

# **Tripsetter Training Guide**



**Coast to Coast Resorts  
Rez 7.1 Release Document Version 2.0  
April 30, 2008**



# TRIPSETTER TRAINING GUIDE

---

## TABLE OF CONTENTS

<b>Table of Contents .....</b>	<b>i</b>
<b>1 Getting Started in Tripsetter .....</b>	<b>1-1</b>
1.1 Accessing Tripsetter .....	1-1
1.2 Security Level Determines Menu Options Available.....	1-1
1.3 Session Timeout – Log In Again .....	1-2
1.4 Website Navigation.....	1-2
<b>2 Resort Menu Overview .....</b>	<b>2-1</b>
2.1 Resort Website Links .....	2-1
2.2 Home .....	2-1
<b>3 Resort Setup .....</b>	<b>3-1</b>
3.1 Unit Type Selection .....	3-1
3.2 Unit Type Details.....	3-2
3.3 Resort Setup / Resort Info .....	3-9
3.4 Events .....	3-15
<b>4 Reservation Functions .....</b>	<b>4-1</b>
4.1 Action .....	4-2
<b>5 Drive Up Reservations.....</b>	<b>5-1</b>
<b>6 Set Up Employees .....</b>	<b>6-1</b>
<b>7 Reports .....</b>	<b>7-1</b>
7.1 Reports Available with Resort Clerk Security .....	7-1
7.1.1 Arrival, Departure, Who's Here and Cancellation Report .....	7-1
7.1.2 Check-In Form.....	7-2
7.1.3 Resort Hosting Detail Report.....	7-2
7.1.4 Resort Occupancy Report .....	7-2
7.1.5 Update to Reservation Activity Report .....	7-3
7.2 Reports Available with Resort Manager or Senior Manager Security.....	7-4



# TRIPSETTER TRAINING GUIDE

---

7.2.1	No Show Report .....	7-4
7.2.2	Reservation Maintenance Detail Report .....	7-4
<b>7.3</b>	<b>Reports Requiring Resort Owner / Corporate Security .....</b>	<b>7-5</b>
7.3.1	Resort Payment Detail Report.....	7-5
<b>7.4</b>	<b>Corporate Reports for Multi-Resort Corporations .....</b>	<b>7-5</b>
7.4.1	Corporate Payment Detail Report .....	7-5
7.4.2	Corporate Payment Summary Report.....	7-6
7.4.3	Corporate Reservation Report XL.....	7-6
7.4.4	Corporate Resort Hosting Detail Report .....	7-6
7.4.5	Corporate Reservation Maintenance Detail Report .....	7-6
7.4.6	Corporate Resort Occupancy Report.....	7-7
7.4.7	Corporate Update to Reservation Activity Report. ....	7-7
<b>8</b>	<b>Change My Password.....</b>	<b>8-1</b>



# TRIPSETTER TRAINING GUIDE

---

## 1 Getting Started in Tripsetter

### 1.1 Accessing Tripsetter

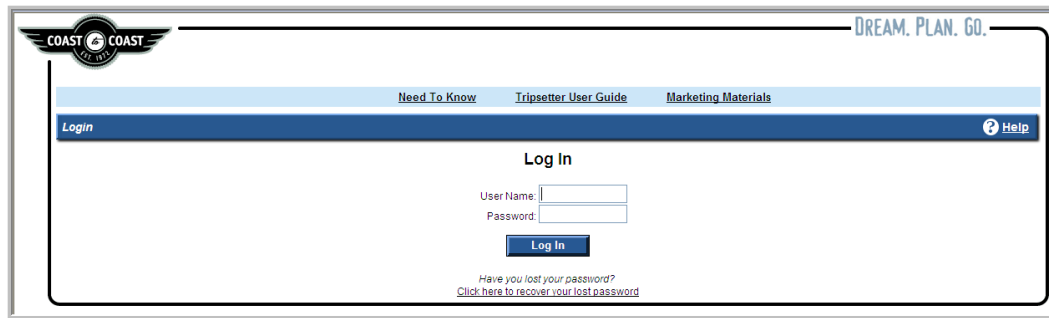


Figure 1 – Resort Login

Using your Internet Service Provider (ISP), access the Internet and enter [www.coastaffiliates.com](http://www.coastaffiliates.com) in the address line, not in the Search field.

From the **Coast to Coast Login** screen, login to the system by entering your **User Name** and **Password** the first time you log in to Tripsetter.

### 1.2 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.
2. **Corporate Owner** has access to all menu options, including the Corporate Reports for use by the multi-resort corporations.
3. **Resort Senior Manager** has access to all menu options except Corporate Reports.
4. **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
5. **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.

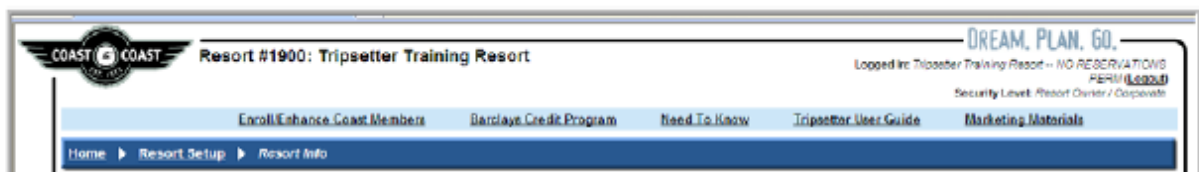


Figure 2 – Coast Internet-Based Features

6. Accessing the [www.coastaffiliates.com](http://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



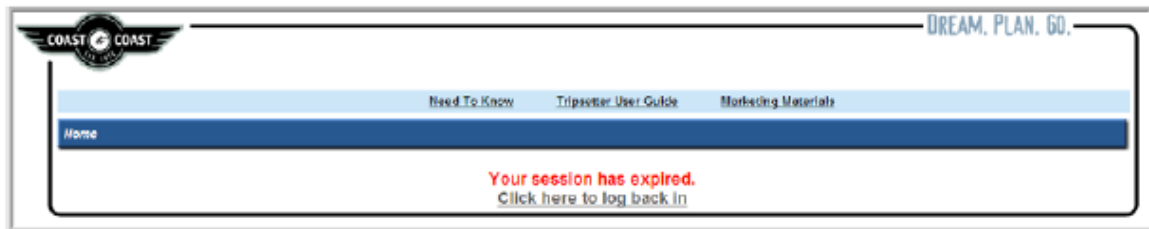
# TRIPSETTER TRAINING GUIDE

---

Coast Members, Barclays Credit Program, Need to Know, Tripsetter User Guide, and Marketing Materials.

## 1.3 Session Timeout – Log In Again

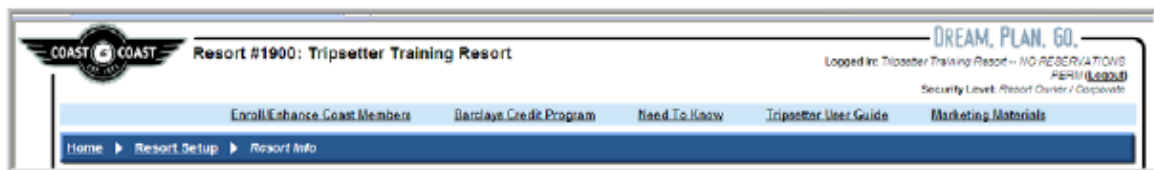
1. If the computer remains idle for a period of time greater than 20 minutes, the user is logged off Tripsetter.



**Figure – Your Session Has Expired Message**

2. This protective message provides a timeout message and asks users if they want to log back onto Tripsetter.
3. Enter the User Name and Password to return to Tripsetter.

## 1.4 Website Navigation



**Figure 3 -- 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.



# TRIPSETTER TRAINING GUIDE

---

## 2 Resort Menu Overview



Figure 4 - Resort Menu Options

### 2.1 Resort Website Links

1. Once logged on to [www.coastaffiliates.com](http://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. Check the **Need to Know** link for updates and new documents explaining new Tripsetter functionality.
4. Click on **Tripsetter Training Guide** to download and print individual sections or the entire Tripsetter Training Guide.
5. **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 (PDF).

### 2.2 Home

1. **Logged In** of the user appears in the upper right-hand corner of screen.
  - a. The security level of the users limits what they can see and do in Tripsetter.
  - b. Tripsetter provides the resort the option to restrict what reports and functionality is available to users through four different levels of security.
2. If the resort has assigned the security-level login for a user, that User Name and Password will be used to access Tripsetter.
3. **Home Menu Options**
  - a. **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 accommodations.
  - b. **Reservation Functions** – Allows the resort to manage all reservations.
  - c. **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.
  - d. **Setup Employees** Allows the resort to add and remove employees, update employee information and reset employee passwords.
  - e. **Reports** – Takes the user to a list of all available Tripsetter Reports.
  - f. **Corporate Reports** – These reports are only visible with the Resort Owner / Corporate login. (See: Corporate Reports for Multi-Resort Corporations)



# TRIPSETTER TRAINING GUIDE

---

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



# TRIPSETTER TRAINING GUIDE

## 3 RESORT SETUP



Figure 5 - Resort Setup Menu Options

### 1. Resort Setup Menu Options

- Unit Type Selection – Select the rental units that the resort is making available to Coast members using Trip Points.
- Unit Type Details – Select the features that apply to the rental units (EX: smoking, non-smoking, pets, types of bed, etc.).
- Resort Information – Takes the user to the following links: Resort Information, Seasons, Rates (for rental units), Inventory Allocation and Reciprocal Resorts .
- Events – Specify the special event that you would like to see listed for your Resort. Events can "block" reservations or just be a notification of a special or local event.

### 3.1 Unit Type Selection

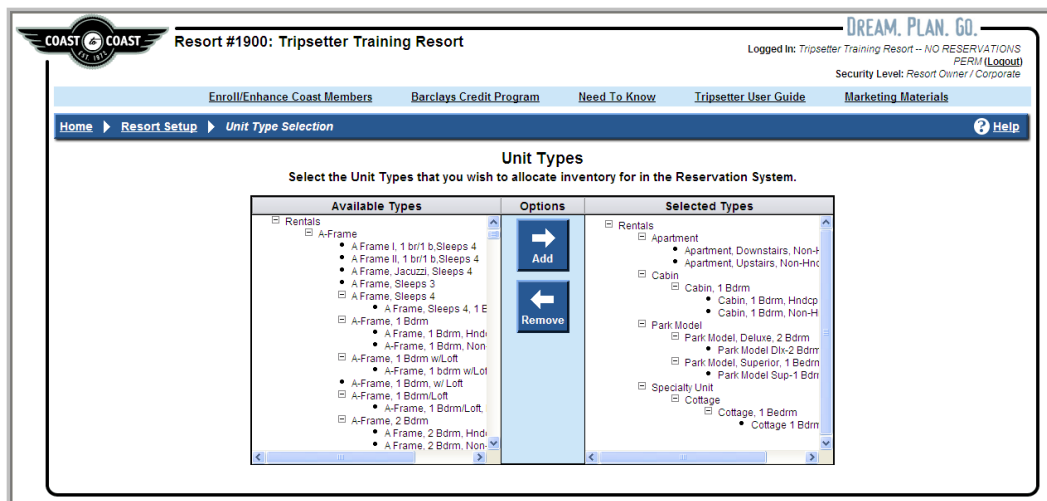


Figure 6 - Unit Type Selection

- Available Types** – Highlight the rental accommodation that the resort is making available for Coast reservations.
- Options** – Rental Unit types need to be added or removed from the Selected Types column to make them available for Coast reservations or to remove them from availability.
  - Click the **Add** button to move the highlighted rental accommodation Available Types in to the Selected Types column.
  - Click the **Remove** button to move the highlighted rental accommodation from the Selected Types column if the resort no longer wants this unit type made available for Coast reservations.



# TRIPSETTER TRAINING GUIDE

---

3. **Selected Types** – This is the list of available rental units the resorts wants to make available to Coast reservations.
4. **Save** – Click the **Save** button to save any changes made to the Unit Types screen.
5. **Cancel** – Click the **Cancel** button to cancel any changes made to the Unit Types screen.

## 3.2 Unit Type Details

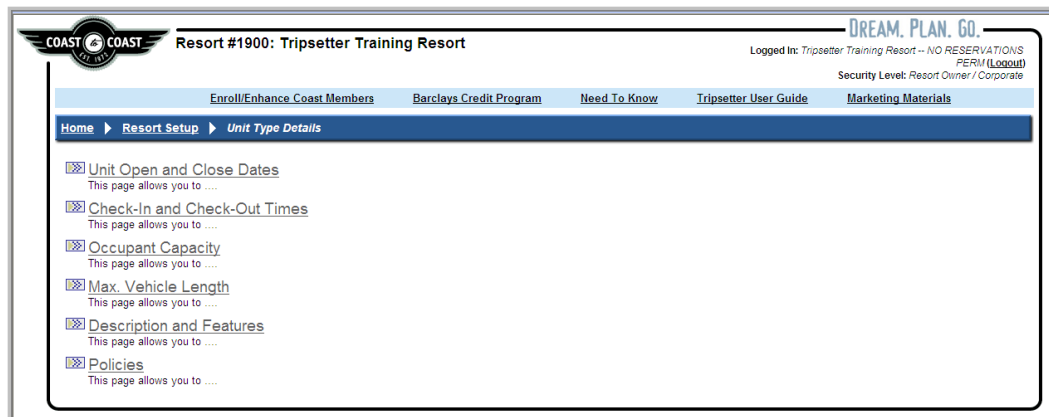


Figure 7 – Unit Type Details

### 1. **Unit Type Details Menu Options**

- a. **Unit Open and Close Dates** – Allows you to specify the open and close dates for each of your selected rental unit types.
- b. **Check-In and Check-Out Times** – Specify the minimum stay, check-in and check-out times for each of your selected unit types.
- c. **Occupant Capacity** – Specify the number of occupants included in the base rate for each of your unit types as well as the maximum # of occupants allowed. .
- d. **Max Vehicle Length** – Enter the maximum vehicle length for which Coast reservations can be made.
- e. **Description and Features** – Specify a customized description and features for each of your rental unit types.
- f. **Policies** – Enter a brief description for each of your policies.



# TRIPSETTER TRAINING GUIDE

## 2. Unit Open and Close Dates.

**COAST COAST** Resort #1900: Tripsetter Training Resort DREAM. PLAN. GO. Logged In: Tripsetter Training Resort -- NO RESERVATIONS PERM (Logout) Security Level: Resort Owner / Corporate

[Enroll/Enhance Coast Members](#) [Barclays Credit Program](#) [Need To Know](#) [Tripsetter User Guide](#) [Marketing Materials](#)

[Home](#) ▶ [Resort Setup](#) ▶ [Unit Type Details](#) ▶ [Unit Open and Close Dates](#) ? Help

**Unit Open and Close Dates**  
Specify the open and close dates for each of your selected unit types.

Apply to selected types: Jan 1 Dec 31

Unit Types	Open Date	Close Date	Apply
RV Sites	Jan 1	Dec 31	<input type="checkbox"/>
⊖ Rentals	-	-	<input type="checkbox"/>
⊖ Apartment	-	-	<input type="checkbox"/>
Apartment, Downstairs, Non-Hndcp	Apr 1	Oct 31	<input type="checkbox"/>
Apartment, Upstairs, Non-Hndcp	Apr 1	Oct 31	<input type="checkbox"/>
⊖ Cabin	-	-	<input type="checkbox"/>
⊖ Cabin, 1 Bdrm	-	-	<input type="checkbox"/>
Cabin, 1 Bdrm, Hndcp	May 1	Oct 31	<input type="checkbox"/>
Cabin, 1 Bdrm, Non-Hndcp	May 1	Oct 31	<input type="checkbox"/>
⊖ Park Model	-	-	<input type="checkbox"/>
⊖ Park Model, Deluxe, 2 Bdrm	-	-	<input type="checkbox"/>
Park Model Dlx-2 Bdrm-NonHndcp	Apr 1	Oct 31	<input type="checkbox"/>
⊖ Park Model, Superior, 1 Bdrm	-	-	<input type="checkbox"/>
Park Model Sup-1 Bdrm-NonHndcp	Apr 1	Oct 31	<input type="checkbox"/>

Figure 8 – Unit Open and Close Date

- Apply to selected unit types** – Select the Open and Close Dates from the dropdown menu.
- Apply** – Check the box opposite the word RV Sites and Rentals to apply the dates to RV Sites and all Rentals Unit Types.
- Fill** – Click the **Fill** button and the same date will automatically populate the Open and Close Dates for the entire rental units listed.
- Open Date and Close Date** – These individual fields allow each rental until to have a different Open and Close Date if applicable.
- Save** – Click to save all date changes.
- Cancel** – Click to cancel all changes.



# TRIPSETTER TRAINING GUIDE

## 3. Check-In and Check-Out Times

**Check-In and Check-Out Times**  
Specify the minimum stay, check-in and check-out times for each of your selected unit types.

Cancel Save

Apply to selected types: 3:00 PM 10:00 AM Fill 1 Fill

Unit Types	Check-In	Check-Out	Apply	Min Stay	Apply
RV Sites	2:00 PM	11:00 AM	<input type="checkbox"/>	1	<input type="checkbox"/>
☐ Rentals	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>
☐ Apartment	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>
Apartment, Downstairs, Non-Hndcp	3:00 PM	10:00 AM	<input type="checkbox"/>	1	<input type="checkbox"/>
Apartment, Upstairs, Non-Hndcp	3:00 PM	10:00 AM	<input type="checkbox"/>	1	<input type="checkbox"/>
☐ Cabin	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>
☐ Cabin, 1 Bdrm	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>
Cabin, 1 Bdrm, Hndcp	4:00 PM	11:00 AM	<input type="checkbox"/>	1	<input type="checkbox"/>
Cabin, 1 Bdrm, Non-Hndcp	4:00 PM	11:00 AM	<input type="checkbox"/>	1	<input type="checkbox"/>
☐ Park Model	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>
☐ Park Model, Deluxe, 2 Bdrm	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>
Park Model Div-2 Bdrm-NonHndcp	3:00 PM	10:00 AM	<input type="checkbox"/>	1	<input type="checkbox"/>
☐ Park Model, Superior, 1 Bdrm	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>
Park Model Sup-1 Bdrm-NonHndcp	3:00 PM	10:00 AM	<input type="checkbox"/>	1	<input type="checkbox"/>

Cancel Save

Figure 9 – Check-In and Check-Out Times

- Apply to selected unit types** – Select the Check-In and Check-Out Times from the dropdown menu.
- Apply** – Check the box opposite the word **RV Sites** and **Rentals** to apply the times selected to RV Sites and all Rentals Unit Types.
- Fill** – Click the “left” **Fill** button and the same times will automatically populate the Check-In and Check-Out Times for all of the rental units listed.
- Check-In and Check-Out** – These individual fields allow each rental unit to have a different Check-In and Check-Out time if applicable.
- Save** – Click to save all date changes.
- Cancel** – Click to cancel all changes.
- Min Stay** – Enter the minimum number of nights for which reservations can be made.
- Fill** – Click the “right” **Fill** button and the same minimum stay will automatically populate the minimum stay requirements for the entire rental units list.
- Save** – Click to save all minimum stay changes.
- Cancel** – Click to cancel all minimum stay changes.



# TRIPSETTER TRAINING GUIDE

## 4. Occupant Capacity

Resort #1900: Tripsetter Training Resort

Logged In: Tripsetter Training Resort - NO RESERVATIONS  
PERM Logout  
Security Level: Resort Owner / Corporate

Enroll/Enhance Coast Members Barclays Credit Program Need To Know Tripsetter User Guide Marketing Materials

Home Resort Setup Unit Type Details Occupant Capacity Help

Occupant Capacity

Specify the number of occupants included in the base rate for each of your unit types as well as the maximum # of occupants allowed.

Number included in base rate / maximum capacity

Apply to selected types: 1 / 4 1 / 4 1 / 4 1 / 4 1 / 4 Fill

Unit Types	Adult	Child	Person	Pet	Vehicles	Apply
<input type="checkbox"/> Rentals	-	-	-	-	-	<input type="checkbox"/>
<input type="checkbox"/> Apartment	-	-	-	-	-	<input type="checkbox"/>
Apartment, Downstairs, Non-Hndcp	-	-	-	-	-	<input type="checkbox"/>
Apartment, Upstairs, Non-Hndcp	-	-	-	-	-	<input type="checkbox"/>
<input type="checkbox"/> Cabin	-	-	-	-	-	<input type="checkbox"/>
<input type="checkbox"/> Cabin, 1 Bdrm	-	-	-	-	-	<input type="checkbox"/>
Cabin, 1 Bdrm, Hndcp	-	-	-	-	-	<input type="checkbox"/>
Cabin, 1 Bdrm, Non-Hndcp	-	-	-	-	-	<input type="checkbox"/>
<input type="checkbox"/> Park Model	-	-	-	-	-	<input type="checkbox"/>
<input type="checkbox"/> Park Model, Deluxe, 2 Bdrm	-	-	-	-	-	<input type="checkbox"/>
Park Model, Deluxe, 2 Bdrm, Non-Hndcp	-	-	-	-	-	<input type="checkbox"/>
<input type="checkbox"/> Park Model, Superior, 1 Bdrm	-	-	-	-	-	<input type="checkbox"/>
Park Model, Superior, 1 Bdrm, Non-Hndcp	-	-	-	-	-	<input type="checkbox"/>
<input type="checkbox"/> Specialty Unit	-	-	-	-	-	<input type="checkbox"/>
<input type="checkbox"/> Cottage	-	-	-	-	-	<input type="checkbox"/>
Cottage, 1 Bdrm	-	-	-	-	-	<input type="checkbox"/>
Cottage, 1 Bdrm, Hndcp	-	-	-	-	-	<input type="checkbox"/>

Figure 10 – Occupant Capacity

- Apply to selected unit types** – Enter the Minimum and Maximum number of occupants for each of the categories: Adult, Child, Person, Pet, Vehicles.
- Apply** – Check the box opposite Rentals to apply the minimum and maximum number of occupants to all of Unit Types or click on the specific units to which you wish to apply the minimum and maximum occupants.
- Fill** – Click the Fill button to automatically fill in the same Minimum and Maximum number of Occupants for the entire rental units list.
- Adult** – Enter the minimum and maximum number of adults who may occupy the unit.
- Child** – Enter the minimum and maximum number of children who may occupy the unit.
- Person** – Enter the minimum and maximum number of people who may occupy the unit.
  - DO NOT enter Person if you are entering Adults and Child minimum and maximum numbers.**



### MINIMUM AND MAXIMUM OCCUPANCY

- Enter the minimum and maximum number of Persons who may occupy the unit if there is no destination between adults and children.
- Enter the minimum and maximum number of Adults and Children who may occupy the unit if there is restriction on these numbers.
- DO NOT enter Person if you are entering Adults and Child minimum and maximum numbers.**



# TRIPSETTER TRAINING GUIDE

**5. Max Vehicle Length** – Enter the maximum vehicle length for which Coast reservations can be made.

- a. This number should represent the maximum length that can be accommodated by the majority of the sites that will be assigned to Coast member reservations.

COAST COAST Resort #1900: Tripsetter Training Resort DREAM. PLAN. GO.

Logged In: Tripsetter Training Resort -- NO RESERVATIONS PERM (Logout)  
Security Level: Resort Owner / Corporate

Enroll/Enhance Coast Members Barclays Credit Program Need To Know Tripsetter User Guide Marketing Materials

Home ▶ Resort Setup ▶ Unit Type Details ▶ Max. Vehicle Length ? Help

**Max. Vehicle Length**  
Specify the maximum vehicle length allowed on each of your selected unit types.

Apply to selected types:

Unit Types	Max. Vehicle Length (ft.)	Apply
RV Sites	35	<input type="checkbox"/>

Figure 11 – Maximum Vehicle Length



## REDUCING THE MAXIMUM VEHICLE LENGTH RESTRICTION

If at any time the maximum vehicle length is reduced, Coast expects that all existing reservations in Tripsetter that meet the original vehicle length restriction will be honored.

## 6. Description and Features

- a. **Save** – Click to save any changes made on each tab.
- b. **Cancel** – Click to cancel any changes made on each tab.
- c. **Description** – Allows entry of a customized, brief description of Rental Units.

COAST COAST Resort #1900: Tripsetter Training Resort DREAM. PLAN. GO.

Logged In: Tripsetter Training Resort -- NO RESERVATIONS PERM (Logout)  
Security Level: Resort Owner / Corporate

Enroll/Enhance Coast Members Barclays Credit Program Need To Know Tripsetter User Guide Marketing Materials

Home ▶ Resort Setup ▶ Unit Type Details ▶ Description and Features ? Help

**Description and Features**  
Specify a customized "description" and features for each of your unit types.

Description Unit Features (a - i) Unit Features (m - o) Smoking Restrictions Pet Restrictions Location Sleeping Accommodations Quality of Unit

	Description
RV Sites	RV Sites
Apartment	
Apartment, Downstairs, Non-Hndcp	Apartment, Downstairs, Non-Hndcp
Apartment, Upstairs, Non-Hndcp	Apartment, Upstairs, Non-Hndcp
Cabin	
Cabin, 1 Bdrm	
Cabin, 1 Bdrm, Hndcp	Cabin, 1 Bdrm, Hndcp
Cabin, 1 Bdrm, Non-Hndcp	Cabin, 1 Bdrm, Non-Hndcp

Figure 12 – Unit Description



# TRIPSETTER TRAINING GUIDE

d. **Unit Features** – Click the checkbox for each of unit features that apply to the rental unit listing.

The screenshot shows the 'Description and Features' section of the Tripsetter Training Resort interface. The page title is 'Resort #1900: Tripsetter Training Resort'. The user is logged in as 'Tripsetter Training Resort -- NO RESERVATIONS PERM (Logout)' with a security level of 'Resort Owner / Corporate'. The navigation bar includes links for 'Enroll/Enhance Coast Members', 'Barclays Credit Program', 'Need To Know', 'Tripsetter User Guide', and 'Marketing Materials'. The main content area is titled 'Description and Features' and includes a sub-header 'Specify a customized "description" and features for each of your unit types.' Below this, there is a table with columns for 'Description', 'Unit Features(a - l)', 'Unit Features(m - z)', 'Smoking Restrictions', 'Pet Restrictions', 'Location', 'Sleeping Accommodations', and 'Quality of Unit'. The table lists three unit types: 'Rentals', 'Apartment', and 'Apartment, Downstairs, Non-Hndcp'. The 'Apartment' unit type has a checkbox for 'Apartment, Downstairs, Non-Hndcp' and a checkbox for 'Apartment, Upstairs, Non-Hndcp'. The 'Apartment, Downstairs, Non-Hndcp' unit type has a checkbox for 'Apartment, Downstairs, Non-Hndcp' and a checkbox for 'Apartment, Upstairs, Non-Hndcp'. The 'Apartment, Upstairs, Non-Hndcp' unit type has a checkbox for 'Apartment, Downstairs, Non-Hndcp' and a checkbox for 'Apartment, Upstairs, Non-Hndcp'.

Figure 13 – Unit Features A – L

The screenshot shows the 'Description and Features' section of the Tripsetter Training Resort interface, specifically for Unit Features M-Z. The page title is 'Resort #1900: Tripsetter Training Resort'. The user is logged in as 'Tripsetter Training Resort -- NO RESERVATIONS PERM (Logout)' with a security level of 'Resort Owner / Corporate'. The navigation bar includes links for 'Enroll/Enhance Coast Members', 'Barclays Credit Program', 'Need To Know', 'Tripsetter User Guide', and 'Marketing Materials'. The main content area is titled 'Description and Features' and includes a sub-header 'Specify a customized "description" and features for each of your unit types.' Below this, there is a table with columns for 'Description', 'Unit Features(a - l)', 'Unit Features(m - z)', 'Smoking Restrictions', 'Pet Restrictions', 'Location', 'Sleeping Accommodations', and 'Quality of Unit'. The table lists three unit types: 'Rentals', 'Apartment', and 'Apartment, Downstairs, Non-Hndcp'. The 'Apartment' unit type has a checkbox for 'Apartment, Downstairs, Non-Hndcp' and a checkbox for 'Apartment, Upstairs, Non-Hndcp'. The 'Apartment, Downstairs, Non-Hndcp' unit type has a checkbox for 'Apartment, Downstairs, Non-Hndcp' and a checkbox for 'Apartment, Upstairs, Non-Hndcp'. The 'Apartment, Upstairs, Non-Hndcp' unit type has a checkbox for 'Apartment, Downstairs, Non-Hndcp' and a checkbox for 'Apartment, Upstairs, Non-Hndcp'.

Figure 14 – Unit Features M – Z

- e. **Smoking Restrictions** – Click either **Non-Smoking** or **Smoking** for each rental unit listing.
- f. **Pet Restrictions** – Click either **No Pets** or **Pets Allowed** for each unit type.
- g. **Location** – Click the radio button showing the location of each rental unit.
- h. **Sleeping Accommodations** – Select all of the sleeping accommodations that are available in each of the unit types.
- i. **Quality of Unit** – Select the 'quality' that best describes the rental unit when compared to other units at the resort.



# TRIPSETTER TRAINING GUIDE

## 7. Policies – Enter a brief description of both the General Policy and Cancellation Policy for the resort.

- a. Review that appropriate policy information has been entered for both RV sites and rental units since these policies may differ.

COAST COAST Resort #1900: Tripsetter Training Resort

DREAM, PLAN, GO. Logged In: Tripsetter Training Resort - NO RESERVATIONS PERM (Logout) Security Level: Resort Owner / Corporate

Enroll/Enhance Coast Members Barclays Credit Program Need To Know Tripsetter User Guide Marketing Materials

Home > Resort Setup > Unit Type Details > Policies

**Policies**  
Enter a brief description for each of your policies.

Policy: General Policy  
General Policy  
Cancellation Policy

Apply to selected types

**Fill**

Unit Types	Policies	Apply
RV Sites	No information available	<input type="checkbox"/>
⊗ Rentals	-	<input type="checkbox"/>
⊗ Apartment	-	<input type="checkbox"/>
Apartment, Downstairs, Non-Hndcp	No information available	<input type="checkbox"/>
Apartment, Upstairs, Non-Hndcp	No information available	<input type="checkbox"/>

Figure 15 – RV and Rental Unit Policies

- b. **General Policy** – Enter general policy information that is applicable and is not covered by the information in the cancellation, smoking and pet policies.
- c. **Cancellation Policy** – Enter any specific policy information regarding advance cancellation notice.
- d. **Fill** – Click the **Fill** button and the same policy will automatically populate the policy fields for the entire rental units list.



# TRIPSETTER TRAINING GUIDE

## 3.3 RESORT SETUP / RESORT INFO



Figure 16 - Resort Setup / Resort Information Menu Options

### 1. Resort Info Options

- a. **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.
- b. **Seasons** – Open and Close dates for the resort.
- c. **Rates** – Set the rates for the rental units made available to Coast Members using Trip Points.
- d. **Inventory Allocation** – Provides the resort with the ability to increase and manage its inventory allocation.
  - At any time you may increase the resort's allocated inventory for a specific timeframe, but you may not go below the agreed to number of allocated inventory sites. .
  - The resort has the ability to set Inventory Allocation for rental units as their season permits.
- e. **Reciprocal Resorts**: Provides the opportunity to accept those resorts within 125 miles of your resort whose members are welcome at the resort.

### 2. Resort Setup / Resort Info / Resort Information

- a. The resort's information that is visible to Coast Members from the member website as well as information that is used to publishing the annual Coast to Coast Directory is available for the resort to maintain and update as needed.
- b. When changes are made to the Resort Information, Coast is electronically notified; and after review of the information, it is accepted and made available for viewing from the member website.
- c. **Elevation** – This number, entered in feet, is often significant to members for health reasons.
- d. **Longitude** and **Latitude** – These numbers are used to calculate the 125-mile radius and for member GPS use.
- e. **Phone & Web** – Phone, "Other" Phone (such as a reservation phone or toll-free number), Fax, E-mail, and URL (website address).
  - **E-Mail** addresses are used by Coast to notify resorts of updates or new information.
- f. **Mailing Address** – This address to which the United States Post Office delivers and is used when sending out information from Coast, including you new edition of the *Coast to Coast Directory*.
- g. **Shipping Address** – This address may or may not be different from the Physical Address, but it needs to be completed in order for Coast to send any materials to the resort via UPS, FedEx, DHL, etc.
- h. **Physical Address** – This is the address that is printed in the *Coast to Coast Directory* and on the website as well as the one Coast member will use when using such online search sites as Mapquest.com.
- i. **Manager First and Last Name** – This is the name of the resort manager and is the primary contact for Coast.
- j. **Sales Manager** – This is the name of the sales manager and is the person to whom sales updates are sent.



# TRIPSETTER TRAINING GUIDE

- k. **Member Contact** – This is the name of the person who is mainly responsible for contact with Coast members.
- l. **Property Description** – This should be a descriptive and brief (**300 character maximum**) description of the resort that will make Coast members want to visit the resort.
- m. **Directions** – This field (**300 character maximum**) should provide directions to the resort, which utilizes abbreviations as needed (EX: S, N, E, Rd, etc.) to give easy-to-follow directions to the resort.
- n. **Amenities** – List all amenities that are available at the resort as well as “Nearby” attractions.
- o. **Pets Accepted** and **Pet Restrictions** – Click the radio button to indicate if pets are welcome or not welcome at the resort.
  - **Pet Restrictions** should include breed restrictions, number, and weight.



If there is resort information that needs to be changed that cannot be found on this form, please contact Coast to Coast.

- Phone: 800-833-9183
- Fax: 303-728-7312

## 3. Resort Setup / Resort Info / Seasons

From	To	Season	Options
Jan 1 2005	Dec 31 2005	Open	Delete
May 1 2007	Jun 30 2007	Peak	Delete
Apr 17 2008	Apr 18 2008	Emergency Closure	Delete

Figure 17 - Resort Seasons / Open and Close Dates

- a. **Add** – Click to enter a new season (such as an emergency closure).
- b. **Open Season** – Enter the **From** and **To** date.
- c. **Peak Season** – Deluxe resorts may list either two (2) two-month or one (1) four-month peak season, which will restrict the number of visits Deluxe member may have during that timeframe.
- d. **Emergency Closure** – Enter the dates for an emergency closure due to “acts of God,” local emergencies such as lack of electricity or sewer, which will prevent reservations from being made during that timeframe.
- e. **Save** – Click to save all changes to the season.
- f. **Cancel** – Click to cancel all changes.



### Season Resort Open and Close Dates

1. Do not change the current year's dates – add dates for next year – prior to closing for the Season because the resort will display as closed early for the current season.
2. If new dates are not entered for the upcoming season before a seasonal resort closes or at least 90 days prior to opening day for the following season, members will not be able to make advanced reservations for the upcoming Season.



# TRIPSETTER TRAINING GUIDE



## Emergency Closures

1. Please notify Coast to Coast Operations of any Emergency Closures via phone or fax as well as entering the dates in the Season screen.  
Phone: (800) 833-9183  
Fax: (303) 728-7312
2. If members with upcoming reservations need to be notified, please contact Coast at (800) 833-9183.

## 4. Resort Setup / Resort Info / Rates

Resort #1900: Tripsetter Training Resort

Logged in: Tripsetter Training Resort - NZ AGS/BookPoint  
Security Level: Resort Owner / Coordinator

Home > Resort Setup > Resort Info > Rates

Cancel Save

Rates in effect on Tuesday, April 29, 2008 Prev Next Today Select / Add Date

Click to Member Edit to Member Family Favorite

Apply to Unit Types: No Yes Fill

Unit Type	Day Type	Prev Rate	New Rate	Apply
RV Sites	Any Day	745	585	
RV Washbath	Any Day	---	---	
RV Condo	Any Day	---	---	
RV Condo (Weekend)	Any Day	---	---	
Condo (Efficiency) 1 Bedroom	Any Day	\$104.00	\$41	
Condo (Efficiency) 1 Bedroom	Any Day	\$104.00	\$41	
RV Condo (Weekend)	Any Day	---	---	
Condo (Efficiency) 2 Bedroom	Any Day	\$279.00	\$24	
Condo (Efficiency) 2 Bedroom	Any Day	\$279.00	\$24	
RV Condo (2 Bedroom)	Any Day	---	---	
Condo (2 Bedroom) 1 Bedroom	Any Day	\$105.00	\$112	
RV Condo (2 Bedroom)	Any Day	---	---	
Condo (2 Bedroom) 1 Bedroom	Any Day	\$105.00	\$112	

Cancel Save

Figure 18 – Rates

- a. **Prev Rate** – The rental unit rates – displayed in U.S. dollar amounts – are displayed.
- b. **New Rate** – These fields allow the resort to enter new rental unit rates -- entered in U.S. dollar amounts – equal to the nightly rack rate to be charged to Coast members for each individual rental unit type.



1. Rates can only be setup for Rental Unit Types, not for RV Sites.
2. Rates are in U.S. dollars.
3. Tripsetter automatically converts the U.S. dollar amount to Trip Points.
4. When quoting nightly rates to members remember to convert the dollars to points and add 200 points for a total nightly rate (EX: \$50.00 converts to 5000 points + 200 points = 5,200 points charged per night).

- c. **Apply to Unit Types** – This field allows the resort to enter one rate for all rental units if the rates are the same.
- d. **Apply** – By checking the **Apply** box on the same row as the word **Rentals** the user can apply the same rate entered in the **Apply to Unit Types** to the entire rental unit list.
- e. **Fill** – Click in order to **Fill** the same rental unit rate for the entire rental unit list.



# TRIPSETTER TRAINING GUIDE

- f. **Select / Add Dates** – Provides a calendar display of four months showing the dates when rental unit rates have been changed by the resort.

**Rates in effect on Sunday, June 1, 2008** [Cancel]

Select New Date To Enter Rates

Mar 2008      Apr 2008      May 2008      Jun 2008

Navigation: < << Now > >>

Classic Member    Deluxe Member    Family Benefit

Apply to Unit Types: Any Day    \$ 0.00    [Fill]

Unit Type	Day Type	Prev Rate	New Rate	Apply
RV Sites	Any Day	N/A	N/A	-
⊖ Rentals	-	-	-	<input type="checkbox"/>
⊖ Condo	-	-	-	<input type="checkbox"/>
⊖ Condo Efficiency I	-	-	-	<input type="checkbox"/>
Condo, Efficiency I, Hindcp	Any Day	\$45.00	\$ <input type="text"/>	<input type="checkbox"/>
Condo, Efficiency I, Non-Hindcp	Any Day	\$45.00	\$ <input type="text"/>	<input type="checkbox"/>
⊖ Condo Efficiency II	-	-	-	<input type="checkbox"/>
Condo, Efficiency II, Hindcp	Any Day	\$35.00	\$ <input type="text"/>	<input type="checkbox"/>
Condo, Efficiency II, Non-Hindcp	Any Day	\$35.00	\$ <input type="text"/>	<input type="checkbox"/>
⊖ Condo, 1 Bdrm	-	-	-	<input type="checkbox"/>
Condo, 1 Bdrm, Non-Hindcp	Any Day	\$110.00	\$ <input type="text"/>	<input type="checkbox"/>
⊖ Condo, 2 Bdrm	-	-	-	<input type="checkbox"/>
Condo, 2 Bdrm, Non-Hindcp	Any Day	\$141.00	\$ <input type="text"/>	<input type="checkbox"/>

Figure 19 – Select / Add Dates

- g. **Blue highlighted calendar dates** – These “blue” dates (EX: March 1 and April 29) show when the resort has entered or changed rental unit rates; and by clicking on one of the “blue” dates, the rates in effect from that date forward until the next “blue” date as well as the previous rates are displayed in the rental unit listing.
- h. **White highlighted calendar dates** – When a new calendar date (EX: June 1) is selected, it turns white until new rates are entered and saved or changes are cancelled for that date.
- i. **Single Arrow Buttons** – Use the single arrow buttons (> and <) to move forward or backward one month on the calendar.
- j. **Double Arrow Buttons** – Use the double arrow buttons (>> and <<) to move forward or backward one year on the calendar.
- k. **Now** – Click to be returned to “Now” from any other calendar view.
- l. **Save** – Click to save any new rental rate entries.
- m. **Cancel** – Click to cancel any new rental rate entries.



# TRIPSETTER TRAINING GUIDE

## 5. Resort Setup / Resort Info / Inventory Allocation

- a. List the number of sites the resort wants to make available to Coast members for reservations.

COAST COAST Resort #1900: Tripsetter Training Resort

DREAM. PLAN. GO.

Logged In: Tripsetter Training Resort - NO RESERVATIONS  
PERMIT (Logout)  
Security Level: Resort Owner / Corporate

Enroll/Enhance Coast Members Barclays Credit Program Need To Know Tripsetter User Guide Marketing Materials

Home > Resort Setup > Resort Info > Inventory Allocation

Inventory Allocation Dates

Specify the amount of inventory the resort is allocating to Tripsetter for RV Sites and Rental Units.

Unit Type: RV Sites Inventory Segment: Member

Add

From	To	Member	Options
Jan 1, 2008	Dec 31, 2099	20	Delete

Add

Figure 20 - Inventory Allocation

- b. **Unit Type** – RV Sites is the default if the resort offers no rental units to Coast Members.
- c. **Unit Type** – Rental units must be set up individually for each type in order to manage the inventory by unit type.
- d. **Inventory Segment** – The default is Member, but Deluxe resorts can select Family Benefit to allocate sites for Family Benefit guest reservations.
- e. **Add** – Click to add a new date range to change the number of sites for a specific timeframe.
- f. **Save** – Click to save changes.
- g. **Cancel** – Click if you do not wish to save changes made to the inventory allocation.
- h.



1. RV sites may be managed by the week, month, or season based upon the pre-determined minimum number of sites set by Coast.
2. If you want to discuss this number, contact your Regional Director.
3. At any time you may increase the resort's allocated inventory for a specific timeframe, but you may not go below the agreed to number of allocated inventory sites.

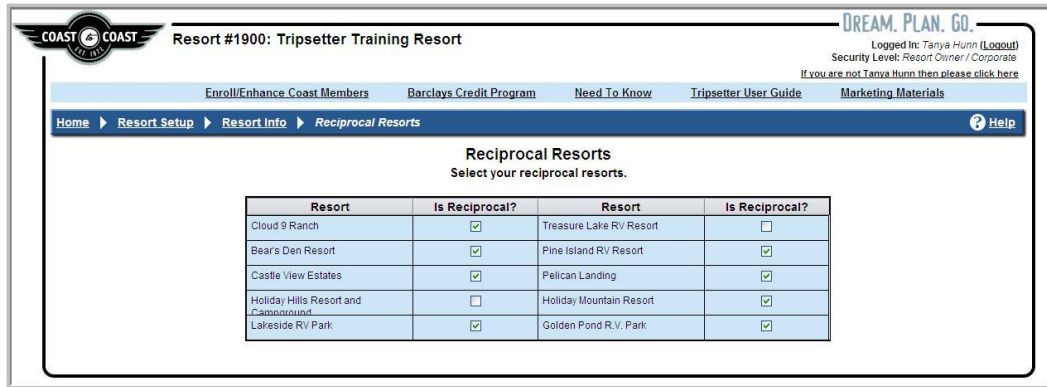


1. Resorts have control over the resort's inventory for Rental Units both with allocated inventory and on a direct reservation basis when the member calls the resort to make a rental reservation.
2. Units listed under Web Inventory will be made available for Coast Members to reserve 24 x 7 from the Member Website and through Member Services.
3. Rental Units reserved directly through the resort on a per-reservation basis are entered into Check-In Drive-Ups up to five (5) days prior to arrival without the need to enter Web Inventory.



# TRIPSETTER TRAINING GUIDE

## 6. Resort Setup / Resort Info / Reciprocal Resorts



The screenshot shows the 'Reciprocal Resorts' page for 'Resort #1900: Tripsetter Training Resort'. The page has a header with the 'COAST' logo and 'DREAM. PLAN. GO.' text. A navigation bar includes links for 'Enroll/Enhance Coast Members', 'Barclays Credit Program', 'Need To Know', 'Tripsetter User Guide', and 'Marketing Materials'. Below the navigation bar, the 'Reciprocal Resorts' section is titled 'Select your reciprocal resorts.' and contains a table with two columns: 'Resort' and 'Is Reciprocal?'. The table lists several resorts with checkboxes indicating their reciprocal status.

Resort	Is Reciprocal?	Resort	Is Reciprocal?
Cloud 9 Ranch	<input checked="" type="checkbox"/>	Treasure Lake RV Resort	<input type="checkbox"/>
Bears Den Resort	<input checked="" type="checkbox"/>	Pine Island RV Resort	<input checked="" type="checkbox"/>
Castle View Estates	<input checked="" type="checkbox"/>	Pelican Landing	<input checked="" type="checkbox"/>
Holiday Hills Resort and Campground	<input type="checkbox"/>	Holiday Mountain Resort	<input checked="" type="checkbox"/>
Lakeside RV Park	<input checked="" type="checkbox"/>	Golden Pond R.V. Park	<input checked="" type="checkbox"/>

Figure 21- Reciprocal Resorts

1. **Is Reciprocal?** – Place a check mark in the check box to indicate that the resort will accept, by reciprocal agreement, Coast members whose home resort is less than 125 miles from your resort.



1. The 125-mile calculation is based on the Longitude and Latitude that each resort has on record with Coast.
2. Make certain the Longitude and Latitude for your resort is correct by checking in Resort Info.
3. Driving distance is not used in this calculation.



# TRIPSETTER TRAINING GUIDE

## 3.4 Events

1. Click **Add** to enter a **New Event**.
2. **Past Event Updates** – Resorts may edit and update an existing Event once the current date has passed without having to re-enter information for the Event.

Month	Mar '08	Apr '08	May '08	Jun '08	Jul '08	Aug '08	Sep '08	Oct '08	Nov '08	Dec '08	Jan '09	Feb '09	Mar '09	Apr '09	May '09	Jun '09	Jul '09	Aug '09	Sep '09	Oct '09	Nov '09	Dec '09	Jan '10	Feb '10
Existing Days	5	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Max Days	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	

Figure 22 – Add New Event

3. **Blocked Event Days**
  - a. Events can be blocked up to two years in advance as displayed in the Blocked Event Days grid.
  - b. **Existing Days** shows the number of days the resort has blocked in a particular month.
  - c. **Max Days** shows the default of 7 days per month that a resort can block (black-out).
  - d. **If the resort needs additional days in a particular month for a special event, contact Coast (800-719-6841) and request the additional days before adding a new Event.**
4. **From** – Enter the first / opening date for the event.
5. **To** – Enter the last / closing date for the event.
6. **Recurrence** – Accept the default **Once**.
7. **Types** – Accept the **All Types** default in order to block all reservations.
8. **Restrict reservations for this event.**
  - a. The checkbox next to Yes defaults as checked, which restricts reservations for the event.
  - b. If the resort wants to encourage reservations for this event, uncheck the box next to Yes to permit reservations during this timeframe.
9. **Name** – Type in a brief descriptive name of the event.
10. **Description** – Type or copy the name of the event into this field.
  - a. If Coast reservations are restricted during this event, type in **Coast Reservations Not Accepted**.
  - b. If the resort wants to encourage reservations during this event, type in a welcoming message such as Coast Reservations Welcome.



### EVENTS AND HOLIDAY BLOCKS

1. **EFFECTIVE 01-10-06 Coast DOES NOT BLOCK HOLIDAYS**
2. **The resort must enter ALL Holidays and Holiday blocks.**
3. **Coast recommends that blackout dates / Holiday blocks / Events be entered more than 90 days in advance by resorts in order to restrict reservations.**
4. **Events can be entered up to two years in advance**
5. **Coast expects all reservations made during an Event that are made prior to entry of that Event into Tripsetter will be honored by the resort.**



# TRIPSETTER TRAINING GUIDE

## 4 RESERVATION FUNCTIONS

The screenshot displays the 'Reservations' section of the Tripsetter Training Resort interface. At the top, it shows the resort name 'Resort #1900: Tripsetter Training Resort' and the user's login status 'Logged In: undefinedTripsetter Training Resort - NO RESERVATIONS PERM (Logged)'. Below this, there's a navigation bar with 'Home' and 'Reservation Functions'. The main heading is 'Reservations' with a sub-note: 'TODO - Instructions... Click "Add" to check in a drive-up.' There are two 'Add' buttons. Below the heading, there are tabs for 'All Reservations', 'Arrivals', 'Departures', 'Who's Here', and 'No shows'. The 'Arrivals' tab is selected. The table shows a list of reservations with columns for Name, Member #, Confirm. #, Unit Type, Arrival, Departure, Status, and Action. The data is filtered for the date range 'From Feb 23, 2008 to Apr 24, 2008'. The table lists six reservations for members McKee, Miller, Flood, Clark, Hoopes, and Ouzi, all with 'RV Sites' as their unit type. The arrival and departure dates are shown with dropdown menus and calendar icons. The status for all reservations is 'Confirmed', and the action menu for each reservation includes 'Select...'. At the bottom of the table, there are links for 'Cancel', 'Check In', and 'No Show', and an 'Add' button.

Name	Member #	Confirm. #	Unit Type	Arrival	Departure	Status	Action
McKee	500750	800000214	RV Sites	Mar 17 2008	Mar 24 2008	Confirmed	Select...
Miller	500713	800000208	RV Sites	Mar 20 2008	Mar 24 2008	Confirmed	Select...
Flood	500725	800000213	RV Sites	Mar 20 2008	Mar 24 2008	Confirmed	Select...
Clark	500440	800000209	RV Sites	Mar 22 2008	Mar 24 2008	Confirmed	Select...
Hoopes	500733	800000210	RV Sites	Mar 24 2008	Mar 26 2008	Confirmed	Select...
Ouzi	500723	800000212	RV Sites	Mar 28 2008	Mar 30 2008	Confirmed	Select...

Figure 23 – Reservation Functions

1. **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.”
2. **Arrivals** – A list of all of the scheduled arrivals for the date range where the reservation arrival and departure dates can be edited and the reservation checked in.
3. **Departures** – A list of all of the scheduled departures for the date range where the reservation departure date can be shortened or extended and the reservation checked out.
4. **Who’s Here** – A list of all of the Coast Members currently checked in at the resort.
5. **No Shows** – A List of all reservations for the date range that have been marked as a No-Show.
6. **Action Drop Down Menu** – Select Cancel, Check In, Check Out or No-Show for each reservation.
7. **Save** – Once the Action has been selected for all appropriate reservations, click Save to complete the processing all of the reservations.

### RESERVATION REMINDERS



1. **Editing / Changing the Check-Out date for a member leaving early is essential in order to permit members to make reservations at other resorts.**
2. **In order to receive remuneration on any member stay, that stay must be Checked-In and Checked-Out of Tripsetter or marked as a No-Show.**
3. **Checked-In and Checked-Out reservations cannot be un-checked by the resort.**
4. **When changing an Arrival or Departure date, the Save button does not affect the Check-In or Check-Out status, only the Arrival and Departure dates.**

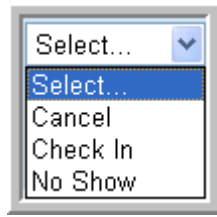


# TRIPSETTER TRAINING GUIDE

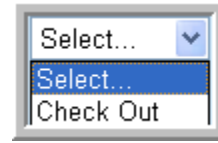
---

## 4.1 Action

1. The **Action** dropdown menu provides the “action” to be taken for each individual reservation.

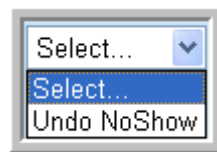


**Figure 24 - Pre-Check In Action Options**



**Figure 25 - Check Out Action Option**

2. All reservations can be Cancelled, Checked In, Checked-Out and No-Showed from the **All Reservations** screen (See: Figure 23 – Reservation Functions).
3. The **Arrivals** tab can be selected to see only those reservations scheduled to arrive during the selected timeframe.
4. The **Departures** tab can be selected to see only those reservations scheduled to depart during the selected timeframe.
5. If a reservation has been marked as a No-Show and the resort staff wishes to “undo” the No-Show, the Action dropdown menu provides that option.



**Figure 26 - Undo No Show Action Option**



# TRIPSETTER TRAINING GUIDE

## 5 DRIVE UP RESERVATIONS

1. **72-Hour Rule** – Reservations made within 72-hours or 3 days of the scheduled arrival date, cannot be made through Coast to Coast or from the member website.
  - a. Members will call the resort directly for reservations within 72-hours of the scheduled arrival date.
  - b. Drive-Up reservations can be entered when a member calls the resort in advance of the arrival.
  - c. Drive-Up reservations can be entered when the member arrives to check in at the resort.
  - d. Drive-Up reservations can be entered up to five (5) days after the arrival date, but this may result in a member having used Trip Points that were available while the member was at the resort.



**Coast does not “cover” Trip Points for reservations entered as a Drive-Up reservation made after the member leaves the resort if there are not enough Trip Points to cover the Drive-Up reservation.**

2. **Member #** – Enter the Coast to Coast Member number.
3. **Last Name** – Enter the first 4 letters of the member’s last name.
4. **Search** – Click the **Search** button to access the member’s information. .

The screenshot shows the 'Search For a Member' form within the Tripsetter Training Resort interface. The form is titled 'Search For a Member' and includes a sub-instruction: 'Please enter the member's number and the first 4 characters of their last name in order to validate their membership.' Below this instruction are two input fields: 'Member #' with the value '123456' and 'First 4 Letters of Last Name' with the value 'jml'. A 'Search' button is located below these fields. The interface also shows a top navigation bar with links like 'Enroll/Enhance Coast Members', 'Barclays Credit Program', 'Need To Know', 'Tripsetter User Guide', and 'Marketing Materials'. The user is logged in as 'Tripsetter Training Resort - NO RESERVATIONS' with a security level of 'Resort Owner / Corporate'.

Figure 27 - Drive-Up Reservation Select Member

5. Select **Dates** and **Unit Type**

The screenshot shows the 'Select Dates and Unit Type' form within the Tripsetter Training Resort interface. The form is titled 'Select Dates and Unit Type' and includes a note: 'Note: The entire stay of the drive-up must be able to be accommodated by the resort's local inventory.' Below this note are three input fields: 'Unit Type' with a dropdown menu showing 'RV Sites', 'Arrival Date' with a date picker showing 'Apr 7 2008', and 'Check Out Date' with a date picker showing 'Apr 10 2008'. A 'Check Availability' button is located below these fields. The interface also shows a top navigation bar with links like 'Enroll/Enhance Coast Members', 'Barclays Credit Program', 'Need To Know', 'Tripsetter User Guide', and 'Marketing Materials'. The user is logged in as 'Tripsetter Training Resort - NO RESERVATIONS' with a security level of 'Resort Owner / Corporate'.

Figure 28 – Select Dates and Unit Type



# TRIPSETTER TRAINING GUIDE

- a. **Member Information** – The member's name, city and state will automatically populate.
- b. **Unit Type** – RV Site will be the default for the Unit Type.
- c. **Unit Type for Rentals** – Those resorts accepting Trip Points for reservations will select the specific Unit Type and enter the Rental Reservation as a Drive-Up.
- d. **Arrival and Departure** dates will default to the 72-hour timeframe when Coast cannot make reservations, but they can be changed to any desired dates using the dropdown calendar.
- e. **Check Availability** – Click to continue the Drive-Up reservation.



## DRIVE-UP RESERVATIONS AND EXTENDED STAYS

1. Reservations made within 72 hours of the current date (today and the next two days make up the 72 hours) must be entered by the Resort as Drive-Up reservations.
2. Drive-Up reservations and all extensions of existing reservations come out of the resort's local inventory.
3. Do not count these Drive-Ups or extension of an existing reservation against the allocated inventory you have given to Coast for Tripsetter or you will be overbooking yourself.

## 6. Override Rules and Confirm Reservation

**COAST COAST** Resort #1900: Tripsetter Training Resort DREAM. PLAN. GO. Logged In: Tripsetter Training Resort – NO RESERVATIONS PERM (Logout) Security Level: Resort Owner / Corporate

Enroll/Enhance Coast Members Barclays Credit Program Need To Know Tripsetter User Guide Marketing Materials

Home ▶ Drive-Up Reservations ? Help

**Member Information** Change  
**Jean Lene**  
Englewood, CO

**Reservation Information** Change  
Requested Destination: Tripsetter Training Resort  
Unit Type: RV Sites  
Scheduled Arrival: Monday, April 07, 2008  
Scheduled Departure: Thursday, April 10, 2008  
Total Cost of Reservation: 3000 Points

**Vehicle Information**

Vehicle Type	Length	Slide Outs (#)	Amps
5th Wheel	35	2	35

**Confirm Reservation**

Some rules failed, but they can all be overridden:

- Members must remain out of all resorts in the same Multi Resort System for 7 days. (Can override)

Override Rules and Confirm Reservation

Figure 29 – Override Rules and Confirm Reservation

- a. **Rules Failed** will appear if a Coast rule for making reservations has “failed.”
- b. The resort has the ability to override any of the rules that appear in this box as long as the **Override Rules and Confirm Reservation** button is available. (See: Rules Resorts Can Override At Their Discretion box below for a detailed listing.)



# TRIPSETTER TRAINING GUIDE

---



## Rules Resorts Can Override At Their Discretion

1. 125-Mile
2. Out of Park
3. Out of Multi-Resort System
4. Number of Visits Per Year
5. Maximum Length of Stay
6. Minimum Length of Stay
7. Vehicle Length
8. Major Holiday
9. Special Events
10. Number of Concurrent Guest of Deluxe Member Reservations in Deluxe Resorts

c. If the Override Rules and Confirm Reservation button is not available, one of the four rules that cannot be overridden has “failed.” (See: The Four Rules That Cannot Be Overridden box below for a detailed listing.)



## The Four Rules That Cannot Be Overridden

1. Membership expires before the Check-In date of the reservation.
  - The member’s Coast membership has expired.
  - The membership has to be renewed before the member can make a Coast reservation into Tripsetter.
  - Membership renewals take 24 to 72 hours to process.
2. Member can have only 1 reservation at the same time.
  - Check to see if the member already has a reservation at your resort by looking in Check-In Edit Arrivals.
  - The member must contact Member Services to see if another reservation is in Tripsetter at another resort for the same timeframe.
3. Member requires XXXX points to make this reservation – Buy Points
  - Purchase the necessary points (See: Purchase Points for Member).
  - Once the member has sufficient points, complete the Drive-Up reservation and Check-In the reservation if the member is in the Resort.
4. Members cannot make reservations in their own Home Park.

7. **Undo No Show** – If a reservation has been marked as a No-Show and the resort staff wishes to “undo” the No-Show, the Action dropdown menu provides that option.

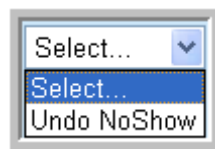


Figure 30 - Undo No Show Action Option



# TRIPSETTER TRAINING GUIDE

## 6 SET UP EMPLOYEES

COAST 6 COAST Park #1900: Tripsetter Training Resort

Logged In: undefinedTripsetter Training Resort – NO RESERVATIONS PERM (Logout)  
Security Level: Resort Owner / Corporate  
If you are not undefinedTripsetter Training Resort – NO RESERVATIONS PERM then please click here

Home ► Set Up Employees ? Help

Employees

Cancel Save

User Name	First Name	Last Name	Email	Security Level	Options
-----------	------------	-----------	-------	----------------	---------

New Employee

User Name	First Name	Last Name	Email	Security Level	Password	Confirm Pwd
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Cancel Save

Figure 31 – 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.



1. **Security Levels must be set up from highest (Resort Owner / Corporate) to lowest (Clerk) to make certain that someone has access to all resort information.**
2. **Each Security Level has access to all information in the level(s) below that level.**

- a. Enter the **Password** and then **Confirm Password** the user selects.



1. **User Names cannot be changed once they are assigned, but they can be deleted.**
2. **User names other than your resort number must contain six (6) characters and must be a combination of letters and numbers.**
3. **Passwords must be at least four characters and are case sensitive.**

6. **Save** – Click to save the employee record.
7. **Cancel** -- Click if you do not wish to save changes made to the employee record.
8. **Repeat this process for each employee who will have access to Tripsetter.**
9. If duplicate user names are entered, Tripsetter displays an error message: **Duplicate user names are not allowed. Please choose a different user name.**



# TRIPSETTER TRAINING GUIDE

---



1. Duplicate User Name does not just apply within your resort.
2. Just like logging onto other networks (EX: Yahoo, AOL, corporate network, etc.) you cannot duplicate a User Name.
3. Remember there will be thousands of users registering through all Coast resorts, so select a unique User Name.

10. To Edit **Employee** information, highlight the employee's name from the dropdown menu.
  - a. Click **Edit Employee**.
  - b. Make corrections to the **First Name** or **Last Name** if needed.
  - c. Click on the dropdown menu in **Security Level** if the edit involves changing the security level of the employee.
  - d. The **User Name** cannot be edited, but it can be deleted using **Delete This Employee**.
  - e. If changing a **Password**, enter the new password and then re-enter it in the **Confirm Password** field.
  - f. Click **Update Employee** to save the changes / edits.
  - g. Click **Reset** to leave the employee record unchanged.
  - h. Click **Delete This Employee** if employee will no longer be given access to Tripsetter or the **User Name** needs to be changed for an employee.
11. Once the employees have been set up, users will have to enter the **User Name** and **Password** to access the reports or functionality within their security level in order to prevent unauthorized users from accessing information.



## Change My Password

Individual users only have the ability to change their **Secret Question** and **Secret Answer**.

---



# TRIPSETTER TRAINING GUIDE

## 7 REPORTS

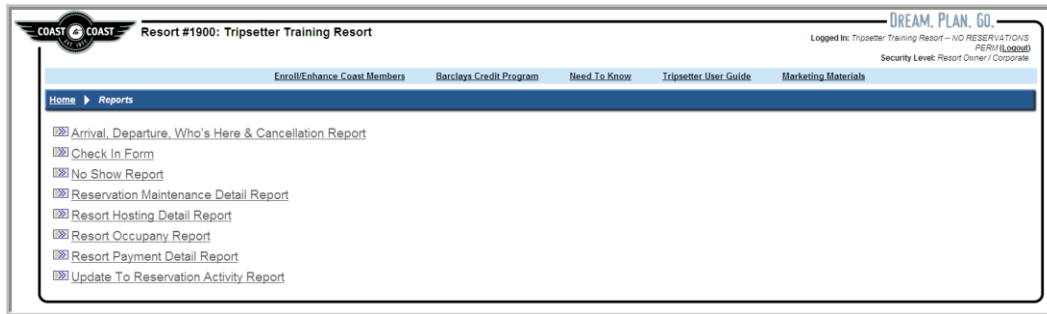


Figure 32 – Report Menu



1. In order to view the reports, you must have Adobe Acrobat Reader™ installed on your computer.
2. If you do not currently have the program installed, you may get a free download by clicking the *Acrobat Reader™* button.
3. Reports open into separate windows, which can be closed by clicking on the red “X” in the upper right-hand corner of the report window.

### 7.1 Reports Available with Resort Clerk Security

#### 7.1.1. Arrival, Departure, Who's Here and Cancellation Report

Rez #	Client Name	Client Type	Member ID	Home Park ID	Arr Date	Dept Date	Unit Type	# of Nts	RV Lgth	Slide Outs	Pets	# In Party	Vehicle Type	Amps Req.	Rez Comments
-------	-------------	-------------	-----------	--------------	----------	-----------	-----------	----------	---------	------------	------	------------	--------------	-----------	--------------

Figure 33 - Arrival Report Column Headings

1. Reservations are shown for the date range entered before clicking Get Date Range.
2. The Arrivals section allows the resort to view anticipated arrivals based on reservations in the system at the time the report is run.
3. The Who's Here section provides a list of Coast members currently checked in at the resort.
4. The Departures section lists those Coast members scheduled to depart during the date range entered before the report was generated.
5. The Cancellation section provides a list of cancellations made either from the Member Website or through Member Services.
6. By entering an extended date range, an historical list of all reservations cancellations can be viewed.
7. The No-Show section lists those members the resort has marked as No-Shows.



# TRIPSETTER TRAINING GUIDE

---

## 7.1.2 Check-In Form

1. The Check-In Form has space to manually enter the site number for RVs or the unit name or number for Rental Units, which can be used for resort paper trail tracking.
2. Resort details such as Check-In and Check-Out times, directions, amenities, etc. are included and can be given to the member for future reference.

## 7.1.3 Resort Hosting Detail Report

Trans Type	Rez #	Booking Source	Rez Type	Client Name	Client Type	Home Park ID	Arr Date	Dept Date	Unit Type	Rate Per Night	Number of Nights
---------------	-------	-------------------	-------------	----------------	----------------	--------------------	----------	-----------	--------------	----------------------	------------------------

**Figure 34 - Resort Hosting Detail Report Column Headings**

1. Shown by the date range specified, all details of reservations that have been both Checked-In and Checked-Out are listed.
2. The report can be used to track the number of Coast Members hosted for particular periods of time (EX: Monthly, Quarterly, and Annually).

## 7.1.4 Resort Occupancy Report

Day of the Month	Day of the Week	Month	Unit Type	Allocated Units	Reserved Units	% Occupancy
---------------------	--------------------	-------	-----------	--------------------	-------------------	-------------

**Figure 35 - Resort Occupancy Report Column Headings**

1. Shown by the date range specified, this report provides a view of the number of reservations that have been made against the allocated inventory on a per-day basis.
  2. Use the report to monitor any allocated sites that were not reserved by Coast that are being returned to the resort inventory during the 72-hour timeframe when reservations cannot be made from the Member Website or by Member Services.
-



# TRIPSETTER TRAINING GUIDE

## 7.1.5 Update to Reservation Activity Report

Rez #	Client Name	Client Type	Member ID	Home Park ID	Arr Date	Dept Date	Unit Type	# of Nts	RV Lgth	Slide Outs	Pets	# In Party	Vehicle Type	Amps Req.	Rez Comments
-------	-------------	-------------	-----------	--------------	----------	-----------	-----------	----------	---------	------------	------	------------	--------------	-----------	--------------

Figure 36 - Update Reservation Activity Report Headings

1. By entering a time and date, the resort can run this report to show any changes that have occurred to existing reservations and any new or cancelled reservation since the last time the report was run.
2. The heading of the report indicates the time and date it was generated.
3. There are sections for Arrivals, Departures, Cancellations and No-Shows.
  - a. If a Member's reservation appears in the Arrival section on different days, verify the reservation number and note a potential change to an Arrival or Departure date.
  - b. Running this report on a daily basis will assist the resort in being aware of any reservation changes.

### Coordinating Report Information from the Arrival, Departure, Who's Here, Cancellation Report and the Update to Reservation Activity Report

#### 1. Arrival, Departure, Who's Here, Cancellation Report

- No guessing what has changed since you last ran this report.
- Run the report as a benchmark for upcoming reservations.

#### 2. Update to Reservation Activity Report

- After you have the Arrival Report, run the "Activity Report" on a daily basis to view the most recent changes to resort reservations.
- Enter the last date and time this report was run as well as enter a timeframe (EX: 30, 60 or 90 days in the future) to see upcoming reservations.
- Reservations shown on this report are new reservations or changes to existing reservations from the last time the report was run.
  - New reservations that did not appear on the Arrival, Departure, Who's Here and Cancellation Report or on previous generations of this report.
  - Reservations containing changes made to the original reservation.
  - Cancellations made through the Member Website, Member Services, or the Resort Website.
  - No-show reservations marked by the resort.

Both the Arrival, Departure, Who's Here and Cancellation Report and the Update to Reservation Activity Report can provide an "historical" listing of all Cancellations for a specific date range.



# TRIPSETTER TRAINING GUIDE

## 7.2 Reports Available with Resort Manager or Senior Manager Security

### 7.2.1 No Show Report

No Shows									
Rez #	Client Name	Client Type	Member ID	Arr Date	Dept Date	Date No Show Recorded	Unit Type	Min Stay	Remunerated

Figure 37 - No Show Report Column Headings

1. Shown by the date range specified, this report lists all members who have been marked as a No-Show because they did not cancel their reservation and did not arrive on the scheduled date.

### 7.2.2 Reservation Maintenance Detail Report

Checkins Not Responded To				
Rez #	Client Name	Member Number	Arrival Date	Departure Date
Total Count:		0		
Checkouts Not Responded To				
Rez #	Client Name	Member Number	Arrival Date	Departure Date
Total Count:		0		

Figure 38 - Reservation Maintenance Detail Report

1. Reservations that have not been Checked-In, Checked-Out or marked as No-Show are listed on this report under Check Ins Not Responded To or Check Outs Not Responded To.
2. Reservations not Checked-In and Checked-Out or marked as No-Show prior to the close of the remuneration period, will be submitted for remuneration in the next remuneration cycle after the reservation process is completed.
3. This report is an excellent weekly “audit” tool for the Resort Manager to use to make certain the reservation process is complete in order to receive timely remuneration for reservations.
4. The remuneration period closes between 11:00 PM and midnight (MT) each Sunday.



1. The Reservation Maintenance Report should be run at least on a weekly basis to make sure all reservations have been Checked-In and Checked-Out, marked as a No-Show, or Cancelled.
2. This will ensure that the resort gets remunerated in a timely manner.



# TRIPSETTER TRAINING GUIDE

---

## 7.3 Reports Requiring Resort Owner / Corporate Security

### 7.3.1 Resort Payment Detail Report

Trans ID	Trans Type	Rez #	Rez Type	Dept/ Trns Date	Client Name	Unit Type	Trans Desc	Nts Host	Ntly Remun.	Charges	Payments	Payment Date	Pmt Type	Ref Number
----------	------------	-------	----------	-----------------	-------------	-----------	------------	----------	-------------	---------	----------	--------------	----------	------------

Figure 39 - Resort Payment Detail Report Column Headings

1. Reconcile the resort's account statement summary using the details in this report.
2. The report remuneration details includes:
  - a. Transaction date, the number of nights being remunerated, the total amount of the remuneration, and the date payment was made.
  - b. If the resort uses Electronic Funds Transfer (EFT), the **Payment Type** will display as **ACH** and the transaction number is listed in the **Reference Number** column.
  - c. If a check has been mailed, the **Payment Type** will display as **CHK** and the number of the issued check is listed in the **Reference Number** column.
3. This report is sorted first on the Departure / Transaction Date column, then on the Rez # column, and finally on the Trans ID Column.
  - a. This will "group" remuneration information for a specific reservation in the event there is more than one transaction for that reservation (EX: Increasing or decreasing the number of nights from the original reservation resulting in a change in the amount remunerated).

## 7.4 Corporate Reports for Multi-Resort Corporations

1. Corporate Reports are for use by multi-resort corporations for corporate-inclusive reporting.
2. These reports are available from the Corporate/Owner Security Login.

### 7.4.1 Corporate Payment Detail Report

Trans ID	Trans Type	Rez #	Rez Type	Dept/ Trns Date	Client Name	Unit Type	Trans Desc	Nts Host	Ntly Remun.	Charges	Payments	Payment Date	Pmt Type	Ref Number
----------	------------	-------	----------	-----------------	-------------	-----------	------------	----------	-------------	---------	----------	--------------	----------	------------

Figure 40 – Corporate Payment Detail Report

1. Resorts will be listed numerically by their Coast to Coast resort numbers.
  2. Nights Hosted, Charges and Payments will be totaled for each individual resort.
  3. Payment Date, Payment Type and Reference Number will be displayed for each remuneration paid.
    - a. If payments are made by check, the check number will display in the Ref Number column.
    - b. ACHS will appear in the Ref Number column indicating an electronic transfer transaction number.
  4. A corporate total of Nights Hosted, Charges and Payments will be totaled on the last page of the report.
-



# TRIPSETTER TRAINING GUIDE

---

## 7.4.2 Corporate Payment Summary Report

Resort Name	Resort ID	Unit Type	Nightly Rate	Nights Hosted	Payments
-------------	-----------	-----------	--------------	---------------	----------

**Figure 41 – Corporate Payment Summary Report**

1. Each of the resorts within the multi-resort corporation will have a summary line showing the Nights Hosted and Payment totals for the timeframe for which the report is generated.
2. A total will be calculated for the corporation for the timeframe for which the report is generated.

## 7.4.3 Corporate Reservation Report XL

1. A CSV file will be generated and must be saved to your computer.
2. Opening this file in Excel will provide the opportunity for you to sort the reservation data to meet your reporting needs.

## 7.4.4 Corporate Resort Hosting Detail Report

Trans Type	Rez #	Booking Source	Rez Type	Client Name	Client Type	Home Park ID	Arr Date	Dept Date	Unit Type	Rate Per Night	Number of Nights
------------	-------	----------------	----------	-------------	-------------	--------------	----------	-----------	-----------	----------------	------------------

**Figure 42 - Resort Hosting Detail Report Column Headings**

1. Resorts will be listed numerically by their Coast to Coast resort numbers.
2. A list of all of the reservations hosted by each individual resort during the timeframe for which the report is generated will be listed.
3. The total number of reservations and nights hosted will be calculated for each individual resort.
4. A total will be calculated for the corporation showing the number of reservations and number of nights hosted for the timeframe for which the report is generated.

## 7.4.5 Corporate Reservation Maintenance Detail Report

Checkins Not Responded To				
Rez #	Client Name	Member Number	Arrival Date	Departure Date
Total Count:		0		
Checkouts Not Responded To				
Rez #	Client Name	Member Number	Arrival Date	Departure Date
Total Count:		0		

**Figure 43 – Corporate Reservation Maintenance Detail Report**

---



# TRIPSETTER TRAINING GUIDE

---

1. Resorts will be listed numerically by their Coast to Coast resort numbers.
2. A listing for each individual resort within the multi-resort corporations shows reservations that have not been Checked-In, Checked-Out, Cancelled or marked as No-Show are listed on this report under Check Ins Not Responded To or Check Outs Not Responded To.
3. Reservations not Checked-In and Checked-Out or marked as No-Show prior to the close of the remuneration period, will be submitted for remuneration in the next remuneration cycle after the reservation process is completed.
4. This report is an excellent weekly “audit” tool for the corporation to use to make certain the reservation process is complete in order to receive timely remuneration for reservations.
5. The last page of the report will provide a corporate total of all reservations that have not been Checked In and Checked Out resulting in remuneration having not been paid for those reservations.

## 7.4.6 Corporate Resort Occupancy Report

Day of the Week	Date of the Month	Month	Unit Type	Allocated Units	Reserved % Occupancy Units
-----------------	-------------------	-------	-----------	-----------------	----------------------------

**Figure 44 – Corporate Resort Occupancy Report**

1. Resorts will be listed numerically by their Coast to Coast resort numbers.
2. Shown by the date range specified, this report provides a view of the number of reservations that have been made against the allocated inventory (both RV Sites and rental accommodations if applicable) on a per-day basis for each individual resort within the corporation.
3. Use the report to monitor any allocated sites that were not reserved by Coast that are being returned to each resort’s inventory during the 72-hour timeframe when reservations cannot be made from the Member Website or by Member Services
4. The last page of the report will provide a corporate total of Allocated Units (both RV Sites and rental accommodations if applicable), Reserved Units, and the Percentage (%) of Occupancy.

## 7.4.7 Corporate Update to Reservation Activity Report

Rez #	Client Name	Client Type	Member ID	Zip	Home Park ID	Arr Date	Dept Date	Unit Type	# of Nts	RV Lgth	Slide Outs	Pets	# In Party	Vehicle Type	Amps Req.
-------	-------------	-------------	-----------	-----	--------------	----------	-----------	-----------	----------	---------	------------	------	------------	--------------	-----------

**Figure 45 - Update Reservation Activity Report Headings**

1. Resorts will be listed numerically by their Coast to Coast resort numbers.
  2. By entering a time and date, this report shows for all resorts within the corporation any changes that have occurred to existing reservations and any new or cancelled reservation since the last time the report was run.
  3. The heading of the report indicates the time and date it was generated.
  4. There are sections for Arrivals, Departures, Cancellations and No-Shows.
-



# TRIPSETTER TRAINING GUIDE

## 8 CHANGE MY PASSWORD

1. This page allows users to edit their password and secret question information.

COAST COAST Resort #1900: Tripsetter Training Resort DREAM. PLAN. GO.

Logged In: undefined Tripsetter Training Resort – NO RESERVATIONS PERM (Logout)  
Security Level: Resort Owner / Corporate  
If you are not undefined Tripsetter Training Resort – NO RESERVATIONS PERM then please click here

Home Change My Password Help

Change your password

Password	<input type="text"/>
Confirm Password	<input type="text"/>

[Hide Secret Question](#)

Password Recovery

Please create a secret question & answer. Your Secret Question & Answer will be used to quickly and securely identify you in the event you forget your Password.

Secret Question	Name of City where you were born. ▾
Secret Answer	<input type="text"/>

Figure 46 - Change My Password and Secret Question

2. **Password** and **Confirm Password** – Enter at least four characters (numeric, alpha, or a combination of alpha numeric) for the new Password and Confirm Password.
3. **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.
4. **Secret Question** – Select one of the four questions from the dropdown menu.
5. **Secret Answer** – Type in the answer to the Secret Questions that was selected.
6. **Hide Secret Question** – Click this link to hide the Password Recovery box.