# 1   General Information

Campground Master can simplify the task of reservation management for any campground or RV resort, or any kind of hospitality or rental business. If you're still using a wall chart and paper forms, we can help you make the transition to a computerized system as quick and easy as possible.

With its emphasis on ease of use and flexibility, Campground Master helps you manage your business the way you want. We encourage you to download and try our software, free of charge, so you can see for yourself how simple it is to customize and operate.

Dynamic Report tabs present the information you need most, instantly.

- Easy to use and learn -- most campgrounds can be up and running within a day.

- Minimal computing power needed -- can be used on nearly any computer that runs Windows 95 or later.

- **Customizable dynamic maps** -- update them anytime you like with built-in tools.
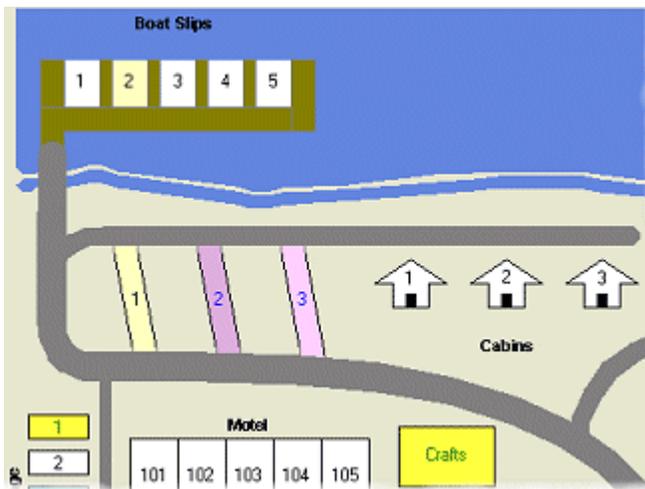
- Extremely flexible database supports any type of rentable space or items, custom transaction categories, payment types, and more.

- Reports are available with a single click, and any report can be printed as-is or with various formatting options.

- Professional printed receipts for your customers (no more expensive pre-printed hand-completed forms!)

- Comprehensive reservation and transaction tracking, including date, time, and operator.

- Saves all customer information for easy recall on return visits.

- Walk-ins can be handled with just a few clicks of the mouse.

- Includes a very detailed printed manual, plus quick-start tutorials. (The full user manual is also available as instant program help -- just press F1 in the program).

- All sales & receipts can be exported to **QuickBooks**(TM), categorized in to the accounts/items of your choosing.

- Printed receipts & forms, labels, reports, dialogs and menus can be customized within the program.

- Only **$795** (US) for a standalone system, no matter how many campsites or rooms you have.

- Networking is available to support up to 63 workstations.

- **No per-site setup costs** -- We don't require you to pay for system setup and map design like some other companies do. Setting up the database yourself is easy (especially with our free support), and you can use any map graphics you might already have.

- **Credit Card Processing** available without the need for expensive software like IC Verify.

- Point of Sale option available for rapid counter sales and inventory tracking, built right into the program so you can easily add merchandise to customer receipts.

- **Free support** by phone or E-mail, 7 days a week! Our personal support has been highly praised by

our customers.

Context-sensitive menus place the functions you use the most just a click away.

```
View Reservation Quick-Info

Reservation Details
Customer Details
Site Details

Check In
Check Out
Transactions

Confirm Reservation
Guarantee Reservation
Cancel Reservation
Split Reservation at this date
Assign or Change Site

This is New Start date
This is New Last date
This is New Blocked date

New Reservation for this customer
Add a Guest to this Reservation
Linked Reservations            ▶

Print for this reservation      ▶
Print this view

Color Key
```

- "Context-sensitive" means that you can just right-click on any reservation on a report, and the most common functions for that reservation will be just one click away.

- View any of the details you need -- reservation, customer, transactions, or site.

- Perform check-ins, check-outs, cancellations, and any other function easily.

- Change sites, adjust dates, and make additional reservations visually.

- Easily print receipts and envelopes for this reservation, or batch-print invoices and mailing labels for all customers in the report.

- Double-click on any empty site to make a new reservation for that site, on the selected date, automatically

2 Key Benefits

Campground Master is the perfect reservation system for campgrounds and other rental properties of any size. Whether this will be your first computerized system or you're upgrading from another system, you will realize many immediate benefits:

- **Eliminate hand-filled forms**, reducing form costs and minimizing the wait time at your check-in counter.

- **Speed up check-ins and check-outs**, completed with a printed receipt in just a few clicks.

- **Let your customers help you** by making their reservations online, using our online reservations support.

- **Eliminate booking mistakes** -- no more lost or duplicate reservations.

- **Utilize your spaces more effectively** with features like waiting lists and mailing lists.

- **Instantly know the availability** of each space with the map view, allowing you to book reservations quickly and confidently.

- **Get paid sooner** using the daily report of payments due and batch-printing invoices.

- **Avoid missing charges** for extras like additional people or vehicles, late departures, and more (it can all be automatically calculated).

- **Simplify your accounting chores** by setting up custom transaction reports, or export sales & receipts to **QuickBooks**(TM).

- **Solve accountability issues** with secure log-ins and operator/date/time tracking of all transactions.

- **Distribute your workload** with real-time networking to allow operations from multiple locations (even through the Internet).

- **Eliminate separate credit card receipts** and reduce errors with integrated credit card processing.

- **Handle rapid counter sales** and manage your inventory with the Point of Sale option and bar code scanner

3   Point of Sale

Point of Sale, or "P.O.S.", is an optional module available for Campground Master. If you have not yet purchased this option, you can still experiment with its functions using the program in demo mode with the sample database.

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

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

P.O.S. Overview

The goals of the P.O.S. functionality are two-fold -- to take the place of a cash register (with bar-code scanning capabilities), and to provide inventory tracking functions.

It's recommended for use in a store or registration office check-out counter where the rate of sales is too great to enter each item's price and description manually. However it can greatly add convenience and reduce errors even if only a dozen or so items are sold on a regular basis. It can also save space by replacing a separate cash register. Integrating credit card processing also replaces a separate terminal and printer.

The "cash register" icon on the toolbar (or the F4 key) will open the P.O.S. dialog for making sales. This is like a cash register with added inventory item scanning support and other features to allow rapid sales.

The P.O.S. functions are separate from the reservation functions in some ways, but they also fully integrate with Campground Master. P.O.S. transactions can be combined for reporting and exporting to QuickBooks, and P.O.S. sales can be added to a customer or reservation receipt as needed.
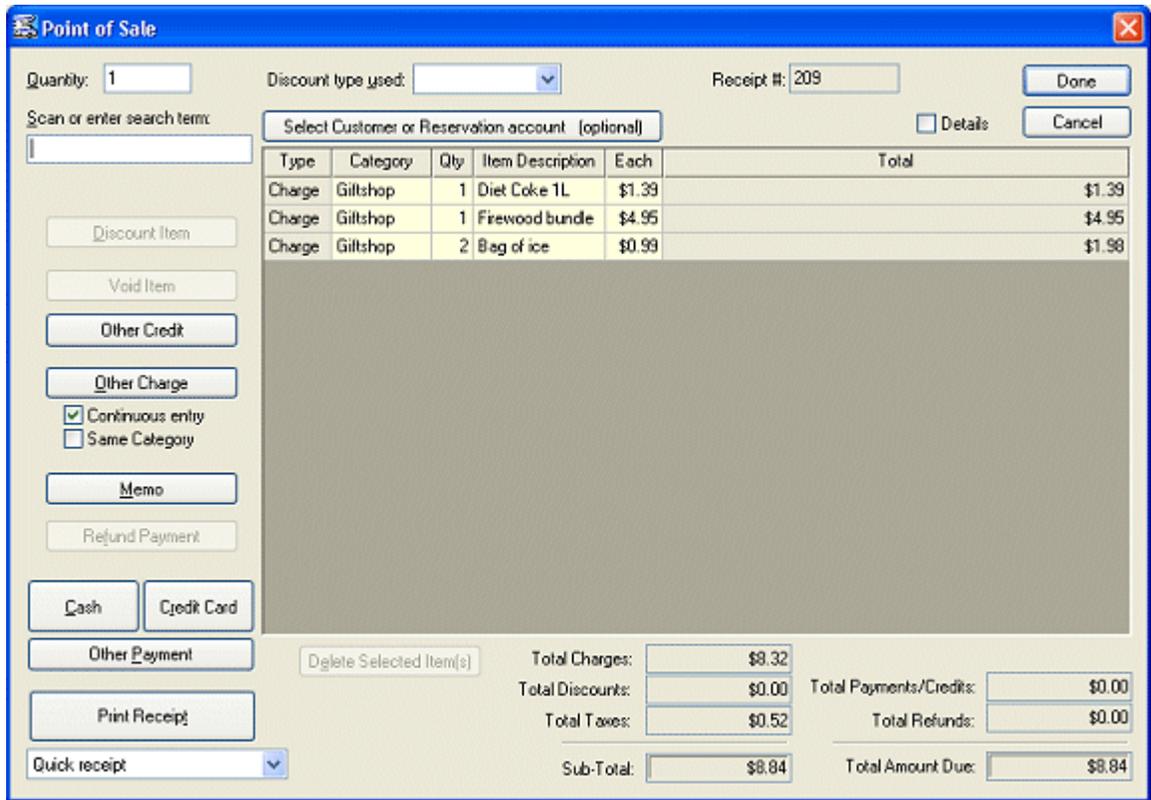
P.O.S. transactions are seamlessly included in Transaction reports, with additional filtering and grouping options available for detailed inventory sales reporting. Additional inventory reports make tracking your inventory easy, so you know when to order replacement stock.
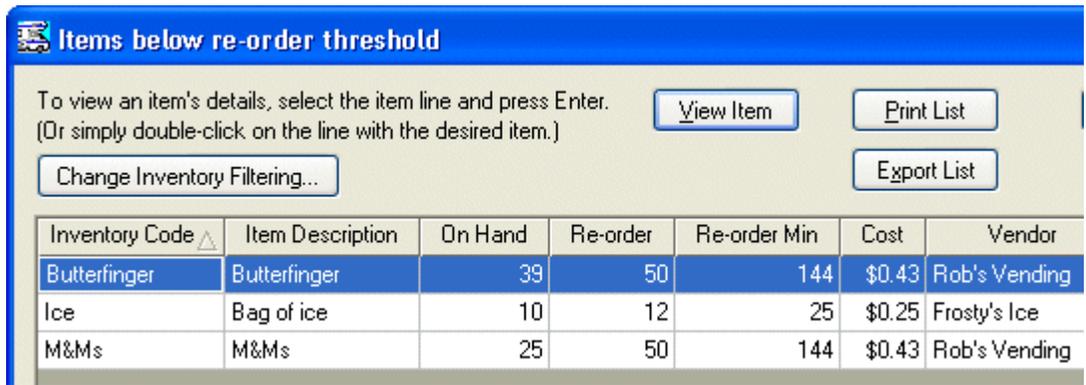
Purchase order functions can create and print orders for all low-stock items in a few clicks, allow special item ordering, and automatically update inventory when items are received.

If you would like to know more about the P.O.S. functions, just refer to the Help topics in the software or download the manual from our web site.

P.O.S. Hardware Support

The P.O.S. option also adds support for a bar-code scanner and pole display (both optional). Hardware support for a receipt printer, cash drawer, and credit card reader are included in Campground Master even

without the P.O.S. option, but those are obviously important for P.O.S. use as well.

For more information and suggested equipment, refer to our web site.

Credit Card Support

Processing credit cards through the software adds convenience and assures that credit card payments can't be recorded without the credit card charge being approved. It also eliminates the need for a separate credit card terminal and printer, eliminates separate credit card receipts, reduces errors (no double-keying amounts into 2 separate machines) and provides a one-to-one audit trail (no need to compare two separate reports).

For more information, refer to the Credit Card Processing page.

Purchasing the P.O.S. Module

You can purchase the P.O.S. option with your initial Campground Master license or add it later. The cost is only $200, and of course that includes our free support and upgrades for one year. It can be used on any or all of the workstations you're licensed for, without additional cost.

Please contact us if you have any questions about it.

4   Credit Card Processing

Integrating credit card processing with the software adds convenience and can help speed the checkout process. While this is especially useful with the Point of Sale option, it can also be used with the standard software.

Other benefits of integration:
- Eliminates mistakes and fraud due to double-entry of amounts
- Provides a one-to-one audit trail
- Saves money -- no terminal machine rental/purchase necessary
- Saves counter space -- no separate terminal/printer to clutter the workspace
- Easy for clerks -- simple interface, no moving back and forth to a separate machine
- One combined receipt for your customers
- One phone line, no matter how many workstations (even if remotely networked!)
- Meaningful management reports, much more information than standalone terminals

Processing Software

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

We do not interface directly with all client "gateways", so don't ask if we support such-and-such gateway. We only interface with Merchant Warehouse or through processing software X-Charge or PC-Charge as detailed below, which does the communication with the gateway. To find out if your particular gateway is supported, you need to contact those software vendors.

With any of the integrations mentioned below, you will no longer need your credit card terminal or credit card receipt printer. Instead, you will swipe the customer credit card using a special swipe reader (optional) attached to your computer and credit card receipts will print on your existing receipt printer (or you can add a 3" receipt printer).

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

X-Charge

Cottonwood Software has teamed up with industry-leader **Accelerated Payments Solutions** to bring you competitive rate credit card processing right from Campround Master. And best of all, we can offer their X-Charge software at no cost, no matter how many workstations you have.

Using the X-Charge terminal software, you can quickly and easily process credit card transactions directly through the Enter Payment screen of Campground Master. The X-Charge terminal software is guaranteed to integrate seamlessly with Campground Master, saving you time and money.

With this setup, you will no longer need your credit card terminal or credit card receipt printer. Instead, you will swipe the customer credit card using a special swipe reader (optional) attached to your computer and credit card receipts will print on your existing receipt printer.

Accelerated's discount rates are very competitive (they can provide you with a detailed comparison to your existing merchant statement), and it's simple to get set up. In fact, we recommend that you use them as your

merchant provider even if you still prefer to use a separate credit card terminal.

Contact us to find out more, and we'll have them set up a free comparative analysis for you. You may also call them directly at **1-888-385-2002**. Be sure to mention that you'll be using it with Campground Master so they know exactly what you need.

Other Processing Software

If you want to use your existing merchant service provider, then the only way to integrate it with Campground Master is through PC Charge software. We cannot create a special integration for your merchant provider, and cannot integrate directly with any gateway. If they do not support one of the options below, then your only choice would be to switch to X-Charge (above).

While we do support PC Charge as an alternate interface, we only recommend this option if you don't have the ability to change merchant providers.

PC Charge must be purchased separately and is supported separately from merchant services and separately from Campground Master. While this allows Campground Master to be usable with most existing U.S. merchant processors, separate support could result in conflicts of opinions between the software supplier and the merchant provider if you have a problem.

Any recent version of PC Charge Pro or PC Charge Payment Server will work (5.1, 5.09, etc), as long as it's not too old (we have not tested with versions released earlier than 2011).

Important -- If you're using more than one workstation (networking) and choose to use PC Charge, then you must purchase an appropriate number of user licenses.

Hardware Requirements

The computer with the processing software will need to have a high-speed internet connection like DSL (only one computer on the network needs this).

You will also probably want a mag-stripe reader for swiping credit cards -- not only does this save a lot of time and eliminates mistakes, most merchant services also offer a much lower discount rate for swiped cards. The reader must be either USB or keyboard-wedge interface (keyboard-wedge connects in-line with your keyboard and doesn't occupy other ports. The reader must support either Track 1 or Track 1 & 2 reading (track 3 is not supported).

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

5   Networking Support

Campground Master provides unique networking support

With most systems, networking means having a "server" computer that has to be high-powered and dedicated to the task, and every other computer shares a single database. If that computer goes down, the whole system is dead. If its database is damaged, you're really in a mess.

Campground Master's networking doesn't require a special server, and it's designed for multiple redundancy. You simply set up your workstation computers, select one to be the "master" and point the others to it through a single IP address setting, and you're up and running. The master runs a tiny server task in the background, but is fully functional as a workstation as well.

If the master computer goes down for any reason, you can simply change a couple settings to designate a new master and keep working. Every computer has a full copy of the database at all times, which also makes it nearly impossible to lose your data.

Of course any changes appear on all of the networked computers, in real-time. The technology used in our networking system is actually based on real-time financial systems used by stock brokers, where the freshness of the data is critical. There's no need to "refresh" the display to see what changed on another workstation -- the display will update by itself almost instantly. The system also prevents conflicts automatically, by locking out appropriate records if they're being used by another station -- for instance to prevent double-booking a site or double-charging a customer.

Also note that since it uses the TCP/IP protocol, no file sharing is required (making it easier to secure your network from viruses, hackers, etc.). Up to 63 workstations can be supported on a single network.

If you want to get into the technical aspects, you can browse the online documentation for the networking setup.

Connect through the Internet

Our networking functionality can also be used through the internet, so you can access the system from home or while on vacation to check on how things are going back in the office. You don't need to use a clunky program like PC Anywhere to dial in (which would also lock out the office user), and you don't need any high-tech stuff like a VPN, Exchange Server, Remote Access Server, etc. -- everything you need is built into Campground Master.

This can also be done on a continuous basis, for instance to link a park's office with the main headquarters. Again, this is real-time networking and it will seem like you're in the same office -- all changes made in the office will appear on your computer instantly, and vice versa.

All you need is internet connectivity, preferably broadband but dial-up works fine too. A static IP address for the master computer is helpful, since you'll need to know the IP address to connect. (There are ways around this if necessary, e.g. you could call someone at the office to have them check the current IP address). If you're using a router to connect more than one computer to the internet, you may also need to configure your router for the port used, but that's usually a simple procedure.

But is it secure? Yes, Campground Master uses a proprietary protocol on a single port. You can configure a firewall to block everything except that port, making it completely safe from other intrusions. Even if a hacker discovered that the one port is open, it's not likely that anyone could decipher the Campground Master protocol by random trial and error, let alone do anything remotely damaging through it.

6   Why Choose Campground Master?

Occasionally we're asked how Campground Master compares to other reservation software and why you should choose us over the competition. There are actually many ways that Campground Master is unique to the industry.

We believe that if you try the free demo then you'll discover for yourself how Campground Master stands out from the crowd in ease of use, flexibility, and functionality. But just in case you're still undecided and want to know the advantages of Campground Master, here are some key points to consider:

- **The Rack and Map views give you the best of both worlds** -- Some programs give you only a map or only a grid, but having both views is essential to efficient operation. The map gives you a quick reference of openings for a particular date or range, and it's perfect for visualizing locations and positioning people accordingly. But a Rack view allows you to see lengths of stays and lengths of openings at a glance, which helps you fill sites more efficiently. It can also be printed as a quick-reference for the gate house or after hours.

  Keep in mind that we offer the map functionality free of charge -- while others charge anywhere from $2 to $7 per site to do a map for you (and you can't use their software without it), we throw this in as a standard feature. You do have to put the map in yourself, but it's easy to do with the point-and-click map editing functions which give you full control over how it looks.

- **Widespread compatibility** -- Some reservation software requires that you use a particular version of Windows, or only a certain display resolution, or only on specific hardware. Campground Master works with any display resolution on all 32-bit versions of Windows (95, 98, 98SE, Me, 2000, 2000 Professional, 2000 Server, XP and Vista). Our hardware requirements are minimal because it was designed to be efficient and work with older machines, so you don't have to spend a lot of money on a new computer.

- **Speed is important** -- Have you ever been checking in to a hotel or campground and had to wait while the clerk tries to get the system to respond? One reason for this is that many reservation systems use out-dated or bloated database systems that aren't designed for real-time (instant response) applications. Campground Master uses a state of the art database designed specifically to be fast, even on older computers. There are no "Refresh" buttons to click because everything updates instantly. You won't keep your customers waiting.

- **Unmatched flexibility** -- Campground Master is flexible on many levels. Overall it can be used for any type of rental, not just campgrounds. It's being used for such diverse applications as canoe trips, dog kennels, flea markets, storage units, jail houses, and parking garages. So if you have more to rent than just RV sites, Campground Master will handle it.

  On a functional level, many of the user's choices can be designed to fit your needs. The types of sites, types of reservations, payment methods, site attributes, discounts, transaction categories and more are all user-defined lists.

  Hundreds of other configuration options, many of which were added based on feedback from our customers so that we can meet everyone's needs, allow you to easily make the system work just the way you want it.

  Taking it even further, the Advanced Customization features allow you to modify & create your own forms like receipts, letters, labels, E-mails, etc., as well as create your own reports, add custom fields to data entry dialogs, modify the menus, set up custom functions and events like reminder prompts, and many other customization options.

- **Comprehensive functionality** -- Since we strive to meet every need, we've packed Campground Master with more features and functions than any other reservation software. We rarely have to say "no" when someone asks "Can it do this..." (and if we do find we're missing something, it will be at the top of the list of new features for the next version). If you don't see a function you need, just ask and we can probably tell you how to get Campground Master to do it.

- **Automatic rate calculations** -- In keeping with the flexibility theme, we've designed a sophisticated auto-rates system so that you can base your rental rates on dozens of different conditions. It can factor in various discounts, seasons & holidays, the type of site, the type of reservation, weekly & monthly rates (with pro-rating), add-ons like 50 amp, extra adults, pets, special services, and more. Electric, water and gas meter rates can be set up for any number of usage ranges, seasons, and other factors.

- **Extreme data protection** -- Anyone who has been using computers for awhile knows that system crashes can happen, whether due to a software bug, power outage or other computer glitch. Your reservation data is probably the most important thing on your computer, so besides making the software virtually crash-proof we've taken several additional measures to minimize the chance of losing any information:
    - Automatic reminders to back up your data on a removable disk.
    - Automatic daily backups of the database, in case you ignore the reminders.
    - The database file is not held open continuously, so if there's a power outage or crash then it's unlikely that the data will be affected to begin with.
    - A unique logging feature which records all data changes to a separate log file, so even if your last backup was 3 weeks ago the program can still recover everything you did since the backup. (This log can also be used to track down the details of any data change, including the date, time, and operator who made the change.)
    - It's easy to restore a data backup onto another computer, in case you need to switch computers. Just install the program and use the Restore function, and you're up and running again.

- **Unique networking support** -- With most systems, networking means having a "server" computer that has to be high-powered and dedicated to the task. If that computer goes down, the whole system is dead.

  Campground Master's networking doesn't require a special server. You simply set up your workstations, select one to be the "master" (so it runs a tiny server task in the background), and you're up and running. If the master computer goes down, you can simply change a couple settings to designate a new master and keep working. Every computer has a full copy of the database at all times, which also makes it nearly impossible to lose your data.

  Of course all new transactions appear on all of the networked computers, in real-time. There's no need to "refresh" the display to see what changed on another workstation -- the display will update by itself almost instantly. The system also prevents conflicts automatically, by locking out appropriate records if they're being used by another station -- for instance to prevent double-booking a site or double-charging a customer.

- **Internet-workability** -- Our networking functionality can also be used through the internet, so you can access the system from home or while on vacation to check on how things are going back in the office. This can also be done on a continuous basis, for instance to link a park's office with the main headquarters. Again, this is real-time networking just like you're in the same office. You just need to have internet connectivity (a static IP address for the master computer is helpful).

- **Real-time online reservations support** -- We're the only campground reservation system that has true real-time 2-way integration with online reservations. We work with Reservation Friend (by Friend Communications) to provide a robust online solution without giving up any local control. This allows you to make your full inventory available online at all times (optionally showing it on a map of your park), updating the online availability instantly based on local changes while using a sophisticated communications system to prevent any double-booking.

- **QuickBooks(TM) support** -- If you're using QuickBooks software for your general business accounting, then you'll want an easy way to transfer your reservation sales and receipts without having to retype figures every day. Campground Master can export daily sales and receipts information into QuickBooks easily and error-free.

- **Point-of-Sale option** -- If you have a store in the same location as your check-in counter, then it makes sense to combine the cash register function with the registration functions. Just add the POS option, and you get a fully functional cash register and inventory tracking system with the same easy-to-use features. No need to learn two separate systems and manage two separate sets of reports. Combine merchandise sales with camping receipts, avoid double-entry of sales in a separate cash register, and consolidate accounting reports and cash drawer "z-out" functions.

- **Credit card processing** -- You may be perfectly happy with using a separate credit card terminal for now, and that's fine. But at some point (probably when you have to pay hundreds of dollars for a new terminal) you'll decide that it makes more sense to use the computer to process credit cards instead of a separate terminal. Campground Master already supports this, with many benefits.

- **Flexible online reservations support** -- We don't lock you in and require that you pay for our online reservation service in order to support online reservations with Campground Master. Our flexible "parsing engine" system will import reservations made through nearly any online reservation system. Specific integration has been set up for Reservation Friend (by Friend Communications) and Webervations.com, but you can also put a form on your own web site and make it as simple or as advanced as you like. Campground Master can also upload a site availability chart directly into your web site as often as you like.

- **We won't keep asking you for money** -- Other reservation software companies charge $300 to $500 every year for support, whether you use it or not, and won't even answer a few quick questions unless you pay. You're locked in to paying this for as long as you continue to use their program -- it's as if you don't really own it, you're just renting it.

  Campground Master is probably the most rock-solid reservation software there is. That's why we don't charge annual "support" fees -- once you're set up it just keeps working, so you won't need to call for support. But don't forget that we do provide free support 7 days a week, just in case you have questions about how to do something.

  When you purchase Campground Master, it's yours to use forever just like QuickBooks, Excel, or any other off-the-shelf software. You can choose to upgrade later at a very reduced cost, but it's not required in order to get support. If you have a problem with the program, we will help you no matter how long ago you purchased it -- we want you to be a happy customer and tell others about us.

- **Money-back guarantee** -- Reservation software is probably the largest software investment you'll make. Besides trying to make the best choice to begin with, why not make sure it's not a potentially expensive mistake? We're one of the few companies willing to offer a money-back guarantee on our software. We're very confident that you'll be happy with Campground Master, and we provide a free demo and offer a 30-day fully functional trial so you can make the choice before investing a dime.

  But just in case you find a shortcoming later that keeps it from meeting your needs, we offer a full refund within 90 days of purchase. We just wouldn't feel right about keeping your money if you don't use the software.

- **We listen to our customers** -- Since our goal is to make everyone a happy user, we listen carefully to what you need. If there's something we can improve in the software, we'll do it as soon as possible. That helps everybody, because better software is easier to use (which also means fewer support calls), and it will be used by more people.

7   Frequently Asked Questions

You can find answers to most common questions about Campground Master either in the list below. If you still have questions, please don't hesitate to contact us for a prompt reply.

General Questions

- **Q: Will Campground Master work in the new Windows 7 operating system?**
  A: Yes, version 4.2.2 and later is fully compatible with Windows 7 and Windows 8.

- **Q: Will Campground Master run on my computer?**
  A: The software is designed to run on nearly any computer that runs Win95 or later.

- **Q: Can I set up the system myself?**
  A: Yes, Campground Master's documentation contains complete details on setting up your database and options, and our free support can help you through anything you have trouble with.

- **Q: What kind of support do you offer?**
  A: We offer **free** support by phone or E-mail, 7 days a week. We've found that Campground Master is so self-explanatory that our customers quickly learn to use the software on their own and require very little support. Therefore we're able to offer free support for anyone who needs it -- whether it's help with setting up your database, handling unusual situations, or any question or problem you might have with the software.

- **Q: How can you stay in business if you don't charge for support?**
  A: In a word -- Volume. Campground Master sells more than all other competitors combined, because it's a powerful yet simple-to-use program that offers comparable functionality at a much lower cost that the others. Of course we do offer upgrades for a nominal annual fee of $100, which is optional, but most customers find that the improvements we make each year are well worth the price.

- **Q: Everyone claims theirs is "easiest to use" -- why should we believe yours is easier?**
  A: Don't take our word for it, see what our customers say and ask for references. But remember that because we don't charge for support, we have the best incentive imaginable to make it easy to use and bug-free -- to keep support calls to a minimum.   Now consider that our competition wants you to pay them $500/year for support -- they actually have a strong incentive to make their program complicated and problematic, so you keep paying for support.

- **Q: How long has Campground Master been around?**
  A: The first release was in 2001. We've been creating quality software for 25 years, and Campground Master is a culmination of our long experience with real-time database applications.

- **Q: Why haven't we seen you at trade shows and advertising in the trade journals?**
  A: People find us easily enough on the internet or by word of mouth, just like you did. While the competition is spending their resources on advertising and trade shows, just trying to sell their software, we put all of our resources into making our software and service better. We believe that quality sells itself.

- **Q: Does Campground Master support networking?**
  A: Yes! In fact, the real-time networking was designed specifically for this application to be faster and more robust than any other networked reservation system. No dedicated server is required (one of the workstations acts as a server), and if necessary any of the workstations can work offline or be changed to act as the server.

- **Q: Can I connect remotely, e.g. from home or another office?**
  A: Yes, since the networking is based on TCP/IP, it works the same through the internet as on a local network. Connect from home when you need to do something after hours, or connect from out of town while traveling, or even have multiple locations networked continuously.

- **Q: Does Campground Master integrate with my web site and take online reservations?**
  A: Yes, you can export vacancy grids in HTML format for your web site, with your own site's formatting. Visitors can click on the grid to request a reservation (either by E-mail or through your own online reservation form). Campground Master can also check your E-mail for requests made from your web site and import them directly into Campground Master (after your approval), and also sends E-mail confirmations. It can also integrate with the real-time online reservation system ReservationFriend.com, in case you prefer out-sourcing the online reservation service for a more robust solution.

- **Q: Can I use Campground Master on two separate computers, for instance to do administration work after hours?**
  A: Yes, you can install it on multiple computers and copy the database back and forth. The database file will easily fit on a floppy disk (it's automatically compressed by the backup function).

- **Q: Can I use Campground Master on two separate computers and keep separate databases, for instance to handle a storage area separately from the campground?**
  A: Yes, a single license can be used for multiple databases as long as it's for the same park property.

- **Q: Can I keep track of 2 separate parks or operations in a single database?**
  A: Yes, it can support multiple "parks", for instance a motel and a campground, in a single database. You may need to purchase an extra park license key to handle them separately.

- **Q: Do I need a constant or reliable internet connection?**
  A: No, Campground Master is not a web-based program. It runs stand-alone on your own computer, so you're in control. Of course if you have a way to connect to the internet occasionally for software updates then that would be to your benefit, but this is not required.

- **Q: Is my database private and secure?**
  A: Since the database resides only on your own computer, it's as private as you want it to be. Of course if you're also connected to the internet, then we suggest using the standard security precautions to protect your computer from the typical online hazards (firewall software and anti-virus software at a minimum).

Pricing & Ordering Questions

- **Q: How much does it cost?**
  A: The price is under $800, no matter how many campsites or rooms you have. Additional-cost options include networking support for multiple computers and Point of Sale support.

- **Q: I own 2 separate campgrounds in different cities -- can I just buy an extra park license key instead of 2 copies of the software?**
  A: No. If your parks have different addresses and the software will be installed in separate locations, then you need a full license for each installation. However we offer a 20% discount on the second license.

- **Q: Are there any monthly fees, commissions, annual support or licensing fees?**

A: No. Once you purchase the software, it's yours. We will support the product by phone or E-mail as long as you use it, within reason. (For instance, we won't re-train new employees for you each year, but you can always call if you run into a situation you need help with.)

- **Q: Are there any setup or configuration fees?**
  A: No, not if you're setting it up yourself. Over 99% of our customers set it up themselves, and anyone can do it that's reasonably familiar with computer software like word processors and spreadsheets.

- **Q: Can you set up the system for me?**
  A: If you don't feel confident in your ability to do the setup, or just don't have time, then we can do the initial database setup for an additional charge or help you locate a local consultant to do a complete hardware and software system setup for you. You might also consider having a local "computer guy" do it for you so you can work more closely with them. Either way, it's a good idea to have a local computer technician available to handle general computer problems.

- **Q: Do you charge for upgrades?**
  A: All updates within one year of purchase are free (just download the updates from this web site). After one year, there will be a small charge for upgrades (currently $100 for another year's worth of updates, including support). If you can't download the free updates, you can order them on CD for a small shipping and handling fee.

- **Q: Do you charge according to the number of campsites or rooms we have?**
  A: No. Campground Master is sold as an off-the-shelf product, just like QuickBooks or Microsoft Access. Since there's no difference in the software's functionality whether you set up 20 or 2000 sites in the database (assuming you're doing the setup yourself), we don't feel that there should be a difference in the price we charge.

- **Q: How soon can I get Campground Master?**
  A: If you download the demo version and call with a credit card order, we can usually send you an authorization code by E-mail within an hour, making the software fully functional so you can get started right away. The printed manual and CD will be shipped via Priority Mail within 2 days.

Functionality Questions

- **Q: How do I get my map into the program?**
  A: You can do this yourself -- all you need to start with is a background for the map, which can be as simple as drawing some lines for the roads or as fancy as a brochure or aerial photo scanned in. Then you simply tell Campground master where each site is located by clicking on the image, and the program does the rest. For more details, see the documentation.

- **Q: Can I use Campground Master for dorms, motel rooms, flea markets, kennels, marinas, storage facilities, etc.?**
  A: Yes, you can set up the "sites" to be any kind of rentable property or item, and the data attributes are flexible enough to support different kinds of sites. Any of the receipts, letters, forms, reports, etc. can be customized to fit your needs, and any special data fields required may be added.

- **Q: Can it handle my different rates, add appropriate taxes, keep track of every transaction, and generate financial reports?**
  A: Yes, it does all of this and more. An unlimited number of different rates is supported with lots of flexibility (site type, seasons, days of the week, customer discounts, length of stay, number of people, etc. can all be taken into account).

- **Q: How much can it store, and how long is it stored?**

A: All data can be stored indefinitely, though low-memory systems may need to use the built-in "Purge" function at some point. This will save a backup of all historical data and automatically clean out old closed-out transactions (typically anything more than 1 year old). The amount of data Campground Master can store before a purge is required depends on your computer's available RAM (which is also affected by other programs running at the same time). With 256 Megabytes of RAM and a 200-site campground, we estimate at least 2 years of reservations can be stored at a time.

- **Q: What is the database format?**
  A: We use a custom database design that allows Campground Master to be small and fast.

- **Q: Can Campground Master export to accounting software like QuickBooks Pro (or Excel, etc.)?**
  A: Campground Master can export any data or report to "CSV" format (an widely-supported standard), for use in Excel or other spreadsheet/database programs. Daily transaction data can also be exported directly to QuickBooks accounting software, in the appropriate accounts.

- **Q: Can Campground Master import customer and reservation data from my old reservation system?**
  A: Yes, it can import any customers or reservations from CSV or tab-delimited format. This includes customers from QuickBooks or Access databases, and from any other program that can export in these common formats. ReserveRight is one example of data that has been easily imported by many of our customers. Customer data can also be imported from other systems that use a standard database file format such as Munsenware's GuestTracker or the Digital Rez software, once the data is extracted in the proper format (we can help you with this if needed).

- **Q: Can I put my logo on the receipts and make other changes to the printed forms?**
  A: Yes, the Form customization features allow you to make extensive changes to the standard forms as well as design your own forms from scratch -- letters, questionnaires, hang-tags, labels, post cards and more.

- **Q: Are special forms or printers needed for printing receipts?**
  A: No, all receipts and invoices are printed on plain paper, on any Windows-supported printer (the "form" is actually printed by the software).

- **Q: Does Campground Master support A4 and other non-US paper sizes?**
  A: Yes, within reasonable limits you can use any paper size that your printer driver supports, and receipt forms will be adjusted accordingly.

- **Q: Does Campground Master support 3" receipt printers and cash drawers?**
  A: Yes, any printer that can print from Windows is supported, or any printer with a serial or parallel interface. Most receipt printers have Windows drivers available, and a special receipt format is used to accommodate the narrow paper. Any cash drawer can be used that interfaces to the receipt printer or directly to a parallel or serial port.

- **Q: Can I print monthly bills or invoices for all accounts due?**
  A: Yes, using the Payments Due report and the batch receipt printing, or by using the Monthly Billing feature to add monthly charges automatically.

- **Q: Does Campground Master do credit card processing?**
  A: Yes, you can eliminate your separate credit card terminal by using 3rd-party software that integrates with Campground Master (free software is available). We can even help you get set up with a low-cost merchant account if you don't have one yet.

- **Q: Does Campground Master support bar code scanning and POS (point of sale) functions?**

A: Yes, with the addition of the POS module ($200), bar code scanning and inventory tracking is fully supported.

- **Q: Does Campground Master support International date formats?**
  A: Yes, you can select from several date formats, with both d/m/y and m/d/y order (or 3-letter month abbreviations).

- **Q: Does Campground Master support International currency formats?**
  A: Yes, it can use any currency symbol you designate (up to 3 characters, so you can use US$, CD$ etc. if desired).

- **Q: Can I create my own reports like I could in Access?**
  A: Yes, the Query customization features allow you to create customized lists, search queries and cross-tab reports. Using the built-in expressions language (similar to Excel formula or Access expressions but greatly extended), you can do just about anything imaginable.

- **Q: If I don't see a feature I need, can it be added?**
  A: While we often incorporate customer suggestions in new releases at no charge, any unique customization can also be done if needed. Much of this can be done yourself using the Advanced Customization features included in the program, but we can also do it for you. Contact us with your needs to get a quote.

8   Comments from Customers

We don't solicit testimonials, but inevitably they do come in. Here are a few comments from our customers.

"You have made Campground Master the Best Reservation Software on the Market! With the customizations, you have surpassed the competition. Campground Master is the 3rd reservation software we have purchased since we owned our campground.... It will be the last one we'll ever use! Thanks for listening to your customers and for implementing features that allow us to customize your software and make our lives as campground owners a little easier." - D. Wolfe, Wolfe's Leisure Time Campground

"We recently installed Campground Master and were happy to find that it met all our expectations. It is both powerful and easy to use and is a big step up from the old reservation software we were using before".   - T. Bratton, Chimney Park RV Resort, Mission TX

"Just a quick note. Campground Master is so straightforward that our managers have required almost no training (and they were not computer folks) and it just runs! Thanks for a great job!"   - J. Lemmons, Technology At Work

"I am a current user of your Campground Master Program and I first want to say I tried many before yours and in my mind your are the only one that knows what campground owners need. We love your program and find it complete with all the frills but still easy to operate. The few times we needed to talk to someone, you returned our call in just minutes! What a great feeling to know help is moments away. Thank you for that and a great program."   - S. Foro, Whispering Pines Campsites & RV Park

"I love this program by the way!!! It has been well worth the investment and nice to have a quality product and reliable company AND at an Affordable Price, too!!!"   - L. Koscinski, Riverbend Campground

"This is a great system we love it. You may be interested to know that one Australian firm which we were considering wanted AUD $4000.00 for only a chart... plus $1000.00 annually for support. Your Campground Master is 99% what we wanted."   - J. Bergin, Mountway Holiday Apartments, Australia

"Thanks for the program that works on old computers. Thank you again. We are just getting started with this. We are using QuickBooks for the books and your program makes QuickBooks look ancient with the speed in which it operates. I wish programmers would tend to go toward the simple like you did with their programs. It's all about fancy stuff and making it easier for the user now. Well, you have made it easier for the user."   - D. Welch, Crystal Creek Campgrounds

"Just want you to know that we are very happy with the Campground Master Software. We checked out many software packages and kept coming back to the Campground Master. There is no other software out there that could be any easier. We are setup with the networking, and it is just working great. It functions with great ease and speed."   - K. Fackert, Reed's Cabins

"Didn't care for the program when we first put it to use, now we think it's awesome. The more we learn about the software's many uses, the more impressed we are. Would recommend to anyone looking to gain a competitive edge and improve their customer service."   - D. Manaigre, Lilac Resort

"Once again, I can't thank you enough for your outstanding support. I know I've said this before, but truly your response time is amazing. I laughed last night when I read your email.... Here I was on my end calling it a night, and you were still trying to assist me! You are incredible. You really have a great product. It has made my whole operation better. I can't say enough about it!"   - J. Hussey, Whit's End Campground

"Campground Master has been the final touch needed to making our business a fully computerized system. It was obvious from the start that the programmers of Campground Master have done their homework and listened to their customers. It was also very refreshing to actually have someone to speak to when questions arose. I have a lot of software that I work with, and I have never received the amount of common courtesy from any other company, which I received from the Campground Master company. My hat is off to your group. Keep up the GREAT work!"   - G. Wood, Woody's, LLC

"We're using the software and gradually getting to know it - it's great!! I'm so enjoying having all my information so easily accessible!"   - E. East, Rudolph Steiner College

"The software has worked very well for us. Especially the easy back-up procedure is very helpful. Our chalets are "electronically remote" and so we are able to get a weekly backup into my office for accounting purposes. This makes life very simple. Besides the simplicity and feature rich user interface I also like how Cottonwood Software conducts business. Straight forward, non-bureaucratic and questions are answered within hours - how do you do that?"   - R. Rickenbach, Mammoth Mountain Chalets

"I am so excited I just had to email you right away. I got the new map to work: I created a site map of the park using "Paint" from Windows. Since I'm an amateur artist anyway, I found it fun. Anyway, it is a fairly good facsimile of our park and saved it as you said and it worked great. I love being able to print it out at the end of the day to show next day's availability of sites --- we were doing this by hand everyday!! I also love having the capability of clicking on the different types of sites (such as restricted, handicap, etc) and having the program black out everything else. Well, I just had to tell you how great I think this is --- your program has saved us so much work that we used to do by hand, that I can't begin to thank you."   - M. Robichaux, The Caverns RV Resort

"The program is easy to setup and use. Customer service is almost immediate, either by phone or email. Program updates are easy to install and don't effect your data. Networking was simple and quick to setup. As we use the program and wish it had certain features, we notice most of them are in the newest version before we can even ask for them."   - E. Lefavire, Sebasticook Lake Campground

"Things are going great with our database. Thanks for a great product and all the help so far getting us set up." - M. Tech, Hog Heaven Campground

"You know you are like the coolest person I think I've ever done business with!!! ... Thank you again and it is great using your software!!"   - E. Bliss, Whispering Oaks Campground

"We decided we needed to upgrade our reservation system at our campground and found Campground Master on the web. We tried the demo and found it to have what we thought we would need. We bought the program and Stan was with us every step of the way in setting it up. I got immediate replies to my emailed questions and suggestions on how to make the transition from one system to the other go smoothly. It has been a very enjoyable experience working with him. I was nervous about all the work involved in a new system, but Stan took the work out of it for me! I would recommend that any campground looking for a reservation system try Campground Master. The program is easy to use and the customer service is superior in every way!"   - T. Violette, Katahdin Shadows Campground

9   Detailed Features List

Below is a list of features available in Campground Master. This is not a comprehensive list of features (a lot of minor items are not mentioned), and there are many options and customizable areas that allow the software to be used to suit your business.

General Operation

- Dynamic interactive reports -- these main-screen reports are instantly available by clicking a tab, and can show the status for today or any range of dates, for all sites or for a specific type of site. Each report has customizable fields and other options:
    - **Rack** -- see each site's status for each day -- instant availability check.
    - **Map** -- see each site's status on an overview map.
    - **Arrivals** -- see who's arriving.
    - **Departures** -- see who's departing.
    - **On Site** -- see who's currently on site. Optionally, all sites can be listed for use as a walk-around check sheet.
    - **Unassigned** -- see what reservations have not yet been assigned to a site.
    - **Non-reserved** -- see the waiting list, who's cancelled, who couldn't be booked due to availability and who just inquired.
    - **Payments Due** -- see who has a balance due or is past-due based on your scheduling options, including "aged" account balances.
    - **Transactions** -- see the details of every financial transaction, and customizable summary reports for accounting (see below).

- Quick-info windows show reservation or site details instantly (just double-click on the report).

- Speedy reservations -- show available sites with one click, select a site with a double-click, and retrieve previous customer information easily with just a few letters of their last name.

- Automatic U.S. Zip code and Canada Postal Code lookup to speed up new customer entry.

- Automatic mixed-case name and address formatting (e.g. type "john smith" and it becomes "John Smith")

- Reservations can be made without assigning a site, so you can do the site-juggling later. Unassigned reservations are indicated on the rack so you know how many sites are really available.

- Housekeeping report shows rooms needing attention

- Day Passes can be made easily for 1 or more days, with or without customer information.

- Right-click context menus throughout the reports allow easy access to reservation functions.

- Change the start or end date of a reservation, split reservations to account for gaps, check in, check out and more all with 2 clicks.

- Move reservations to another site or swap sites for reservations with just a few clicks.

- Link reservations together and handle groups easily. Check in each group member and print separate receipts if needed.

- Flag reservations as being groups, free sites, extended-stay and "don't move" -- color coding makes them easy to spot.

- Handle reservations for hourly rentals, half-day trips, 15-minute-increment dinner schedules, or any intra-day time period you need.

- Record any info you need for guarantees (like credit card info).

- Track how your customers heard about you, for statistical reports (see below).

- Block additional dates for a reservation (a possible extension of their stay but not yet confirmed/paid).

- Keep track of site owners or long-term leases and still allow other reservations on the same site in their absence.

- Automatic rate calculations take everything into account so mistakes are almost impossible.

- Print several different receipt/invoice formats (on plain paper):
    - Reservation ticket (similar to pre-printed forms)
    - Full-page invoice, receipt or statement
    - Quick-receipt, for small paper and/or fast printing
    - Confirmation letter (with customizable text)

- Print window tags with site number and dates in large print, for vehicle windows

- Print receipts on any 3" receipt-printer.

- Send confirmations by E-mail, with custom message formatting.

- Integrate credit card processing (no more separate receipts, keying errors, or tiny settlement reports).

- Open a cash drawer when printing receipts, or on command.

- Print duplicate receipts automatically (as many copies as you need).

- Print mailing labels and envelopes for selected customers (with many filtering options).

- Receipts, letters, labels, E-mails, and any other forms can be customized to your needs.

- Batch-print any of the receipt formats for selected reservations (with many filtering options). (screen shots: selection list ... filtering)

- Automatic print previewing for all reports and documents to avoid time-consuming mistakes (can be disabled if desired).

- Any of the tab views, reports, or even raw tables can be exported to a CSV file for use in other programs.

- Any of the data from reports can also be copied to the clipboard for quick pasting into Excel, Access, Word, or any other program.

- Monthly Billing feature to automate charges and receipt printing each month.

- Export daily transaction totals to QuickBooks (categorized charges and receipts by payment type)

- Locate reservations and customers with flexible "Find" functions. (screen shots:Find Customer ... Find Reservation)

- Color-coding of reservations for easy status identification, with dozens of color settings (pop-up color key also available).

- A customer's details, plus reservation and transaction history, can be viewed and printed easily. (screen shots)

- Non-reservation transactions can be entered (like counter sales), with or without customer information.

- Miscellaneous income and expenses can be entered, so your entire accounting can be done with this program.

- Generate web pages with a vacancy grid to help your customers make reservations online.

- Check your E-mail for requests made from your web site and import the reservations without retyping the data.

- Integrate with the real-time online reservation system ReservationFriend.com.

- Automatic rotated database backups and full logging of changes, to minimize the chance of data loss.

Data and Customization

- Supports any number of sites, customers, and reservations at no extra cost.

- Supports operator log-in, with 5 levels of access and detailed reservation/transaction tracking (any number of operators).

- Fully customizable pick-list definitions for site type, rig type, payment method, transaction categories, and more.

- Optional database fields can be disabled to simplify data entry.

- Reservations can be specific to days of the week, for instance reserve one person for every Saturday, and another for every Monday on the same site. No need to make a new reservation every week for these kinds of regular stays.

- Detailed site availability settings -- seasons and other special dates available/unavailable, weekdays available, min & max length of stay. Out of service sites can also be flagged as "Disabled".

- Many customizable site attributes to help when selecting a site for a reservation, with optional auto-matching of selected reservation preferences.

- Support for metered electric, gas and water, with interactive reading reports of all sites for easy recording & billing of new readings. Tracks the date of the last reading and the reservation that it was applied to.

- Tracks several types of financial transactions -- charge (to the customer), payment, deposit, discount, credit, refund, misc. income and misc. expense.

- Deposit balance tracking shows the total of all unapplied deposits that have been made.

- Accounts Receivable tracking shows the total of all unpaid balances.

- Transfer payments and deposits between reservations and customers.

- Reservation status can be set to pending, confirmed, or guaranteed (plus checked in, checked out, cancelled, etc.), and the status is easily determined by the color coding. The status can also be changed easily at any time.

- Comprehensive customer information can be captured for use on subsequent reservations:
    - Name, address, phone (3 numbers), E-mail, and driver's license.
    - Model, color, and license number of their camper (plus the type and size), and up to 4 additional vehicles.
    - Number of adults, children, pets, extra vehicles and trailers.
    - Up to 3 discount club types and ID numbers.
    - Warning flag, for example to black-list customers.
    - Option to exclude from mailing list.
    - Notes of any length.

- Merge "accidental" duplicate customers at any time with a simple Merge function.

- Import customer and reservation data from any CSV or tab-delimited file, to transfer the database from other software.

- Define rental rates for each type of site, either general or for specific dates, weekdays, discount and length of stay. Any number of rates can be defined, and only the appropriate rate(s) will be allowed for a reservation. (screen shots: rates list ... rate details)

- Rate definitions can also be used for add-ons, electric/water meter, merchandise, and miscellaneous credits and charges to speed transaction entry.

- Define up to 5 tax rates (sales/hotel/etc.), and automatically calculate for defined rates.:

- The database is automatically saved after every change to avoid data loss, and automatically backed up every day using a 30-day rotating backup.

- Supports backing up your data directly to CD-R/W discs in Windows XP.

- Full audit trail logging of every change made, who made it, and when. Audit trail logs can be saved for as long as you like.

- Data is automatically checked against the logs to detect missing data -- if the database file is corrupted, all changes since the last backup can be automatically recovered after a restore is done.

- Easy one-click backup function to encourage frequent backups for disaster recovery.

- Customizable confirmation number formatting.

- Configurable access levels for many functions to customize what your employees can do.

- Report formatting options, from simple text to full-color reports just like on the screen.

- Supports multiple printers with saved settings for each type of printing needed (reports, receipts, labels, envelopes, etc.)

- Date format selection (supports several styles of both m/d/y and d/m/y formats).

- Receipts, letters, labels, E-mails, and any other forms can be customized to your needs.

- Reports, lists, dialogs, and menus can all be customized to your needs.

- Extensive maintenance functions for viewing and editing the data tables.

- Purge historical data prior to a specified date, to clean up the database easily (historical data is archived for future reference).

- Data fields can be customized for use with bed and breakfasts, hotels/motels, storage facilities and even flea markets.

Networking Support (optional feature)

- Real-time networking system, so changes show up immediately on the dynamic report views of all workstations.

- Robust and fast networking protocol, designed specifically for this application.

- Supports up to 63 workstations.

- Connect computers over any TCP/IP connection -- including the Internet (you can work from home!).

- No dedicated server required -- one of the workstations will act as the server.

- If the server-workstation is disabled, any other workstation can take over with just a few changes of the settings.

- Use any workstation offline if necessary -- every workstation has its own copy of the database, and re-synchronization is automatic.

Other Standard Reports

Reports customization can be used to generate any information you need, but the built-in reports are already fairly comprehensive and flexible.

- Statistical reports for any date range with various filtering and summarizing options, by quantity or percentages:
    - Occupancy report -- see the occupancy rate for each type of site, by day, month, or year.
    - Availability report -- see how many sites are still available for any date in the future.
    - How-heard report -- see how your customers found you.
    - Unfulfilled reservations -- see how your booked reservations stack up against the cancellations, waiting list, inquiry, and couldn't-book reservations.

- Customer and reservation reports (in addition to the dynamic tab views):
    - Customer warnings list -- get a list of customers you've flagged with warnings, with detailed notes of the reason.
    - Unassigned Reservations -- all reservations that don't have a site assigned to them (mainly for sanity checking).
    - Conflicting Reservations -- all reservations that conflict with each other (for sanity checking).
    - Find Customers -- this function can be used for various filtered-customer reports
    - Find Reservations -- this function can be used for various filtered-reservation reports

- Transaction summary reports -- generate any kind of report you need:
    - Sub-total by transaction type, category, payment method, discount used, operator, site type, or site.
    - Summarize by day, month, or year.
    - Report over any date range, using either the actual transaction date or the reservation date.
    - Filter by any combination of transaction type, category, payment method, discount used, operator, and site type.
    - Memorize any number of report formats (filtering and other options)
    - Orient with the dates in rows or columns.
    - Several pre-defined reports are available:
        - Receipts by Payment Method
        - Charges by Category
        - Discounts by Discount Used (Good Sam, AAA, etc.)
        - Taxes by Tax Category (sales tax, hotel tax...)
        - Income & Expenses (include non-reservation income and expenses)
        - Balance Charges and Payments
        - Accounts Receivable activity
        - Deposit Account activity

10   System Requirements

Campground Master is designed to work on any IBM-compatible PC that runs Windows 95 or later. It's small and fast, yet powerful. Campground Master is "system friendly" -- it takes very little disk space and will not disturb any other system files.

If you already own a PC with Windows 95 or later and a Windows-compatible printer, you probably have all you need.

For the technical people, here are the minimum and suggested requirements:

Minimum	Suggested
Pentium-level processor	Any processor used since 2005 would be fine
Windows 95 or NT 4.0, or later	Windows XP, Windows 7 or Windows 8.
32MB RAM	1GB RAM (2GB with Vista or later)
10MB Hard Disk space	500MB to accommodate years of database growth
640x480 display	800x600 or greater (allows more controls to be displayed)

If you do not yet have a computer that you can use for a reservation system and need to minimize cost, we recommend finding a good used computer that meets the suggested requirements above (about $500 plus $200 for a monitor), and spending about $200 on a printer.

Windows Vista and Windws 7/8 compatibility

The current version of Campground Master (4.2 or later) is compatible with Vista and Windows 7 & 8, including 64-bit versions.

11   Support

We pride ourselves in friendly and professional service both before and after the sale. Whether you have questions about the software or need technical support, we will do our best to accommodate you. Your phone calls and E-mails will most likely be handled by the head engineer who designed the program. (Try to get that with your other software vendors!) We care about your concerns and will do our best to resolve them. Take a look at what some of our customers say about our support on the customer comments page.

All customers get free support by phone or E-mail, 7 days a week.

We've found that our customers quickly learn to use Campground Master on their own and require very little support. As a result we're able to offer free software support for anyone who needs it. You'll get prompt service by someone who is an expert in every aspect of the software, able to walk you through any operation.

Phone support is available from 8:00AM to 6:00PM (Mountain time). If you need urgent support after hours, please leave a message indicating the nature of the problem and an on-call person will get back with you as soon as possble.

What's included with our free support:
· Installation assistance
· Database setup assistance and suggestions
· A review of your setup to pinpoint problems and/or suggest optimizations
· Help with program functions
· Problem resolution
· The opportunity to shape future versions of the program with your feedback
· A free newsletter with tips for using the software.

Is there a limit to the free support?

If you need help years down the road, don't worry -- we never charge for answering questions about functionality or for resolving problems with the current version. (We'll also support older versions as long as the issue is solvable with the old version.)

However, there are certain limitations to free support. While we pride ourselves in the depth and availability of our free support, which goes far beyond even the paid support available with most software companies, we must make certain reasonable disclaimers.

We will do our best to answer any questions and solve operational problems, and provide limited training on functions of our software. However we would have to charge an extra support fee to provide extensive configuration services or comprehensive training, or provide support for basic Windows functionality, 3rd-party software, or hardware not purchased from us.

Specific exclusions: Advanced Customizations functions included in the program are present for the purposes of custom programming. While these are available and documented for potential use by 3rd party programmers, they are not designed to be used by the typical end user. Any support for these functions beyond answering simple questions about them will be considered custom development and thus not covered by free support.

12   Contact us

Cottonwood Software Contact Information

E-mail:	**support@campground-master.com**
Phone:	1-913-522-0717 (direct line, 7 days a week).
FAX:	1-877-414-8384
Mail:	Cottonwood Software P.O. Box 657 Goodyear, AZ 85340 USA

We pride ourselves in friendly and professional service both before and after the sale. Whether you have questions about the software or need technical support, please contact us and we will do our best to accommodate you.

Whether you're a customer or not, we value your feedback! Let us know how you think Campground Master could be improved, or what you like best about it. All comments are noted and your suggestions will be considered for future enhancements.