



COAST TRIPSETTER 7.1 MENU NAVIGATION QUICK REFERENCE Coast to Coast Resorts

Tripsetter 7.1 Menu Navigation Quick Reference – Version 1.2 – 03.2015

1 ACCESSING TRIPSETTER

Figure 1 – Resort Login

1. Accessing the www.coastaffiliates.com website will give you access to the Tripsetter central reservations system.
2. From the ***Coast to Coast Login*** screen, login to the system by entering your **Resort Number** and **Password** when you log in to Tripsetter.

1.1 Security Level Determines Menu Options Available

1. The User Name and Password used to log into Tripsetter and the Security Level attached to it will determine the menu options that will appear.
 - a. **Resort Owner/Corporate** has access to all menu options and Corporate Reports.
 - b. **Resort Senior Manager** has access to all menu options except the Corporate Reports and Owner/Corporate Security Level option for Setup Employees.
 - c. **Resort Manager** has access to Reservation Functions, Drive-Up Reservations, Purchase Points for Member, Change My Password and all Reports available to the Resort Clerk plus the Reservation Maintenance Report.
 - d. **Resort Clerk** has access to Reservation

Functions, Drive-Up Reservations, Purchase Points for Member, Change My Password and all Reports except the Resort Payment Detail Report and the Reservation Maintenance Report.

Figure 2 – Coast Internet-Based Features

2. Accessing the www.coastaffiliates.com website will give you access to the Tripsetter central reservations system as well as access to other Coast to Coast Internet-based features: Enroll/Enhance Coast Members, Barclays Credit Program, Need to Know, Tripsetter User Guide, and Marketing Materials Session.

1.2 Timeout – Log In Again

1. If the computer remains idle for a period of time greater than 20 minutes, the user is logged off Tripsetter.

Figure 3 – Your Session Has Expired Message

1.3 Website Navigation

Figure 4 – Website Navigation Tool Bar

1. Click Home on the dark blue navigation bar to return to the main menu.
2. Click on the desired menu option from the dark blue navigation bar to return to previous menus.

2 RESORT WEBSITE LINKS

Figure 5 – Resort Menu Options

1. Once logged on to www.coastaffiliates.com using your User Name and Password, you will have access to all of the following links.
2. **Enroll / Enhance Coast Members** is the link for registering and upgrading new Coast memberships online.
3. **Barclays Credit Program** is the instant credit

program partnership between Coast to Coast and Barclays.

4. Regularly check the **Need to Know** link for updates and new documents explaining new Tripsetter functionality.

5. Click on **Tripsetter Training Guide** to download and print individual sections or the entire *Tripsetter Training Guide*.

6. **Marketing Materials** provides a view of the Coast wall map and wall tour posters as well as order instructions and a link to the Sales and marketing Materials Order Form, which can be printed and faxed to 303-728-7312.

COAST TRIPSETTER 7.1 MENU NAVIGATION QUICK REFERENCE

Coast to Coast Resorts

Tripsetter 7.1 Menu Navigation Quick Reference – Version 1.2 – 06-10-08

2

3 HOME MENU

Figure 6 – Home Menu

1. **Logged In** – The Security Level of the logged in User appears in the upper right-hand corner of screen.

2. **Resort Setup** – Takes the user to the Resort Information, Events, and Unit Type Selection and Unit Type Details for those resorts accepting Trip Points for rental units.

3. **Reservation Functions** – Allows the resort to manage all reservations.

4. **Drive-Up Reservations** – Allows the resort to enter Drive-Up reservations for both RV Sites and Rental Accommodations for which the resort accepts Trip Points.

5. **Purchase Points for Member** – Allows the

resort to purchase Trip Points for Coast members.

6. **Setup Employees** – Allows the resort to add and remove employees, update employee information and reset employee passwords.

7. **Reports** – Takes the user to a list of all available Resort Tripsetter Reports.

8. **Change My Password** – Allows the users to edit their passwords and the secret question information used when requesting a “forgotten” password by e-mail.

4 RESORT SETUP

Figure 7 – Resort Setup

1. **Unit Type Selection** – Select the rental units that the resort is making available to Coast members using Trip Points.

2. **Unit Type Details**– Select the features that apply to the rental units (EX: smoking, nonsmoking, pets, types of bed, etc.).

3. **Resort Information** – Takes the user to the following links: Resort Information, Seasons, Rates (for rental units), Inventory Allocation and Reciprocal Resorts.

4. **Events** – Specify the special event that you want listed for your Resort. Events can "block" reservations or just be a notification of a special or local event.

5 RESORT SETUP

Figure 8 – Resort Setup / Resort Information

1. **Resort Information** – Location of resort information that provides information for the member website and directory information, which is available for the resort to keep up-to-date.

2. **Seasons** – Open and Close dates for the resort, Peak Seasons for Deluxe Resorts and Emergency Closures.

3. **Rates** – Set the rates for the rental units made available to Coast Members using Trip Points.

4. **Inventory Allocation** – Provides the resort with the ability to increase and manage its inventory allocation.

5. **Reciprocal Resorts** – Provides the opportunity to accept those resorts within 125 miles of your resort whose members are welcome at the resort.

6 RESERVATION FUNCTIONS

Figure 9 – Reservation Functions

1. **Change Date** – Allows the user to change the date range of the reservations that are displayed.

COAST TRIPSETTER 7.1 MENU NAVIGATION QUICK REFERENCE

Coast to Coast Resorts

Tripsetter 7.1 Menu Navigation Quick Reference – Version 1.2 – 06-10-08

3

2. **All Reservations** – A list of all of the reservations in Tripsetter for the dates selected or the default dates “today’s” date and one month prior to “today.”

3. **Arrivals** – A list of all of the scheduled arrivals for the date range. The reservation arrival and departure dates can be edited and the reservation checked in.

4. **Departures** – A list of all of the scheduled departures for the date range. The reservation departure date can be shortened or extended and the reservation checked out.

5. **Who's Here** – A list of all of the Coast Members currently checked in at the resort.

6. **No Shows** – A List of all reservations for the date range that have been marked as a No-Show.

7. **Action Drop Down Menu** – Select Cancel, Check In, Check Out or No-Show for each reservation.

7 DRIVE UP RESERVATIONS

Figure 10 – Drive-Up Reservation Select Member

1. **Search for a Member** – Search to validate the person's Coast membership.

2. **Select Dates and Unit Type** – Select RV Site or a rental unit and enter the Arrival and Check-Out Date.

Figure 11 – Select Dates and Unit Type

3. **Override Rules and Confirm Reservation**

Figure 12 – Override Rules and Confirm Reservation

8 SET UP EMPLOYEES

Figure 14 – Set Up Employees

1. Click **Add** to enter a new employee.

2. Enter the User Name the employee wishes to use.

3. Enter the First Name and Last Name for the employee.

4. Enter the personal E-mail address of the user so that a "forgotten" password can be e-mailed back to the user.

5. Select the desired Security Level for the employee from the dropdown menu.

6. Enter the Password and then Confirm Password the user selects.

7. Save – Click to save the employee record.

8. Cancel – Click if you do not wish to save changes made to the employee record.
9. Repeat this process for each employee who will have access to Tripsetter.
10. If duplicate user names are entered, Tripsetter displays an error message: Duplicate user names are not allowed. Please choose a different user name.
11. To Edit Employee information, highlight the employee's name from the dropdown menu.

9 RESORT REPORTS

Figure 15 – Report Menu

10.1 Reports Available with Resort Clerk

Security

1. Arrival, Departure, Who's Here and Cancellation Report
2. Check-In Form
3. Resort Hosting Detail Report
4. Resort Occupancy Report
5. Update to Reservation Activity Report

10.2 Reports Available with Resort

Manager Security

1. All five (5) Reports available to the Resort Clerk
2. No Show Report
3. Reservation Maintenance Detail Report

10.3 Reports Available with Resort

Senior Manager Security

All Resort Reports.

10.4 Reports Available with Resort

Owner / Corporate Security

All Resort Reports and Corporate Reports.

10 CORPORATE REPORTS

1. Corporate Reports are for use by multi-resort

corporations for reporting on all resorts.

2. These reports are available from the Resort Owner/Corporate Security Login.

11 CHANGE MY PASSWORD

Figure 16 – Change My Password and Secret Question

1. **Password and Confirm Password** – Enter at least four characters (numeric, alpha, or a combination of alpha numeric) for the new Password and Confirm Password.

2. **Edit Secret Question** – Click this link to see view the Password Recovery option where a secret question and answer can be used to quickly and securely identify the user in the event the password is forgotten.

3. **Secret Question** – Select one of the four questions from the dropdown menu.

4. **Secret Answer** – Type in the answer to the Secret Questions that was selected.

5. **Hide Secret Question** – Click this link to hide the Password Recovery box.