire report, see the "Park Profile Detail Report — Section A" on page 216.

Figure 2-170: Request Report

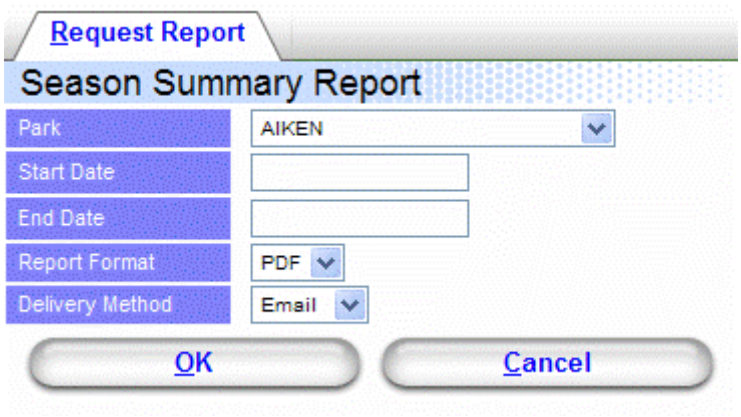

Table 2-166: Request Report Fields

Field	Description
Park	Displays a drop-down list of park names related to the contract.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period.
Report Format	PDF
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-171: Sample Report

Park Profile Report (RA-OPS-021) **AIKEN**

Season Summary Run Date and Time: Jan 03 2007 11:58:20 AM EST

Start Date: 09/01/2006 **End Date:** 12/31/2006

ID	Active	Season Type	Location Name	Site Type	Start Date	End Date	#Sites
280	Yes	Mid	AIKEN	All	06/01/2006	10/31/2006	36
282	Yes	Off	AIKEN	All	11/01/2006	12/31/2006	36

Table 2-167: Report Columns

Column	Description
ID	Displays the system generated unique identifier of the service/amenity.
Active	Displays yes or no to indicate of the season is active or inactive.
Season Type	Displays the type of season (e.g. current and peak).
Loop/Area	Displays the loop location that the season applies to.
Site Type	Displays the site type that the season applies to.
Start Date	Displays the begin date of the season.
End Date	Displays the end date of the season.
# of Sites	Displays the total number of sites assigned to the season.

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Services and Amenities Report

This report displays all the services and amenities that are available at the park location including proximity to the facility. This report is a sub-section of the park profile detail – section A report. You can use this report to review and confirm changes to information related to a park as it has been entered into the ORMS system. For more information about generating this section as a part of an entire report, see the "Park Profile Detail Report — Section A" on page 216.

Figure 2-172: Request Report

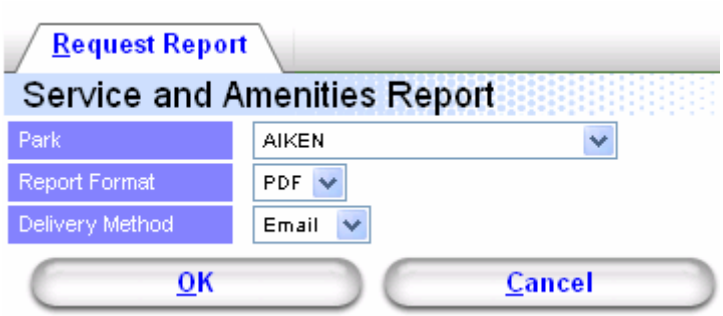

Table 2-168: Request Report Fields

Field	Description
Park	Displays a drop-down list of park names related to the contract.
Report Format	PDF
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-173: Sample Report

Park Profile Report (RA-OPS-021) **AIKEN**

Services and Amentities Run Date and Time: Jan 03 2007 12:02:46 PM EST

ID	Name	Type	Proximity To Facility
2964	Cabins	Comfort Services	Greater Than 20 Miles
2511	Historic Sites	Comfort Services	Greater Than 20 Miles
2336	Churches	Comfort Services	Less Than 10 Miles
2405	Fuel, Vehicles	Comfort Services	Less Than 10 Miles
4229	Grocery Store	Comfort Services	Less Than 10 Miles
3221	Newspapers	Comfort Services	Less Than 10 Miles
2235	Winery Tours	Recreational Activities	Less Than 10 Miles
1447	Antiquing	Recreational Activities	Less Than 20 Miles
1473	Art & Museum	Recreational Activities	Less Than 20 Miles
1697	Botanical Garden	Scenic Trails	Less Than 20 Miles
4357	Car Rentals	Equipment Rentals	Less Than 20 Miles
3002	Cash Machine/Atm	Comfort Services	Less Than 20 Miles
2268	Dining	Recreational Activities	Less Than 20 Miles
2384	Emergency Services	Comfort Services	Less Than 20 Miles
2450	Golf	Golfing	Less Than 20 Miles

Table 2-169: Report Columns

Column	Description
ID	Displays the system generated unique identifier of the service/amenity.
Name	Displays the name of the service or amenity.
Type	Displays the type of transaction: • Activity (e.g. horseback riding). • Service (e.g. canoe rental).
Proximity to Facility	Displays the proximity to facility (e.g. less than 10 miles).

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Site Attribute Report

This report displays details including the base number of people, the number of vehicles, if campfires are allowed, the check-in time, the check-out time, the site length, the site width, and the loop name for each site in the selected facility. This is a sub-section of the park profile detail – section B report. You can use this report to review and confirm changes to information related to a park's site attributes as it has been entered into the ORMS system. For more information about generating this section as a part of an entire report, see the "Park Profile Detail Report — Section B" on page 218.

Figure 2-174: Request Report

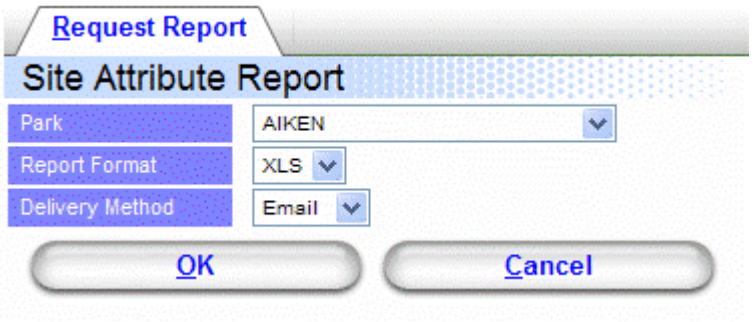

Table 2-170: Request Report Fields

Field	Description
Park	Displays a drop-down list of park names related to the contract.
Report Format	PDF
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-175: Sample Report (only a portion is displayed)

Park Profile Report (RA-OPS-021) AIKEN

Site Attributes Run Date and Time: Jan 03 2007 12:04:56 PM EST

Site No	Loop	Site Name	Base Number of People	Number of Vel	CRS Site Type	ampfire Allowe	Checkin Time	Checkout Time	Grills
T-001	Trailside Camping Area	E_TrailsideCampingArea_T-0	0	0	13	Y	14:00	12:00	
T-002	Trailside Camping Area	E_TrailsideCampingArea_T-0	0	0	13	Y	14:00	12:00	
T-003	Trailside Camping Area	E_TrailsideCampingArea_T-0	0	0	13	Y	14:00	12:00	
T-004	Trailside Camping Area	E_TrailsideCampingArea_T-0	0	0	13	Y	14:00	12:00	
T-005	Trailside Camping Area	E_TrailsideCampingArea_T-0	0	0	13	Y	14:00	12:00	
T-006	Trailside Camping Area	E_TrailsideCampingArea_T-0	0	0	13	Y	14:00	12:00	
T-007	Trailside Camping Area	E_TrailsideCampingArea_T-0	0	0	13	Y	14:00	12:00	
T-008	Trailside Camping Area	E_TrailsideCampingArea_T-0	0	0	13	Y	14:00	12:00	

Site No	Loop	Site Name	ADA Accessible	e Number of Pe	Number of Vel	CRS Site Type	Checkin Time	Checkout Time	Grills
S-001	Fish Lake	AIKE_FishLake_S-001	No	0	0	23	9:00	18:00	
S-002	Main Day Use	AIKE_MainDayUse_S-002	Y	0	0	23	9:00	18:00	
S-003	Main Day Use	AIKE_MainDayUse_S-003	Y	0	0	23	9:00	18:00	

Site No	Loop	Site Name	ADA Accessible	e Number of Pe	Number of Vel	CRS Site Type	ampfire Allowe	Checkin Time	Check
001	Campground	AIKE_Campground_001	No	0	0	5	Y	14:00	1
002	Campground	AIKE_Campground_002	No	0	0	5	Y	14:00	1
003	Campground	AIKE_Campground_003	No	0	0	5	Y	14:00	1
004	Campground	AIKE_Campground_004	No	0	0	5	Y	14:00	1
005	Campground	AIKE_Campground_005	No	0	0	5	Y	14:00	1
006	Campground	AIKE_Campground_006	No	0	0	5	Y	14:00	1
007	Campground	AIKE_Campground_007	No	0	0	5	Y	14:00	1
008	Campground	AIKE_Campground_008	No	0	0	5	Y	14:00	1
009	Campground	AIKE_Campground_009	No	0	0	5	Y	14:00	1
010	Campground	AIKE_Campground_010	No	0	0	5	Y	14:00	1
011	Campground	AIKE_Campground_011	No	0	0	5	Y	14:00	1
012	Campground	AIKE_Campground_012	No	0	0	5	Y	14:00	1
013	Campground	AIKE_Campground_013	No	0	0	5	Y	14:00	1
014	Campground	AIKE_Campground_014	No	0	0	5	Y	14:00	1

Table 2-171: Report Columns

Column	Description
Site No	Displays the site code of the child site.
Loop	Displays the loop name associated with the site.
Site Name	Displays the site name of the child site.

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Site Availability Report

This report provides the Site Availability information for a selected park for a given report period. The report displays 31 days of availability from the report start date specified at the time of the report request. The report provides a hard copy version of the Field Manager Site Availability List. It can be requested only for a selected facility.

Figure 2-176: Request Report

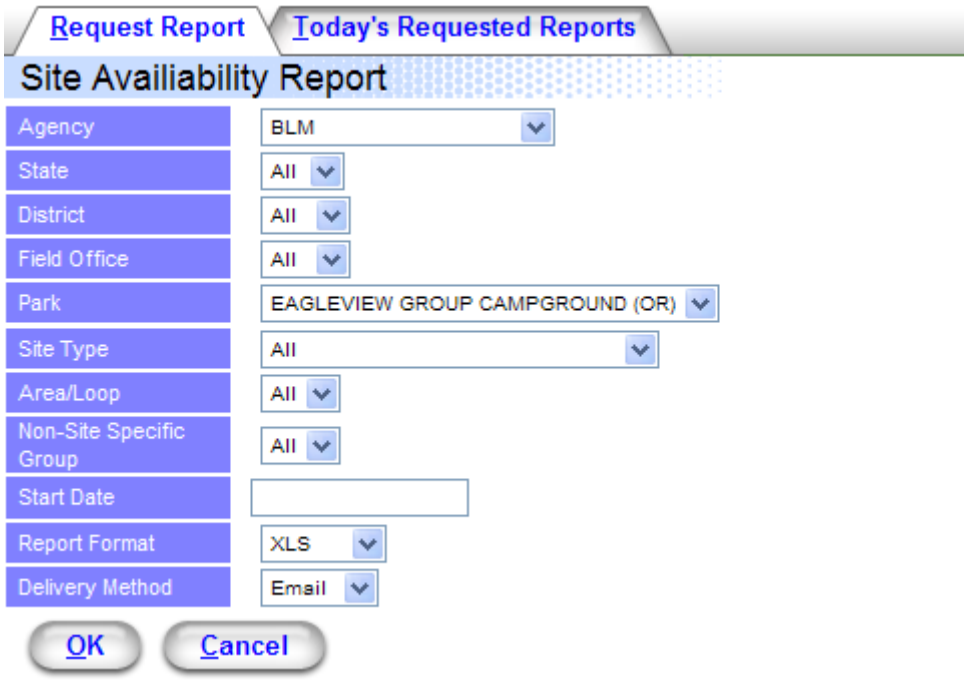

Table 2-172: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Site type	Allow the user to filter the report by a specific Site type.
Area/Loop	Allows the user to filter the report by a selected Area/Loop
Non-Site Specific	Allows the user to filter the report by a selected Non-Site Specific Group
Start Date	The report displays the site availability for 31 days starting from the start date.
Report Format	DHTML and XLS.

Table 2-172: Request Report Fields (continued)

Field	Description
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-177: Sample Report

Site Availability Report (OPS-OPS-003)
Location: BLM/OR/LONE PINE GROUP CAMPGROUND (OR)
Site Type: All
Area Loop: All
Non-Site-Specific Group: All
Start Date: 05/05/2008

				May 2008																			
				5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Site Type	Area/Loop	Non-Site-Specific Group	Site	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
GROUP PICNIC AREA	LONE PINE GROUP CAMPGROUND (OR)		Group Area	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
GROUP PICNIC AREA	LONE PINE GROUP CAMPGROUND (OR)		Pavilion	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
GROUP STANDARD NONELECTRIC	LONE PINE GROUP CAMPGROUND (OR)		C001	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
GROUP STANDARD NONELECTRIC	LONE PINE GROUP CAMPGROUND (OR)		C002	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

Table 2-173: Report Columns

Column	Description
Site Type	Displays the Site Type.
Area/Loop	Displays the Area/Loop associated with the site.
Non-Site-Specific Group	If the site is a Non-Site-Specific site, displays the Non-Site-Specific Group.
Site	Displays the Site code.

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Table 2-173: Report Columns (continued)

Column	Description
Availability values for each day	Availability Values: for each day system displays the availability as below. • A = Arrival/Booked (i.e. arrival date of stay period) * • B = Booked • C = Closed • C/O = If the site had a closure and if the closure was overridden to occupy the site. • N = No inventory • O = Occupied • W = Available/Walk-in only ** • Blank = Available * On first day of stay (i.e. Arrival date), system displays 'A'. For all remaining stay dates, system shall display 'B'. If length of stay = 1 night/day, the system displays only 'A'. ** Based on Access Type rules for specified Site and date. If Site is available AND if corresponding Access Type rule at Call Center = 'Viewable' or 'No Access' AND Access Type rule at Field = 'Advanced Sale' or 'Day of Sale' then system displays 'W'. Otherwise, system displays Blank (as per current Site List/Details functionality).

Site Fees Report

This report displays details including the product, season, effective date, start date, and end date for the fee schedule as well as the rates per day of the week. This report also includes POS and group fees. This is a sub-section of the park profile detail – section B report. You can use this report to review and confirm changes to a park's site fees as it has been entered into the ORMS system. For more information about generating this section as a part of an entire report, see the "Park Profile Detail Report — Section B" on page 218.

Figure 2-178: Request Report

Table 2-174: Request Report Fields

Field	Description
Park	Displays a drop-down list of park names related to the contract.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period.
Report Format	XLS
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-179: Sample Report (only a portion is displayed)

PARK PROFILE REPORT RA-OPS-021
Fees
Start Date: 1-Jan-05 End Date: 31-Dec-05 Run date and time

PRODUCT GRP	PRODUCT	ACTIVE	MBRSHP	OUT OF STATE	SALES CHANNEL	SEASON	FEE SCHEDULE	EFFECT DATE	START DATE	END DATE	FEE TYPE	Rate Type	INCREMENT/RANGE	ATTRIBUTE NAME	ATTRIBUTE VALUE	Range/Increment Value	Increment/ Range Rate
All	HICK_Cabins_295	Yes	No	No	All	All	1479	15-Jan-05	30-May-05	28-Aug-05	USE	Family		N/A	N/A		0
All	HICK_Cabins_295		No	No	All	Current	530	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_Cabins_295		No	No	All	Mid	775	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_Cabins_295		No	No	All	Off	894	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_ConferenceCenter_LakesideC		No	No	All	All	1027	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_LodgeRooms_302		No	No	All	Current	1950	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_LodgeRooms_302		No	No	All	Mid	1951	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_LodgeRooms_302		No	No	All	Off	1952	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_LodgeRooms_302		No	No	All	Peak	1953	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_LodgeRooms_402		No	No	All	Current	1954	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_LodgeRooms_402		No	No	All	Mid	1955	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_LodgeRooms_402		No	No	All	Off	1956	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_LodgeRooms_402		No	No	All	Peak	1957	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
All	HICK_LongCaneCenter(Barn)		No	No	All	All	1038	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Barrack	All		No	No	CallCenter	All	1559	1-Jan-05	1-Jan-05	31-Dec-10	ATTR	Family		Outfit Package	Y		0
Barrack	All		No	No	Field	All	1558	1-Jan-05	1-Jan-05	31-Dec-10	ATTR	Family		Outfit Package	Y		0
Cabin	All		No	No	CallCenter	All	1555	1-Jan-05	1-Jan-05	31-Dec-10	ATTR	Family		Outfit Package	Y		0
Cabin	All		No	No	Field	All	1554	1-Jan-05	1-Jan-05	31-Dec-10	ATTR	Family		Outfit Package	Y		0
Cabin	All		No	No	All	All	1479	15-Jan-05	30-May-05	28-Aug-05	USE	Family		N/A	N/A		0
Cabin	All		No	No	All	Current	537	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Cabin	All		No	No	All	Mid	775	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Cabin	All		No	No	All	Off	893	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Cabin	All		No	No	All	Peak	895	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Lodge Room	All		No	No	CallCenter	All	1557	1-Jan-05	1-Jan-05	31-Dec-10	ATTR	Family		Outfit Package	Y		0
Lodge Room	All		No	No	Field	All	1556	1-Jan-05	1-Jan-05	31-Dec-10	ATTR	Family		Outfit Package	Y		0
Lodge Room	All		No	No	All	Current	509	1-Jan-05	1-Oct-04	1-Jan-10	USE	Family		N/A	N/A		0
Lodge Room	All		No	No	All	Mid	510	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Lodge Room	All		No	No	All	Off	394	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Lodge Room	All		No	No	All	Peak	509	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Meeting Room	All		No	No	All	All	442	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Standard Sit	All		No	No	All	Current	316	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Standard Sit	All		No	No	All	Mid	307	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Standard Sit	All		No	No	All	Off	352	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0
Standard Sit	All		No	No	All	Peak	252	1-Jan-05	1-Oct-04	31-Dec-10	USE	Family		N/A	N/A		0

Table 2-175: Report Columns

Column	Description
Product Group	Displays the site type for which the fee schedule is applicable.
Product	Displays the site for which the fee schedule is applicable.
Active	Displays yes or no to indicate of the fee schedule is active or inactive.
Membership	Obsolete, no longer used by fee schedule.
Out of State	Displays whether the fee schedule is applicable to out of state customers.
Sales Channel	Displays the sales channels (received Call Center, field, and Web) for which the fee schedule is applicable.
Season	Displays the type of season (e.g. current and peak) for which the fee schedule is applicable.
Fee Schedule	Displays the system generated unique identifier for the fee schedule.
Effective Date	Displays the date the fee schedule becomes effective.
Start Date	Displays the begin date of the fee schedule.
End Date	Displays the finish date of the fee schedule.
Fee Type	Displays the fee type (e.g. family or group) for which the fee schedule is applicable.
Increment or Ranges	Displays whether fee will be applied by incremental or by range.

Site Marker Report

This provides occupancy details such as occupant's name, arrival/departure dates, and site number for each occupied site for a specified day. In the organization hierarchy, the report runs only at the park-level. Use the report to print site markers in a specified layout format for the field staff to attach to the site posts at the facility.

Users can optionally generate the site markers for a specific area/loop or site number. They can also filter for checked-in or pre-arrival reservations. The date range is restricted to a maximum period of 7 days in length. There is a choice between between 2 different report layouts.

Tip: To print this report within the expected sections of the page, ensure these default printer settings (which vary according to print device) are set for consistent results:

- Set Print Scaling to None, or ensure Scaling is 100%.
- Uncheck any Auto-Rotate and Center, or similar options.

Figure 2-180: Request Report

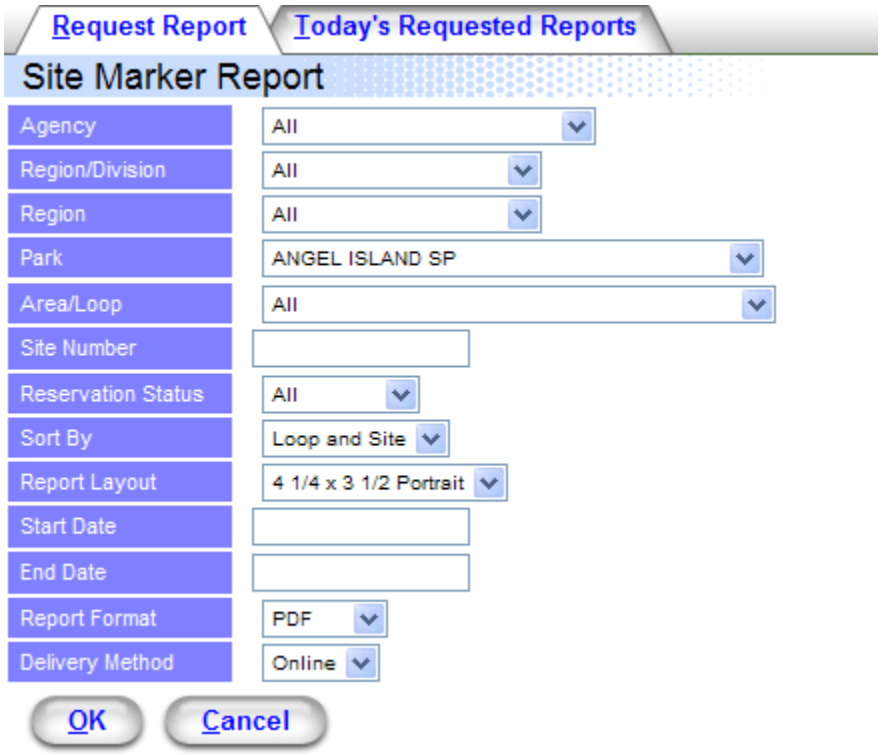

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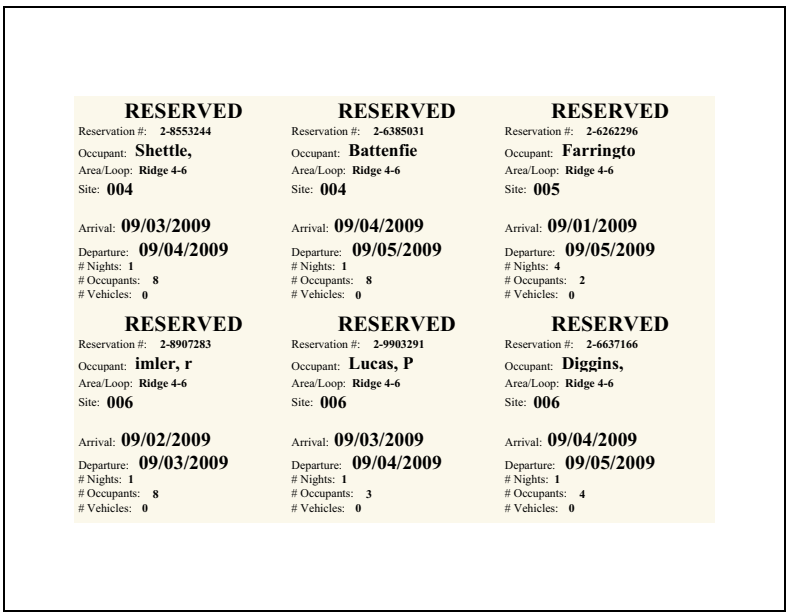
Table 2-176: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Area/Loop	Select from a drop-down list of all areas/loops in the selected facility.
Site Number	Enter a site number in the text box. This is optional.
Report Layout	Select from a drop-down list of values: "4 ¼ x 3 ½ Portrait" and "3 x 3 Landscape".
Start Date	Specify the start date of the reporting period. Entry of a start date is mandatory and must be a valid date.
End Date	Specify the end date of the reporting period. Entry of an end date is mandatory and must be a valid date greater than or equal to the start date. **Note:** The date range is limited to a maximum of 7 days.
Report Format	DHTML, PDF.
Delivery Method	Email, Online.

Figure 2-181: Sample Report – Template (landscape) 4 1/4 x 3 1/2



RESERVED
Reservation #: 2-8553244
Occupant: Shettle,
Area/Loop: Ridge 4-6
Site: 004
Arrival: 09/03/2009
Departure: 09/04/2009
Nights: 1
Occupants: 8
Vehicles: 0

RESERVED
Reservation #: 2-6385031
Occupant: Battenfie
Area/Loop: Ridge 4-6
Site: 004
Arrival: 09/04/2009
Departure: 09/05/2009
Nights: 1
Occupants: 8
Vehicles: 0

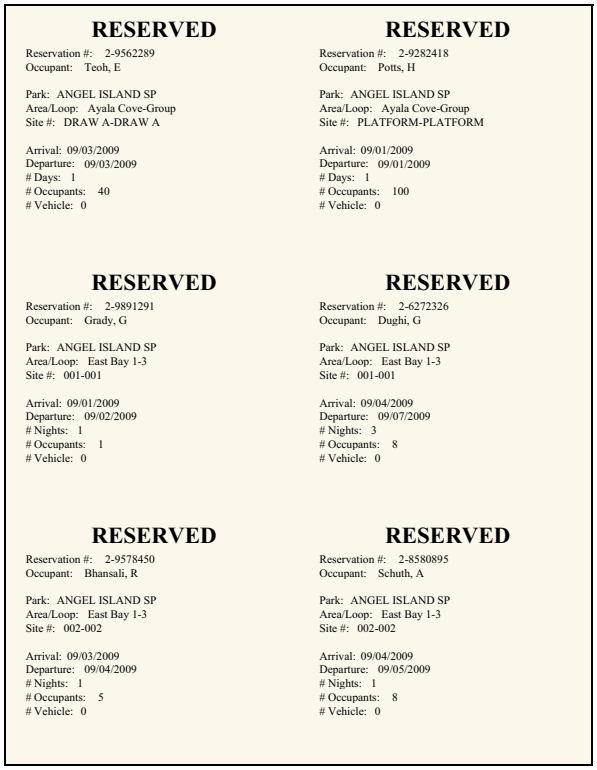
RESERVED
Reservation #: 2-6262296
Occupant: Farringto
Area/Loop: Ridge 4-6
Site: 005
Arrival: 09/01/2009
Departure: 09/05/2009
Nights: 4
Occupants: 2
Vehicles: 0

RESERVED
Reservation #: 2-8907283
Occupant: imler, r
Area/Loop: Ridge 4-6
Site: 006
Arrival: 09/02/2009
Departure: 09/03/2009
Nights: 1
Occupants: 8
Vehicles: 0

RESERVED
Reservation #: 2-9903291
Occupant: Lucas, P
Area/Loop: Ridge 4-6
Site: 006
Arrival: 09/03/2009
Departure: 09/04/2009
Nights: 1
Occupants: 3
Vehicles: 0

RESERVED
Reservation #: 2-6637166
Occupant: Diggins,
Area/Loop: Ridge 4-6
Site: 006
Arrival: 09/04/2009
Departure: 09/05/2009
Nights: 1
Occupants: 4
Vehicles: 0

Figure 2-182: Sample Report – Template (portrait) 3 x 3



RESERVED
Reservation #: 2-9562289
Occupant: Teoh, E

Park: ANGEL ISLAND SP
Area/Loop: Ayala Cove-Group
Site #: DRAW A-DRAW A

Arrival: 09/03/2009
Departure: 09/03/2009
Days: 1
Occupants: 40
Vehicle: 0

RESERVED
Reservation #: 2-9282418
Occupant: Potts, H

Park: ANGEL ISLAND SP
Area/Loop: Ayala Cove-Group
Site #: PLATFORM-PLATFORM

Arrival: 09/01/2009
Departure: 09/01/2009
Days: 1
Occupants: 100
Vehicle: 0

RESERVED
Reservation #: 2-9891291
Occupant: Grady, G

Park: ANGEL ISLAND SP
Area/Loop: East Bay 1-3
Site #: 001-001

Arrival: 09/01/2009
Departure: 09/02/2009
Nights: 1
Occupants: 1
Vehicle: 0

RESERVED
Reservation #: 2-6272326
Occupant: Dughi, G

Park: ANGEL ISLAND SP
Area/Loop: East Bay 1-3
Site #: 001-001

Arrival: 09/04/2009
Departure: 09/07/2009
Nights: 3
Occupants: 8
Vehicle: 0

RESERVED
Reservation #: 2-9578450
Occupant: Bhansali, R

Park: ANGEL ISLAND SP
Area/Loop: East Bay 1-3
Site #: 002-002

Arrival: 09/03/2009
Departure: 09/04/2009
Nights: 1
Occupants: 5
Vehicle: 0

RESERVED
Reservation #: 2-8580895
Occupant: Schuth, A

Park: ANGEL ISLAND SP
Area/Loop: East Bay 1-3
Site #: 002-002

Arrival: 09/04/2009
Departure: 09/05/2009
Nights: 1
Occupants: 8
Vehicle: 0

Table 2-177: Report Components

Template Item	Description
RESERVED	Label title.
Reservation #:	The reservation number that reserved the site.
Occupant:	Last name, first initial of first name of the primary occupant.
Park:	Name of the facility.
Area/Loop:	The area/loop name of the site of the reservation.
Site Number:	For site-specific sites, the site number and site name of the reservation site. Format: Site Number - Site Name. For NSS sites, if the reservation has not yet been checked-in, the site number and name of the parent site displays.
Arrival Date:	The arrival date of the reservation. Format: mm/dd/yyyy
Departure Date:	The departure date of the reservation. Format: mm/dd/yyyy
# Nights:	The number of nights for the reservation. **Note:** If the site's usage type is Day Use, this is the number of days for the reservation.
# Occupants:	The total number of occupants on the site for the reservation.
# Vehicles:	The total number of vehicles on the site for the reservation.

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Site Notes and Alerts Report

This report displays by site, loop name, any site notes or alerts for the park. This is a sub-section of the park profile detail – section A report. You can use this report to review and confirm changes to information related to your park as it has been entered into the ORMS system. For more information about generating this section as a part of an entire report, see the."Park Profile Detail Report — Section A" on page 216.

Figure 2-183: Request Report

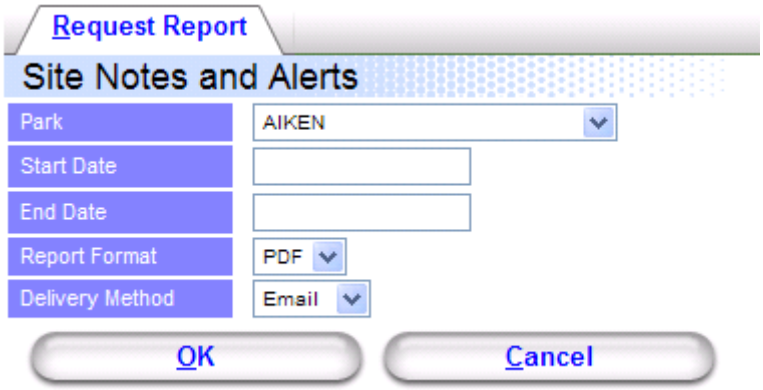

Table 2-178: Request Report Fields

Field	Description
Park	Displays a drop-down list of park names related to the contract.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period.
Report Format	XLS
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-184: Sample Report

Park Profile Report (RA-OPS-021) **BAKER CREEK**

Site Notes and Alerts Run Date and Time: Feb 02 2007 5:25:18 PM EST

Start Date: 12/01/2006 **End Date:** 12/30/2006

Site #	Loop	Message
001	Campground #1	NOTE: N/A ALERT: Jan 1, 2005-Dec 31, 2010; Tents only in this campground (no RV/Camping Units)

Table 2-179: Report Columns

Column	Description
Site	Displays the site number of any site that has either a note or alert associated with it.
Loop	Displays the loop name associated with the site number
Message	Displays the note or alert associated with the site.

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Tax Detail by Park

This report displays revenue and the tax details related to reservations that have been charged based on the tax schedules. This report is generated for a specific facility and reporting time period. You can use this report to determine the monthly tax amount to be remitted to the tax authorities.

Figure 2-185: Request Report

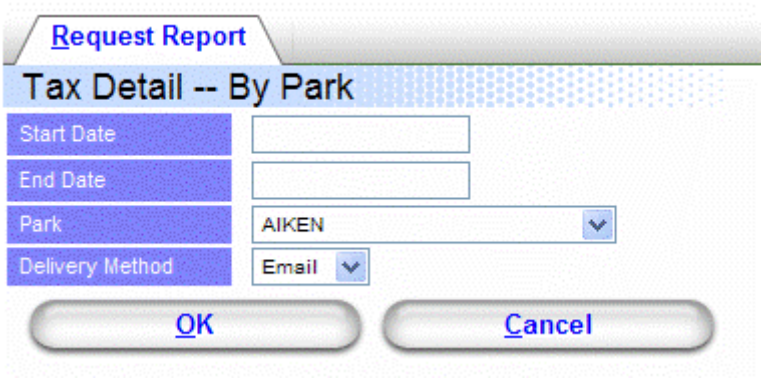

Table 2-180: Request Report Fields

Field	Description
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period.
Park	Displays a drop-down list of park names related to the contract.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-186: Sample Report

Park Totals	Use Fee	0799.3035.7411.22	967.90	Sales Tax	0799.2000.2101	1004	5.00 %	58.64
	Use Fee	0799.3035.7411.27	61.03	Accomodations Tax	0799.2000.2101	1007	2.00 %	23.40
	Transaction Fee	0799.3035.9411	141.00	Local Accom Tax - 3	0799.2000.1726	1027	3.00 %	35.24
				Capital Project Tax	0799.2000.2101	1015	1.00 %	11.84
	Total revenue		1,169.93	Total Taxes				129.12

Table 2-181: Report Columns

Column	Description
Order	Displays the order number (received camping, POS or ticket order number).
Customer Name	Displays the customer name associated with the order.
Fee Type	Displays the revenue type.
Account #	Displays the financial account code the revenue was applied to.
Amount	Displays the amount applied to the account.
Tax Name	Displays the name of the tax associated with the applied tax schedule.
Account #	Displays the financial account code the tax was applied to.
Schedule	Displays the applied tax schedule unique identifier.
Rate	Displays the rate of the tax from the tax schedule.
Amount	Displays the value of the tax charged on the fee type.

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Tax Summary Report

This report summarizes the taxes collected during the reporting time period by facilities for a specific division/region, agency, or park. You can use this report to determine the monthly tax amount to be remitted to the tax authorities.

Figure 2-187: Request Report

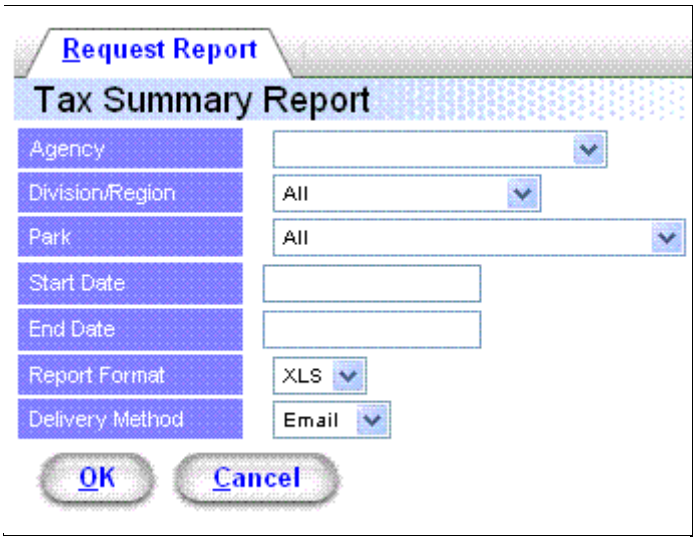

Table 2-182: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Report Format	Excel
Delivery Method	Email

Figure 2-188: Sample Report

Tax Summary Report (RA-TAX-001)

Location: Parks
Start Date: 04/01/2006
End Date: 04/10/2006

Agency	District	Facility	Revenue					
			Use Fee	Attr. Fee	POS	Ticket Fee	Tran Fee	Total
Parks	District 1	CHARLES	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Parks	District 1	FERRY	$2,096.45	$0.00	$136.00	$0.00	$279.00	$2,511.45
Parks	District 1	COLONAL	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Parks	District 1	BEACH	$22,177.50	$0.00	$0.00	$0.00	$1,401.00	$23,578.50
Parks	District 1	FERRY	$3,508.03	$0.00	$0.00	$0.00	$329.25	$3,837.28
Parks	District 1	PLANTATION	$24.70	$0.00	$0.00	$0.00	$3.75	$28.45
Parks	District 1	ISLAND	$41,346.55	$0.00	$0.00	$0.00	$2,586.00	$43,932.55
Parks	District 1	BEACH	$23,785.45	$0.00	$0.00	$0.00	$1,715.25	$25,500.70
Parks	District 1	LAKE	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Parks	District 1	BEACH	$59,167.48	$0.00	$0.00	$0.00	$4,229.25	$63,396.73
Parks	District 1	RIVERS	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Parks	District 1	**Total:**	**$152,106.16**	**$0.00**	**$136.00**	**$0.00**	**$10,543.50**	**$162,785.66**
Parks	District 2							
Parks		⋮						
Parks	District 2	**Total:**	**$9,999.99**				**$9,999.99**	**$9,999.99**
Parks	District 3							
Parks		⋮						
Parks	District 3	**Total:**	**$9,999.99**				**$9,999.99**	**$9,999.99**
Parks	District 4							
Parks		⋮						
Parks	District 4	**Total:**	**$9,999.99**				**$9,999.99**	**$9,999.99**
Parks		**Total:**	**$9,999.99**				**$9,999.99**	**$9,999.99**

Table 2-183: Report Columns

Column	Description
Location Columns	Displays the revenue location name. • These fields change dynamically based on the location that is selected. • Displays the agency, division/region, facility and/or park names that are related to the specified location. • The first column of the location is the selected location and the last column of the location is the facility.
Use Fee	The total amount of use fees (including discounts and penalties) applied and reversed within the specified period for the revenue location.
Attr. Fees	Displays the total of attribute fees (including discounts and penalties) applied and reversed within the specified period for the revenue location.

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Table 2-183: Report Columns (continued)

Column	Description
POS Fee	The total amount of POS fees applied and reversed within the specified period for the revenue location.
Ticket Fee	Displays the total amount of ticket fees (including penalties) applied and reversed within the specified period for the revenue location.
Tran Fee	The total amount of transaction fees (including discounts) applied and reversed within the specified period for the revenue location.
TOTAL	The total of use fee, transaction fee, attribute fee, POS fee, and ticket fee.
SALES	The sum of sales tax applied and reversed for the revenue location.
ACCO	The sum of accommodation tax applied and reversed for the revenue location.
LOCAL	The sum of local option tax applied and reversed for the revenue location.
CAPITL	The sum of capital project tax applied and reversed for the revenue location.
TRANS	The sum of transportation tax applied and reversed for the revenue location.
SCHO	The sum of school district tax applied and reversed for the revenue location.
LACM	The sum of local accommodation tax applied and reversed for the revenue location.
FOOD	The sum of food/beverage tax applied and reversed for the revenue location.
PACCM	The sum of paid admission/amusements tax applied and reversed for the revenue location.
ADMIS	The sum of admission tax applied and reversed for the revenue location.

Ticket Confirmation Letter Report

This report summarizes the current detailed ticket and billing information for one ticket order for a specific customer. You can use this report to send out confirmation letters to the customers as verification their ticket orders. The customer can use this letter to validate their order details. Call Center agents can also use this report as supporting documentation for possible refunds and disputes.

Figure 2-189: Request Report

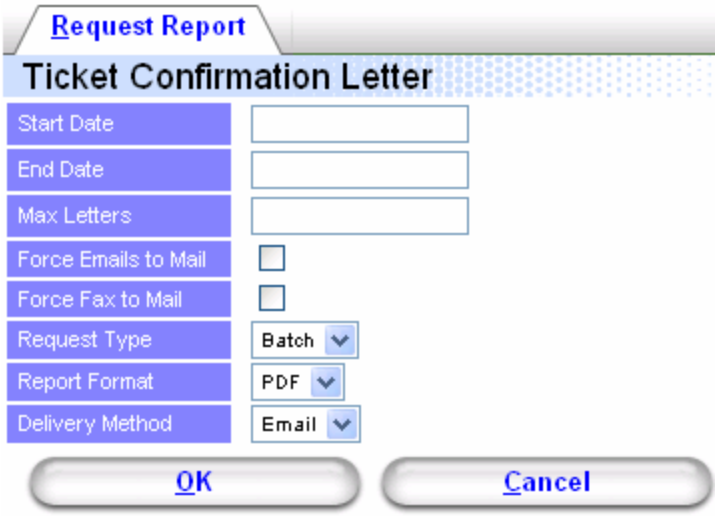

Table 2-184: Request Report Fields

Field	Description
Start Date	Indicates the begin range date of tour dates that includes ticket orders with a tour date greater than or equal to the start date.
End Date	Indicates the finish range date of tour dates that includes ticket orders with a tour date less than or equal to the end date.
Max Letters	Indicates the limit on the number of confirmation letters to generate.
Force Emails to Mail	When selected this check box indicates to print – PDF as opposed to email – electronically the confirmation letters.
Force Fax to Mail	**Note:** Not currently configured as this is a future deployment. When selected this checkbooks indicates to print – PDF as opposed to fax - digitally the confirmation letters.
Request Type	**Note:** No longer required as the request type is always batch.

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Table 2-184: Request Report Fields (continued)

Field	Description
Report Format	**Note:** No longer required as the format is based on whether confirmation letter is emailed – HTML or printed – PDF.
Delivery Method	**Note:** No longer required as the delivery method is defined based on the contract.

Figure 2-190: Sample Report

Reservation 4-200 Date: 02/02/2007

QA-ELAINE TEST-ZHU

Access your reservations online at ReserveAmerica.com !

SIGN-IN: ezhu@reserveamerica.com

CUSTOMER INFO

PHONE: 905-286-6600
NAME: QA-ELAINE TEST-ZHU
ADDRESS: 2480 MEADOWVALE BLVD
MISSISSAUGA ON L5N 6M8

TICKET INFO

KEOWEE-TOXAWAY SNA

Ticket Category: Individual

TOUR DATE	TOUR NAME	STATUS	TYPE	QTY	RATE	FEES
01/16/2007	Jdu_tour_2 3:20 PM - 2 Adult	Confirmed	Adult	2		$10.00
			Sub Total:			**$10.00**
			Total:			**$10.00**

PAYMENT INFORMATION

****IMPORTANT BILLING INFORMATION*** The billing company that will appear on your credit card statement for a reservation sale will read "SC State Parks - 1-888-275-9887" Please make note of this.*

PAST PAID:	$	0.00
REFUND ISSUED:	$	0.00
REFUND DUE:	$	0.00
PAYMENT TENDERED:	$	10.00
NEW AMOUNT OWING:	**$**	**0.00**
PAYMENT:		
01/04/2007 VISA 4111******1111**	**$**	**10.00**

DIRECTIONS

Keowee-Toxaway is located twelve miles northwest of Pickens at the intersection of SC Hwy 133 and SC Hwy 11 at Lake Keowee.
Driving Directions: 12 mi. N.W. of Pickens at the intersection of SC Hwy 11 and SC Hwy 133.

Table 2-185: Report Columns

Column	Description
Customer Information	Displays the customer information associated with the ticket order including customer name, address and organization name (if applicable).
Ticket Information	Displays the ticket information associated with the ticket order. • Tour Date: the tour start date. • Tour Name: the name of the tour. • Status: the status of the ticket order (confirmed, unconfirmed or cancelled). • Ticket Type: the ticket type of the ticket. • Qty. the number of tickets ordered. • Rate: the rate per ticket. • Fees: the total of Qty multiplies rate.
Payment Information	Displays the payment information associated with the ticket order. • Past Paid: the amount of payment paid in the past. • Refund Issued: the amount of refund that has been issued. • Refund Due: the amount of refund due. • Payment Tendered: the amount paid.
Directions	Displays the driving directions text of where the tour is located.

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Ticket Sales Statistics Report

This report illustrates the total tickets sold for a facility through Field, Call Center, and Web channels by ticket type, ticket category and tour inventory date. Use the report to analyze tickets sold through various sales channels (received Call Center, Field, and Web) for a specific period. The report has two types of results that can be generated, a summary or a detail. This report is produced separately for each facility; you can only access the information for which you have permission.

Figure 2-191: Request Report

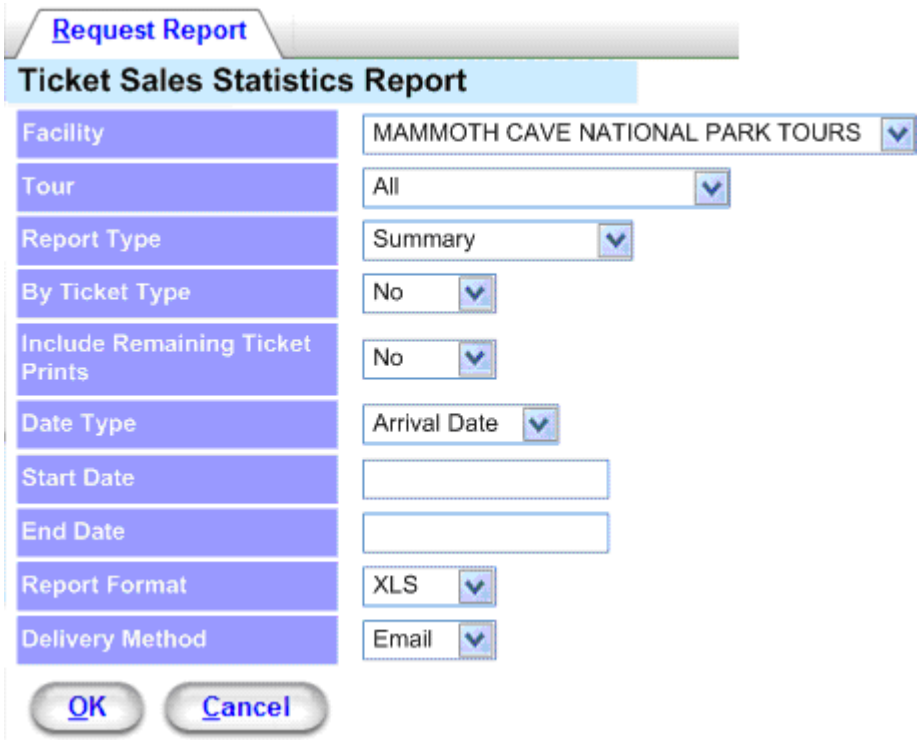

Table 2-186: Request Report Fields

Field	Description
Facility	Select the name of the local facility to which the report pertains.
Tour	Select the specific tour(s) name at the local facility. All tours include individual and combo tours.
Report Type	Select either Summary or Detail.
By Ticket Type	Select whether to include (Yes) or not include (No) ticket types in the report.
Include Remaining Ticket Prints	Select either 'Yes' and 'No' values.

Table 2-186: Request Report Fields (continued)

Field	Description
Date Type	Select either 'Arrival Date' and 'Order Date' from the drop-down list.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. The date must be greater than or equal to the start date. **Note:** The reporting period must be 366 days or less.
Report Format	DHTML, PDF, and XLS.
Delivery Method	Email, FTP, Fax, and Online.

Summary Report Layout and Results

The summary report illustrates the high-level inventory information by tour name and ticket type (if applicable) in ascending order. The report provides the total and percentage for each tour and facility total at the end of the report. When ticket types are indicated the ticket type totals column displays, which is the sum of total tickets sold for the ticket type for all the tours that are referenced in the report.

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Figure 2-192: Sample Report

Ticket Sales Statistics Report (OPS-TOUR-005)

Run Date and Time: Nov 04 2009 7:30:53 AM PST

Facility: ANO NUEVO
Tour: All
Report Type: Summary
By Ticket Type Yes
Include Remaining Ticket Prints: Yes
Date Type: Arrival Date
Start Date 12/01/2008 **End Date:** 12/31/2008

Tour	Ticket Type	Call Center			Web			Field				Total
		Ind.	Org.	Total	Ind.	Org.	Total	Ind.	Org.	Rem.	Total	
Open Seal Walk												
	GNRL	0	0	**0**	0	0	**0**	936	0	0	**936**	**936**
Total for Open Seal Walk		0	0	**0**	0	0	**0**	936	0	0	**936**	**936**
		0%	0%	**0%**	0%	0%	**0%**	100%	0%	0%	**100%**	
Public Seal Walk												
	GNRL	1,139	74	**1,213**	2,547	0	**2,547**	143	0	0	**143**	**3,903**
Total for Public Seal Walk		1,139	74	**1,213**	2,547	0	**2,547**	143	0	0	**143**	**3,903**
		29%	2%	**31%**	65%	0%	**65%**	4%	0%	0%	**4%**	
Ticket Type Total												
	GNRL	1,139	74	**1,213**	2,547	0	**2,547**	1,079	0	0	**1,079**	**4,839**
Facility Total		1,139	74	**1,213**	2,547	0	**2,547**	1,079	0	0	**1,079**	**4,839**
		24%	2%	**26%**	53%	0%	**53%**	22%	0%	0%	**22%**	

Ticket Sales Statistics Report Page 1 of 1

Detail Report Layout and Results

The detail report illustrates the low-level inventory information by tour name and for each tour order by the tour date and ticket type (if applicable) in ascending order. The report provides the total and percentage for each tour date and tour and facility total at the end of the report. When the ticket types are indicated the ticket type totals column displays, which is the sum of total tickets sold for the ticket type for all the tours referenced in the report.

Figure 2-193: Sample Report

Ticket Sales Statistics Report (OPS-TOUR-005)

Run Date and Time: Nov 04 2009 7:31:19 AM PST

Facility: ANO NUEVO
Tour: All
Report Type: Detail
By Ticket Type Yes
Include Remaining Ticket Prints: Yes
Date Type: Arrival Date
Start Date 12/01/2008 **End Date:** 12/31/2008

Tour: **Open Seal Walk**

Tour Date	Ticket Type	Call Center			Web			Field				Total
		Ind.	Org.	Total	Ind.	Org.	Total	Ind.	Org.	Rem.	Total	
12/18/2008 Thursday	GNRL	0	0	**0**	0	0	**0**	4	0	0	**4**	**4**
Total for 12/18/2008		0	0	**0**	0	0	**0**	4	0	0	**4**	**4**
		0%	0%	**0%**	0%	0%	**0%**	100%	0%	0%	**100%**	
12/20/2008 Saturday	GNRL	0	0	**0**	0	0	**0**	60	0	0	**60**	**60**
Total for 12/20/2008		0	0	**0**	0	0	**0**	60	0	0	**60**	**60**
		0%	0%	**0%**	0%	0%	**0%**	100%	0%	0%	**100%**	
12/21/2008 Sunday	GNRL	0	0	**0**	0	0	**0**	35	0	0	**35**	**35**
Total for 12/21/2008		0	0	**0**	0	0	**0**	35	0	0	**35**	**35**
		0%	0%	**0%**	0%	0%	**0%**	100%	0%	0%	**100%**	
12/22/2008 Monday	GNRL	0	0	**0**	0	0	**0**	29	0	0	**29**	**29**
Total for 12/22/2008		0	0	**0**	0	0	**0**	29	0	0	**29**	**29**
		0%	0%	**0%**	0%	0%	**0%**	100%	0%	0%	**100%**	
12/23/2008 Tuesday	GNRL	0	0	**0**	0	0	**0**	34	0	0	**34**	**34**
Total for 12/23/2008		0	0	**0**	0	0	**0**	34	0	0	**34**	**34**
		0%	0%	**0%**	0%	0%	**0%**	100%	0%	0%	**100%**	
12/24/2008 Wednesday	GNRL	0	0	**0**	0	0	**0**	9	0	0	**9**	**9**
Total for 12/24/2008		0	0	**0**	0	0	**0**	9	0	0	**9**	**9**
		0%	0%	**0%**	0%	0%	**0%**	100%	0%	0%	**100%**	

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Ticket Sales Statistics Report Page 1 of 5

Table 2-187: Report Columns

Column	Description
Tour	Displays the tour name (Summary Report only).
Tour Date	Displays the tour date (Detail Report only).
Ticket Type	Displays the ticket type for the tour (one row for each ticket type).
Call Center	Displays the tickets sold for the tour (or tour date for Detail Report), and ticket type (if applicable) via the Call Center channel. This column consists of three sub-columns: • Ind — Total tickets sold to individuals. • Org — Total tickets sold to organizations. • Total — Sum of Ind. and Org. total tickets sold.

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Table 2-187: Report Columns (continued)

Column	Description
Web	Tickets sold for the tour (or tour date for detail report) and ticket type (if applicable) via the Web channel. This column consists of three sub-columns: • Ind — Total tickets sold to individuals. • Org — Total tickets sold to organizations. • Total — Sum of Ind. and Org. total tickets sold.
Field	Tickets sold for the tour (or tour date for detail report) and ticket type (if applicable) from the Field. This column consists of three sub-columns: • Ind — Total tickets sold to individuals. • Org — Total tickets sold to organizations. • Rem. — Total unsold/remaining tickets for the tour. Displays only if Include Remaining Ticket Prints is 'Yes'. • Total — Sum of Ind., Org., and Rem. (if applicable) total tickets sold.
Total	Ticket sold for the tour (or tour date for Detail Report) plus the Unsold/ Remaining Ticket Prints (if applicable) and ticket type (or Remaining Ticket Print, if applicable), which is the sum of total columns for Call Center, Web, and Field.

Tour Inventory Availability Report

This report shows the tour inventory information for a specific date including tour, tour time, tickets sold (received individual and organization), printed, and status. If the system experiences an outage at the local facility, you can use the information in the report to continue performing ticket sales. The report can also be used to identify whether there is a need to re-allocate advanced ticket inventory between individual and organization categories. The report has two types of results that can be generated: a summary or a detail. This report is produced separately for each local facility; you can only access the information for which you have logged-in.

Figure 2-194: Request Report

Table 2-188: Request Report Columns

Field	Description
Facility	The name of the local facility to which the report pertains.
Tour	The name of the tours those are located at the local facility. Combination tours are not available for selection.
Report Type	Allows you to generate a report with one of the following sections: Summary or Detail.
Show Allocation	Select whether or not to view inventory with allocation.
Start Date	Specify the tour start date.
Report Format	PDF and XLS.
Delivery Method	Email, FTP, Fax, and Online.

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Summary Report Layout and Results

The summary report illustrates the high-level inventory information by tour including the capacity, the amount of tickets that are on hold, the amount of tickets that are sold, and the amount of tickets available for sale. The information is ordered by tour in ascending order. This report includes a column total row.

Figure 2-195: Sample Report

Tour Inventory Availability Report (OPS-TOUR-001) Run Date and Time: Feb 02 2007 5:50:21 PM EST

Facility: HICKORY KNOB
Tour: All
Show Allocation: Yes
Report Type: Summary
Start Date: 10/01/2006

Tour	Capacity	On Hold	Sold	Available	Availability Allocation		
					Adv Org.	Adv. Ind.	Total Adv.
No data found	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0

Detail Report Layout and Results

The detail report illustrates the low-level inventory information. It includes the information in the summary report, the times of each tour, and when specified its allocations. The information is ordered by tour and the tour open time in ascending order. This report does not include a column total row.

Figure 2-196: Sample Report

Tour Inventory Availability Report (OPS-TOUR-001) Run Date and Time: Feb 02 2007 5:53:47 PM EST

Facility: HICKORY KNOB
Tour: All
Show Allocation: Yes
Report Type: Detail
Start Date: 06/05/2006

Tour	Tour Allocation	Tour Time	Capacity	On Hold	Sold	Available	Availability Allocation		
							Adv Org.	Adv. Ind.	Total Adv.
No data found			0	0	0	0	0	0	0

Table 2-189: Report Columns

Column	Description
Tour	Displays the name of the tour.
Tour Allocation	Displays only on the detail report. It is the allocation type associated with the tour (valid values are tour inventory, time interval or no allocation.
Tour Time	Displays only on the detail report. It is the associated time of the tour. A time-specific tour will display the Start Time of the tour. A non-time specific tour displays the Open Time and the Close Time.
Capacity	Displays the capacity of the tour.
On Hold	Displays the number of tickets on-hold. The number zero indicates that no tickets have been placed on hold.
Sold	Displays the number of tickets that are sold.
Available	Displays the number of tickets that are available for sale for all sale channels.
Availability Allocation	• Adv. Org displays the number of tickets that are available for advanced organization purchases for tours that are with or without allocation to advanced sales, but not for individuals and organizations. • Adv. Ind displays the number of tickets that are available for advanced individual purchase for tours with or without allocation to advanced sales, but not for individuals and organizations. • Total Adv displays the number of tickets that are available for advanced purchase for tours without allocation.

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Tour Park Profile Report

This report summarizes the tour park (facility) information. The report is comprised of two sections: section A – tour information, and section B – tour park fees. Section A contains information about tour park details, tour time conflict management, tour details, tour inventory, and tour park notes and alerts. You can use this report to review and validate set-up and changes to tour park (facility), tour / combo tour product, tour inventory and fees for a specific facility.

Figure 2-197: Request Report

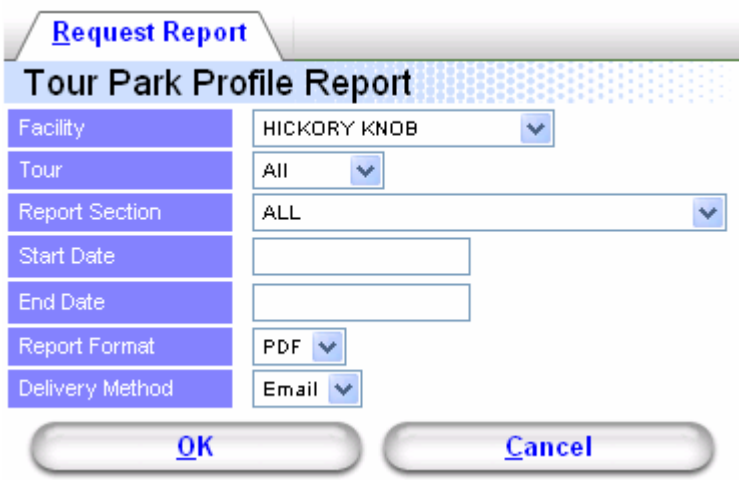

Table 2-190: Request Report Fields

Field	Description
Facility	The name of the local facility to which the report pertains to. This is mandatory field.
Tour	The name of the tours those are located at the local facility.
Report Section	Displays a drop-down list of report sections: • Section A – All. • Section A – Tour Park Detail. • Section A – Tour Time Conflict Management. • Section A – Tour Detail. • Section A – Tour Inventory. • Section A – Notes and Alerts. • Section B – Tour Park Fees.
Start Date	Specify the start date of the reporting period. This is a mandatory field.

Table 2-190: Request Report Fields (continued)

Field	Description
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Report Format	PDF
Delivery Method	Email

Figure 2-198: Sample Report (only a portion of the report is displayed)

Tour Park Profile Report (OPS-TOUR-003) Run Date and Time: Feb 08 2007 11:57:37 AM PST

Section: Tour Park Detail

Facility: AUBURN SRA BOAT-IN
Start Date: 01/01/2007
End Date: 03/03/2007

Facility ID: 120007
Tour Park Name: AUBURN SRA BOAT-IN
Address: P.O. BOX 3266
AUBURN, California
95604

Organization: DPR/ GOLD FIELDS/ AUBURN SRA BOAT-IN

Public Phone:
Main Phone: 530-885-4527
Fax Number:
Email:
Website:

Table 2-191: Tour Park Detail Columns

Column	Description
Part One	
Facility Id	Displays the unique identifier of facility.
Tour Park	Displays the name of facility.
Address	Displays the address of facility (including address, city/town, state/prov. and zip/postal code.
Organization	Displays the locations (from the agency location to the selected facility location) that the facility is associated with.
Public Phone	Displays the phone published as the point of contact for the public.
Fax Number	Displays the fax number.
Web site	Displays the Web site of the facility.
Main Phone	Displays the phone published as point of contact for RA.

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Table 2-191: Tour Park Detail Columns (continued)

Column	Description
E-Mail	Displays the e-mail address of facility.
Part Two	
Time Zone	Displays the time zone of facility.
Longitude	Displays the longitude of facility.
Latitude	Displays the latitude of facility.
Daylight Savings	Displays the y or n indicator as to whether or not daylight savings is in effect at the facility.
Primary Point of Contact	Displays the associated party for the facility. The format is<f_name> <l_name> <phone> <ext> <email>.
Secondary Point of Contact	Displays the associated party for the facility. The format is<f_name> <l_name> <phone> <ext> <email>.
Number of Receipt Copies	Displays the number of receipt copies required by the facility.
Tour Lag Time	Displays the tour lag time (received in minutes) setup for the facility.
ADA Accessible	Displays whether or not the facility is ADA.
Part Three	
Description	Displays the description of the facility.
Brochure Info	Displays the brochure info of the facility
Directions	Displays the directions to the facility.
Important Info	Displays the important information about the facility.
Alerts	Displays the list of alerts associated with the facility.
Notes	Displays the list of notes associated with the facility.
Accessibility	Displays the accessibility message associated with the facility.
Alias Names	Displays the comma-delimited list of alternate names associated with the facility. The format is <alias name 1>, <alias name 2>, <alias name 3>.
Tour Types:	Displays the comma-delimited, list of all unique product groups across all tours, combo tours within the facility. The format is <tour type 1>, <tour type 2>, <tour type 3>.
Cancellation Policy	Displays the cancellation policy setup for the facility.
Reservation Policy	Displays the reservation policy setup for the facility.

Table 2-192: Tour Time Conflict Management Columns

Column	Description
Part One	
Tour Name	Displays the tour name.
Tour Conflict Setting	Displays the letter y (yes) or the letter n (no) to indicate whether there is or is not a tour time conflict.
Part Two	
From Tour	Displays the tour name of the from tour, which is the earlier tour, which is used for tour time conflict management comparison purposes.
To Tour	Displays the tour name of the to tour, which is the later tour, which is used for tour time conflict management comparison purposes.
Travel Time (minutes)	Displays the number of minutes required to travel from the earlier tour (from tour) to the later tour (to tour).

Table 2-193: Tour Detail Columns

Column	Description
Part One	
Status	Displays the status of the tour (active, inactive).
Tour Type	Displays the type of the tour.
Base Group Count	Displays the minimum number of tickets that must be purchased for the tour in order to receive group rate for pricing.
Limited Capacity	Displays the letter y (yes) or the letter n (no) to indicate whether there is or is not a limited capacity.
Default Capacity	Displays the default capacity of tour. If tour has no capacity limit (-1) the report displays “unlimited”.
Duration	Displays the duration of tour in minutes.
Distance	Displays the tour’s distance.
Timed Entry	Displays the letter y (yes) or the letter n (no) to indicate whether there is or is not a timed entry setting or the tour.
Sold Individually	Displays the letter y (yes) or the letter n (no) to indicate whether there is or is not an individual sale is allowed for the tour.
Min. Ind. Tickets	Displays the minimum tickets for the ticket category individual for the tour.
Max. Ind. Tickets	Displays the maximum tickets for ticket category individual for the tour.
Min. Org. Tickets	Displays the minimum tickets for ticket category organization for the tour.
Max. Org. Tickets	Displays the maximum tickets for ticket category organization for the tour.

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Table 2-193: Tour Detail Columns (continued)

Column	Description
Tour Time Conflict Setting	Displays the letter y (yes) or the letter n (no) to indicate whether there is or is not a tour time conflict setting for the tour.
ADA Accessible	Displays the letter y (yes) or the letter n (no) to indicate whether the tour is or is not ADA accessible.
Physical Effort	Displays the physical effort setting for the tour (e.g. easy).
Number of Steps	Displays the amount of steps that are within the tour.
Part Two	
Ticket Category	Displays the ticket category relevant to the tour.
Ticket Type(s)	Displays the comma-delimited, list of all ticket type(s) for the ticket category for the tour. The format is <ticket type 1>, <ticket type 2>, <ticket type 3>.
Part Three	
Allocation Category	Displays the allocation category for the tour (e.g. allocation by tour inventory).
Allocation Types	Displays the allocation type for the tour (e.g. advanced).
Part Four	
Tour URL	Displays the URL for the tour.
Description	Displays the description for the tour.
Long description	Displays the long description for the tour.
Accessibility	Displays the accessibility message associated with the tour associated at the facility.
Amenities	Displays the amenities associated with the tour.
Direction To Tour	Displays the direction description associated with the tour.
Important Info	Displays the important information for the tour.
Tour Images	Displays the comma-delimited list of all tour image references. The format is <tour image reference 1>, <tour image reference 2>, <tour image reference 3>.
Tour Days / Hour Description	Displays the tour days / hour text for the tour.
Tour Days Of Weeks	Displays the comma-delimited list of all days of weeks for the tour.
Alerts	Displays the list of alerts associated with the facility.
Notes	Displays list of notes associated with the facility.

Table 2-194: Combo Tour Detail Columns

Column	Description
Part One	
Status	Displays the status of the combo tour (active, inactive).
Tour Type	Displays the type of the tour.
Base Group Count	Displays the minimum number of tickets that must be purchased for the combo tour in order to receive group rate for pricing.
Available for Sale	Displays the y (yes) or n (no) indicator as to whether or not the available for sale setting is true of false for the combo tour.
Min. Ind. Tickets	Displays the minimum tickets for ticket category individual for the combo tour.
Max. Ind. Tickets	Displays the maximum tickets for ticket category individual for the combo tour.
Min. Org. Tickets	Displays the minimum tickets for ticket category organization for the combo tour.
Max. Org. Tickets	Displays the maximum tickets for ticket category organization for the combo tour.
Part Two	
Ticket Category	Displays the ticket category relevant to the combo tour.
Ticket Type(s)	Displays the comma-delimited, list of all ticket type(s) for the ticket category for the combo tour. The format is <ticket type 1>, <ticket type 2>, <ticket type 3>.
Part Three	
Tour Name	Displays the tour name.
Recommended Order	Displays the recommended order for the tour within the combo tour.
Part Four	
Tour URL	Displays the URL for the combo tour.
Description	Displays the combo tour description.
Long Description	Displays the combo tour long description.
Tour Images	Displays the list of all tour image references. The format is <tour image reference 1>, <tour image reference 2>, <tour image reference 3>.
Tour Days / Hour Description	Displays the tour days / hour text for the tour.
Tour Days of Weeks	Displays the list of all days of weeks for the tour.
Alerts	Displays the list of alerts associated with the facility.

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Table 2-194: Combo Tour Detail Columns (continued)

Column	Description
Notes	Displays the list of notes associated with the facility.

Table 2-195: Tour Inventory Columns

Column	Description
Part One	
Allocation Category	Displays the allocation category of the tour.
Part Two	
Date	Displays the tour inventory date.
Start Time	Displays the tour inventory time. The format is hh:mm am/pm.
Tour Inventory Status	Displays the status of tour inventory.
Tour Capacity (Active)	Displays the capacity of tour inventory. If tour inventory has no capacity limit (-1), display “unlimited”.
Total Capacity (Active)	When allocation category for the tour is by time interval: The total capacity for the tour inventory group. This is the sum of the tour capacity for each tour included in the group, where tour inventory status is active. The total capacity is displayed as group-total rows below the tour dates/times which comprise the tour inventory group. <Sum of the capacity for each of the tour inventory in the group where the tour inventory status is active>.
<Allocation Type / Onsite> Allocation	When allocation category for the tour is by tour inventory or by time interval, the report displays each allocation type applicable to the tour including the onsite allocation. • The number of tickets allocated to the particular allocation type for the tour inventory.
	For allocation category by tour inventory: • The number of tickets allocated to the particular allocation type for the tour inventory date/time. The onsite: is the tour inventory capacity - the number of tickets allocated to each allocation type.
	For allocation category by time interval: • The total number of tickets allocated to particular allocation type for the entire tour inventory group (only tours where tour inventory status is active). The onsite: is the total capacity - the total number of tickets allocated to each allocation type for the tour inventory group. • Each allocation type and onsite display as group-total rows below the tour dates/times for which comprise the tour inventory group.

Table 2-196: Notes and Alerts Columns

Column	Description
Part One	
Note / Alert ID	Displays the note/alert unique identifier.
Active	Displays the status of the note/alert.
Start Date	Displays the note/alert start date.
End Date	Displays the note/alert end date.
Assigned To	Displays the facility, if the note/alert is assigned to the facility; if the note/alert is assigned to one or more tours, the tour names display in comma delimited format.
Type	Displays the type of the message.
Note/Alert	Displays the note/alert message.
Ticket Category	Displays the ticket category that the note/alert applies to.
Applications	Displays the applications the note/alert applies to.

Table 2-197: Fees Columns

Column	Description
Part One	
Fee Schedule	Displays the unique identifier of the fee schedule.
Active	Displays the letter y yes) or the letter n (no) to indicate whether or not the fee schedule is active.
Product Group	Displays the specific product group or all product groups associated with the fee schedule.
Product	Displays the specific tour / combo tour product or all products associated with the fee schedule.
Rate Type	Displays the rate type (group or regular) associated with the fee schedule.
Ticket Category	Displays the specific ticket category or all ticket categories associated with the fee schedule.
In/Out State	Displays the specific in/out state or all in/out states associated with the fee schedule.
Sales Channel	Displays the specific sales channel received Call Center, Field, and Web or all sales channels associated with the fee schedule.
Season	Displays the specific season or all seasons associated with the fee schedule.
Effective Date	Displays the effective date of the fee schedule.
Inventory Start Date	Displays the inventory start date of the fee schedule.

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Table 2-197: Fees Columns (continued)

Column	Description
Inventory End Date	Displays the inventory end date of the fee schedule.
Account Number	Displays the account code associated with the fee schedule.
Rate Unit	Displays the unit type associated with the fee schedule. For ticket fee – per ticket or flat by range.
Ticket Type	Displays the ticket type associated with the fee schedule
Range (>=)	Displays the range associated with the fee schedule
Default Rate	Displays the fee amount (any day – default) associated with the fee schedule. If • Mon: the Monday fee amount associated with the fee schedule. • Tue: the Tuesday fee amount associated with the fee schedule. • Wed: the Wednesday fee amount associated with the fee schedule. • Thu: the Thursday fee amount associated with the fee schedule. • Fri: the Friday fee amount associated with the fee schedule. • Sat: the Saturday fee amount associated with the fee schedule. • Sun: the Sunday fee amount associated with the fee schedule.

Transactions by Operator Report

This report provides detailed information about the camping, ticketing, POS, gift card, and permit transactions performed by each Call Center operator (or agent). It displays reservations, cancellations, and transfers made by the operators.

Use this report to facilitate the analysis of operator activity during a given report period; it is typically used by supervisors. Access to this report and the locations are based on the logged-in user's assigned permissions. The report includes transactions made through the Call and Operations Manager applications. The maximum reporting period is 31-days.

Figure 2-199: Request Report

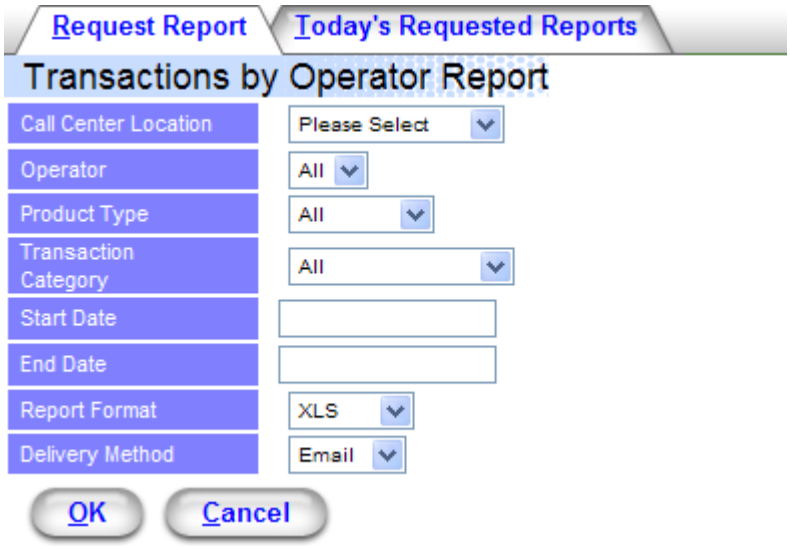

Table 2-198: Request Report Fields

Field	Description
Call Center Location	Displays a drop-down list of Call Center location names. Selection of a location name is mandatory.
Operator	• Displays a drop-down list of operator names and/or user names associated with the selected Call Center location.
Product Type	Displays a drop-down list of product categories.
Transaction Category	Displays a drop-down list of transaction type categories.
Start Date	Specify the start date of the reporting period. This field is mandatory.
End Date	Specify the end date of the reporting period. This date must be greater than or equal to the start date plus 31 days. This field is mandatory.
Report Format	DHTML, PDF, and XLS.

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Table 2-198: Request Report Fields (continued)

Field	Description
Delivery Method	Email, FTP, and Online.

Figure 2-200: Sample Report

Transactions by Operator (STAT-TRAN-001) Run Date and Time: Oct 30 2009 3:00:10 PM EDT

Location: NY Call Center
Start Date: Jun 03 2006 End Date: Jun 04 2006
Product Type: All Transaction Category: All
Operator Name: All

Operator ID	Operator Name	Location	Transaction Type	Order #	Customer Name	Phone #	Date/Time
848	,	LAKE GREENWOOD	Transfer/Change	2-211451	Rogers, Vergil	(706) 886-1102	06/03/2006 09:20 AM EDT
1018	Bennett, Bruce	HUNTING ISLAND	Reservation	2-257962	Meier, Dorothy	(231) 352-7657	06/03/2006 09:16 AM EDT
1018	Bennett, Bruce	HUNTINGTON BEACH	Reservation	2-258017	scheerer, warren	(803) 345-17887	06/03/2006 09:38 AM EDT
5843282	Biddle, Leighann	HUNTING ISLAND	Reservation	2-259813	mcalhaney, Hiram	(843) 589-2742	06/04/2006 09:49 AM EDT
5843282	Biddle, Leighann	HUNTING ISLAND	Reservation	2-259957	reid, kim	(864) 229-0296	06/04/2006 10:13 AM EDT
5843282	Biddle, Leighann	TABLE ROCK	Reservation	2-259997	Koller, Cynthia	(416) 504-6357	06/04/2006 10:22 AM EDT
6634	Hadley, Sue	EDISTO BEACH	Transfer/Change	2-178243	Wellmon, Carl	(864) 294-0630	06/04/2006 02:30 PM EDT
6733807	Pressley, Janet	EDISTO BEACH	Reservation	2-260083	estes, mary ann	(864) 998-4373	06/04/2006 11:15 AM EDT
659	Rowland, Barbara	HUNTINGTON BEACH	Reservation	2-258578	Shapiro, David	(703) 794-9450	06/03/2006 02:01 PM EDT
6299308	didonna, toni	HUNTING ISLAND	Reservation	2-259877	McGriff, Mary	(770) 932-2424	06/04/2006 09:04 AM EDT

Table 2-199: Report Columns

Column	Description
Operator ID	Displays the operator's unique identification number.
Operator Name	Displays the last name and then the first name of the operator.
Park Name/ Location	Displays the park name or location associated with the reservation order.
Transaction Type	Displays the type of transaction.
Order #	Displays the reservation order number.
Customer Name	Displays the last name and then the first name of the customer.
Phone #	Displays the customer's home phone number. When a home phone is not provided the report displays the cell or work phone number if available.
Date/Time	Displays the date and time of the transaction. The format is mm/dd/yyyy HH:MM AM/PM EST.

Transaction Fee Report

This report identifies the transaction fees that have been waived for customers in a reporting period up to a month in length. Use this report to identify any RA fees that should be removed. This report is typically used by Call Center agents and can be run for maximum of 366 days.

Figure 2-201: Request Report

Table 2-200: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date must be greater than or equal to the start date plus 31 days.
Exceptions	Indicates whether to include (yes) or not include (no) exceptions in the report. Exception: is a transaction amount that is different from the RA fee charged amount.
Report Format	XLS and CSV.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-202: Sample Report

TRANSACTION FEE REPORT (FIN-TRAN-001)

Location: South Carolina Stata Park/District 1
Start Date: mon dd yyyy
End Date: mon dd yyyy
Exceptions: Yes

New

				RA FEE						TRANSACTION FEE								
District	**Facility**	**Order No**	**Customer Name**	**Schedule**	**Transaction Type**	**Transaction Occurance**	**Amount**	**Date**	**Adj**	**Schedule**	**Partner Invoice No**	**Transaction Type**	**Transaction Occurrence**	**Amount**	**Fee Date**	**Adj**	**Variance**	**Adj Note**
District 1	Hickory Knob	2-242599	Moonan,Karen	86351	Reservation	All	9.00	4/15/2005		86151	1558176	Reservation	All	9.00	10/4/2004		-	
District 1	Hickory Knob	2-242599	Moonan,Karen	86347	Transfer Same Facility - Same Value	Shorten Stay Arrive Later	9.00	6/23/2005		86328	1647176	Transfer Same Facility - Same Value	Shorten Stay Arrive Later	-	10/4/2004	Y	(9.00)	
District 1	Hickory Knob	2-245687	Moonan,Karen	86347	Transfer Same Facility - Same Value	Shorten Stay Arrive Later	9.00	6/23/2005		86328	1647176	Transfer Same Facility - Same Value	Shorten Stay Arrive Later	-	10/4/2004	Y	(9.00)	

This report will be sorted by order number and then RA fee date

TOTAL RA FEES 27.00 **TOTAL TRANSACTION FEES** 9.00 **TOTAL VARIANCE** (18.00)

Table 2-201: Report Columns

Column	Description
Location Level columns	This report supports the 7 location levels, each represented by a column.
Transaction Fee Section	
Order No	Displays the order number (e.g. camping, POS, ticket, or permit orders) on the reservation.
Customer Name	Displays the customer name on the reservation.
Schedule	Displays the fee schedule number of the transaction fee.
Transaction Type	Displays transaction type from the fee schedule.
Transaction Occurrence	Displays the transaction occurrence from the fee schedule.
Amount	Displays the value of the transaction fee that is charged to the reservation.
Fee Date	Displays the date that the transaction fee was recorded on the reservation. If the transaction fee has been modified, the date of the modification displays.
Adj.	Displays the letter Y if the transaction fee has been adjusted or displays a blank field if the transaction fee has not been adjusted.
RA Fee Section	
Schedule	Displays the schedule number of the RA fee that has been charged to the reservation.
Transaction Type	Displays the transaction type from the RA fee schedule.
Amount	Displays the value of the RA fees that has been charged to the reservation.
Date	Displays the date the fee was priced for the reservation. If the RA fee has been modified, the date of the modification displays.
Adj.	Displays the letter Y if the transaction fee has been adjusted or displays a blank field if the transaction fee has not been adjusted.
Partner Invoice No	Displays the RA Partner Invoice Number on the order. Displays blank if the transaction fees have not been invoiced.
Note: If the user specifies exceptions = y in the report selection criteria, then this report includes only orders and transaction fees where the variance column is not equal to zero (i.e. RA fees > 0) and transaction fee = 0. If there are multiple transaction fees for the reservation, then the report includes them only when there is a variance.	

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Table 2-201: Report Columns (continued)

Column	Description
Note: This report includes: • Camping orders with a status of active, cancelled, or no show. • Ticket orders with a status of active and inactive. • POS orders with a status of active. • Permit orders with a status of active, cancelled, or no show. • Adjustment notes are only included for transactions where the variance between the RA fee and the transaction fee is not equal to zero. • For ticket orders, the report retrieves transaction fees and RA transaction fees at both order and order item levels.	

Transmittal Detail Report

This report displays all payments, refunds, and adjustments/costs that are included in a transmittal. It presents them by payment method and by adjustment totals.

When run for all payment groups, the total of this report balances to the "Transmittal Summary Report" on page 358 for the same transmittal ID. Use this report to verify the payments and refunds per account code that were included in the transmittal.

Users can provide a transmittal ID on the Request Report tab using one of 2 methods:

- Select agency–park options and a date range. The system then displays a drop-down list of available transmittal IDs from which to select.
- Enter a transmittal ID in the text box.

Figure 2-203: Request Report

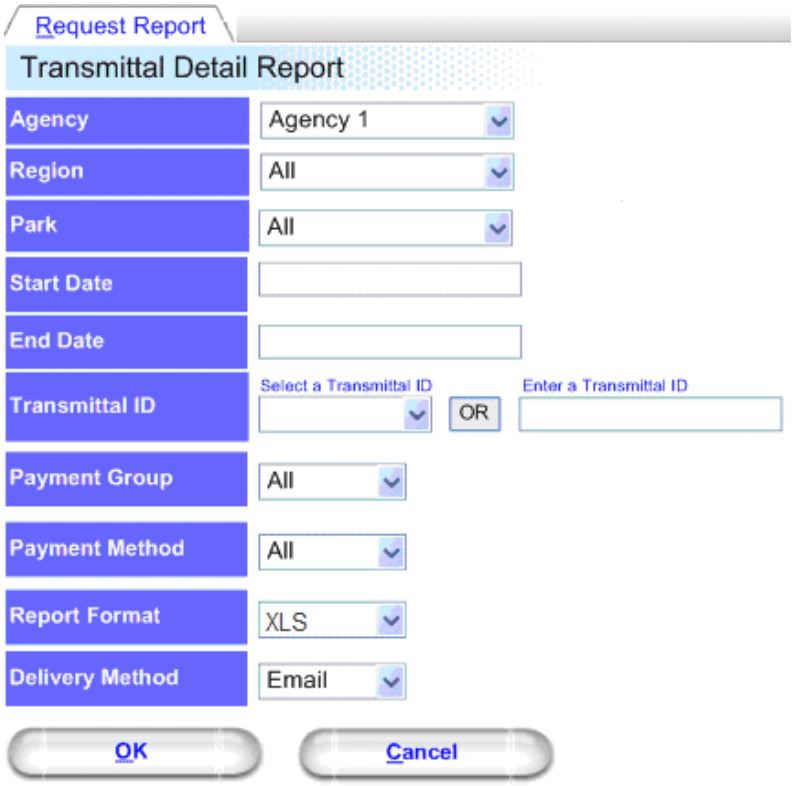

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Table 2-202: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This field is mandatory.
End Date	Specify the end date of the reporting period. This must be greater than or equal to the start date plus 31 days. This field is mandatory.
Note: If necessary, use the above selection parameters to further refine the search for a transmittal ID.	
Transmittal ID	Provide a Transmittal ID by one of the following methods: • Select a Transmittal ID — A drop-down list including all Transmittal IDs satisfying the selection parameters described above. Make this selection only after entering the start date and the end date. • Enter a Transmittal ID — A text box for entering a transmittal ID. Transmittal IDs are validated subject to user permissions. **Note:** Selecting a transmittal ID from the drop-down list or entering a valid transmittal ID is mandatory. An ID entered in the text box takes priority over an ID selected from the drop-down list.
Payment Group	Select from the drop-down list: All, Cash, or Non-Cash Depositables.
Payment Method	Select from the drop-down list: All, or a payment method associated with the selected payment group.
Report Format	XLS and DHTML.
Delivery Method	Online and Email.

The report comprises two sections:

- A main report section grouped by payment method, followed by adjustment/cost totals.
- A sub-report section with adjustment details included in the transmittal.

Figure 2-204: Sample Report (a contract set up for foreign currencies)

Transmittal Detail Report (FIN-DEP-018)

Run Date and Time: Mar 26 2010 4:56:34 PM EST

Location: State Parks/West Central/Brunet Island State Park
Transmittal ID: 133540345
Trace Number: 3221
Transmittal Created Date: 03/26/2010
Deposit IDs included: 133538377
Payment Group: All
Payment Method: All

Payment Method	Payment/Refund ID	Transaction Type	Status	Date/Time	Order #	Customer Name	User Name	Foreign Amount	Foreign Currency	Exchange Rate	Amount (Local Currency)
Cash <Payment group level>											
Cash	8766554	Payment	Received	mm/dd/yyyy hh:mm:ss am/pm EST	2-876655,2-786654	Last Name, First Name	Park, Leo				$100.00
	8766588	Refund	Issued	mm/dd/yyyy hh:mm:ss am/pm EST	2-678855	Last Name, First Name	Merry, Anne				($50.00)
	8766556	Payment	Received	mm/dd/yyyy hh:mm:ss am/pm EST	2-767676	Last Name, First Name	Merry, Anne	25.00	CAD	1.0013	$24.97
	8766557	Payment	Received	mm/dd/yyyy hh:mm:ss am/pm EST	2-656565	Last Name, First Name	Park, Leo	22.00	EUR	0.6477	$33.97
Change Tendered											($15.00)
										Subtotal Cash	$93.94
Non Cash Depositable											
Money Order	875655	Payment	Received	mm/dd/yyyy hh:mm:ss am/pm EST	2-876654	Last Name, First Name	Park, Leo				$200.00
Personal Check	876545	Payment	Received	mm/dd/yyyy hh:mm:ss am/pm EST	2-776655	Last Name, First Name	Park, Leo				$150.00
Traveler's Check	876565	Payment	Received	mm/dd/yyyy hh:mm:ss am/pm EST	2-876544	Last Name, First Name	Merry, Anne				$100.00
										Subtotal Non Cash Depositable	$450.00
Adjustment Totals											
Cash											$5.00
Cash(CAD)											$4.78
Cash(EUR)											($10.36)
Money orders											$2.00
Personal Checks											$5.00
Traveler's Checks											$1.00
Total Other Costs											($1.00)
Transmittal Cost											($5.00)
										Subtotal Adjustments and Costs	$1.42
Total of Transmittal 133540345											$545.36

Transmittal Detail Report Page 1 of 2

Transmittal Detail Report (FIN-DEP-018)

Run Date and Time: Mar 26 2010 4:56:34 PM EST

Location: State Parks/West Central/Brunet Island State Park
Transmittal ID: 133540345
Trace Number: 3221
Transmittal Created Date: 03/26/2010
Deposit IDs included: 133538377
Payment Group: All
Payment Method: All

Adjustments

Date/Time	Adjusting User	Foreign Amount	Foreign Currency	Exchange Rate	Adjustment Amount (Local Currency)	Adjustment Type	Adjusted In
Mar 24, 2010 04.51 pm EST	Gunderson, Mort				$5.00	Cash Adjustment	Fin Session
Mar 24, 2010 04.51 pm EST	Gunderson, Mort				$2.00	Money Order Adjustment	Fin Session
Mar 25, 2010 05.10 pm EST	Christie, Sue				$5.00	Personal Checks Adjustment	Deposit
Mar 25, 2010 05.10 pm EST	Christie, Sue				$1.00	Travelers Check Adjustment	Deposit
Mar 25, 2010 05.10 pm EST	Christie, Sue				($2.00)	Money Order Cost	Deposit
Mar 25, 2010 05.10 pm EST	Christie, Sue				($1.50)	Deposit Cost	Deposit
Mar 25, 2010 05.10 pm EST	Christie, Sue				$2.50	Foreign Currency Deposit Cost	Deposit
Mar 25, 2010 06.15 pm EST	Gunderson, Mort	5.00	CAD	0.9564	$4.78	Cash Adjustment	Fin Session
Mar 25, 2010 06.15 pm EST	Gunderson, Mort	(7.00)	EUR	1.4800	($10.36)	Cash Adjustment	Fin Session
Mar 26, 2010 03:30 pm PST	Smith, Joe				($5.00)	Transmittal Cost	Transmittal
Total Adjustments and Costs					**$1.42**		

Transmittal Detail Report Page 2 of 2

Table 2-203: Report Columns

Columns	Description
Main Report Section	
Payment Method	Displays the payment method associated with the payment or refund.
Payment/Refund ID	Displays the unique identifier for the payment or refund.
Transaction Type	Displays the transaction type (payment or refund) of the transaction.
Status	Displays the status of the transaction (e.g. Received for Payment, Issued for Refund).

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Table 2-203: Report Columns (continued)

Columns	Description
Date/Time	Displays the transaction date and time, and time zone. Format: *mm*/*dd*/*yyyy hh*:*mm*:*ss am/pm Time Zone*. **Note:** This is the time zone of the location that received the payment or issued the refund. For voided payments, this is the transaction date of the void (not the original payment date).
Order #	Displays the order (e.g. POS, camping, ticketing, and/or permit) number associated with the payment or refund. If the payment or refund was for multiple orders, then they are displayed in a comma-separated list.
Customer Name	Displays the last name followed by first name of the customer associated with the order.
User Name	Displays the last name followed by first name of the PIN user who performed the transaction.
Foreign Amount	Displays the foreign currency amount in the original currency. **Note:** This column does not display if the contract is not set up for multi-currency.
Foreign Currency	Displays the symbol for the foreign currency. **Note:** This column does not display if the contract is not set up for multi-currency.
Exchange Rate	Displays the exchange rate of the foreign currency. **Note:** This column does not display if the contract is not set up for multi-currency.
Amount/Amount (Local Currency)	Displays the payment or refund amount in the local currency. If the payment is a foreign currency, then the system converts the foreign currency amount and displays the total payment amount in the local currency. If the contract is not set up for multi-currency, the column header shows "Amount" only. **Note:** Refunds and voided payments are negative amounts and are presented in parentheses.
Change Tendered	Displays the total change tendered in cash on non-cash depositables, foreign currency, and non-depositables (e.g. Park Visa or other credit cards). This displays in the Amount (Local Currency)/Amount column and is included in the subtotal of the cash payment type.

Table 2-203: Report Columns (continued)

Columns	Description

Adjustment Totals	The values below display in either the Amount (Local Currency) or Amount column. The name/label for each displays in the Payment Method column:
	• Total adjustments per payment type included in the transmittal — Sum [Fin Session Adjustments] + Sum [Deposit Adjustments]:
	  • These are split by Payment Method and currency.
	  • If there are no Fin Session or Deposit adjustments within the transmittal (or if they were filtered out), then the payment method does not display.
	• Total Other Costs — Sum [Deposit Costs] + Sum [Money Order Costs] + Sum [Foreign Currency Deposit Adjustments], associated with Deposits within the transmittal:
	  • Foreign Currency Deposit Adjustments in the calculation is the "Foreign Currency Exchanged to Local Currency Deposit Adjustment".
	  • If the contract is not using multi-currency, the calculation is Sum [Deposit Costs] + Sum [Money Order Costs] associated with Deposits within the transmittal.
	  • Deposit costs and money order costs are negative values in the calculation.
	• Transmittal Cost — Total cost associated with the transmittal. This is a negative value and is presented in parentheses.

Sub-report Section **Note:** If there are no Fin Session Adjustments, Deposit Adjustments, Deposit Costs, Money Order Costs, Foreign Currency Deposit Adjustments (as defined above), or Transmittal Costs associated with the Transmittals in the report (or all were filtered out based on the user's selected values within the Payment Group and Payment Method report options), then this section is not included.	
Date/Time	Displays the adjustment date and time including the time zone. Format: *mm/dd/yyyy hh:mm:ss am/pm Time Zone*. **Note:** This is the time zone of the location where the adjustment was made.
Adjusting User	Displays the last name followed by first name of the PIN user who performed the adjustment.
Foreign Amount	Displays the amount (in foreign currency) for adjustments done in foreign currency. **Note:** This column does not display if the contract is not set up for multi-currency.
Foreign Currency	Displays the symbol for the foreign currency, if the adjustment is in foreign currency (e.g. "CAD" or "EUR"). **Note:** This column does not display if the contract is not set up for multi-currency.

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Table 2-203: Report Columns (continued)

Columns	Description
Exchange Rate	Displays the exchange rate of the foreign currency. **Note:** This column does not display if the contract is not set up for multi-currency.
Adjustment Amount/ Adjustment Amount (Local Currency)	If the adjustment was done for a foreign currency, then the system converts the adjustments amount and displays the adjusted amount in the local currency. **Note:** If the contract is not using multi-currency, then the column header displays “Adjustment Amount”. **Note:** Deposit Costs, Money Order Costs, and Transmittal Costs are negative values and are presented in parentheses.
Adjusted In	Displays where the adjustment was created (Fin Session, Deposit, or Transmittal).

Transmittal Summary Report

This report summarizes payments, refunds, and adjustments/costs from all payment groups that are included in transmittals. Use this report to determine the total amount by payment type that is included in one or more transmittals.

Users can provide a transmittal ID on the Request Report tab by one of 2 methods:

- Select agency–park options and a date range. The system then displays a drop-down list of available transmittal IDs from which to select.
- Enter a transmittal ID in the text box.

Figure 2-205: Request Report

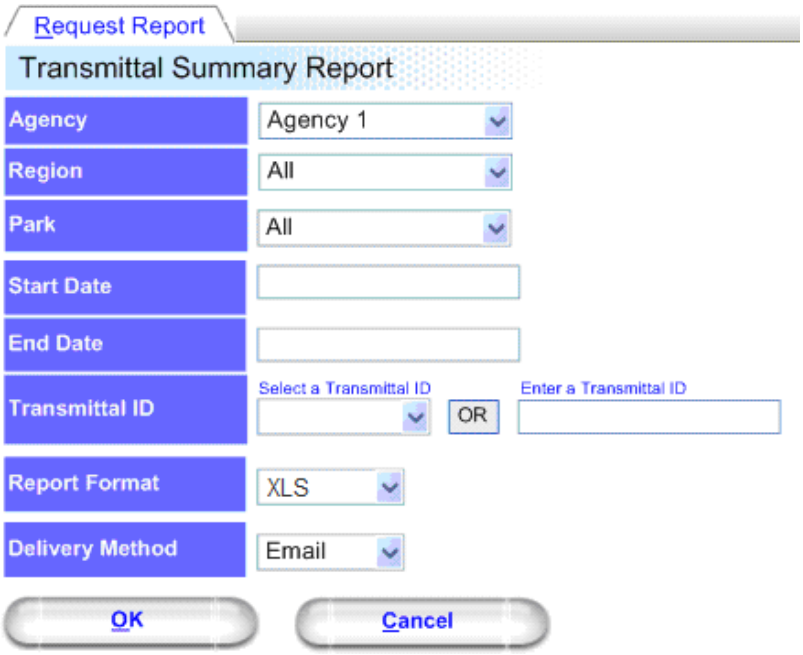

Table 2-204: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This field is mandatory.
End Date	Specify the end date of the reporting period. This date must be greater than or equal to the start date plus 31 days. This field is mandatory.

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Table 2-204: Request Report Fields (continued)

Field	Description
Note: If necessary, use the above selection parameters to further refine the search for a transmittal ID.	
Transmittal ID	Provide a Transmittal ID by one of the following methods: • Select a Transmittal ID — A drop-down list including all Transmittal IDs satisfying the selection parameters described above.Make this selection only after entering the start date and the end date. • Enter a Transmittal ID — A text box for entering a transmittal ID. Transmittal IDs are validated subject to user permissions. **Note:** Selecting a transmittal ID from the drop-down list or entering a valid transmittal ID is mandatory. An ID entered in the text box takes priority over an ID selected from the drop-down list.
Report Format	XLS and DHTML.
Delivery Method	Online and Email.

The report can be created on demand or scheduled. It consists of 2 sections: a main report section and a sub-report section with transmittal notes.

Note: If on the Request Report tab "All" is selected for Location, Start Date, End Date, and Transmittal ID, then the report includes all transmittals belonging to the selected location if the transmittal creation date is within the given date range. The transmittal creation date is based on the time zone of the creation location for each transmittal.

Figure 2-206: Report Sample (a contract set up for foreign currencies)

Transmittal Summary Report (FIN-DEP-017) Mar 29, 2010 09:15 am EST

Location: State Parks/West Central/Brunet Island State Park
Transmittal ID: 133540345, 143464501
Trace Number: 3221,
Transmittal Created Date: 03/26/2010, 03/28/2010
Deposit IDs included: 133538377,86670688,86680755

Payment Group	Payment Method	# of Payments	# of Refunds	Currency	Payment / Refund Total	Change Tendered	Total Adjustments	Net Amount (Currency)	Net Amount (Local Currency)
Transmittal 133540345 - Created by: Joe Smith									
Included Deposits: 133538377									
Cash	Cash	1	1	USD(Local)	$50.00	$15.00	$5.00	$40.00	$40.00
	Cash	20		CAD	25.00		4.78	29.78	$29.75
	Cash	5		EUR	22.00		(6.71)	15.29	$23.61
Non Cash Depositable	Money Order	2		USD(Local)	$200.00		$2.00	202.00	$202.00
	Personal Checks	5		USD(Local)	$150.00		$5.00	155.00	$155.00
	Traveler's Checks	1		USD(Local)	$100.00		$1.00	101.00	$101.00
Total Other Costs									($1.00)
Transmittal Cost									($5.00)
Net Transmittal Amount for Transmittal 133540345									**$545.36**
Transmittal 143464501 - Created by: Jane Doe									
Included Deposits: 86670688, 86680755									
Cash	Cash	5	2	USD(Local)	$185.00	$60.00	$6.00	$131.00	$131.00
	Cash	20		CAD	450.00		5.00	455.00	$432.25
	Cash	5		EUR	175.00		(7.00)	168.00	$159.60
Non Cash Depositable	Money Order	2		USD(Local)	$150.00		$2.00	$152.00	$152.00
	Personal Checks	5		USD(Local)	$85.00		$0.00	$85.00	$85.00
	Traveler's Checks	1		USD(Local)	$225.00		$1.00	$226.00	$226.00
Total Other Costs									($7.00)
Transmittal Cost									($5.00)
Net Transmittal Amount for Transmittal 143464501									**$1,173.85**

Total Transmitted Amount $1,719.21

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Transmittal Summary Report Page 1 of 2

Transmittal Summary Report (FIN-DEP-017) Mar 29, 2010 09:15 am EST

Location: State Parks/West Central/Brunet Island State Park
Transmittal ID: 133540345, 143464501
Trace Number: 123456,98765
Transmittal Created Date: 03/26/2010, 03/28/2010
Deposit IDs included: 133538377,86670688,86680755

Notes

Transmittal ID	Date/Time	User	Transmittal Notes	Included Deposits
133540345	Mar 26, 2010 03:30 pm PST	Smith, Joe		133538345
143464501	Mar 28, 2010 04:15 pm EST	Doe, Jane		86670613, 86680755

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Transmittal Summary Report Page 2 of 2

Table 2-205: Report Columns

Columns	Description
Main Report Section	
Note: Transmittal IDs are grouped in the body of the report. The name of the PIN User who created the transmittal displays adjacent to the ID, followed by a line displaying a comma-delimited list of included deposits.	
Payment Group	Displays the payment group name.
Payment Method	Displays the payment method name (e.g. Cash, Money Order).
# of Payments	Displays the count of payments for each payment method within the transmittal.

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Table 2-205: Report Columns (continued)

Columns	Description
# of Refunds	Displays the count of refunds for each payment method within the transmittal.
Currency	Displays the currency type. If the amounts are in a local currency, then (Local) displays after the currency type. **Note:** This column does not display if the contract is not set up for multi-currency.
Change Tendered	This column applies only to the cash payment method within the local currency cash grouping. Change Tendered is calculated as follows: sum of change tendered on non-cash depositables + any change tendered on the foreign currency payments (if the contract is set up for multi-currency) + any change tendered on non-depositables (e.g. Park Visa or other credit cards) included in the Financial Sessions within the transmittal.
Payment/Refund Total	Displays the net amount of payments and refunds in the original currency within the transmittal. Payment/Refund Total is calculated as follows: SUM [received and voided Payments for the payment method and payment group] + SUM [issued refunds for the payment method and payment group]. **Note:** Refunds are assumed to be negative in the above calculation. Voided amounts are based on the voided date (not the original payment date).
Total Adjustments	Displays the SUM [Total Fin Session adjustments included in the Transmittal] + SUM [Total Deposit adjustments included in the Transmittal] for each payment method/group and original currency.
Net Amount (Currency)	Displays the Payment/Refund Total calculated as follows: Payment/Refund Total - Change Tendered + Total Adjustments for each payment method/group and original currency. **Note:** This column does not display if the contract is not set up for multi-currency.
Net Amount (Local Currency)	For the cash payment method in local currency and for each non-cash depositable payment method, the amount displayed is calculated as outlined above for Net Amount (Currency). For the cash payment method in foreign currency and for each foreign currency, the amount is calculated as follows: SUM [Amount converted to the Local currency for received and voided payments originally collected in foreign currency] + [Fin Session Adjustments and Deposit Adjustments of the foreign currency converted to the local currency]. **Note:** If the contract is not using multi-currency, then the column header displays “Net Amount”.

Table 2-205: Report Columns (continued)

Columns	Description
Total Other Costs	For each transmittal, the amount is calculated as follows: SUM [Deposit Costs] + SUM [Money Order Costs] + SUM [Foreign Currency Deposit Adjustments]. If the Contract is not using Multi-currency, then this is calculated as follows: SUM [Deposit Costs] + SUM [Money Order Costs]. • Foreign Currency Deposit Adjustments is the "Foreign Currency Exchanged to Local Currency Deposit Adjustment". • Deposit Costs and Money Order Costs are negative values. • Total Other Costs value is included in either the "Net Amount (Local Currency)" or the "Net Amount (Currency)" column, as applicable. • The "Total Other Costs" label displays in the Payment Group column.
Transmittal Cost	Displays the transmittal cost associated with the transmittal. • This is included either in the "Net Amount (Local Currency)" or the "Net Amount" column, as applicable. It is a negative number and is presented in parentheses. • The "Transmittal Cost" label displays in the Payment Group column.
Sub-Report Section **Note:** The sub-report includes all transmittal notes entered for the transmittal IDs included in the main report. The sub-report is created even if there are no transmittals notes in the main report.	
Transmittal ID	Displays the ID of the transmittal included in the main report.
Date/Time	Displays the created date and the time of the transmittal. Format: *mm/dd/yyyy hh:mm:ss am/pm Time Zone.*
User Name	Displays the name of the user who created the transmittal.
Transmittal Note	Displays the note associated with the transmittal.
Included Deposits	Displays a comma-delimited list of IDs for deposits included in the transmittal.

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UnDistributed Funds Report

This report summarizes undistributed payment, refund, voucher, and adjustment allocations as of a specific reporting period. It is used to determine the undistributed funds for particular revenue or transaction locations.

Figure 2-207: Request Report

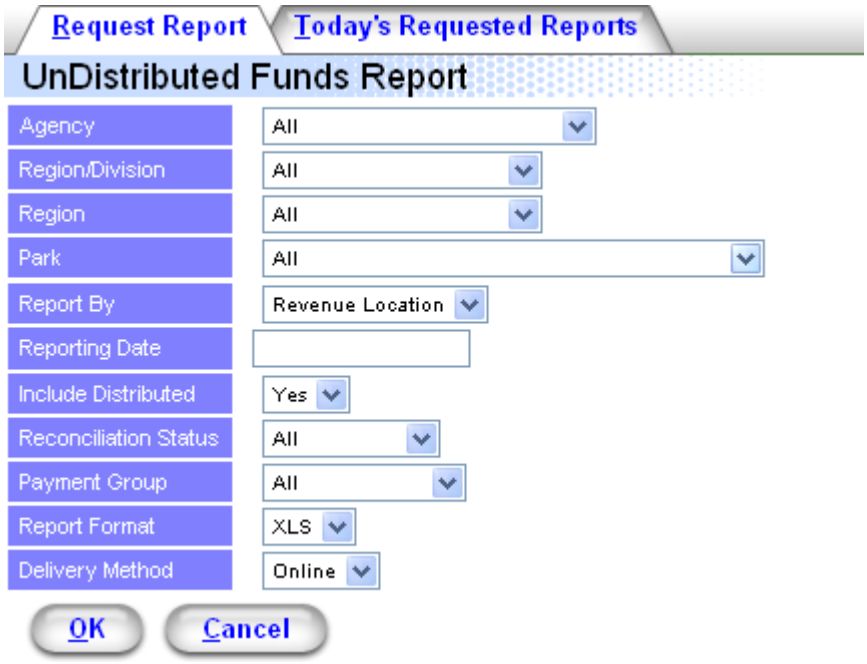

Table 2-206: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Report by	A drop-down list populated with Revenue Location and Collect Location.
Reporting Date	Standard date input for entry of month, day, and year. Entry of the reporting date is mandatory and must be a valid date.
Include Distributed	A drop-down list populated with 'Yes' and 'No'.
Reconciliation Status	A drop-down list populated with 'All', 'Reconciled', and 'Unreconciled'.

Table 2-206: Request Report Fields (continued)

Field	Description
Payment Group	A drop-down list populated with the following: • Credit Card — Includes payments with the payment group of 'Credit Card Depositable'. • Non Credit Card — Includes payment groups of 'Cash Depositable', 'Non-Cash Depositable', 'Voucher', and 'ACH'. • 'All' — Includes payment groups of 'Credit Card Depositable', 'Cash Depositable', 'Non-Cash Depositable', 'Voucher', and 'ACH'.
Report Format	Excel
Delivery Method	Online and Email.

Figure 2-208: Sample Report

Undistributed Funds Report

Run Date and Time: Apr 23 2009 11:29:49 AM EDT

Location: Forest Services
Report By: Revenue Location
Reporting Date: 03/10/09
Include Distributed: Yes
Reconciled: Yes
Payment Group: All

Agency	Region	Forest	Ranger District	Facility	Transaction Date	Payment/Refund/Voucher/ Adjustment ID	Reconciliation Job Id	Transaction Type	Payment/Refund Method	Status	Reference Number	Distribution Job ID	Distribution Job Date	Collect/Issuing User	Collect/Issuing Location	Amount
USFS	F5	F516	F51653	PIONEER TRAILS (CA)	03/09/09	7865138	1234567	Payment	Visa	Received				Administrator, System	NY Call Center	$ 45.00
USFS	F5	F516	F51653	PIONEER TRAILS (CA)	03/09/09	45861892		Adjustment						Administrator, System	NY Call Center	$ (5.00)
USFS	**F5**	**F516**	**F51653**	**PIONEER TRAILS (CA)**											**Total**	**$ 40.00**
USFS	F4	F415	F41553	CLOVERLEAF CAMPGROUND (ID)	03/09/09	7865138	1234567	Payment	Visa	Received				Administrator, System	NY Call Center	$ 25.00
USFS	F4	F415	F41553	CLOVERLEAF CAMPGROUND (ID)	03/10/09	5531211	1234568	Payment	Per Check	Received		123456	3/12/2009	Administrator, System	NY Call Center	$ 125.00
USFS	**F4**	**F415**	**F41553**	**CLOVERLEAF CAMPGROUND (ID)**											**Total**	**$ 150.00**

Table 2-207: Report Columns

Column	Description
Agency – Facility	Columns display from Agency through to Facility according the location levels defined in the contract.
Transaction Date	Displays the transaction date of the undistributed allocation.
Payment/Refund/ Adjustment/Voucher ID	Displays the payment, refund, adjustment or voucher ID of the allocations.
Reconciliation Job ID	Displays the reconciliation job ID of the payment/refund. For adjustments and vouchers, the column is blank.
Transaction Type	Displays the transaction type (i.e. Payment, Refund, Adjustment, or Voucher).
Payment/Refund Method	Displays the payment/refund type of the allocations (i.e. Visa, MC, Per Check, Cash/Voucher, etc.). For adjustment allocations, this is blank.
Status	Displays the status of the payment, refund, or voucher associated with the allocation. For adjustments, this is blank.

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Table 2-207: Report Columns (continued)

Column	Description
Reference Number	Displays the reference number of the reconciled payment/refund. For adjustments and vouchers, this column is blank.
Distribution Job ID	Displays the distribution job ID, if the allocation is distributed.
Distribution Date	Displays the date of the distribution job.
Collect/Issuing User	Displays the name of the collecting or issuing user.
Collect/Issuing Location	Displays the facility-level location.
Amount	Displays the sum of the allocated payment, refund, adjustment, or voucher.

UnDistributed Funds for Gift Card Report

This report summarizes the payment allocations for Gift Card Sales and Gift Card Reloads by payment groups that are not distributed for a specific reporting period at a transaction location. Access to this report is subject to user permissions.

Figure 2-209: Request Report

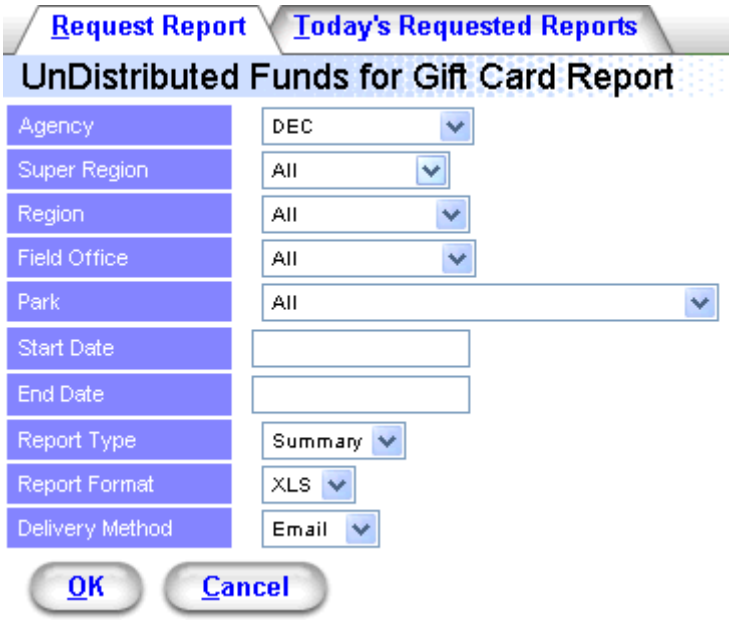

Table 2-208: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. If the end date is the same as the start date, then the report time period will be 00:00:01 to 23:59:59.
Report Type	A drop-down box with ‘Summary’ and ‘Detail’ options.
Report Format	XLS
Delivery Method	Online and Email.

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Figure 2-210: Sample Summary/Detail Reports

UnDistributed Funds for Gift Card Report (FIN-DSTB-014B)

Run Date and Time: Nov 05 2009 1:27:21 PM EST

Location: DEC
Start Date: 10/01/2009
End Date: 10/30/2009
Report Type: Summary

Agency	Super Region	Region	Field Office	Park	Payment Group	Gift Card Program	Undistributed Amount
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Cash	RA Gift Card	$940.00
					Cash	**Total:**	**$940.00**
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Non Depositable	RA Gift Card	$182.00
					Non Depositable	**Total:**	**$182.00**
DEC	**ADIRONDACK**	**RAYBROOK**	**INDIAN LAKE**	**LEWEY LAKE**		**Total:**	**$1,122.00**
DEC	**ADIRONDACK**	**RAYBROOK**	**INDIAN LAKE**			**Total:**	**$1,122.00**
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAMPGROUND	Cash	RA Gift Card	$77.99
					Cash	**Total:**	**$77.99**
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAMPGROUND	Non Cash Depositable	RA Gift Card	$221.49
					Non Cash Depositable	**Total:**	**$221.49**
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAMPGROUND	Non Depositable	RA Gift Card	$384.00
					Non Depositable	**Total:**	**$384.00**
DEC	**ADIRONDACK**	**RAYBROOK**	**RAYBROOK**	**FISH CREEK POND CAMPGROUND**		**Total:**	**$683.48**
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	LAKE EATON CAMPGROUND	Cash	RA Gift Card	$20.00
					Cash	**Total:**	**$20.00**
DEC	**ADIRONDACK**	**RAYBROOK**	**RAYBROOK**	**LAKE EATON CAMPGROUND**		**Total:**	**$20.00**
DEC	**ADIRONDACK**	**RAYBROOK**	**RAYBROOK**			**Total:**	**$703.48**
DEC	**ADIRONDACK**	**RAYBROOK**				**Total:**	**$1,825.48**
DEC	**ADIRONDACK**					**Total:**	**$1,825.48**
DEC						**Total:**	**$1,825.48**
						Grand Total:	**$1,825.48**

Note: In the event of changes to the Distribution Configuration Schedules, previously reported undistributed payments may not appear in this report because they have since been distributed.

UnDistributed Funds for Gift Card Report (FIN-DSTB-014A)

n Date and Time: Nov 05 2009 1:40:16 PM EST

Location: DEC
Start Date: 10/01/2009
End Date: 10/30/2009
Report Type: Detail

Agency	Super Region	Region	Field Office	Park	Payment Group	Gift Card Program	Payment Method	Transaction Date/Time	Payment ID	Order ID	Transaction User	Undistributed Amount
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Cash	RA Gift Card	CASH	10/01/2009 10:20:4	188713852	7-1465	Yu,Stanley	$100.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Cash	RA Gift Card	CASH	10/01/2009 10:20:4	188713852	7-1466	Yu,Stanley	$500.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Cash	RA Gift Card	CASH	10/01/2009 10:29:2	188713891	7-1465	Yu,Stanley	$50.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Cash	RA Gift Card	CASH	10/02/2009 11:35:5	188785738	7-1706	Test-Yin,QA-Lil	$12.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Cash	RA Gift Card	CASH	10/02/2009 11:37:2	188785752	7-1706	Test-Yin,QA-Lil	$50.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Cash	RA Gift Card	CASH	10/02/2009 01:01:4	188787639	7-1726	Test-Berube,Q/	$10.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Cash	RA Gift Card	CASH	10/05/2009 01:31:5	188911668	7-1845	Test-Wong,QA-	$45.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Cash	RA Gift Card	CASH	10/05/2009 04:19:5	188935989	7-1947	Test-Ma,QA-Su	$100.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Cash	RA Gift Card	CASH	10/06/2009 01:45:0	188953626	7-1985	Test-Wong,QA-	$50.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Cash	RA Gift Card	CASH	10/06/2009 11:44:3	188987669	7-2126	Test-Yin,QA-Lil	$23.00
						RA Gift Card					**Total:**	**$940.00**
					Cash						**Total:**	**$940.00**
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Non Depositable	RA Gift Card	RAGiftCard	10/01/2009 05:45:5	188753949	7-1611	Test-Wong,QA-	$17.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Non Depositable	RA Gift Card	RAGiftCard	10/02/2009 04:45:0	188831870	7-1785	Yu,Stanley	$20.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Non Depositable	RA Gift Card	VISA	10/05/2009 03:41:3	188935779	7-1945	Test-Ma,QA-Su	$30.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Non Depositable	RA Gift Card	MC	10/05/2009 03:50:5	188935856	7-1945	Test-Ma,QA-Su	$40.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Non Depositable	RA Gift Card	RAGiftCard	10/05/2009 03:54:2	188935876	7-1946	Test-Ma,QA-Su	$25.00
DEC	ADIRONDACK	RAYBROOK	INDIAN LAKE	LEWEY LAKE	Non Depositable	RA Gift Card	VISA	10/15/2009 06:18:0	190627633	7-2165	Test-Ma,QA-Su	$50.00
						RA Gift Card					**Total:**	**$182.00**
					Non Depositable						**Total:**	**$182.00**
DEC	**ADIRONDACK**	**RAYBROOK**	**INDIAN LAKE**	**LEWEY LAKE**							**Total:**	**$1,122.00**
DEC	**ADIRONDACK**	**RAYBROOK**	**INDIAN LAKE**								**Total:**	**$1,122.00**
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Cash	RA Gift Card	CASH	10/01/2009 10:53:0	188715656	7-1485	Test-Guo,QA-R	$20.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Cash	RA Gift Card	CASH	10/02/2009 10:49:5	188781628	7-1685	Test-Guo,QA-R	$20.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Cash	RA Gift Card	CASH	10/02/2009 03:42:5	188828212	7-1765	Test-Wong,QA-	$20.99
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Cash	RA Gift Card	CASH	10/07/2009 10:03:4	189121902	7-2185	Test-Guo,QA-R	$17.00
						RA Gift Card					**Total:**	**$77.99**
					Cash						**Total:**	**$77.99**
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Cash Depositabl	RA Gift Card	MON ORD	10/05/2009 11:27:4	188924032	7-1870	Test-Guo,QA-R	$60.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Cash Depositabl	RA Gift Card	PER CHQ	10/05/2009 03:20:5	188935633	7-1885	Test-Guo,QA-R	$68.49
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Cash Depositabl	RA Gift Card	MON ORD	10/07/2009 10:01:0	189121805	7-2185	Test-Guo,QA-R	$30.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Cash Depositabl	RA Gift Card	PER CHQ	10/07/2009 10:02:5	189121863	7-2185	Test-Guo,QA-R	$13.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Cash Depositabl	RA Gift Card	TRAV CHK	10/07/2009 10:02:5	189121867	7-2185	Test-Guo,QA-R	$50.00
						RA Gift Card					**Total:**	**$221.49**
					Non Cash Depositable						**Total:**	**$221.49**
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Depositable	RA Gift Card	RAGiftCard	10/01/2009 11:40:4	188717790	7-1505	Test-Guo,QA-R	$20.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Depositable	RA Gift Card	RAGiftCard	10/01/2009 11:52:3	188719629	7-1525	Test-Wong,QA-	$19.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Depositable	RA Gift Card	RAGiftCard	10/05/2009 11:06:4	188923886	7-1869	Test-Guo,QA-R	$20.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Depositable	RA Gift Card	VISA	10/06/2009 10:28:1	188963896	7-2006	Test-Ma,QA-Su	$120.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Depositable	RA Gift Card	MC	10/06/2009 10:31:0	188963926	7-2007	Test-Ma,QA-Su	$20.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Depositable	RA Gift Card	VISA	10/07/2009 10:01:0	189121804	7-2185	Test-Guo,QA-R	$24.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Depositable	RA Gift Card	MC	10/07/2009 10:03:4	189121903	7-2185	Test-Guo,QA-R	$20.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Depositable	RA Gift Card	CERT CHQ	10/07/2009 10:04:3	189121926	7-2185	Test-Guo,QA-R	$24.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Depositable	RA Gift Card	AMEX	10/07/2009 10:04:3	189121928	7-2185	Test-Guo,QA-R	$70.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Depositable	RA Gift Card	DISC	10/07/2009 10:06:3	189122010	7-2185	Test-Guo,QA-R	$37.00
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	FISH CREEK POND CAM	Non Depositable	RA Gift Card	RAGiftCard	10/07/2009 10:06:3	189122011	7-2185	Test-Guo,QA-R	$10.00
						RA Gift Card					**Total:**	**$384.00**
					Non Depositable						**Total:**	**$384.00**
DEC	**ADIRONDACK**	**RAYBROOK**	**RAYBROOK**	**FISH CREEK POND CAMPGROUND**							**Total:**	**$683.48**
DEC	ADIRONDACK	RAYBROOK	RAYBROOK	LAKE EATON CAMPGR	Cash	RA Gift Card	CASH	10/01/2009 02:45:1	188751817	7-1585	Test-Guo,QA-R	$20.00
						RA Gift Card					**Total:**	**$20.00**
					Cash						**Total:**	**$20.00**
DEC	**ADIRONDACK**	**RAYBROOK**	**RAYBROOK**	**LAKE EATON CAMPGROUND**							**Total:**	**$20.00**
DEC	**ADIRONDACK**	**RAYBROOK**	**RAYBROOK**								**Total:**	**$703.48**
DEC	**ADIRONDACK**	**RAYBROOK**									**Total:**	**$1,825.48**
DEC	**ADIRONDACK**										**Total:**	**$1,825.48**
DEC											**Total:**	**$1,825.48**
											Grand Total:	**$1,825.48**

Note: In the event of changes to the Distribution Configuration Schedules, previously reported undistributed payments may not appear in this report because they have since been distributed.

Table 2-209: Report Columns

Column	Description
Agency, Super Region, Region, Field Office, Park	Columns display from Agency through to Facility according the location levels defined in the contract.
Payment Group	Displays the payment group.

Table 2-209: Report Columns (continued)

Column	Description
Gift Card Program	Displays the gift card program.
Undistributed Amount	Displays the sum of the total amount of undistributed payment allocations associated with gift card purchases and gift card reloads.
Report Type: Detail	
Payment Method	Displays the payment type of the payment allocations.
Transaction Date/Time	Displays the date/time of the reported gift card transaction.
Payment ID	Displays the payment ID associated with the payment allocation.
Order ID	Displays the order ID of the gift card order associated with the payment.
Transaction User	Displays the user name associated with the transaction.

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Unearned Revenue Report

The Unearned Revenue report provides information about the unearned revenue liabilities as of a specific reporting date by concessionaire or agency. When the recipient type is set to "Concessionaire" the report provides a detailed list of the distributed and disbursed funds for a specific concessionaire. This report outlines the unearned revenue for all parks managed by the selected concessionaire (or for a specified park managed by the concessionaire) for any arrival date after the specified reporting period. When the recipient type is set to "Location" the report provides a detailed list of allocated funds for all parks within a specific agency (or for the specified park location within that agency). Access to this report and the locations is based on the logged-in user's assigned permissions.

Figure 2-211: Request Report

Table 2-210: Request Report Columns

Field	Description
Recipient Type	Displays a drop-down list of type of receivers of the revenue (e.g. concessionaires or location).
Distribution Coverage	This field only displays when the specified recipient type is concessionaire. Displays a drop-down list of distribution coverage locations related to the contract.

Table 2-210: Request Report Columns (continued)

Field	Description
Recipient	Displays a drop-down list of concessionaires related to the selected distribution coverage location. • This field only displays when the specified recipient type is concessionaire. • The list is restricted to the unique concessionaires (recipients) where the recipient revenue locations (defined in the recipient permits) are within the selected distribution coverage location.
Agency	• Displays a drop-down list of agency names related to the contract. This field only displays when the specified recipient type is set to location.
Location	• Displays a drop-down list park names related to the selected recipient or agency.
Funds Included	This is a read-only field that displays one of the following: • If the recipient type field is set to concessionaire, the word “Disbursed” displays. • If the recipient type field is set to location, the word “All” displays.
Include Tax in Total	Displays a drop-down list that indicates whether to include or exclude the tax in the total amount. • If recipient type is concessionaire the default is include. • If recipient type is location the default is exclude.
Suppress Empty Line	Allows you to indicate whether to suppress the empty line in the report by selecting one of the following values: Yes or No.
Reporting Date	Specify a reporting date. This is a mandatory field. The report can be run for any date that is up to 62 days in the past or 62 days in the future.
Report Type	Displays a drop-down list that indicates whether to generate the Summary or Detail version of the report.
Export Report Format	XLS, PDF
Delivery Method	Email

Report Results and Layout

For each park the detail lines are shown for each reservation that has an arrival date that occurs after the reporting date. The detail report is ordered by park ID, site type, order number, and then by arrival/tour date. The summary report is ordered by park ID and then by site type.

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Figure 2-212: Sample Report (only a portion is displayed)

Unearned Revenue Report (FIN-REV-006) Run Date and Time: Jan 12 2007 8:11:35 AM EST

Summary

Recipient Type:	Concessionaire	**Funds Included:**	Disbursed
Distribution Coverage Location:		**Include Tax in Total**	Included
Recipient:		**Suppress Empty Lin**	Yes
Location:	All		
Reporting Date:	1/11/2007		

Agency	Region	Forest	District	Park	Park ID	Site Type	Revenue: Recreation Use Fees	Revenue: Misc Revenue	Revenue: Ticket Fees	Taxes	Total Including Taxes
Forest Services	Northern Region	Beaverhead NF-FS		Pintler Rd-FS	74671	Campsite	$50.00	$0.00	$0.00	$3.00	$53.00
Forest Services	Northern Region	Beaverhead NF-FS		Pintler Rd-FS	74671	Tour	$0.00	$0.00	$50.00	$3.00	$53.00
Total For Location 74671 - Pintler Rd-FS							$50.00	$0.00	$50.00	$6.00	$106.00
Forest Services	Northern Region	Clearwater NF-FS		Lochsard-FS	74676	Campsite	$35.00	$5.00	$0.00	$2.40	$42.40
Total For Location 74676 - Lochsard-FS							$35.00	$5.00	$0.00	$2.40	$42.40

Table 2-211: Report Columns

Column	Description
The Details Report	
Location columns	Displays the revenue location names. • These fields change dynamically based on the location that is selected. • Displays the agency, division/region, facility and/or park names that are related to the specified location. • The first column of the location is the agency of the specified location and the last column of the location is always the facility.
Park ID	Displays the location unique identifier of the of revenue location on the reservation.
Reservation #	Displays the order number of either the reservation (camping) or the ticket (ticketing).
Arrival / Tour Date	Displays the reservation arrival date (camping) or tour date (ticketing).
Departure Date	Displays the reservations departure date (camping) or displays a blank field (ticketing).

Table 2-211: Report Columns (continued)

Column	Description
Customer Name	Displays the last name and then the first name of the customer.
Site Type	Displays the site type or tour type associated with the order.
Recreation Use Fees	If the funds included type is set to Disbursed the calculation is as follows: • It includes the distributed and transferred payments for all the use fees, discounts, and voided NSF or credit charge back payments excluding those that are pending or declined. It does not include penalties. If the funds included type is set to All the calculation is as follows. • It includes the payments for all the use fees and discounts excluding those that are pending or declined, and voided NSF or credit charge back payments. It does not include penalties.
Misc. Revenue	If the funds included type is set to Disbursed the calculation is as follows: • It includes the distributed and transferred payments for attribute fees (and discounts) excluding those that are pending or declined, system adjustment fees, and transaction fees for active reservations. It does not include penalties. If the funds included type is set to All the calculation is as follows. • It includes the payments for attribute fees and discounts excluding those that are pending or declined, system adjustment fees, transaction fees for active reservations, and voided NSF or credit charge back payments. It does not include penalties.
Ticket Fees	If the funds included type is set to Disbursed the calculation is as follows: • It includes the distributed and transferred payments for all the ticket fees (and discounts) excluding those that are pending or declined, and voided NSF or credit charge back payments. It does not include penalties. If the funds included type is set to All the calculation is as follows. • It includes the payments for all the ticket fees (including discounts) excluding those that are pending or declined, and voided NSF or credit charge back payments. It does not include penalties.

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Table 2-211: Report Columns (continued)

Column	Description
Taxes	If the funds included type is set to Disbursed the calculation is as follows: • It includes the distributed and transferred taxes on attribute fees, use fees, system adjustment fees, transaction fees, and ticket fees. It does not include taxes on penalties. If the funds included type is set to All the calculation is as follows. • It includes the payments for taxes on attribute fees, use fees, system adjustment fees, and transaction fees, including applied discounts and excluding those that are pending or declined payments. It does not include taxes on penalties.
Total Including or Excluding Taxes	If the include tax in total option is set to include: • Total including taxes - it is calculated as: sum of recreation use fees, miscellaneous revenue, ticket fees, and taxes. If the include tax in total option is set to exclude: • Total excluding taxes - it is calculated as: sum of recreation use fees, miscellaneous revenue, and ticket fees.
The Summary Report	
Location columns	As defined for Details tab.
Park ID	Displays the location unique identifier of the of revenue location on the reservation.
Site Type	Displays the site type or tour type associated with the order.
Recreation Use Fees	As defined for Details tab. As well as summed up for site type and park ID.
Misc. Revenue	As defined for Details tab. As well as summed up for site type and park ID.
Ticket Fees	As defined for Details tab. As well as summed up for site type and park ID.
Taxes	As defined for Details tab. As well as summed up for site type and park ID.
Total Including Taxes *Or* Total Excluding Taxes	As defined for Details tab.
Note: If the Funds Included field is set to 'Disbursed', then the report displays (disbursement period has closed and the target disbursement date has passed) for transactions with arrival/tour date after the reporting date (in the future). **Note:** If the Funds Included field is set to 'All', then the report displays the payments for transactions with an arrival/tour date after the reporting date (in the future).	

Usage by Site Report

This report displays the site ID, site name, site type, number of days occupied, number of days available, and percent occupied for all sites in the selected location for the reporting time frame. You can use this report to analyze the usage of each site at a park location to determine which sites could be removed and which sites can remain.

Figure 2-213: Request Report

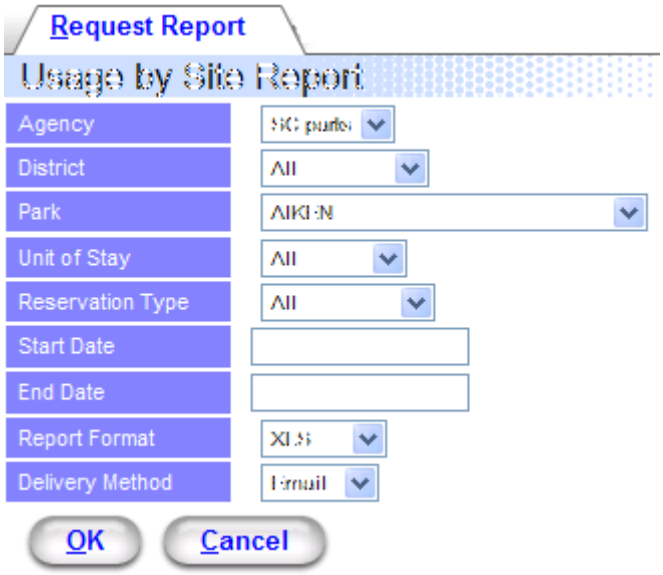

Table 2-212: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Unit of Stay	Displays a drop-down list of stay unit including Day Use, Overnight Use, and All.
Reservation Type	Displays a drop-down list of reservation types including Registration (received Walk-ins), Reservation, and All.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field.
Report Format	DHTML, PDF, and XLS.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-214: Sample Report

Usage by Site (OPS-OCC-010)

Run Date and Time: Jul 30 2007 3:31:41 PM EDT

Location: SC parks/All/AIKEN

Unit of Stay: All

Reservation Type: All

Start Date: Jul 02 2007

End Date: Jul 06 2007

Site ID	Site Name	Site Type	Days Occupied	Days Available	% Occupied
1426	AIKE_FishLake_S-001	Picnic Shelter	1	5	20.00 %
1425	AIKE_MainDayUse_S-002	Picnic Shelter	3	5	60.00 %
1427	AIKE_MainDayUse_S-003	Picnic Shelter	0	5	.00 %
Picnic Shelter Total			4	15	26.67 %
1943	AIKE_Campground_001	Standard Site	0	5	.00 %
1944	AIKE_Campground_002	Standard Site	0	5	.00 %
1945	AIKE_Campground_003	Standard Site	0	5	.00 %
1946	AIKE_Campground_004	Standard Site	3	5	60.00 %
1947	AIKE_Campground_005	Standard Site	0	5	.00 %
1948	AIKE_Campground_006	Standard Site	5	5	100.00 %
1949	AIKE_Campground_007	Standard Site	0	5	.00 %
1950	AIKE_Campground_008	Standard Site	0	5	.00 %
1951	AIKE_Campground_009	Standard Site	0	5	.00 %
1952	AIKE_Campground_010	Standard Site	1	5	20.00 %

Table 2-213:

Column	Description
Site ID	Displays the unique identifier of the site for the selected location.
Site Name	Displays the name of the site for the selected location.
Site Type	Displays the type of site for the selected location.
Days Occupied	The total number of days/nights that are booked or occupied for the reporting period.
Days Available	The total number of days/nights where the site was not closed during the reporting period.

Table 2-213: (continued)

Column	Description
% Occupied	Displays the percentage of time the site was occupied. • It is calculated as: the days occupied divided by days available and multiplied by 100.
Totals by Site Type	
Days Occupied	Displays the total number of days/nights that are booked or occupied for all sites of the site type during the reporting period.
Days Available	Displays the total number of days/nights where the sites were not closed during the reporting period.
% Occupied	The total percentage of time occupied for all sites in that site type.

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Usage by Site Type Report

This report displays reservation activity details such as new reservations, existing reservations, and cancellations by site type for the reporting period. You can use this report to analyze site usage by type for a selected park over a specified reporting period.

Figure 2-215: Request Report

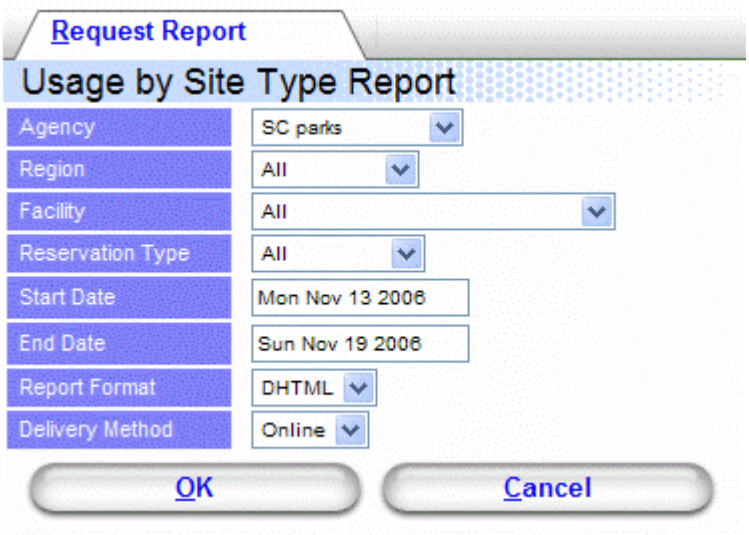

Table 2-214: Request Report Fields

Field	Description
Agency	Displays a drop-down list of agency names related to the contract.
Region	Displays a drop-down list of regions that are applicable for the selected agency. The list is restricted by the access level of the logged-in user.
Facility	Displays a drop-down list of the facilities applicable for the selected region.
Reservation Type	Displays a drop-down list of reservation types.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Report Format	XLS and DHTML.
Delivery Method	Online

Figure 2-216: Sample Report

Usage by Site Type (OPS-OCC-004) Run Date and Time: Jan 03 2007 1:52:29 PM EST

Location: SC parks/All/All
Start Date: 11/13/2006
End Date: 11/19/2006
Reservation Type: Reservations/Registrations

Site Type	Reservations/Registrations					Total		Cancel/ Noshow	Void	Fees	Total Fees
	Total	Existing	New	Closed	Stay	Nights	People				
SC parks											
DISTRICT 1											
COLLETON											
Standard Site	17	1	16	15	2	20	32	1	0	$236.00	$291.50
Total COLLETON	17	1	16	15	2	20	32	1	0	$236.00	$291.50
EDISTO BEACH											
Cabin	16	2	14	11	5	30	50	1	1	$2,584.00	$2,741.50
Rustic Tent Site	5	0	5	4	1	10	11	0	0	$184.00	$199.00
Standard Site	146	34	112	98	48	415	409	8	1	$9,855.00	$10,333.45
Total EDISTO BEACH	167	36	131	113	54	455	470	9	2	$12,623.00	$13,273.95
GIVHANS FERRY											
Cabin	4	2	2	4	0	14	15	0	0	$712.00	$727.00
Primitive	1	0	1	1	0	1	19	0	0	$12.50	$14.00
Standard Site	33	6	27	30	3	64	109	1	0	$764.00	$854.75
Total GIVHANS FERRY	38	8	30	35	3	79	143	1	0	$1,488.50	$1,595.75
HUNTING ISLAND											
Cabin	29	7	22	18	11	88	85	3	2	$9,600.00	$10,125.25

Table 2-215: Report Columns

Column	Description
Site Type	Displays the product group name.
Reservations/Registrations	
Total	The total number of active reservations for the specified reporting period. The reservations include either reservations or registrations or both depending on the reservation type selected by the user in the report selection criteria. (Total = existing + new).
Existing	The total number of reservations that are within the reporting period and where the reservation arrival date is before the report starting period.
New	The reservations that are within the reporting period and where the arrival date is on or after the report start date. Existing reservations + new reservations made during the period is equal to the total reservations.
Closed	The total number of reservations that are within the reporting period and where the departure date is on or before the report end period.
Stay	The total number of reservations that are within the reporting period and where the departure date is after the report end date.

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Table 2-215: Report Columns (continued)

Column	Description
Total	
Nights	The total number of nights included in the existing and new reservations and only the number of nights those are within the reporting period. • If an existing reservation, the number of nights is counted from the report start date. • If a stay reservation, the number of nights is calculated up to the reporting end date.
People	The total number of people for existing and new reservations.
Cancel/ no show	The total number of reservations, cancelled, or no show transactions that are within the reporting period.
Voids	The total number of reservations that are within the reporting period and are voided.
Fees	The total of the use fees + attribute fees for reservations that have activity during the reporting period. The fees are calculated for the days that are within the reporting period.
Total Fees	The total fees include reservation fees. The calculation is: use fee + attribute fees + transaction fees + fee penalties – discounts. • For cancellations and no shows, the total fee is the fee penalties. • For stay reservations, the fee is calculated for the days within the reporting period.

Vehicle Permits Report

This report displays the detailed vehicle information for a specific park. These details include site number, order number, customer name, license number, make, model, and car color. You can use this report to verify the vehicle license and car information of the vehicles that arrive at the facility.

Figure 2-217: Request Report

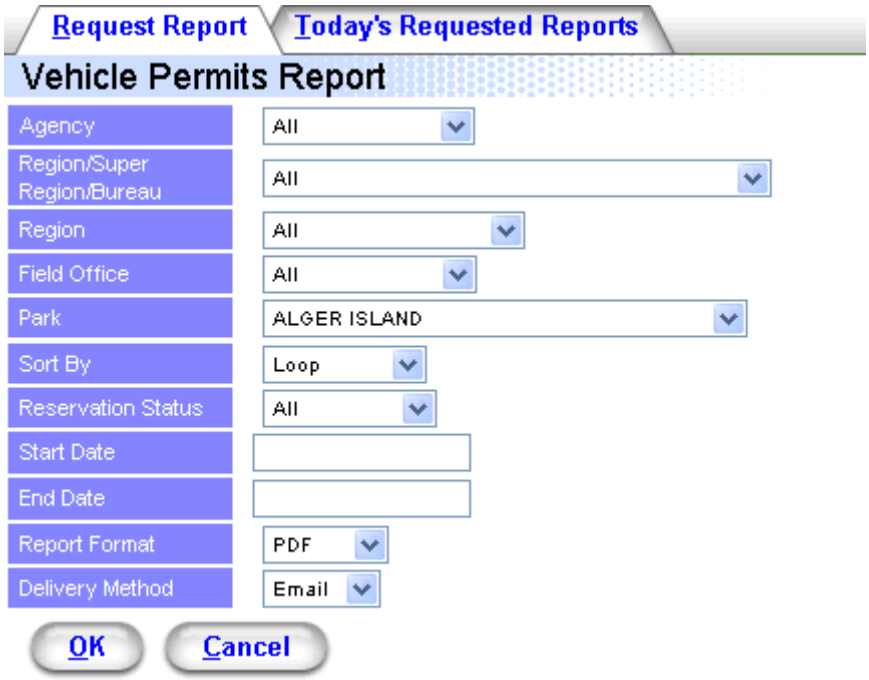

Table 2-216: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Sort By	Allows you to specify one of the following sort orders of the report's information: • Loop: by loop, by site, and then by order number. • Site: by site, by loop, and then by order number. • Order No: by order number only. • Customer: by last name, and then first name only. • Arrival Date: by arrival date, by loop, and then by site.
Reservation Status	Drop-down list consisting of All, Pre Arrival, Checked In, and Checked Out.

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Table 2-216: Request Report Fields (continued)

Field	Description
Start Date	Specify the start date of the reporting period. Date entry is mandatory.
End Date	Specify the end date of the reporting period. Date entry is mandatory and must be greater than or equal to the start date.
Report Format	DHTML, PDF, and XLS.
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-218: Sample Report

VEHICLES PERMITS REPORT (OPS-VEH-001) Run Date and Time

FACILITY: SC Parks/District 4/Hickory Knob
Start Date: 5/1/2005
End Date: 5/31/2005
Reservation Status: Checked-in

Loop	Site No	Order No	Customer Name	Res Start	Res End	License	State	Make	Model	Color	Note
Loop B	211	2-12345	Smith, John	5/1/2005	5/5/2005	ROO 428	SC	Ford	Escape	Green	HP 12346
Loop B	220	2-23455	Clinton, Bill	5/5/2005	5/15/2005	OFO 889	NY	Ferrari	Model 1	Red	
Loop B	231	2-33456	Bush, George	5/10/2005	512/2005	ASTV-33	ONT	Chrysler	Intrepid	Green	
Loop B	2440	2-44558	Chretien, Jean	5/15/2005	5/23/2005	Go Team	SC	Mazda	MX 6	Gray	

Vehicle Report Page 1 of 1

Table 2-217: Report Columns

Column	Description
Loop	Displays loop where the reservation was made.
Site No	Displays the site number of the applicable reservation.
Order No	Displays the reservation number.
Customer Name	Displays the last name and then the first name of the occupant.
Res Start	Displays the reservation start date.
Res End	Displays the reservation end date. If either the reservation's start or end date is within the report parameters, then the vehicle is included in the report.
License	Displays the license number of the vehicle that was specified by a user at the check in or at the Call Center.

Table 2-217: Report Columns (continued)

Column	Description
State	Displays the state of the vehicle license that was specified by a user at the check in or at the Call Center.
Make	Displays the make of the car that was specified by a user at the check in or at the Call Center.
Model	Displays the model of the car that was specified by a user at the check in or at the Call Center.
Color	Displays the color of the car that was specified by a user at the check in or at the Call Center.
Note	Displays the reservation notes that are available on the *Reservation Details* page.

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Visiter Demographics Report

This report provides order related statistics by visitors' residential locations. Information includes order count, occupant count, night count, and ticket count based on:

- Primary occupant for site reservations (advanced + walk-ins).
- Customer for ticket orders. General public (Customer ID=1) orders are included under "unknown" country/state/city/zip code.
- Group leader for permit orders.

Use this report to identify the number of reservations, occupants, nights, and vehicles by the customers' country, state/province, city, or zip/postal code for a specified period. Access to the locations is based on the logged-in user's assigned permissions. This report can be requested on-demand or scheduled.

Figure 2-219: Request Report

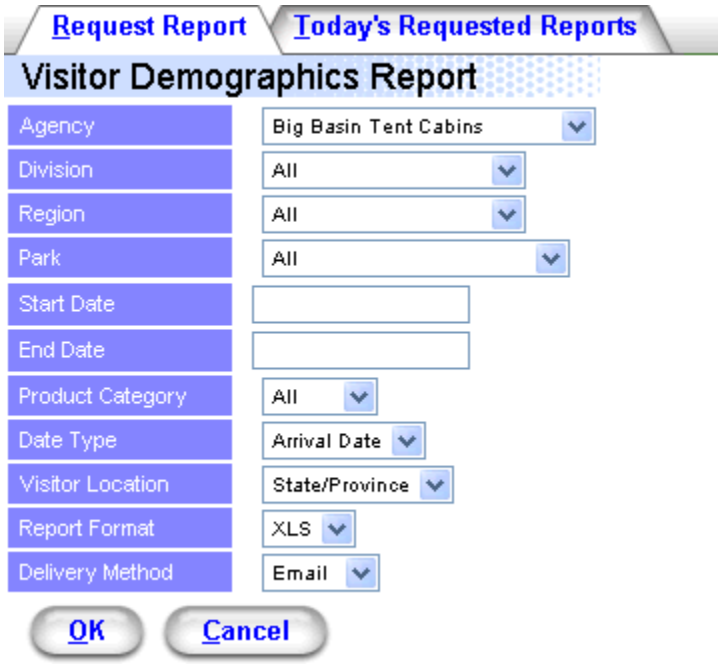

Table 2-218: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.

Table 2-218: Request Report Fields (continued)

Field	Description
End Date	Specify the end date of the reporting period. This date has to be greater than or equal to the start date. This is a mandatory field.
Product Category	A drop-down list with 'All', Site, Ticket, and Permit options. **Note:** POS is excluded.
Date Type	A drop-down list with 'Arrival Date' and 'Order Date' options.
Visiter Location	A drop-down list of locations types: Country, State/Province, City, and Zip Code. **Note:** A State/Province drop-down list appears dynamically when the Visiter Location selected is City or Zip Code.
Report Format	PDF and XLS.
Delivery Method	Email, FTP, FAX, and Online.

Figure 2-220: Sample Report (only a portion is displayed)

Visitor Demographics Report (STAT-OCC-005)

Run Date and Time: Nov 04 2009 5:18:23 PM EST

Location: DEC
Start Date: 07/01/2009 **End Date:** 07/31/2009
Date Type: Order Date **Product Category:** All
Visitor Location: State/Province

State/Province	Sales Channel			Total Orders	% Orders	# Nights or Tickets	Avg # Nights or Tickets per Order	# Occupant	Avg # Occupants per Order
	Web	Call Center	Field						
Unknown	1	0	0	1	.01%	3	3.00	2	2.00
South Carolina	8	0	9	17	.11%	42	2.47	50	2.94
Rhode Island	24	4	8	36	.23%	90	2.50	105	2.92
Unknown	25	11	152	188	1.20%	314	1.67	539	2.87
New Mexico	1	1	10	12	.08%	26	2.17	35	2.92
Alberta	1	0	1	2	.01%	2	1.00	4	2.00
Alabama	1	0	5	6	.04%	10	1.67	17	2.83
Florida	32	9	83	124	.79%	295	2.38	369	2.98
New Hampshire	34	13	37	84	.54%	205	2.44	264	3.14
California	10	6	32	48	.31%	103	2.15	143	2.98
Massachusetts	194	50	115	359	2.30%	824	2.30	1,200	3.34
Tennessee	4	1	10	15	.10%	35	2.33	33	2.20
District Of Columbia	11	1	5	17	.11%	38	2.24	47	2.76
Louisiana	0	0	8	8	.05%	13	1.63	26	3.25
Maryland	61	16	36	113	.72%	266	2.35	355	3.14
West Virginia	1	4	12	17	.11%	37	2.18	38	2.24
Ohio	43	7	63	113	.72%	255	2.26	320	2.83
Idaho	1	0	2	3	.02%	6	2.00	7	2.33
Virginia	49	13	51	113	.72%	313	2.77	348	3.08
Mississippi	0	0	2	2	.01%	7	3.50	4	2.00
Texas	12	1	15	28	.18%	74	2.64	86	3.07
Prince Edward Island	0	0	1	1	.01%	1	1.00	1	1.00
Vermont	88	48	81	217	1.39%	478	2.20	746	3.44
Ontario	109	33	133	275	1.76%	631	2.29	761	2.77
Wyoming	0	0	1	1	.01%	1	1.00	3	3.00
New York	5,828	1,751	3,438	11,017	70.51%	29,575	2.68	41,503	3.77
Yukon	0	0	1	1	.01%	1	1.00	1	1.00
Kansas	0	0	11	11	.07%	22	2.00	25	2.27
Nova Scotia	3	0	3	6	.04%	11	1.83	16	2.67
New Jersey	517	154	214	885	5.66%	2,496	2.82	3,398	3.84
Michigan	26	10	51	87	.56%	182	2.09	253	2.91

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Table 2-219: Report Columns

Column	Description
Country	Displays the country of residence of the primary occupant that is on the reservation if the Customer Location parameter selected is “Country”.
State/Province	Displays the state or province of residence of the primary occupant that is on the reservation if the Customer Location parameter selected is “State/ Province”.
County	Displays the county of residence of the primary occupant that is on the reservation if the Customer Location parameter selected is “Zip Code”
City	Displays the city of residence of the primary occupant that is on the reservation if the Customer Location parameter selected is “City” or “Zip Code”.
Zip Code	Displays the zip code/postal code of the primary occupant that is on the reservation if the Customer Location parameter selected is “Zip Code”.
Web	The number of reservations made via the Web where the primary occupants’ locations match the city, state/province or country location by which it is being grouped. It is calculated as: the amount of active reservations made from the Web sales channel where the reservations’ order dates or arrival dates (based on the selection criteria) are within the report period.
Call Center	Displays the number of reservations made via the Call Centers where the primary occupants’ locations match the location that it is being grouped by. It is calculated as: the amount of active reservations made from the Call Center sales channel where the reservations’ order dates or arrival dates (based on the selection criteria) are within the report period.
Field	Displays the number of reservations made via the Field where the primary occupants’ locations match the location by which it is being grouped. It is calculated as: the amount of active reservations, including walk-ins made from the Field sales channel where the reservations’ order dates or arrival dates (based on the selection criteria) are within the report period.
Total Orders	For Site Reservations — Sum of reservations made (both advanced and walk-in) plus the number of ticket orders via each of the three sales channels described above. For Ticket Orders — If Arrival Date is specified, displays the number of active, distinct, ticket orders with at least one order item with a tour date within the specified reporting period. For Permit Orders — If Arrival Date is specified, displays the number of active permit orders made where the entry date is within the specified reporting period inclusive. **Note:** If the Permit Entry Date is a range, report on the number of permits where the start date of the entry date range is within the specified reporting period inclusive.
% Orders	Displays the percentage of reservations and/or orders made from the location that is being grouped, based on all the locations within the report.

Table 2-219: Report Columns (continued)

Column	Description
# Occupants	For site reservations — Displays the total number of occupants (including primary occupant) for site reservations (both advanced and walk-in) made from the location that is being grouped. For ticket orders, this is null. If run for Product Category 'Ticket', the column does not display. For permit order — Displays the total number of people included in the permit reservations. The total number of people is calculated as sum of the group size on each permit reservation.
Avg. # Occupants/ Order	For site reservations — Displays the average number of occupants per site reservation (both advanced and walk-in) for the location being grouped. For ticket orders, this is null. If run for Product Category 'Ticket', the column does not display. For permit order — Calculated as total people divided by the total number of permit reservations. **Note:** For locations above facility that have ticket orders, permit orders, and/ or site reservations, the Avg # Occupants/Order is calculated as (Sum of number of occupants for site reservations + Sum of group size included in permit reservations) divided by (Sum of Site Reservations + Sum of Permit Reservations). This calculation does not change if tickets are included because the number of occupants for ticket orders is null. The total ticket orders is not included in the calculation of average.
# Nights or Tickets	Displays the number of nights reserved (for both advanced and walk-in); for ticket orders, displays the number of tickets ordered from the location that is being grouped. For site reservations — Sites where unit-of-stay are 'Overnight', 'Nights' are calculated as departure date minus arrival date; for sites where unit-of-stay is 'Day Use', it is calculated as departure date minus arrival date plus one day. If Arrival Date is specified, this is all nights for a reservation where the reservation arrival date is within the reporting period. For ticket orders: • If arrival date is specified, display the number of active tickets where the tour date is within the specified reporting period. • If order date is specified, display the total number of active tickets within the order where the order date is within the specified reporting period. For permit orders, displays blank for # Nights or Tickets (if summing with other Product Categories, add 0). If Product Category=Permit, this column does not appear in the report.

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Table 2-219: Report Columns (continued)

Column	Description
Avg. # Nights or Tickets per Order	For site reservations — Displays the average number of nights per reservation for the grouped location. This is calculated as total number of nights divided by total number of reservation orders (both advanced and walk-ins). For ticket orders — Displays the average number of tickets per order for the location that is being grouped. This is calculated as (total tickets divided by total orders). For permit orders, the column is blank. If Product Category=Permit, the column does not appear in the report. **Note:** 4 Rivers has number of nights. However, this is excluded from the report for consistency with BWCAW. For locations above facility that have ticket orders, permit orders, and/or site reservations, the Avg # Nights or Tickets per Order is calculated as (Sum of nights + sum of Tickets) divided by (Sum of Site Reservations + Sum of Ticket Orders). **Note:** This calculation does not change if permits are included because the number of nights reported for permits is null. The total permit orders shall not be included in the Average calculation.

Voucher Balance Report

The report shows voucher balance for vouchers created under a particular voucher program. This report can be used by partners to determine the liability under a particular voucher program.

Figure 2-221: Request Report

Table 2-220: Request Report Fields

Field	Description
Voucher Program	Displays a drop-down list of voucher programs that are associated with the contract.
Order By	Allows you to specify one of the following sort orders of the report's information: • Voucher owner: by voucher owner's last name and then first name. • Voucher created date: by voucher's created date.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period.
Report Format	PDF and DHTML
Delivery Method	Online, Email, Fax.

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Figure 2-222: Sample Report

Voucher Balance Report (FBI-VCH-002)

Run Date and Time: May/25/2008 2:48:43 PM EDT

Voucher Program: All
Order by: Vourch Owner
Start Date: 01/01/2007 End Date: 07/01/2007

Voucher ID	Voucher Owner	Original Amount	Balance	Order	Facility	Source Refund ID	Created Date	Voucher Created Location	Voucher Program ID	Voucher Program Name
295902		$58.00	$26.00	44650	EDISTO BEACH SP	295920	04/11/2007	NY Call Center	121	GERNERAL VOUCHERS
295897		$13.00	$1.00	446578	HUNTINGTON BEACH SP	271471	04/01/2007	HUNTINGTON BEACH SP	121	GERNERAL VOUCHERS
295906		$27.00	$27.00	2-250963	HUNTINGTON BEACH SP	295930	04/11/2007	HUNTINGTON BEACH SP	131	HUNTINGTON VOUCHERS
295880		$421.00	$421.00	249955	HUNTINGTON BEACH SP	295309	05/21/2007	HUNTINGTON BEACH SP	131	HUNTINGTON VOUCHERS
295904		$254.00	$254.00	2-212467	ANGLE ISLAND SP	295159	05/21/2007	NY Call Center	121	GERNERAL VOUCHERS
295896		$675.00	$675.00	2-251464	CREEK POND SP	295571	05/02/2007	NY Call Center	121	GERNERAL VOUCHERS
295892		$127.00	$127.00	4-1246	HUNTINGTON BEACH SP	321411	07/10/2007	HUNTINGTON BEACH SP	121	GERNERAL VOUCHERS
295901		$46.00	$46.00	2-255268	EDISTO BEACH SP	252123	01/14/2007	CA Call Center	121	GERNERAL VOUCHERS
295900		$99.00	$99.00	2-47754	HUNTINGTON BEACH SP	295999	04/30/2007	HUNTINGTON BEACH SP	141	HUNTINGTON RAINCHECKS
295899		$114.00	$21.00	2-254214	HUNTINGTON BEACH SP	295920	04/11/2007	HUNTINGTON BEACH SP	121	GERNERAL VOUCHERS
295898		$103.00	$103.00	2-242164	HUNTINGTON BEACH SP	295414	03/01/2007	HUNTINGTON BEACH SP	131	HUNTINGTON VOUCHERS
295903		$33.00	$33.00	2-255254	HUNTINGTON BEACH SP	250254	01/01/2007	HUNTINGTON BEACH SP	141	HUNTINGTON RAINCHECKS
295895		$124.00	$124.00	2-250741	HUNTINGTON BEACH SP	221213	01/01/2007	HUNTINGTON BEACH SP	131	HUNTINGTON VOUCHERS
295893		$75.00	$75.00	2-55546	HUNTINGTON BEACH SP	301101	07/14/2007	HUNTINGTON BEACH SP	131	HUNTINGTON VOUCHERS
295891		$55.20	$31.00	249953	EDISTO BEACH SP	295922	04/11/2007	EDISTO BEACH SP	131	HUNTINGTON VOUCHERS
	Total:	$775.20	$655.00							

Table 2-221: Report Columns

Column	Description
Voucher ID	Displays the unique identifier of a voucher.
Voucher Owner	Displays the owner of the voucher.
Original Amount	Displays the original amount associated with the voucher when it was first created.
Balance	Displays the remaining balance of the voucher. • Vouchers having balance greater than zero are included in the report.
Order	Displays the reservation number results in the creation of the voucher.
Facility	Displays the facility to which the reservation associated.
Source Refund ID	Displays the unique identifier of the source refund associated with the voucher.
Created Date	Displays the voucher created date. • If the voucher's created date is within the report parameters the voucher is included in the report.
Voucher Created Location	Displays the location of where the voucher is created.
Voucher Program ID	Displays the unique identifier of the voucher program under which the voucher is created.
Voucher Program	Displays the voucher program name under which the voucher is created.

Voucher Utilization Report

The report shows vouchers applied as payments for vouchers created under a particular voucher program. This report can be used by partners to determine the voucher utilization for a particular voucher program.

Figure 2-223: Request Report

Table 2-222: Request Report Fields

Field	Description
Voucher Program	Displays a drop-down list of voucher programs that are associated with the contract.
Order By	Allows you to specify one of the following sort orders of the report's information: • Voucher owner: by voucher owner's last name and then first name. • Transaction date: by voucher's transaction date.
Start Date	Specify the start date of the reporting period.
End Date	Specify the end date of the reporting period.
Report Format	PDF and DHTML.
Delivery Method	Online, Email, Fax.

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Figure 2-224: Sample Report

Voucher Utilization Report (FIN-VCH-001)

Run Date and Time: May 26 2006 2:41:43 PM EDT

Voucher Program: All
Order by: Voucher Owner
Start Date: 01/01/2007 End Date: 07/00/2007

Voucher ID	Voucher Owner	Transaction Date/Time	Transaction	Payment Amount	Order	Facility	Voucher Program ID	Voucher Program Name
295902		04/11/2007 12:01 AM	Apply Voucher Payment - Diff Customer - Override Rules	$60.00	4-658	EDISTO BEACH SP	121	GERNERAL VOUCHERS
295897		04/01/2007 04:01 PM	Void Voucher Payment	($10.00)	4-6570	HUNTINGTON BEACH SP	121	GERNERAL VOUCHERS
295905		04/11/2007 11:03 AM	Apply Voucher Payment	$27.00	2-250963	HUNTINGTON BEACH SP	131	HUNTINGTON VOUCHERS
295900		05/21/2007 08:01 AM	Apply Voucher Payment	$421.00	2-99955	HUNTINGTON BEACH SP	131	HUNTINGTON VOUCHERS
295904		05/21/2007 05:54 AM	Apply Voucher Payment - Diff Customer	$254.00	2-212457	ANGLE ISLAND SP	121	GERNERAL VOUCHERS
295898		05/02/2007 01:29 PM	Apply Voucher Payment	$675.00	2-251464	CREEK POND SP	121	GERNERAL VOUCHERS
295654		05/02/2007 01:35 PM	Reallocate Payment	($55.00)	2-251460	CREEK POND SP	121	GERNERAL VOUCHERS
295892		07/10/2007 07:37 AM	Apply Voucher Payment - Override Rules	$127.00	4-1246	HUNTINGTON BEACH SP	121	GERNERAL VOUCHERS
295901		01/14/2007 10:42 AM	Apply Voucher Payment - Override Rules	$45.00	2-255268	EDISTO BEACH SP	121	GERNERAL VOUCHERS
295900		04/00/2007 08:21 PM	Apply Voucher Payment	$99.00	2-47754	HUNTINGTON BEACH SP	141	HUNTINGTON RAINCHECKS
295899		04/11/2007 06:50 PM	Apply Voucher Payment	$114.00	2-254214	HUNTINGTON BEACH SP	121	GERNERAL VOUCHERS
295898		03/01/2007 09:10 PM	Apply Voucher Payment	$103.00	2-342164	HUNTINGTON BEACH SP	131	HUNTINGTON VOUCHERS
295893		01/28/2007 03:14 PM	Apply Voucher Payment	$33.00	2-366264	HUNTINGTON BEACH SP	141	HUNTINGTON RAINCHECKS
295905		01/01/2007 03:17 PM	Apply Voucher Payment	$124.00	2-258741	HUNTINGTON BEACH SP	131	HUNTINGTON VOUCHERS
295893		07/14/2007 12:59 PM	Apply Voucher Payment - Diff Customer	$75.00	2-66545	HUNTINGTON BEACH SP	131	HUNTINGTON VOUCHERS
295891		04/11/2007 01:54 PM	Apply Voucher Payment - Diff Customer	$55.20	2-99953	EDISTO BEACH SP	131	HUNTINGTON VOUCHERS
			Total:	$2,140.20				

Table 2-223: Report Columns

Column	Description
Voucher ID	Displays the unique identifier of the voucher.
Voucher Owner	Displays the voucher owner of the voucher.
Transaction Date/Time	Displays the date/time of the transaction to which the voucher associated.
Transaction	Displays the transaction to which the voucher associated.
Payment Amount	Displays the amount that was applied as payment from the voucher.
Order	Displays the reservation number involved in the transaction.
Facility	Displays the facility for which the reservation is made.
Voucher Program ID	Displays the unique identifier of the voucher program under which the voucher was created.
Voucher Program	Displays the voucher program name under which the voucher was created.

Weekly Campers Report

This report displays all registrations and reservations currently in the facility or scheduled to arrive over a 7-day time period. You can use this report to manage daily Field activities that include checking-in and checking-out reservations for a specific facility. An administrator can generate the report and then fax it to a local facility in the event that Field is off-line.

Figure 2-225: Request Report

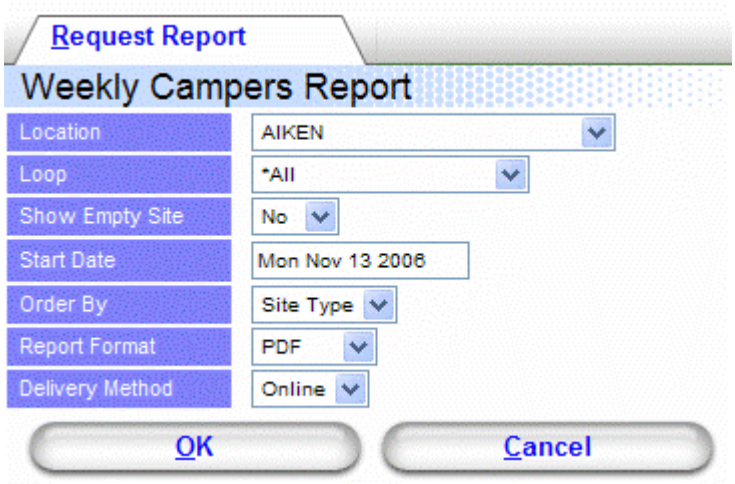

Table 2-224: Request Report Fields

Field	Description
Location	Facility (applicable to the Resource Manager application only): Displays a drop-down list of facility names related to the contract and the list is restricted to the facilities that are accessible for a particular user.
Loop	Displays a drop-down list of active loop names associated with the facility.
Show Empty Site	Indicates whether the report will include (yes) or exclude (no) sites information that do not have any activities (received booked or occupied) within the 7-day report period.
Start Date	Specify the start date. This is a mandatory field.
Report Format	PDF and DHTML.
Delivery Method	Email, FTP, Fax, and Online.

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Figure 2-226: Sample Report

Weekly Campers Report (OPS-OCC-007) Run Date and Time: Jan 03 2007 1:59:51 PM EST

Facility: AIKEN
Loop: All **Show Empty Sites: No**
Order by: Site Type **Start Date: 11/13/2006**

Site Type: **Standard Site**

Site Code: **002** **Loop:** **Campground** **Capacity: 1**

Mon Nov 13	Tue Nov 14	Wed Nov 15	Thu Nov 16	Fri Nov 17	Sat Nov 18	Sun Nov 19
				Hooper, Resv: 2-49076 Fifth Wheel Paid: $29.97 Owe: 0.0 Nov 17 - Nov 19	==>	

Site Code: **007** **Loop:** **Campground** **Capacity: 1**

Mon Nov 13	Tue Nov 14	Wed Nov 15	Thu Nov 16	Fri Nov 17	Sat Nov 18	Sun Nov 19
Dietzel, John Resv: 2-489237 Paid: $25.53 Owe: 0.0 Nov 12 - Nov 14						

Site Code: **008** **Loop:** **Campground** **Capacity: 1**

Mon Nov 13	Tue Nov 14	Wed Nov 15	Thu Nov 16	Fri Nov 17	Sat Nov 18	Sun Nov 19
				Jones, Resv: 2-49091 Pop up Paid: $15.0 Owe: 0.0		

Table 2-225: Report Columns

Column	Description
Site Code	Displays the site code of the site. Non-site specific child sites do not display in the report.
Site Type	Displays the product group to which the site belongs to (applicable if sort by = loop or site is specified).
Loop	Displays the name of the loop to which the site belongs to (applicable if sort by = site type is specified).
Capacity	Displays the capacity of the site.

Table 2-225: Report Columns (continued)

Column	Description
Dates	The columns display the reservation details and activities taking place for the site on each of the day. Site-specific: • On the day a reservation is arriving or on the start date of the report the site is booked / occupied, the report displays the reservation and related information. • On the days (excluding arrival day and report start date) that the site is either booked or occupied the following displays: ==>. • When the site is closed the word <closed> displays on the calendar day. • When the site is not booked and not closed the calendar day is left blank. • When the closed site is booked or occupied the reservation information and the closure text displays on the calendar day. Non-specific site: • Reservations for the site occurring in the 7-day window are rolled up to the lines.
Reservation Information	Displays the primary occupant's name, reservation number, and vehicle / camping unit, amount paid, balance owing, memo, pet, arrival, and departure dates for the corresponding site. • Primary occupant: displays the primary occupant's name on the reservation. • Reservation #: displays the reservation that is arriving. • Vehicle/camping unit: displays the make of the vehicles and the camping units (e.g. RV, or motorcycle) registered on the reservation. A same make of vehicle or a same camping unit registered multiple times on the reservation appears only once. • Paid: displays the total amount paid for the reservation. • Owe: displays the owed payment amount on the reservation. • Memo: displays Y when a reservation memo (received alerts) is available and displays N when a reservation memo (received alerts) is not available. • Arrival/departure date: displays the arrival and departure dates on the reservation.
Closure Condition	A site is closed on a particular day is determined by verifying if the day is within the closure start and end dates of one (or more) active closure schedules to which the site is assigned.

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Weekly Park Visitation Report

This report displays occupancy statistics for 7 days starting from a specified start date. Information reported includes the availability / occupancy on each site type, the number of occupants on each site type / product for each day and the number of vehicles and occupant statistics on in-state and out of state visitors. You can use this report to analyze occupancy and visitation statistics per day of the week.

Figure 2-227: Request Report

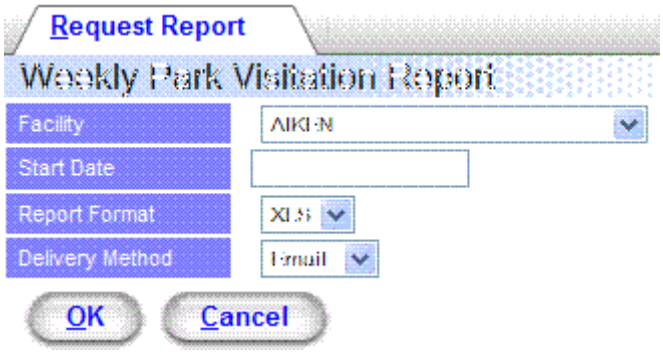

Table 2-226: Request Report Fields

Field	Description
Facility	Displays a drop-down list of the facilities applicable for the selected region. The list is restricted by the access level of the logged-in user.
Start Date	Specify the start date. This is a mandatory field.
Report Format	XLS
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-228: Sample Report – tab 1

Weekly Park Visitation Report (STAT-OCC-002)
Location: All
Start Date: 12/31/2006
Occupancy Statistics (Site)

Site Type	Dec 31, 2006 (Sunday)		Jan 01, 2007 (Monday)		Jan 02, 2007 (Tuesday)		Jan 03, 2007 (Wednesday)		Jan 04, 2007 (Thursday)		Jan 05, 2007 (Friday)		Jan 06, 2007 (Saturday)		Total This Week	Total Prev Week	%Occupied This Week
	Avail.	Occupied	Avail.	Occupied	Avail.	Occupied	Avail.	Occupied	Avail.	Occupied	Avail.	Occupied	Avail.	Occupied			
Cabin	144	79	189	34	183	40	188	35	194	29	179	44	181	42	303	356	19.41
Group Camp	14	1	14	1	15	0	15	0	15	0	14	1	14	1	4	5	3.81
Group Primitive Area	36	0	36	0	36	0	36	0	36	0	36	0	36	0	0	7	.00
Meeting Room	31	3	32	2	33	1	34	0	34	0	34	0	31	3	9	5	3.78
Motel	36	12	46	2	48	0	48	0	48	0	47	1	47	1	16	33	4.76
Premium Campsite	116	38	140	14	141	13	146	8	145	9	145	9	144	10	101	190	9.37
Primitive	233	3	235	1	233	3	236	0	236	0	236	0	236	0	7	12	.42
Standard Campsite	1058	215	1109	164	1103	170	1114	159	1148	125	1157	116	1155	118	1067	903	11.97
Villa	18	0	18	0	18	0	18	0	18	0	18	0	18	0	0	17	.00
Total	1,686	351	1,819	218	1,810	227	1,835	202	1,874	163	1,866	171	1,862	175	1,507	1,528	10.57

Figure 2-229: Sample Report – tab 2

Visitation Statistics (Occupants)

Product/Site Type	Dec 31, 2006 (Sunday)	Jan 01, 2007 (Monday)	Jan 02, 2007 (Tuesday)	Jan 03, 2007 (Wednesday)	Jan 04, 2007 (Thursday)	Jan 05, 2007 (Friday)	Jan 06, 2007 (Saturday)	Total This Week	Total Prev Week
	Visitors	Visitors	Visitors	Visitors	Visitors	Visitors	Visitors		
	0	0	0	0	0	0	0	0	103
Bus; In-State; Each Occupant	0	0	0	0	0	0	0	0	0
Bus; Out-State; Each Occupant	0	0	0	0	0	0	0	0	0
Family Vehicle, Out-State, Each Occupant Ex	0	0	0	0	0	0	0	0	0
Family Vehicle; In-State; Each Occupant Extr	0	0	0	0	0	0	0	0	0
Family Vehicle; In-State; Each Occupant Incl	0	0	0	0	0	0	0	0	0
Family Vehicle; Out-State; Each Occupant Inc	0	0	0	0	0	0	0	0	0
Cabin	251	146	154	131	102	174	174	1132	1519
Group Camp	1	1	0	0	0	2	2	6	297
Meeting Room	154	4	2	0	0	0	154	314	139
Motel	49	12	0	0	0	6	6	73	123
Premium Campsite	149	68	44	30	38	46	49	424	713
Primitive	7	3	9	0	0	0	0	19	26
Standard Campsite	571	395	386	354	282	271	274	2533	2434
Total Visitors	**1,182**	**629**	**595**	**515**	**422**	**499**	**659**	**4,501**	**5,354**
Total In-State Visitors	**320**	**233**	**243**	**211**	**169**	**182**	**339**	**1,697**	**1,502**
Total Out of State Visitors	**862**	**396**	**352**	**304**	**253**	**317**	**320**	**2,804**	**3,852**
Total Vehicles	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Table 2-227: Report Columns

Column	Description
Site Type	Displays the name of the site type.
Per Day	The report is defined by each day for each site type. The format is mon, DD, YYYY. • Avail: the total number of available sites for each site type. The available number of sites is calculated as total number of sites having inventory defined for the day (received any sites with closures for the day). • Occupied: the total number of occupied sites for each site type.

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Table 2-227: Report Columns (continued)

Column	Description
Total This Week	A total of occupied sites for each site type, calculated as sum of occupied sites for the 7 days for which the report is generated.
Total Prev. Week	A total number of occupied sites, calculated for the 7-days prior to the start date of the report for each site type.
% Occupied This Week	Calculated as total number of occupied sites for the 7-days for each site type divided by total number of available sites for the 7-days for each site type as a percentage.
Entrance/Site Type	Displays the site type name or the POS product name where the POS product's number of occupants attribute is greater then 0.
Per Day	The report is defined by each day for each site type or product. The format is mon, DD, YYYY. • Visitors: for POS products, calculates the occupants as the total number of products sold during the day multiplied by the # of occupant attribute in the POS product. Only POS products that have a number of occupants attribute is set to a value greater than 0 is retrieved in the report. • For site types, calculates as the sum of # of occupants on each occupied site for each day. • The total occupants for a site is calculated as # of occupants specified in the reservation +1 in order to take the primary occupant in to the calculation for each day and it is grouped by the site type.
Total This Week	The total number of occupants for each product or site type. (Sum the # of occupants of 7-days).
Total Prev. Week	The total number of occupants for the 7-days prior to the start date of the report for each POS product and each site type.

Will Call Report

This report shows the advanced off-site ticket purchase details for one or more tours occurring on a single tour date within a facility. Use this report on a daily basis to view and manage advanced ticket purchases for one or more tours occurring on a single tour date within a local facility. An administrator can generate the report and then fax it to a local facility, or in the event that Field is off-line beyond the 48-hour time frame for which Venue Manager Local can produce the report. The report includes advanced ticket purchases for tour(s). Separate reports are necessary for each local facility.

Figure 2-230: Request Report

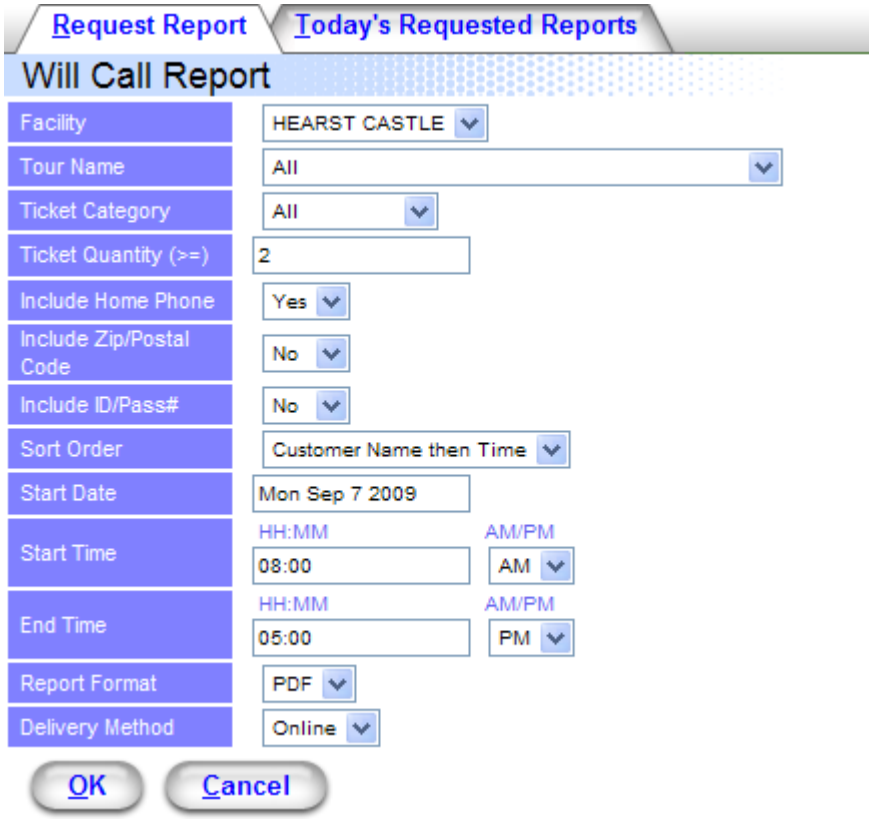

Table 2-228: Request Report Fields

Field	Description
Facility	Select the name of the local facility to which the report pertains.
Tour Name	Select the name of the tours that are located at the local facility. Combination tours are not available for selection.
Ticket Category	Select the tour ticket category name.

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Table 2-228: Request Report Fields (continued)

Field	Description
Ticket Quantity (>=)	Indicates the amount of tickets less than or equal to the number specified. The default is blank.
Include Home Phone	A drop-down list containing "Yes" and "No".
Include Zip/Postal Code	A drop-down list containing "Yes" and "No".
Include ID/Pass #	A drop-down list containing "Yes" and "No".
Sort Order	Select the first column by which the information in the report is sorted. The default is the customer name then time.
Start Date	Select the tour start date.
Start Time	Specify the time that the tour begins.
End Time	Specify the time that the tour ends.
Report Format	PDF and XLS.
Delivery Method	Email, FTP, Fax, and Online.

Report Layout and Results

The group total displays at the end of the report. The total tickets: is the sum ticket quantity of each ticket instance in the report. The total tickets printed: is the sum of the tickets printed of each ticket instance in the report.

Figure 2-231: Sample Report

Will Call Report (OPS-TOUR-002)

Run Date and Time: Feb 08 2010 10:42:01 AM PST

Facility: DPR/Northern Division/HEARST CASTLE
Tour: All
Ticket Category: All
Sort Order: Customer Name then Time
Start Date: 09/07/2009 Start Time: 09:00 AM End Time: 10:00 AM
Ticket Quantity: 5

Tour	Time	Order #	Customer / Contact Name	Home Phone	Organization Name / License #	Bal. Due	Ticket Type	Ticket Qty.	Tickets Printed
Experience Tour	9:30 AM	4-848384	Aligo, Baldomerino	8189877778		N	Adult	6	6
Experience Tour	9:50 AM	4-849111	Dao, Tyna	9514459763		N	Adult	7	7
Upper Floors	10:00 AM	4-846889	Dupuis-Latour, Dimitri	4153500685		N	Adult	6	6
Experience Tour	9:20 AM	4-849250	Lu, Alice	6262856681	ABC Holiday	N	Child	1	1
Experience Tour	9:20 AM	4-849250	Lu, Alice	6262856681	ABC Holiday	N	Adult	35	35
Experience Tour	10:00 AM	4-849521	Lukic, Nedeljko	3234645264		N	Child	2	2
Experience Tour	10:00 AM	4-849521	Lukic, Nedeljko	3234645264		N	Adult	3	3
Experience Tour	9:00 AM	4-495757	Luu, Chinh	6263072298	America Asia	N	Adult	36	36
Experience Tour	9:00 AM	4-495757	Luu, Chinh	6263072298	America Asia	N	Child	2	2
Experience Tour	9:50 AM	4-777578	Pacheco, Trisha	6023696864		N	Adult	6	6
Experience Tour	10:00 AM	4-851745	Vachharajani, Neil	6096359533		N	Adult	5	5
Experience Tour	9:50 AM	4-851865	Vecharungsri, Wongwej	5624021974		N	Adult	4	4
Experience Tour	9:50 AM	4-851865	Vecharungsri, Wongwej	5624021974		N	Child	2	2
						Total Tickets:		115	115

Will Call Report (OPS-TOUR-002) Page 1 of 1

Table 2-229: Report Columns

Column	Description
Tour	Displays the short tour name (ticket tour name) associated with the ticket order item within the ticket order. If the tour is a combination tour, the report displays the tour name associated to the ticket order item details.
Time	Displays the tour time associated with the ticket order item within the ticket order.
Order #	Displays the order number of the ticket order to which the ticket order item detail belongs.
Customer / Contact Name	Displays the last name and first name of the customer or contact that made the advanced ticket purchase.
Home Phone	If "Include Home Phone" is "Yes", displays the home phone number of the customer or contact who made the advanced ticket purchase.

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Table 2-229: Report Columns (continued)

Column	Description
Zip Code	If "Include Zip/Postal Code" is "Yes", displays the zip code of the customer or contact that made the advanced ticket purchase.
Organization Name / License #	Displays the name of organization associated with the ticket order, followed by the state of operator license and the operator license number associated with the ticket order.
Bal. Due	Displays a 'Y' (yes) or 'N' (no) indicator as to whether or not the Ticket Order has an outstanding balance.
Ticket Type	Displays the ticket type associated with the ticket instance order item detail.
Ticket Qty	The quantity for the respective ticket type. The number only includes ticket order for which the tour inventory is active and the ticket instances are active. If ticket quantity (>=) is specified, only the ticket quantities of the ticket instance greater than or equal to the quantity specified will be included in the calculation.
ID/Pass #	If "Include ID/Pass #" is "Yes", displays the ID/Pass #s corresponding to the particular Ticket Types and associated with the Ticket Instance.
Tickets Printed	The number of active tickets already printed with ticket print status printed. If there are no active tickets with ticket print status printed for the particular ticket type the report displays the number zero.

Yield Management by Site Report

This report provides the occupancy rates and the charged revenue by site for a selected park and for a specified report period. You can use this report to analyze the occupancy rates and charged revenue at the site level. The maximum reporting period is set to 93 days. Access to this report and the locations are based on the logged-in user's assigned permissions.

Figure 2-232: Request Report

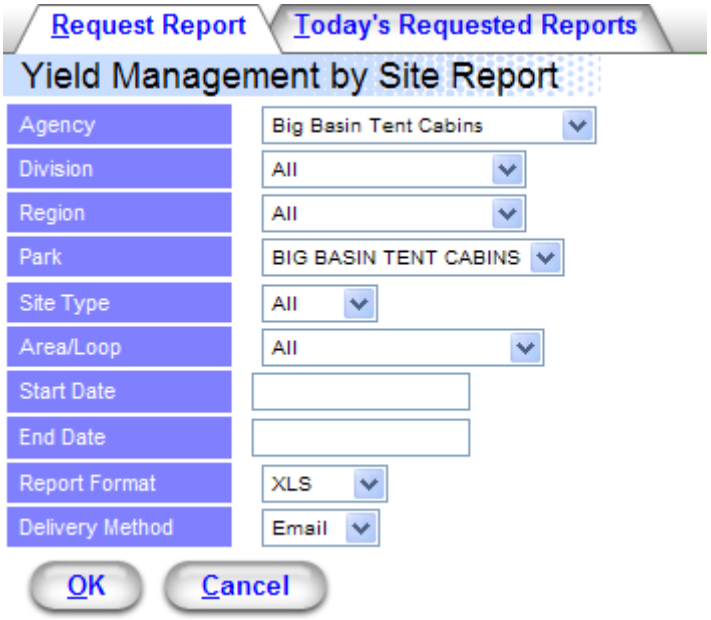

Table 2-230: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Site Type	• Displays a drop-down list of site types associated with the selected facility.
Area/Loop	• Displays a drop-down list of loops or areas associated with the selected facility. If multiple levels of loops or areas are defined for the facility, then the system displays all the loop levels.
Non-Site Specific Group	• Select from a drop-down list of active non-site specific groups for the selected facility. This field displays only if the facility supports NSS sites.
Start Date	Specify the start date of the reporting period. This is a mandatory field.

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Table 2-230: Request Report Fields (continued)

Field	Description
End Date	Specify the end date of the reporting period. This is a mandatory field. This date has to be greater than or equal to the start date.
Report Format	XLS
Delivery Method	Email and Online.

Figure 2-233: Sample Report

Yield Management by Site (FIN-REV-010)

Run Date and Time: Apr 01 2009 7:55:34 AM PDT

Location: Big Basin Tent Cabins/Big Basin Tent Cabins/Big Basin Tent Cabins/BIG BASIN
Site Type: All **Area/Loop:** All
Date Type: Stay Date
Start Date: 07/04/2008 **End Date:** 07/06/2008

Area/Loop	SiteType	Non-Site-Specific Group	Site #	Actual Days Available	Days Occupied or Booked	Occupancy Rate	Closure Rate	Avg Rate / Occupied Site	Avg Rate / Avail. Site	Total Charged Revenue
Huckleberry Tent Cal	CABIN		41	3	3	100.00%	0.00%	$55.00	$55.00	$165.00
Huckleberry Tent Cal	CABIN		06	3	7	233.33%	0.00%	$18.57	$43.33	$130.00
Huckleberry Tent Cal	CABIN		39	3	2	66.67%	0.00%	$57.50	$38.33	$115.00
Huckleberry Tent Cal	CABIN		38	3	3	100.00%	0.00%	$60.00	$60.00	$180.00
Huckleberry Tent Cal	CABIN		37	3	3	100.00%	0.00%	$60.00	$60.00	$180.00
Huckleberry Tent Cal	CABIN		36	3	3	100.00%	0.00%	$38.33	$38.33	$115.00
Huckleberry Tent Cal	CABIN		35	3	3	100.00%	0.00%	$60.00	$60.00	$180.00
Huckleberry Tent Cal	CABIN		34	3	5	166.67%	0.00%	$36.00	$60.00	$180.00
Huckleberry Tent Cal	CABIN		33	3	5	166.67%	0.00%	$36.00	$60.00	$180.00
Huckleberry Tent Cal	CABIN		32	3	4	133.33%	0.00%	$48.75	$65.00	$195.00
Huckleberry Tent Cal	CABIN		31	3	3	100.00%	0.00%	$16.67	$16.67	$50.00
Huckleberry Tent Cal	CABIN		30	3	3	100.00%	0.00%	$50.00	$50.00	$150.00
Huckleberry Tent Cal	CABIN		29	3	5	166.67%	0.00%	$39.00	$65.00	$195.00
Huckleberry Tent Cal	CABIN		28	3	3	100.00%	0.00%	$60.00	$60.00	$180.00
Huckleberry Tent Cal	CABIN		27	3	3	100.00%	0.00%	$50.00	$50.00	$150.00
Huckleberry Tent Cal	CABIN		26	3	3	100.00%	0.00%	$38.33	$38.33	$115.00
Huckleberry Tent Cal	CABIN		25	3	5	166.67%	0.00%	$36.00	$60.00	$180.00
Huckleberry Tent Cal	CABIN		24	3	3	100.00%	0.00%	$60.00	$60.00	$180.00
Huckleberry Tent Cal	CABIN		23	3	7	233.33%	0.00%	$18.57	$43.33	$130.00
Huckleberry Tent Cal	CABIN		22	3	3	100.00%	0.00%	$43.33	$43.33	$130.00
Huckleberry Tent Cal	CABIN		21	3	2	66.67%	0.00%	$57.50	$38.33	$115.00
Huckleberry Tent Cal	CABIN		20	3	3	100.00%	0.00%	$55.00	$55.00	$165.00
Huckleberry Tent Cal	CABIN		19	3	5	166.67%	0.00%	$13.00	$21.67	$65.00
Huckleberry Tent Cal	CABIN		18	3	3	100.00%	0.00%	$60.00	$60.00	$180.00
Huckleberry Tent Cal	CABIN		17	3	2	66.67%	0.00%	$50.00	$33.33	$100.00
Huckleberry Tent Cal	CABIN		16	3	3	100.00%	0.00%	$60.00	$60.00	$180.00
Huckleberry Tent Cal	CABIN		15	3	4	133.33%	0.00%	$48.75	$65.00	$195.00
Huckleberry Tent Cal	CABIN		14	3	4	133.33%	0.00%	$45.00	$60.00	$180.00
Huckleberry Tent Cal	CABIN		13	3	4	133.33%	0.00%	$28.75	$38.33	$115.00
Huckleberry Tent Cal	CABIN		12	3	3	100.00%	0.00%	$38.33	$38.33	$115.00
Huckleberry Tent Cal	CABIN		11	3	3	100.00%	0.00%	$43.33	$43.33	$130.00
Huckleberry Tent Cal	CABIN		10	3	3	100.00%	0.00%	$55.00	$55.00	$165.00
Huckleberry Tent Cal	CABIN		09	3	3	100.00%	0.00%	$50.00	$50.00	$150.00
Huckleberry Tent Cal	CABIN		08	3	3	100.00%	0.00%	$50.00	$50.00	$150.00

Table 2-231: Report Columns

Column	Description
Area/Loop	Displays the area or loop associated with the site.
SiteType	Displays the site type of the site.
Non-Site-Specific Group	Displays the Non-Site-Specific Group associated with the site if the site is a NSS site.
Site #	Displays the site number or code associated with the site. • NSS sites display as the site number/code of the NSS parent site.

Table 2-231: Report Columns (continued)

Column	Description
Actual Days Available	Displays the actual days available. • It is calculated for each site for the reporting period as: the total number of days with defined inventory during the reporting period - the number of days closed + the number of days the closures were overridden (i.e. Booked or Occupied inventory by overriding a closure).
Days Occupied or Booked	Displays the total number of days occupied or booked based on checked-in reservations within the reporting period for each facility. • It is calculated for each site for the reporting period as: the total number of days booked or occupied. • When calculating the occupancy the system counts only the dates within the reporting period. • When calculating occupancy for NSS sites, the system considers the number of booked and occupied child sites and displays the occupancy on the parent site.
Occupancy Rate	Displays the occupancy rate. • It is calculated as: Days Occupied or Booked / by the Actual Days Available, as a percentage.
Closure Rate	Displays the closure rate. • It is calculated as for each site for the reporting period as: the total number of days closed during the reporting period - the number of days the closures were overridden (i.e. Booked or Occupied inventory by overriding a closure) / by the total number of days in the reporting period as a percentage. • If there are multiple number of closures on the same day and if at least one closure is identified, the system considers it as a day where a closure is applicable.
Avg Rate / Occupied Site	Displays the average rate or occupied site. • It is calculated as: the Total Charged Revenue / by the Days Occupied or Booked, as a percentage.
Avg Rate / Avail. Site	Displays the average rate or available site. • It is calculated as: the Total Charged Revenue / by the Actual Days Available as a percentage.
Total Charged Revenue	Displays the total charged revenue. • It is calculated as: the sum of Use Fees + the sum of Attribute fees (positive and negative) + the sum of System Adjusted fees (positive and negative) + the sum of Penalty fees (positive and negative) - the sum of Discount fees for reservations.

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Yield Management Report

This report provides the comparison of occupancy rate, closure rate, average revenue per site, average revenue per occupied site, and total revenue received over the same period of two consecutive years per facility. The maximum reporting period is 1 year (e.g. Feb. 2006 to Jan. 2007). You can use this report to analyze the monthly and yearly site utilizations, closure rates, average rates, and revenue changes.

Figure 2-234: Request Report

Table 2-232: Request Report Fields

Field	Description
Agency–Park	Select from drop-down lists of agency, division/region, facility and/or park names that are related to the contract. These fields change dynamically based on the selected contract and agency. Locations are restricted by the access level of the logged-in user.
Start Date	Specify the start date of the reporting period. This is a mandatory field.
End Date	Specify the end date of the reporting period. This is a mandatory field. The date must be greater than or equal to the start date.
Product Group	Displays a drop-down list of product groups (e.g. Site Types).
Report Format	XLS
Delivery Method	Email, FTP, Fax, and Online.

Figure 2-235: Sample Report

Yield Management Report (FIN-REV-002) Run Date Time

Location: O
Start Date: 07/01/2005 End Date: 05/31/2006
MTD: 05/01 - 05/31 YTD: 07/01 - 05/31
Product Group: All

Facility	Year	Occupancy Rate		Closure Rate		Avg Rate / Occupied Site		Avg Rate / All Site		Total Revenue	
		MTD	YTD	MTD	YTD	MTD	YTD	MTD	YTD	MTD	YTD
A	2005	93.00%	79.00%	0.00%	1.00%	$17.00	$14.00	$18.00	$14.00	$23,547.00	$135,858.00
	2004	88.00%	65.00%	10.00%	5.00%	$15.00	$13.00	$15.00	$12.00	$21,021.00	$125,451.00
	% Change	**5.68%**	**21.54%**	**-100.00%**	**-80.00%**	**13.33%**	**7.69%**	**20.00%**	**16.67%**	**12.02%**	**8.30%**
B	2005	6.86%	23.34%	0.00%	1.00%	$11.00	$18.00	$13.00	$13.50	$665.00	$65,412.00
	2004	3.57%	23.62%	10.00%	5.00%	$10.00	$18.00	$13.00	$13.00	$350.00	$59,887.00
	% Change	**92.16%**	**-1.19%**	**-100.00%**	**-80.00%**	**10.00%**	**0.00%**	**0.00%**	**3.85%**	**90.00%**	**9.23%**
C	2005	48.35%	48.69%	0.00%	1.00%	$9.00	$11.00	$8.00	$11.00	$2,514.00	$54,154.00
	2004	0.00%	39.60%	10.00%	5.00%	$9.00	$10.50	$0.00	$10.00	$0.00	$49,529.00
	% Change	**100.00%**	**22.95%**	**-100.00%**	**-80.00%**	**0.00%**	**4.76%**	**100.00%**	**10.00%**	**100.00%**	**9.34%**
D	2005	0.00%	29.21%	0.00%	1.00%	$11.00	$18.00	$13.00	$13.50	$0.00	$25,145.00
	2004	0.00%	27.14%	10.00%	5.00%	$10.00	$18.00	$13.00	$13.00	$0.00	$24,514.00
	% Change	**0.00%**	**7.63%**	**-100.00%**	**-80.00%**	**0.00%**	**0.00%**	**0.00%**	**3.85%**	**0.00%**	**2.57%**
E	2005	7.65%	29.00%	0.00%	1.00%	$11.00	$18.00	$13.00	$13.50	$8,545.00	$47,427.00
	2004	4.66%	23.62%	10.00%	5.00%	$10.00	$18.00	$13.00	$13.00	$7,984.00	$49,529.00
	% Change	**64.16%**	**22.78%**	**-100.00%**	**-80.00%**	**10.00%**	**0.00%**	**0.00%**	**3.85%**	**7.03%**	**-4.24%**
F	2005	6.86%	23.34%	0.00%	1.00%	$11.00	$18.00	$13.00	$13.50	$13,254.00	$87,878.00
	2004	6.66%	21.53%	10.00%	5.00%	$10.00	$18.00	$13.00	$13.00	$13,021.00	$85,457.00
	% Change	**3.00%**	**8.41%**	**-100.00%**	**-80.00%**	**10.00%**	**0.00%**	**0.00%**	**3.85%**	**1.79%**	**2.83%**
G	2005	6.86%	23.34%	0.00%	1.00%	$11.00	$18.00	$13.00	$13.50	$35,245.00	$95,989.00
	2004	5.34%	23.30%	10.00%	5.00%	$10.00	$18.00	$13.00	$13.00	$31,012.00	$90,124.00
	% Change	**28.46%**	**0.17%**	**-100.00%**	**-80.00%**	**10.00%**	**0.00%**	**0.00%**	**3.85%**	**13.65%**	**6.51%**
All Sites (Aggregated)	2005	24.23%	36.56%	0.00%	1.00%	$11.57	$16.43	$13.00	$13.21	$83,770.00	$511,863.00
	2004	15.46%	31.97%	10.00%	5.00%	$10.57	$16.21	$11.43	$12.43	$73,388.00	$484,491.00
	% Change	**56.68%**	**14.35%**	**-100.00%**	**-80.00%**	**9.46%**	**1.32%**	**13.75%**	**6.32%**	**14.15%**	**5.65%**

Table 2-233: Report Columns

Column	Description
MTD (Month-To-Date)	Displays the period starting from the beginning of the month of the end date to the end date inclusive (e.g. if the end date is May 31 2005, the MTD period would start from May 1, 2005 to May 31, 2005).
YTD (Year-To-Date)	Displays the period starting from the start date to the end date inclusive.
Facility	Displays the facility name.
Year	Displays the year for which the statistics is calculated. • The year is based on the year of the start date (e.g. if the report start date is July 1, 2005, year would be 2005). • The format is: yyyy.

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Table 2-233: Report Columns (continued)

Column	Description
Occupancy Rate	The monthly and yearly occupancy rates. • Total occupied sites over time: is the number of days where sites are booked / occupied between the report period (MTD or YTD). • Total sites over time: is the total number of days where site inventories are available (regardless the site is booked / occupied or in closed status) between the report period (MTD or YTD).
Closure Rate	Displays the closure rates for the report period. • It is calculated as: the <total closed sites over time / by total sites over time>, where total closed sites over time is the number of days where site inventories are placed on closure between the report period (MTD or YTD). • If the total sites over time is zero, the closure rate is also zero.
Avg. Rate / Occupied Site	• It is calculated as: the total revenue / by total occupied sites over time for the MTD and YTD period. • If the total occupied sites over time is zero, the average rate is also zero.
Avg. Rate / All Site	• It is calculated as: the total revenue / by total sites over time for the MTD and YTD period. • If the total sites over time is zero, the average rate is zero.
Total Revenue	The total revenue received for reservations where the arrival dates are within the report (MTD or YTD) period. • It is calculated as the sum of use fees + the sum of attribute fees (positive and negative) + the sum of system adjusted fees (positive and negative) + the sum of penalty fees (positive and negative) less the sum of discount fees for reservations.
Note: For each facility, the report displays statistics for the report period (based on the start date and end date specified) and the same period in the previous year. Only camping reservations and campsites (product category is site) are used in the calculation. **Note:** If a specific product group is selected, the revenue is calculated on reservations where the reserved sites match the specified product group. **Note:** The occupancy rate and closure rate is calculated based on the specified product group.	

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Appendix

Layouts and Delivery Method Descriptions

The report results can be generated using the formats and delivery methods below that can be used in combination (which may differ based on your systems configuration).

Table A-1: Report Formats

Format	Description
XLS	A Microsoft Office Excel document. • Resource Manager – the end user can run the report request and then email the results to a recipient. • Field Manager – the end user can display the report results in a Microsoft Excel spreadsheet, which they can then save to a directory or file location. The user can then use Microsoft's Excel functionality as necessary.
DHTML	A Dynamic HTML document. • It displays the report results to the end user on their screen at the time of report request. This format also has export ability. **Note:** DHTML reports are rendered using a JReport interface that allows the user to customize the look and feel of the report (e.g. fonts as well as the information in the report such as filtering column information). For more information about JReport, refer to the associated online Help. The user can save the customized report to their local hard drives.
PDF	A Portable Document Format. • Resource Manager – the end user can run the report request and then email the results to a recipient. • Field Manager - the end user can run the report request on demand, which automatically displays the report results on the user's screen. The end user can then use Adobes Macromedia's functionality as necessary.

Table A-2: Delivery Methods

Method	Description
Email	Enables the end user to send the report results to a recipient using email.
FTP	Enables the end user to load the report result files to an external site using a File Transfer Protocol, from which a recipient can then download the report fields from.
FAX	Enables the end user to digitally send the report results to a RA FAX machine and it sends the report results to another specified fax machine. **Note:** Only reports in PDF format can be faxed.
Online	Enables the user to view the report instantly on a Web browser in DHTML format, at the time of the report request.

Examples of Report Formats

The following is a sample XLS report result:

ReserveAmerica Transactions By Call Center

					TRANSACTION COUNTS								
Contract	Sub Grou	SRC Type	Start Date	End Date	NY	WI	FL	CA	TX	VA	PA	Other	TOTAL
SC	SC parks	CRS	11-13-2006	11-13-2006	27	37	7	0	0	0	0	12	83
MS		CRS	11-13-2006	11-13-2006	0	0	0	0	0	0	0	0	0
NY	OPRHP	CRS	11-13-2006	11-13-2006	50	0	0	0	0	0	0	62	112
NY	DEC	CRS	11-13-2006	11-13-2006	47	0	0	0	0	0	0	27	74
VA		CRS	11-13-2006	11-13-2006	0	0	0	0	0	0	0	0	0
CA	DPR	CRS	11-13-2006	11-13-2006	0	0	0	2	0	0	0	0	2
CO		CRS	11-13-2006	11-13-2006	0	0	0	0	0	0	0	0	0
WI	ATE PARI	CRS	11-13-2006	11-13-2006	1	55	0	0	0	0	0	0	56
WI	ATE FORES	CRS	11-13-2006	11-13-2006	0	1	0	0	0	0	0	0	1
NRRS		CRS	11-13-2006	11-13-2006	0	0	0	0	0	0	0	0	0
CT	ICUT STAT	CRS	11-13-2006	11-13-2006	5	5	0	0	0	0	0	1	11
KY	Departmer	CRS	11-13-2006	11-13-2006	4	4	0	0	0	0	0	0	8
EBAY	st Bay Par	CRS	11-13-2006	11-13-2006	0	0	0	0	0	0	0	8	8
MA	te Parks (S	CRS	11-13-2006	11-13-2006	0	0	0	0	0	0	0	1	1

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The following is a sample PDF result:

Daily Facility Management Report **(RA-OPS-002)** **Run Date and Time: Jan 02 2007 12:22:19 PM EST**

Location: AIKEN

Start Date: 11/13/2006 **End Date:** 11/26/2006

Field Loop: Campground

Site	Mon Nov 13	Tue Nov 14	Wed Nov 15	Thu Nov 16	Fri Nov 17	Sat Nov 18	Sun Nov 19	Mon Nov 20	Tue Nov 21	Wed Nov 22	Thu Nov 23	Fri Nov 24	Sat Nov 25	Sun Nov 26
001											A	==>	==>	D
002					A	==>	D							
005												A	D	
006													A	D
007	==>	D										A	==>	D
008	D				A	D								
009	A	==>	==>	==>	==>	==>	==>	==>	==>	==>	==>	==>	==>	==>
011									A	==>	==>	==>	==>	D
012						A	D					A	==>	D
013									A	==>	==>	==>	==>	D
014					A	==>	D					A	==>	D
015												A	==>	D
016												A	==>	D
018						A	==>	D				A	==>	==>
019						A	==>	D					A	D
022													A	D
023				A	==>	==>	==>	D		A	==>	==>	==>	D
024			A	D	A	==>	D					A	==>	==>
025					A	==>	D					A	==>	D
ADA-021											A	==>	==>	D

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Index

Numerics

2.86 (new)
- Customer Labels Report 77
- Earned Distributed Funds Detail Report 119
- Site Marker Report 316
- Transmittal Detail Report 352
- Transmittal Summary Report 358
- Undistributed Funds Report 363

A

adjustments 101
- financial session activities 144, 148

advanced
- off-site ticket purchase 398
- reservations 27, 291, 294
- ticket inventory 334
- ticket purchase details 43
- ticket purchases 398
- walk-in registrations 291

analyze
- amount details 224
- average rate by site 402
- call center agents 203
- closure and average rate 405
- closure rate by site 402
- lottery application statistics . . . 169, 174
- monthly and yearly site utilization . . . 405
- monthly, yearly site utilization 402
- occupancy and visitation statistics . . . 395
- operator activity 346
- outstanding balances 72
- revenue changes 405
- revenue changes by site 402
- site usage by type 377
- usage of site at a park 374

application interface 15

arrivals, reservation continuity 86

attribute fee 278

B

billing
- information 56, 238, 326
- permit orders 238

breakdown of unsuccessful calls 29, 33

C

CA
- Earned Distributed Funds Detail Report 119
- Earned Distributed Funds Summary Report 123

call center agents 203

camping
- active reservations 190
- transactions 346

Client Support 2

closures 53

concessionaires
- unearned revenue 369

confirmation letter
- permit 238

Cooperators .. 62, 181-183, 241, 246, 251

copyright 2

credit card
- batch detail 64
- batch summary 66

D

daily field activities 392

deposits
- adjustments 101

discount details 113

discounts and revenue earned 116

distributed funds 119, 123

distributed revenue 262, 267

E

events
by park location 212
sales-related information 127

F

facility
information 337
fee adjustments 132, 134
financial
reports, overview 9
sessions 101, 104, 108
state system 46, 50
formats and delivery methods 409

G

gift card
fee adjustments 132, 134
invoice summary 166
payment allocations not distributed . . . 366
sales 153

L

Launch Pad 11
Licenses 2
lottery 177, 178
applications 169, 174

M

mailing addresses 77
Main Menu 15, 16
monthly tax amount 323

O

occupancy
details 193, 316
forecast 200
levels, camping and lodging units 197
rates, charged revenue by site 402
occupancy statistics 395
off-site ticket purchase 398
operational reports 9
operational statistics 383
operator activity 346
outstanding balances 68, 72

P

park details 214, 216
partner invoice 160, 163, 166
password
changing 14
payments
by a Field operator 94
by park revenue location 228
collected, issued 140
collected/issued 46, 50
credit card 64
daily deposits 136
details 235
financial session activities 144, 148
financial session details 104
included in transmittals 352, 358
park revenue 219, 224
processed at a facility 96
processed at a specific park 209
processed within a location 206
undistributed allocations 363
permit orders 177
detailed information 240
reservation and billing information . . . 238
permit reservations 291
statistical information 245, 249
PIN
changing 13
POS product sales 254, 257

Q

quota inventory availability 260

R

RA fees 160, 163, 166
waived for customers 348
RA Finance
Refund Report 273

refunds
associated with an agency 273
by a Field operator 94
by park revenue location 228
collected, issued 46, 50
credit card 64
daily deposits 136
financial session activities 144, 148
included in transmittals 352, 358
issued to gift card 153
park revenue 219, 224
processed 96
processed at a specific park 209
processed within a location 206
undistributed allocations 363
registrations
current, scheduled 392
visitation statistics 232
reservations 291
activities 22, 36, 40
activity 86
activity details 377
activity for sites 81
cancelled, on site, incoming
or outgoing campers 40
details 81
information 56, 90
visitation statistics 232
ReserveAmerica, contact 2
revenue
account code level 300, 303
camping reservation 190
distribution detail 297
distribution summary 300, 303
order level 297
reservation details 321

S

search results 17
seasons
details, summary 217, 305
park profile 216
site fees 314
services and amenities 307
sites
attributes 309
attributes and fees 218
availability 158, 311
markers 316
notes or alerts 319
statistical reports 9

T

tax
collected 323
distributed revenue 267
recipient distribution 262
reservation details 321
ticketing
balance outstanding 72
Call Center transactions 346
daily reconciliation by operator 94
distributions 186
fee adjustment 132, 134
invoice summary 166
tickets
information 326
orders 291
processed 96
sold 329
tours
inventory information 334
park information 337
trademarks 2
transactions
by operator 346
confirmation letter 56
credit card 62
credit card batch 66
fees 348
invoice summary 166
undistributed funds 366
voided, cancelled 129
transmittals 352, 358

V

vehicle information 380
visitation statistics 99, 232

voids
daily deposits 136
gift card 153
voucher
applied as payment 390
balance 388
collected/issued by parks 46, 50
processed within a location 206
undistributed allocations 363
utilization 390