

R2S2 - What's in it for YOU?

Interim Manual Fulfillment (IMF) Process

July 5, 2017

Greetings and Gratitude

Thank you for carving out time to spend with us today.

The purpose of our *R2S2 What's in it for YOU* bi-weekly forum is to share R2S2 updates, listen to your ideas and concerns and answer questions about the new service.

These sessions will help us develop training, job aids and other support tools to assist with a smooth transition to R2S2. We look forward to working with you,

-Your R2S2 OCM Team.

Session Objectives

- Reserve America (RA) Blackout Period
- IMF Background
- IMF Overview
- IMF Process
- Updates to IMF Document with Proposed Additions
- Q & A

Reserve America (RA) Blackout Period

- **When:** Will occur July 26th (Midnight) to July 31st (Midnight)
 - **Why:** R2S2 Project will need to extract the most up to date advanced reservations from RA prior to go-live (8/1)
 - **What:** All parks will continue to have access to Resource Manager in RA to run reports (**Daily In/Out**) and **DPR 453s** on Laser printers. Parks will no longer have access to Field Manager during this time.
- *Please note-**Hearst will continue to have access to both Venue Manager (for same day ticket reservations) and Resource Manager.

IMF Background

Go-Live (8/1) for R2S2 includes:

- All functionality currently available through Reserve America (RA)
- Hearst Castle point-of-sale (POS) service and reservations
- Tours for Hearst
- Park Partners currently in RA
- The customer-facing website (ReserveCalifornia.com)
- All necessary RA information, inventory and customer records will be migrated from the legacy system to the centralized databases of R2S2/RD
- A fully operational Contact Center to take calls from the public
- A fully functional Help Desk to support DPR

IMF Overview

Between August 1, 2017 and February 28, 2018, parks currently using Reserve America (RA) will use the **Interim Manual Fulfillment Process** to manage reservations and sales using the equipment currently at their locations. The new **R2S2 Report Portal** will support the IMF Process.

Walkthrough of IMF Training Guide

- R2S2 Team will Post IMF Training Guide at www.parks.ca.gov/r2s2

Questions/Discussion



Contact the R2S2 OCM Team

For the most current R2S2 information, log on to the R2S2 portal at:

www.parks.ca.gov/r2s2

If you have questions, send us an email at:

DPR.R2S2@Parks.ca.gov