Interim Manual Fulfillment Process (IMFP) Training Guide
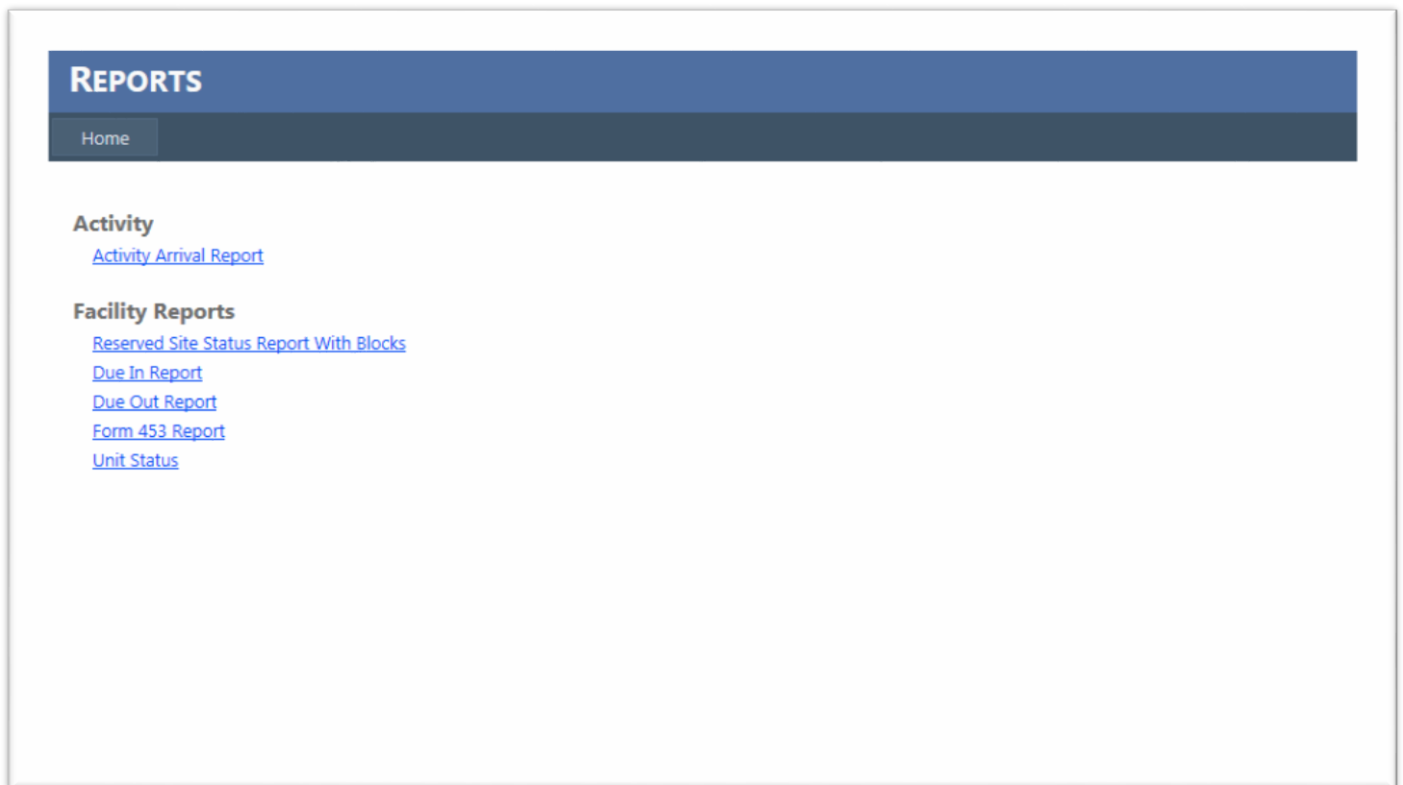
Overview:

Between August 1, 2017 and February 28, 2018, parks currently using Reserve America (RA) will use the **Interim Manual Fulfillment Process (IMFP)** to manage reservations and sales using the equipment currently at their locations. Staff will use R2S2 Report Portal to support manual fulfillment of reservations. Parks that are not using RA and are moving to R2S2 **will not** use the interim manual fulfillment process.

Interim Manual Fulfillment Process:

The R2S2 Report Portal:

Through a web browser, DPR Staff will be able to select and print preconfigured reports from the R2S2 Report Portal. These reports may be printed in advance or when the visitor arrives at the park depending on each park's business needs.

REPORTS

Home

Activity
Activity Arrival Report

Facility Reports
Reserved Site Status Report With Blocks
Due In Report
Due Out Report
Form 453 Report
Unit Status

Steps for accessing the R2S2 Report Portal:

DPR Staff will access the Reports Tab in the R2S2 Report Portal

- User will click on https://caliapp.usedirect.com/CaliReports/ to open the Reports Tab in the R2S2 Report Portal

- DPR Staff who accessing reports will **not** need login credential for R2S2 Report Portal.
- User will enter click link and be granted access to the R2S2 Report Portal

Report Descriptions:

The reports listed within the R2S2 Report Portal can be printed and used to meet your parks needs during the IMFP. These reports are designed to provide the basic information needed to allow Parks to manage operations for this interim period. Please find a brief description of each report below.

R2S2 Report	Activity/Facility Report	Description
Activity Arrival Report	**Activity**	*Provides tour (will call) and boat launch reservations. This report includes a comment field for the R2S2 Contact Center to provide additional details regarding a reservation.*
Reservation Report with Blocks	**Facility**	*Provides camping reservations and includes site closures.*
Due in Report	**Facility**	*Provides due-in camping reservations. This report is similar to the Daily Arrival Report in Reserve America. This report has the following sort order **(Place->Facility->Arrival Date->Customer Name).** The "Total Number People" field contains an occupancy count.*
Due in Customer Name Report	**Facility**	*In addition to the Due in Report, "Due in Customer Name Report" has been added to the R2S2 Report Portal. "Customer Phone" and "Row Count" has been added to this report for staff convenience. Primary sort for this report is by "Arrival Date". The secondary sort for this report is by "Customer Name". "Place Name" has been added to the header of this report.*
Due Out Report	**Facility**	*Provides due-out camping reservations.*

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Form 453 Report	**Facility**	*Provides Form 453 reservations. This report displays 3 reservations per page and includes 2 stubs and 1 vehicle display tag. The "facility" filter is available to search at the campground level. "Last name" and "Confirmation" filters can be left blank unless a user is searching for a specific reservation confirmation.*
5-Day Report	**Facility**	*The 5-Day Report has replaced the current Unit Status Report in the R2S2 Report Portal. This report shows a 5-day grid, with customer information in each grid slice (if the site is occupied). The existing unit status report will no longer appear. Features of this report include: Primary sort by site #, detailed customer information in grid slice, reservation information is duplicated for each night of a customer's stay within report, and blank grid slices to display unreserved inventory. Please note, this report is only used to generate a 5-day range. If generating more than 5 days, the portal may generate orphan pages.*
Cancellation Report	**Facility**	*The Cancellation Report has been added to the R2S2 Report Portal to allow Park Staff to access canceled reservations within Reserve California for the selected arrival date. New features of this report include: Sorting by "facility", then "site number" (unit name) and filtering by arrival date and park (one day at a time). Fields of the report include: Place, Facility, Unit, Customer, Confirmation Number, Arrival Date, Departure Date, Primary Phone, Sleeping Unit, and Number of People.*

Searching / Filtering Report Capabilities:

Each report has a search capability in the R2S2 Report Portal using the "find" feature at the top of the report. All reports may be filtered and sorted by using the export option to excel. Please note, parks may not have Microsoft Excel using RA equipment. As a result park staff can download a free version of Microsoft Excel by following this **link**.
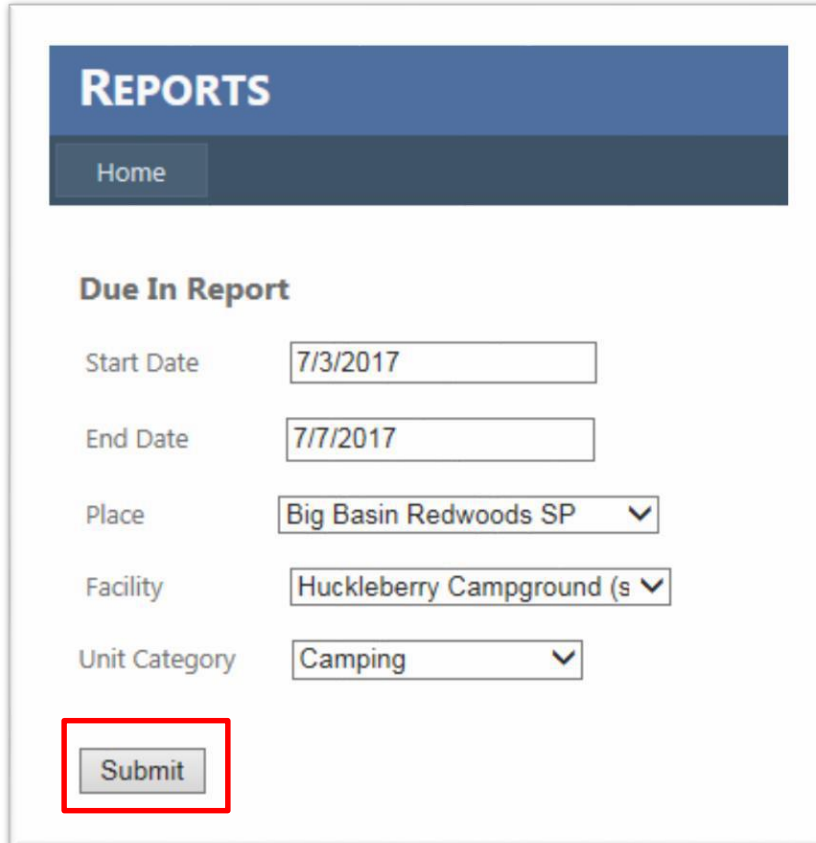
Steps for Printing Facility Reports:

Users will follow the following steps to run reports for camping/overnight accommodations.

1) Through the R2S2 Report Portal, DPR staff will select and print a preconfigured report. For the purpose of this step by step process, we will select the Due in Report.
   - User will select the link for a report
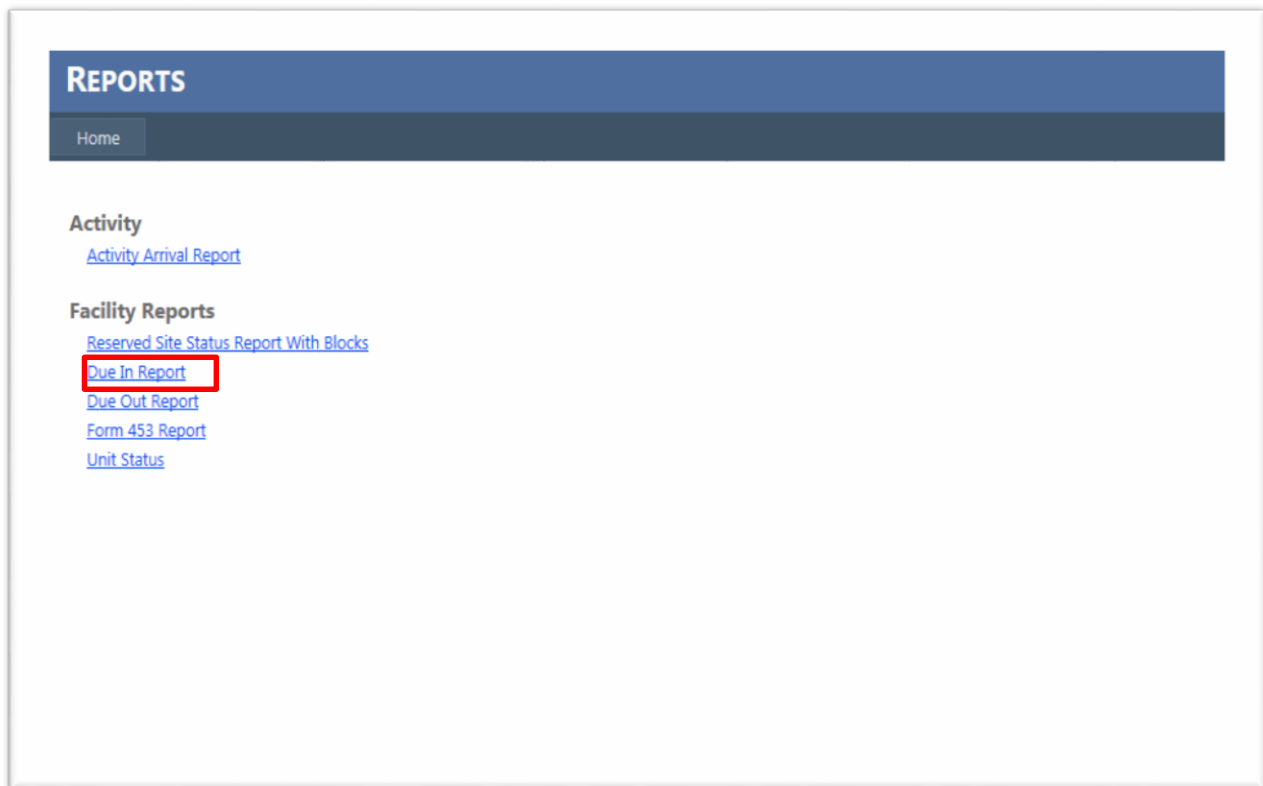
2) DPR Staff will pull preconfigured reports by selecting the desired parameters.
   - User will click on the drop-down box in the Start Date field and select a start date
   - User will click on the drop-down box in the End Date
   - User will populate the remaining fields for the report. In this case, Place and Unit Category.
   - User will click on the Submit button to create the report

3) If data exists for the parameters DPR Staff sets, the report will display as shown below.

|												
		IN ◄ 1 of 2 ? ► ►I				Find | Next						
Due In Report : Generated On: 7/28/2017 10:43:39 AM Displaying data from 7/3/2017 to 7/7/2017												
Name	**Place**	**Facility**	**Site**	**Confirmation Number**	**Arrival Date**	**Occupant Name**	**Nights**	**Number of People**	**Departure Date**	**Amount Due**	**Discount**	**Comments**
STHANA, ROHIT	Big Basin Redwoods SP	Huckleberry Campground (sites 42-75)	067H	281518	7/3/2017	No Occupant Name	1	6	7/4/2017		Regular	Old Confirmation Number - 235558273, Old ReservationId - 235558273, Old Total - $43.00, Old Purchase Date - 2017-07-03T00:00:00
ALLMAN, PETER	Big Basin Redwoods SP	Huckleberry Campground (sites 42-75)	048H	281426	7/3/2017	No Occupant Name	1	3	7/4/2017		Regular	Old Confirmation Number - 235815665, Old ReservationId - 235815665, Old Total - $43.00, Old Purchase Date - 2017-07-03T00:00:00
BASDEN, GLENN	Big Basin Redwoods SP	Huckleberry Campground (sites 42-75)	049H	281528	7/3/2017	No Occupant Name	5	7	7/8/2017		Regular	Old Confirmation Number - 235439013, Old ReservationId - 235439013, Old Total - $183.00, Old Purchase Date - 2017-07-03T00:00:00
ANDRASEKARAN, DHARINI	Big Basin Redwoods SP	Huckleberry Campground (sites 42-75)	074H	281460	7/3/2017	No Occupant Name	1	2	7/4/2017		Regular	Old Confirmation Number - 235768632, Old ReservationId - 235768632, Old Total - $43.00, Old Purchase Date - 2017-07-

4) To export the report as a PDF, DPR staff will need to export the report from the R2S2 Report Portal.
   • User will click on the dropdown next to the "Export" button

- User will view three options for exporting
- User will Select/Click on the PDF option
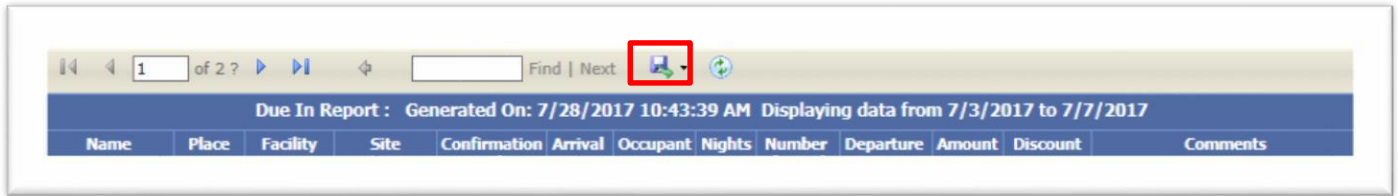
5) DPR Staff will be prompted to select a PDF icon.
   - User will select "Due in Report" PDF icon
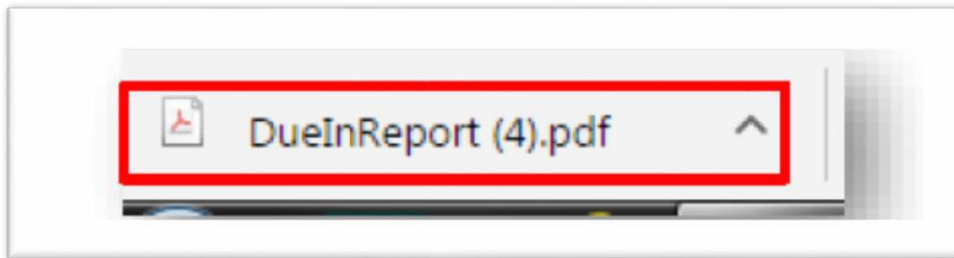
6) The PDF will display a tool bar with a printer icon.
   - User will select on the printer icon and select the laser printer and print
   - User will print reports on 8 ½ x 11" laser paper
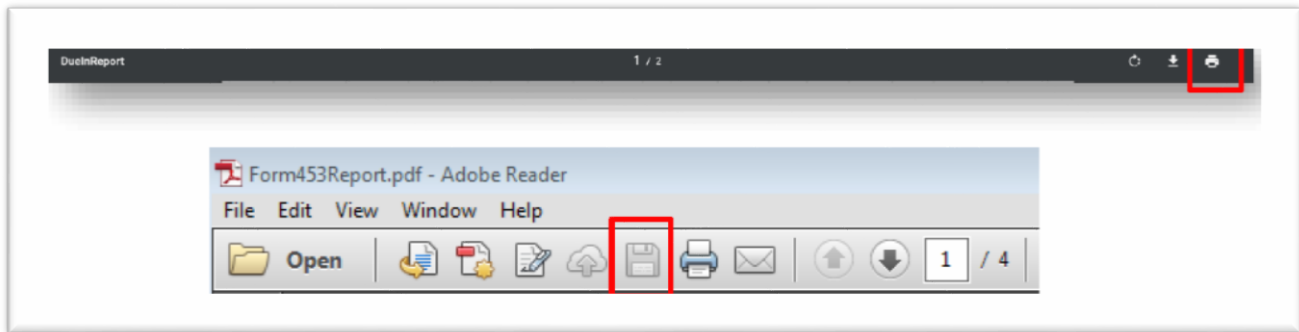
Steps for Printing Activity Reports:

Users will follow the following steps to run reports for tour will call and boat launch reservations.

7) Through the R2S2 Report Portal, DPR staff will select and print a preconfigured Activity Arrival Report.
   - User will select the link for a report
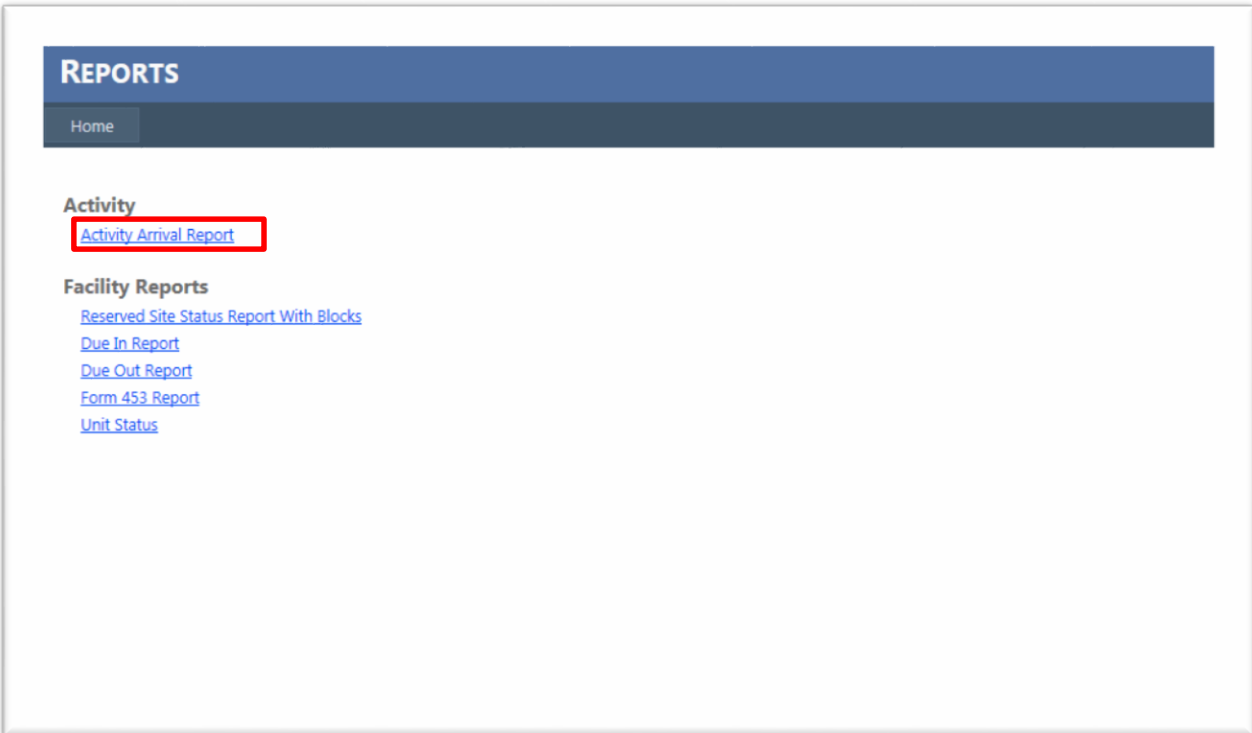
8) DPR Staff will pull preconfigured reports by selecting the desired parameters.
   - User will click on the drop-down box in the Start Date field and select a start date
   - User will click on the drop-down box in the End Date
   - User will populate the remaining fields for the report. In this case, Start Date, End Date, Place, and Activity.
   - User will click on the Submit button to create the report

9) If data exists for the parameters DPR Staff sets, the report will display as shown below.
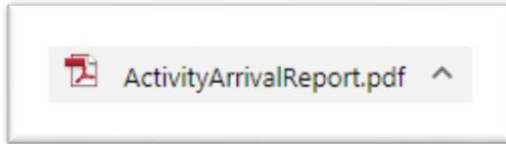
10) To export the report as a PDF, DPR staff will need to export the report from the R2S2 Report Portal.
- User will click on the dropdown next to the "Export" button
- User will view three options for exporting
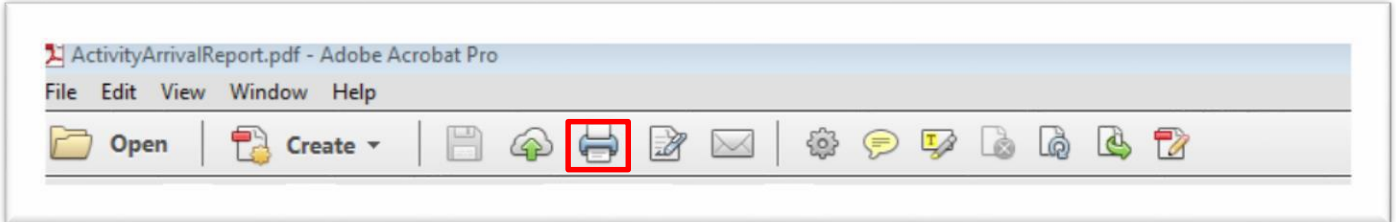- User will Select/Click on the PDF option

11) DPR Staff will be prompted to select a PDF icon.
- User will select "Arrival Report" PDF icon

12) The PDF will display a tool bar with a printer icon.
- User will select on the printer icon and select the laser printer and print
- User will print reports on 8 ½ x 11" laser paper

Steps for printing Form453 Reports:

Form 453s will be printed on laser printers on perforated paper. The new design produces two stubs and one vehicle tag for each reservation on 8 ½ x 11 perforated paper. One stub will be used for the camp board, one will be used for DPR finance, and one will be used as the vehicle display tag. Please note, the vehicle tag is slightly larger.

The Form 453s may be printed in advance or when the camper arrives at the park, depending on each park's business demands. Below is a sample of a Form 453 for a reservation.

1) Through the R2S2 Report Portal, DPR staff will pull preconfigured Form453 Reports.

- User will select Form 453 Report link in the R2S2 Report Portal

2) DPR Staff will pull preconfigured Form453 Reports by selecting the desired date range.
   - User will click on the drop-down box in the Start Date field and select a start date
   - User will click on the drop-down box for the End Date
   - User will populate the remaining fields for your report. In this case, the user will enter Place. Last name and Confirmation fields can be left blank unless a user is searching for a specific reservation confirmation.
   - User will click the Submit button to create the report

3) If data exists for the parameters DPR has set, the report will display as shown below.

4) DPR Staff will export the report from the R2S2 Report Portal.
   - User will select on the dropdown next to the Export button
   - User will see three options for exporting
   - User will Select/Click on the PDF option
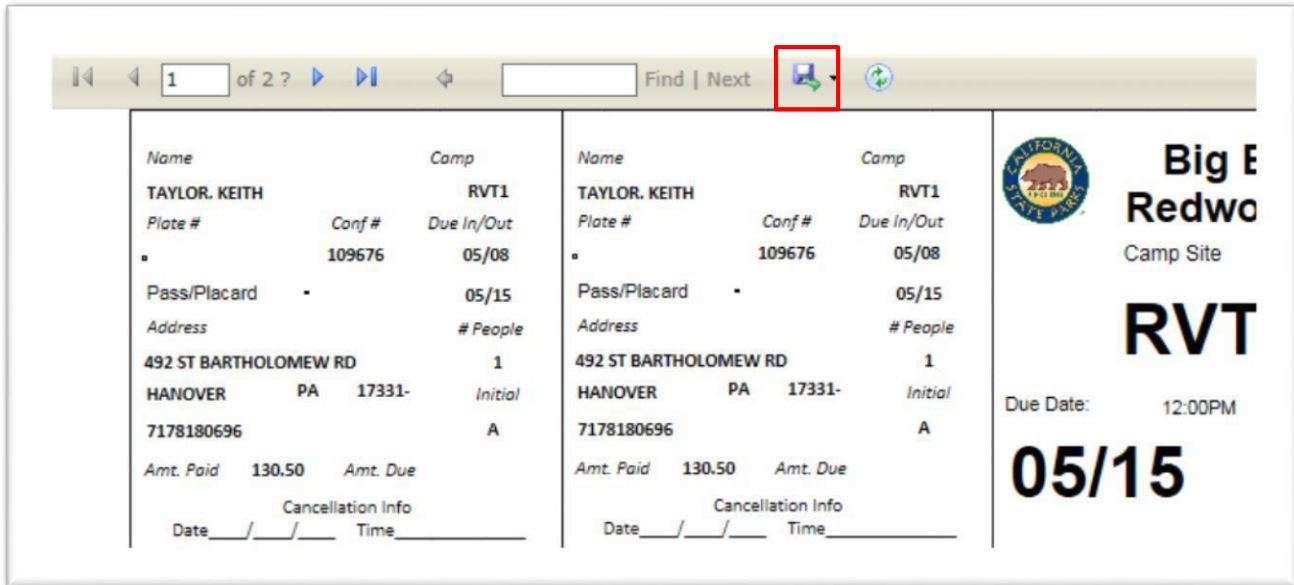
5) DPR Staff will be prompted to select the PDF icon.
   - User will select PDF icon for Form453Report

Form453Report (1).pdf   ^
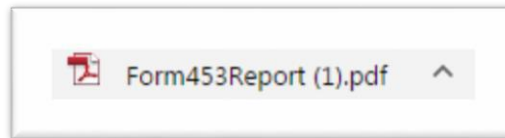
6) The PDF will display a tool bar with a printer icon.
   - User will select the printer icon and select the laser printer and print
   - User will select "fit" under printing options to ensure tags fit to paper size
   - User will print Form453 Report on 8.5 x 11" **perforated paper**
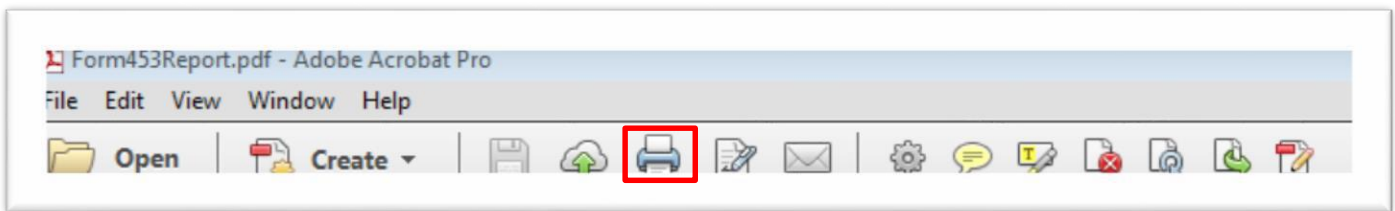
Managing Walk-in Campers:

DPR 453s and DPR 53s are currently used for walk-ins and are manually filled out by DPR Staff. Parks will continue to use the current DPR 453 and DPR 53 three-part form and fill these out manually. One copy goes in the camp board, one to DPR Accounting (DPR156) and one is a vehicle receipt. This process will continue until a park is fully using R2S2 equipment, at which time walk-in campers will be checked in at the park with the R2S2 system. Sample DPR 453s and 53s are displayed below.

The 48-Hour Window:

The 48-hour block out for making reservations through the website or Customer Contact Center will remain in effect until all camping parks receive R2S2 POS equipment.

Refund/Cancellation Process:

The DPR 327, Cash Refund Receipt, will be used to record cash payments of funds. For example, a non-reservation visitor who only books for one night using cash at the kiosk would receive a cash refund if they decided to leave the park the same day. However, if this same customer stayed overnight and left the next morning, park staff will follow the "early out" refund process. Please see the sample DPR 327 below.

STATE OF CALIFORNIA—THE RESOURCES AGENCY

DEPARTMENT OF PARKS AND RECREATION

Serial **No.**

CASH REFUND RECEIPT
(USE FOR ALL REFUNDS)

Date _Date of Transaction_

Received from _Name of Park Unit_

Park $ _Amount_

For _Reason for refund_

Complete items below if refund is for camping fees:

Campsite No. _____ Date From _____ To _____ (_____ Days)

Paid on Document Number(s) _Ticket or receipt number_

Name of employee   _Visitor's signature_

Issued by (Signature)   Received by (Signature)

Visitor's address
Street Address

Copy—Not a Valid Receipt

DPR-327 (REV 9/94)
94 85569

     City   State

Refunds for advanced reservations made online or through the Call Center will be made using the new "R2S2 Early Out Form" for cancellations, early outs, and no-shows. A revised R2S2 Early Out Form for the IMF Process can be found on the R2S2 Portal at www.parks.ca.gov/r2s2. There have been two new columns added to this form, which includes a Site ID # and Arrival Date for reservations. Instructions on the form have been revised to assist staff.

Early Out forms will be will be sent to ReserveCaliforniaSupport@parks.ca.gov for processing. Staff can also find the account in the global address book by searching the name "Outforms,early@parks". Please see a sample R2S2 Early Out Form below.

Page 1 of _____

CANCELLATIONS, EARLY-OUT, AND NO-SHOW REFUNDS
FAX 916-657-1856
E-MAIL ADDRESS: _ReserveCaliforniaSupport@parks.ca.gov_

DATE   PREPARED BY

PARK NAME   APPROVED BY

CUSTOMER NAME	RESERVATION NO.	CANCELLATION DATE/TIME	EARLY-OUT DATE/TIME	NO-SHOW DATE	SITE ID #	ARRIVAL DATE

Voiding Transactions:

If an error is made in filling out any accountable document, i.e., Campsite Registration (DPR 453), Refund Receipt (DPR 327), Miscellaneous Cash Receipt (DPR 176), or Deposit Slips, the employee will void the receipt and issue a new one. No alteration of amounts or dates is permissible. The employee marks all copies of voided receipts plainly and sends the original with the DPR 156/156CR.

If an error is made on a cash register and a receipt has been printed by the cash register, the employee will follow the cash register void procedure as the next transaction. This procedure will vary from park to park due to the wide variety of cash registers currently being used within the Department.

Daily Accountability-DPR 156:

The DPR 156, Receipt Accountability Worksheet, will continue to establish the accountability for money collected during a shift without a cash register. It is primarily used when fees are collected using tickets, or the DPR 453 – Receipt and Camp Registration. When the cash register malfunctions, DPR Staff will use the manual procedure to account for money collected.

R2S2 Help Desk for IMF Process:

DPR Staff will be able to contact a fully functional R2S2 Help Desk to support and resolve technical issues in the R2S2 Report Portal (e.g., difficulty running reports) from 6 a.m. to 10 p.m. seven days a week with on-call support from 10 p.m. to 6 a.m. The R2S2 Help Desk number is **877-227-2757.**

Reserve America (RA) Equipment:

DPR will continue to support RA equipment until R2S2 equipment is deployed at each kiosk. If DPR staff has equipment issues, users are to contact the R2S2 Help Desk to support and resolve issues from 6 a.m. to 10 p.m. seven days a week with on-call support from 10 p.m. to 6 a.m. The R2S2 Help Desk number is **877-227-2757.**

Paper for IMF Process:

DPR Staff will be using 8.5 x 11" perforated paper and laser (regular copy) paper to print Form 453s and all reports from the R2S2 Report Portal. If a park uses all perforated paper inventory distributed, the park should contact their representing District directly with the quantity needed. The District will then contact Brock Patel **(brock.patel@parks.ca.gov)** to order more perforated paper.