

**R2S2 - What's in it for YOU?
Granite Bay & POS
Interim Manual Fulfillment
Tidbits for Today
June 21, 2017**

Greetings and Gratitude

Thank you for the opportunity to share R2S2-related information with you today.

Remember to look at the R2S2 Portal at:

www.parks.ca.gov/r2s2

Send us your questions and comments about the new service.

If you have questions, want information or just to talk about R2S2, send an email to: DPR.R2S2@Parks.ca.gov

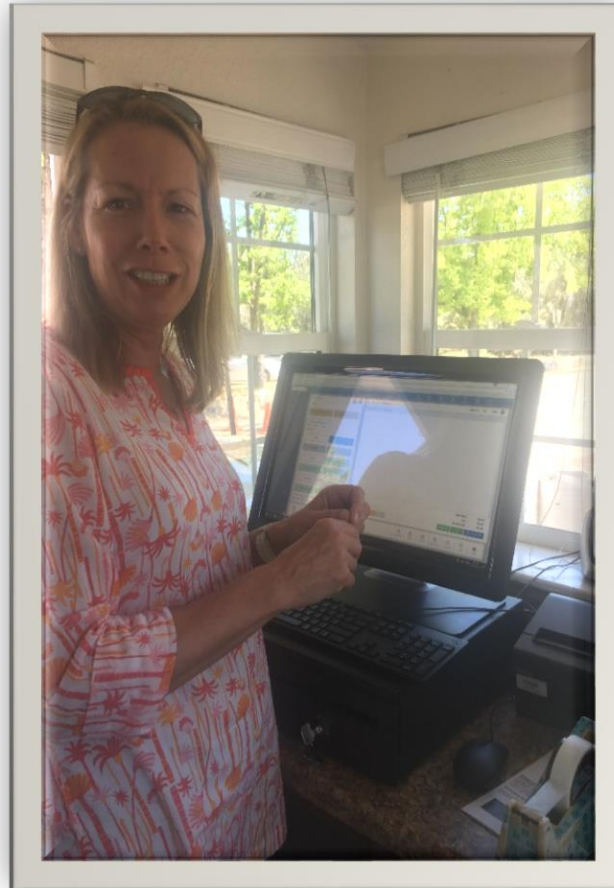
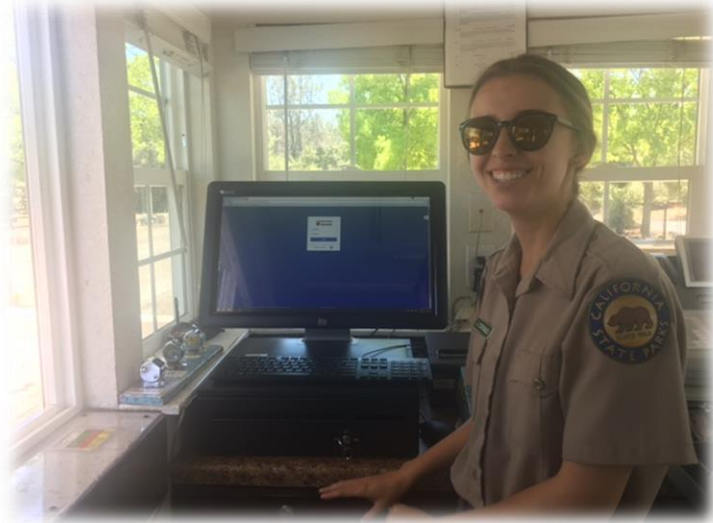
Session Objectives

- › Granite Bay and Preparation for Soft Launch (Day Use)
- › Interim Manual Fulfillment Process, Preparation and Training
- › Tidbits for Today
 - Pass Exchange Update
 - › Reminders
 - › Job Aids
 - RA Equipment and Next Steps
- › Q & A

Granite Bay

- › R2S2 Equipment Delivered, Installed and Tested June 19
- › Log In Testing
- › Familiarizing with Mobile Equipment Configuration
- › Soft Launch Environment
- › Training for Point-of-Sale Day Use
- › Testing Thermal Paper
- › Soft Launch week of June 26

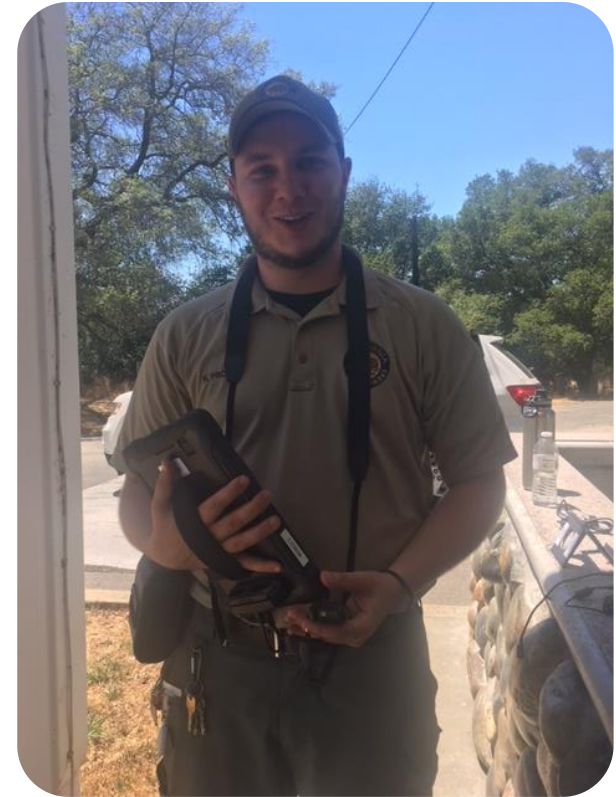
Granite Bay – Continued



More on Granite Bay

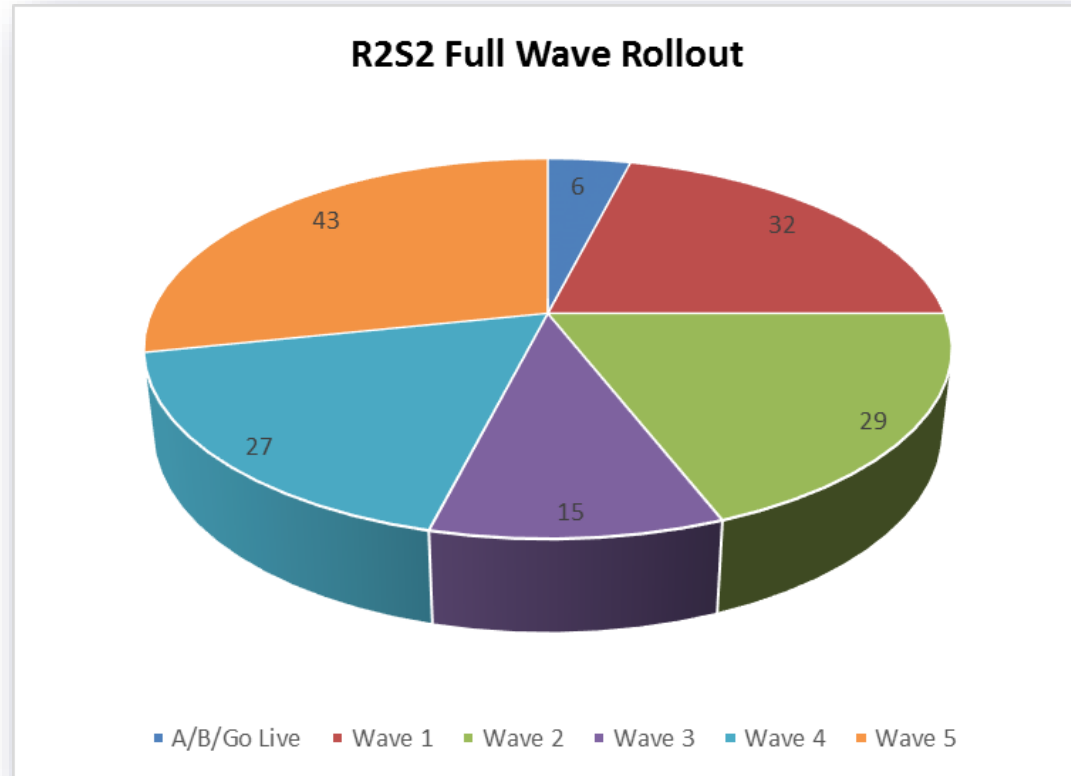


Mobile Equipment at Granite Bay



Interim Manual Fulfillment Process, Preparation and Training

Targeted Rollout Waves, Dates & Prep – 152 sites



A/B/Go Live	152 Parks	Conduent T4T	DPR Training Begins	Week of Equipment Arrival	Equipment Deployment Begins
A/B/GL	6	TBD	TBD	TBD	TBD
Wave 1	32	10/2/2017	10/5/2017	10/16/2017	10/23/2017
Wave 2	29	11/13/2017	11/16/2017	11/27/2017	12/4/2017
Wave 3	15	12/18/2017	12/21/2018	1/8/2018	1/15/2018
Wave 4	27	1/15/2018	1/18/2018	1/29/2018	2/5/2018
Wave 5	43	1/22/2018	1/25/2018	2/7/2018	2/12/2018

Details about Parks and Sites

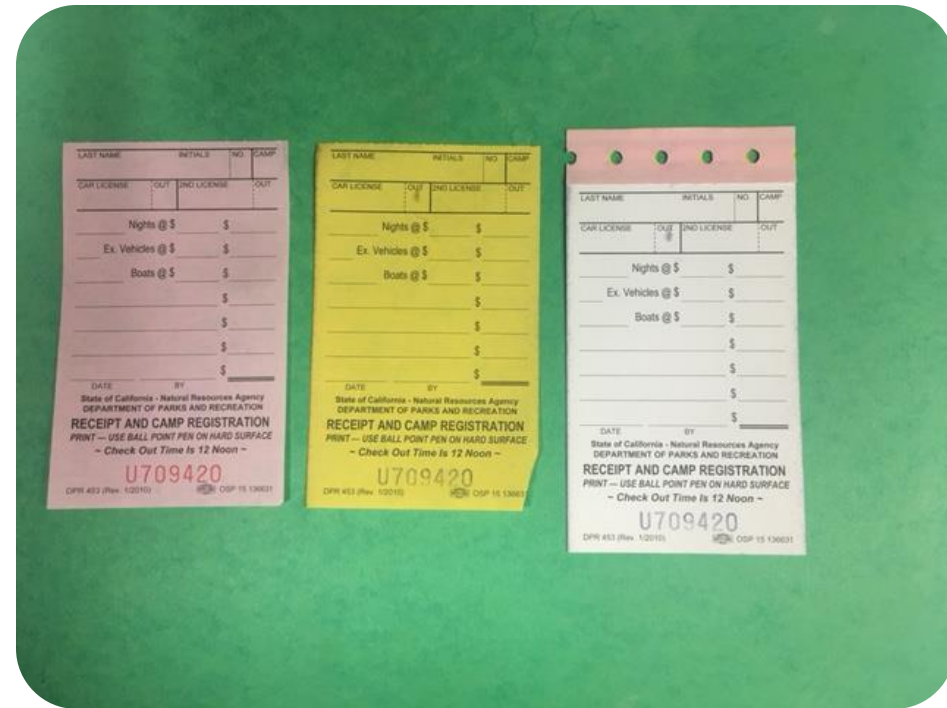
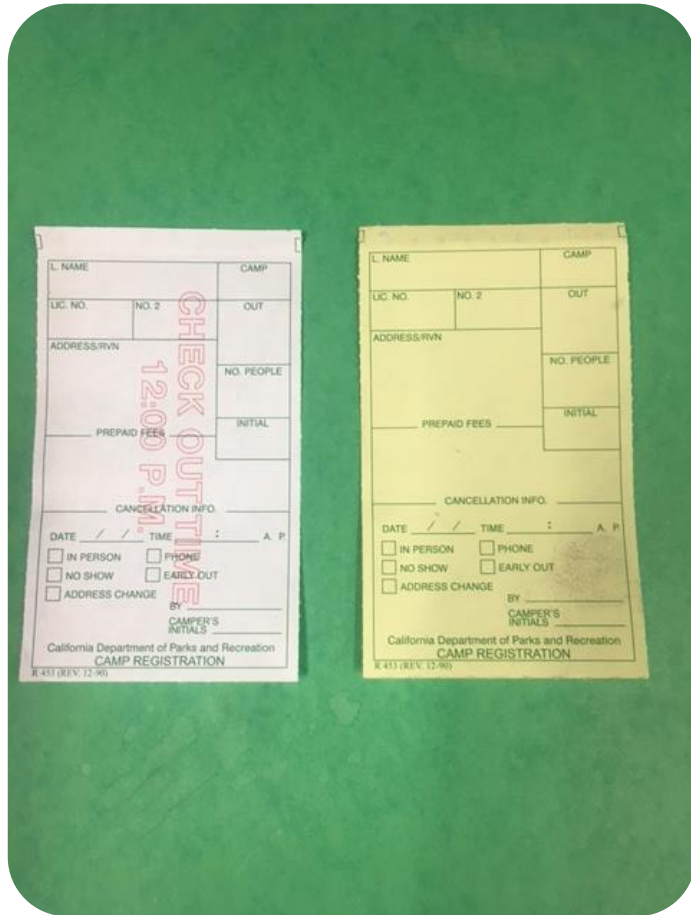
The six alpha, beta and Go-Live Parks comprise eight sites and are reflected in the pie chart as six:

1. Granite Bay (alpha day use)
2. Hearst
3. Año Nuevo
4. Carlsbad and South Carlsbad (alpha camping)
5. Huntington Beach and Bolsa Chica (beta day use)
6. San Elijo (beta camping)

Interim Manual Fulfillment Process

- › **Background:** Between August 1, 2017 R2S2 Go-Live and March 2018, many of the parks scheduled for R2S2 in one of the five rollout waves will have to use an Interim Manual Fulfillment process until they receive their R2S2 equipment. I will forward the Interim Manual Fulfillment process MS Word document for your reference.
- › **Action:** Printer Test and Survey – Access a Report on R2S2 Platform and Print on Existing Equipment (RA or DPR)
- › 211 FCLs Identified and 204 Responded

453s and the Interim Manual Fulfillment



453s Continued



<p>Name: SNYDER, MIKE Camp: 33 Plate # <input type="text"/> Conf # 109737 Due In/Out 04/26 Pass/Placard <input type="text"/> 04/28 Address <input type="text"/> # People 2 699 EISENHOWER PL EAST MEADOW NY 11554- Initial S169945705 Amt. Paid 78.00 Amt. Due Cancellation Info Date / / Time In Person Phone No Show Early Out Address Change By _____ Camper Initials California Department of Parks and Recreation.</p>	<p>Name: SNYDER, MIKE Camp: 33 Plate # <input type="text"/> Conf # 109737 Due In/Out 04/26 Pass/Placard <input type="text"/> 04/28 Address <input type="text"/> # People 2 699 EISENHOWER PL EAST MEADOW NY 11554- Initial S169945705 Amt. Paid 78.00 Amt. Due Cancellation Info Date / / Time In Person Phone No Show Early Out Address Change By _____ Camper Initials California Department of Parks and Recreation.</p>	<p> Little Basin State Park Camp Site 33 Due Date: 11:00AM 04/28 Vehicle Plate <input type="text"/></p>
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<p>Name: SNYDER, MIKE Camp: 22 Plate # <input type="text"/> Conf # 109738 Due In/Out 04/28 Pass/Placard <input type="text"/> 04/30 Address <input type="text"/> # People 1 699 EISENHOWER PL EAST MEADOW NY 11554- Initial S169945705 Amt. Paid 178.00 Amt. Due Cancellation Info Date / / Time In Person Phone No Show Early Out Address Change By _____ Camper Initials California Department of Parks and Recreation.</p>	<p>Name: SNYDER, MIKE Camp: 22 Plate # <input type="text"/> Conf # 109738 Due In/Out 04/28 Pass/Placard <input type="text"/> 04/30 Address <input type="text"/> # People 1 699 EISENHOWER PL EAST MEADOW NY 11554- Initial S169945705 Amt. Paid 178.00 Amt. Due Cancellation Info Date / / Time In Person Phone No Show Early Out Address Change By _____ Camper Initials California Department of Parks and Recreation.</p>	<p> Big Basin Redwoods SP Camp Site 22 Due Date: 12:00PM 04/30 Vehicle Plate <input type="text"/></p>

Interim Manual Fulfillment Process Training

- › Training starting week of June 26, 2017
- › Email R2S2 Team at: DPR.R2S2@parks.ca.gov to Receive the Training Invitation(s)
- › Multiple Blue Jeans Sessions
- › Step-by-Step Instructions (Job Aid)
- › Questions about WHO, WHERE, WHAT, WHY or WHEN?

Pass Exchange Update

Pass Exchange Update

- › Soft Launch on June 1, 2017
- › News Release Published
- › Formal Launch June 15, 2017
- › 48 Participating Locations
- › More than 1100 DVP and DDP lifetime passes exchanged or sold through R2S2/ReserveCalifornia so far
- › Centralized Fulfillment through Park Pass Office
- › Training and Job Aids

Pass Exchange Support

- › Dedicated support
 - Phone number: 844.421.8077
 - Email: parkspassexchange@parks.ca.gov
 - Website: www.parks.ca.gov/passexchange
 - Yammer for Pass Exchange
- › Training
 - Three instructor-led sessions
 - Multiple Blue Jeans Sessions (one tomorrow June 22)
 - Job Aids



PASS EXCHANGE

Out with the OLD

In with the NEW

State of California — Natural Resources Agency
DEPARTMENT OF PARKS AND RECREATION
DISTINGUISHED VETERAN PASS
No. _____
ISSUED BY: _____ DATE: _____
This pass is valid, non-transferable and cannot be used in conjunction with any other pass or discount. A lost or damaged pass may be replaced only through reapplication. (01/12/16)

***DISTINGUISHED* VETERAN PASS**
THIS SIDE UP

State of California — Natural Resources Agency
DEPARTMENT OF PARKS AND RECREATION
DISABLED DISCOUNT PASS
 Lifetime Individual General
No. _____
ISSUED BY: _____ DATE: _____
This pass is valid, non-transferable and cannot be used in conjunction with any other pass or discount. A lost or damaged pass may be replaced only through reapplication. (01/12/16)

DISABLED DISCOUNT PASS
THIS SIDE UP

ReserveCalifornia
camping and tour reservation system
launches August 1, 2017.

Current Distinguished Veteran Pass and Disabled Discount Pass holders
must exchange their passes at designated locations between
June 1 and July 31, 2017.

(844) 421-8077
www.parks.ca.gov/passexchange

Pass Exchange Tips and Job Aids

- › R2S2 performs optimally with Google Chrome
- › How to Add Google Chrome to your System
- › Automatic Deletion of Internet Cookies
- › Create a Customer Profile (includes logging in to R2S2)
- › Ensure you Select the Correct Store and Register
- › Sell a Discount Pass
- › Resolve Issue with Printing Temporary Pass

Pass Exchange Temporary Pass Side 1

Thank you for purchasing a California State Parks Disabled Discount

Instructions:

This document can be used as a temporary pass for 14 days following your purchase. You should receive your pass in the mail within 14 days of your purchase. If you do not receive your pass within this time frame, please call 1-800-444-7275.

To use your temporary pass, print this document and fold it in half. Please bring your temporary pass and required valid photo identification (interim/ temporary not accepted) with you when you visit California State Parks. Please display your temporary pass on the passenger side of your vehicle dashboard.

Oversized vehicles are described as 25 feet or over in length or 9 feet or wider in width may be charged an Oversized Vehicle fee (OHV) equal to and in addition to the park's vehicle day use fee. A vehicle pulling a trailer will also be considered an oversized vehicle.

For Terms and Conditions and complete list of parks accepting and not accepting the pass, please visit www.parks.ca.gov/parkpasses.

We appreciate your support of California State Parks. We hope you enjoy your upcoming visits and that your adventures help you "Discover the many states of California."

Passholder Name:

Fold Here:

Pass Exchange Receipt



Bolsa Chica SB

SALES RECEIPT

17851 PACIFIC COAST HIGHWAY
HUNTINGTON BEACH CA, 92649
Phone Number: (714) 846-3460

Transaction Number: 245
Date: 05/30/17 5:56 AM
Batch #: 7
Register #: 16
Cashier: 1035

SUE BIRD
66 BARNTONGATE DRIVE
EDINBURGH, CA 91755

Confirmation Number: 110949

Description	Unit Price	Qty	Amount
Membership Holder: Bird, Sue Duration: 05/30/17 to 05/29/22 Classification: Standard			
Disabled Discount Discount Pass	\$0.00	1	\$0.00

Subtotal \$0.00
Sales Tax \$0.00
Shopping Cart Total **\$0.00**

Data retrieval failed for the subreport, 'subreport1', located at: C:\inetpub



Pass Exchange Temporary Pass Side 2

Fold Here:



California State Parks

This Side Up

Temporary Disabled Discount

Expiration Date:

06/13
2017

Vehicle Plate :

Vehicle Type :

Confirmation Number: 110949

99912772

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What Happens with RA Equipment

- › Finalizing Equipment Disposition Process
- › Becomes DPR Property at midnight July 31, 2017
- › Will be used for Interim Manual Fulfillment Process
- › Will be labeled and cataloged
- › Picked up after R2S2 Equipment Installation
- › Disposed of in Accordance with California Recycling Regulations for Electronic Waste.

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

