



TRIPSETTER 7.1 READY REFERENCE

Login www.coastaffiliates.com

⇒ Enter your **USER NAME** and **PASSWORD** to access those functions that your security level allows you to see and do.

⇒ **If you have forgotten your password, click “Click here to recover your lost password.”**

If you have previously registered a personal e-mail address, set up a Secret Question and Answer, your password will be sent to you at that e-mail address.

If you have not set up this information, contact Coast at affiliatedservices@rvn.net or at 800-719-6841 to have the password reset.

Select RESERVATION FUNCTIONS from the Home Menu

⇒ **ALL RESERVATIONS** tab displays all reservations for the date range.

• Check-In and Check-Out as well as Cancel, Change, and No-Show can all be processed from this tab in Reservation Functions.

• Select the appropriate Action from the dropdown menu for each reservation you wish to process.

• **ACTION** menu options for the reservations with a status of Confirmed:

○ Check-In

○ Cancel

• **ACTION** menu option for reservations with an Arrival date in the past with a status of Confirmed:

○ No-Show

• **ACTION** menu options for the reservations with a status of Checked-In:

○ Check-Out

ARRIVALS tab allows you to display only those reservations due to Check-In for the date range.

DEPARTURES tab allows you to display only those reservations due to Check-Out for the date range.

WHO'S HERE tab lists all Coast members currently checked into the resort.

⇒ **NO-SHOWS** tab displays all reservations that have been No-Showed for the date range.

• Action menu options for the reservations with a status of No-Show:

○ Undo No-Show

⇒ **SAVE** – Click Save to update all reservations for which you have selected an Action from the dropdown menu.

CANCEL – Click Cancel to cancel all Actions you have chosen from the dropdown menu.

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Select DRIVE-UP RESERVATIONS from the Home Menu

- ⇒ Enter Member # and the First Four Letters of the Last Name into the appropriate Search For a Member fields.
- ⇒ Select the Unit Type of RV Site or a rental accommodation.
- ⇒ For RV Sites, the arrival date can only be from 8 days prior up to 5 days after the current date in order to allow resorts to enter reservations.
- ⇒ For Rental Unit reservations, the reservation may be entered for any timeframe within the member's reservation window of 60 or 90 or 120 days in advance.
- ⇒ Click Check Availability.
- ⇒ Confirm Reservation
 - Unable to complete reservation due to rule failures can be overridden at the resort's discretion by clicking **Confirm Reservation** with these exceptions.
 - Membership expires before the Check-In date of the reservation.
 - Member can have only 1 reservation at the same time.
 - Member cannot stay at their Home Park.
 - If the message *Member requires ##### more points to make this reservation*, click **Purchase Points for Member** and follow directions in Purchase Points for member below.
 - Return to **Reservation Functions** to Check-In the reservation if the member is at the resort.

Other Important Home Menu Options

CHANGE MY PASSWORD

Enter your new password into both the **Password** and **Confirm Password** fields.

Click **Secret Question** to change your **Secret Question** and **Secret Answer**, which are used to e-mail your password to you when you click "Click here to recover your lost password" from the Log In screen.

Click the **Save** button.

Coast cannot recover passwords for users without the E-Mail, Secret Question and Secret Answer being set up.