APPENDIX C

REPORTS

The System must have built-in report-writing tools that allow park staff with no knowledge of report-writing programs to build their own reports and the tool should allow park staff to export the reports as .csv or .xls files. All reports must be printable and include the report title, column headings, and the date and time the report was created.

Reports must be sortable either by date, unit type, unit name, unit area, or unit status, depending on report content.

Report titles must be descriptive of the content or purpose of the report. Customized reports may be requested by staff at specific parks.

The System must allow reports to be generated monthly, quarterly, and/or annually (with annual reports providing summary information, i.e., with less detail)

1. OCCUPANCY REPORTS

The NGPC's occupancy reports are intended to do two things. First, the reports provide Park Superintendents and NGPC Administrators an overview of a specific park's usage - seasonally, by unit type, and by specific unit. Second, the reports allow park staff to know a unit's status, to inform housekeeping and maintenance staff of units needing attention, etc., by giving park staff a thorough view of what is going on in the park on a daily basis.

Occupancy and visitation reports must provide data to allow the calculation of:

- percentage occupancy by month by unit type for a specific park and.
- amount of revenue by unit type within a specific park for a specified time period.

a. Attendance Figures and Revenue Report

This report shows the number of reservations, registrations, guests, and amount of revenue by specific unit, grouped and totaled by unit type.

b. Closed Maintenance Report

This report shows a listing of closed units together with the date range of the closure, the reason for the closure, and the park staff who closed it. Any park staff should be able to view the reason for, and date range of, the closure.

c. Guest Visitation Report

The Guest Visitation Report displays a total visitation count for a specific date range. This report must include unit type, unit number, total number of guests, and number of paid nights. This report must display totals for each unit type.

d. Housekeeping/Maintenance Report Detail

This report shows a listing of units by type, indicating status of each unit and, if occupied, the guest's name, the check-in and checkout dates, the remaining number of days in the reservation, and any comment(s).

e. Housekeeping Room Status Report

This report is similar to the housekeeping/maintenance report. It lists the unit name, indicates whether the unit is vacant or occupied, and whether it is clean, needs to be cleaned, or is ready to rent.

f. In House Guest Report

This report lists the unit number, name of the guest who checked-in, reservation number, date checked-in, date due to check-out, and any comment(s).

g. Occupancy Report

The Occupancy Report lists the number of days units are rented versus the number of possible rental days for each type of unit in a park, and displays the percentage of usage based on those numbers for a specified date range. It also presents park totals. Graphs and charts illustrating occupancy data are required.

h. Occupancy Detail Report

The Occupancy Detail Report breaks out the information shown in the Occupancy Report by day for each unit type.

2. RESERVATION REPORTS

The purpose of the reservation reports is to provide park staff the information needed for the day to day management of guests' arrivals and departures, housekeeping activities, etc.

a. Daily Arrival Report

This report lists the reservations with an arrival date within a specified date range in specific park(s). This report must be sortable by unit name or unit type and must provide a summary by unit type. When a range of dates is specified, the information must be grouped by arrival date. This report must include: park area, arrival and departure dates, balance due, reservation number, customer name and phone number, and number of guests.

b. Booked Reservations for Park Report

This report shows all reservations booked, by reservation origin, for a specified date range. Reservations will be grouped further by park staff who booked the reservation. Reservation information will include the number of guests, cost for the stay, and a subtotal for each grouping.

c. Reservations and Registrations Status Report

This report presents numbers of reservations, by origin, and registrations at the various areas within a park for selected park(s) and for a specified date range. Total reservation and registration counts must be broken out by unit type and unit number.

d. Cancellation Report

This report lists everything cancelled for a specified park during a specified date range. The report must include the unit that was cancelled, the reservation number, the method of payment, and the name of the guest.

e. Departure Report

This report lists the reservations scheduled to leave on a particular date from a specific park.

f. Cancelled Due to Non Payment Report

This report lists the names of guests whose reservations were cancelled due to nonpayment for a selected park and a specified date range. Fields in this report must include: guest name, reservation number, reservation date, payment due by date, cancelled date, and ID of park staff who cancelled the reservation.

g. Overdue Payment Report

This report shows a list of all of the reservations that are not paid in full and are past the due date for their payment. This report must include: reservation number, guest name, guest phone number, guest email address, reservation date, arrival date, and amount owed.

h. Non Resident Reservation Report

This report shows the number of reservations and registrations booked by Nebraska residents and non-residents, including totals and percentage of the total for each category.

3. FINANCIAL REPORTS

The System must provide a multitude of financial reports for a selected park or a combination of parks. Financial reports listed below must exist on the System at the time of delivery.

a. Park Revenue Report

This report must have the flexibility to be run for an individual park or all parks for any specified date range. The report must include the name of the park, the type of revenue, the account number and name (e.g., Cabin, Sales Tax, Reservation Fee), and payment method. The report must be formatted so that all data is sorted by park and location within the park, revenue type, and then account number and name, and must include the following columns: Master Card, Visa, cash, money order, personal check, Travelers check, voucher, Accounts Receivable, park bucks, Inter-Agency Business Transaction (IBT), gift card, and other, with the potential to add new columns for other payment types.

b. **Park Revenue Detail Report**

This report must have the flexibility to be run for an individual park or all parks for a specified date range. The report must include the name of the park, the type of revenue, the account number, the account name (e.g., Cabin, Sales Tax, Reservation Fee), and payment methods. This report summarizes the payments, including refunds, by park area. It also indicates the payment method, customer name when applicable, and provides itemization of charges as well as total amounts. The annual report must be broken out by group type.

c. **Payment Detail Report**

This report must contain the details of all payments associated with a park over a specific time period. It must include the park's name, customer information, reservation number, payment type, date, payment ID, and amount.

d. **Credit Card Payment Detail**

This report summarizes the credit card payments and refunds at a Park for a specified date. This report must contain the batch number of the transaction, batch date, payment ID, transaction date and time, customer name, first 4 digits and last 4 digits of the card number, payment type, and amount.

e. **Financial Session Summary**

This report summarizes the payments, refunds, and adjustments processed at the park area and shows total amount by payment type for the period of time from the opening to the closing of a drawer.

f. **Financial Session Detail**

This report must provide the transaction details and list all payments and/or refunds that make up the totals of the Financial Session Summary.

g. **Refund Report**

This report must list all refunds entered into the System for a specific reporting period. The report must include a refund ID, the refund status (pending, approved, or issued), the date of the refund request, refund amount, original order number (reservation or POS), refund method, original payment method, payment collection location, requesting location, approving location, issuing location, revenue location, customer information, and refund notes.

h. **Sales Summary**

This report lists sales for a specified park or all parks for a specified date range. It categorizes the sales by origin. This report must show gross sales by payment type, cancellations, voids, and adjustments to get to a net sales amount. This report will list sales from all facility types and merchandise items by park area.

i. **Physical Inventory Recording Form** –

This is a report listing all items entered as resale inventory at a specific location. It is used for recording a physical inventory. It must include signature lines for the person counting inventory and the manager verifying the count.

j. **Inventory On Hand**

This is a report of all inventories on hand at a retail location. This report must allow park staff to print a complete inventory or to select a particular inventory item category and run the report for only that category.

k. **Deposit Report**

This report can be run for an individual park or all parks for any specified date range. The report must include the name of the park and provide summary and/or detailed information that includes deposit information. Totals must include the number of transactions and total amount for cash and non-cash deposits (e.g., personal check, Travelers check).

4. DEMOGRAPHIC REPORTS

The demographic reports provide information about where park guests come from to visit Nebraska's parks.

a. City Guest Report

This report lists the number of visitors to a park, based on the city in which they reside, for a selected park, or region, or for all parks The city of residence and the date range can also be specified for the report.

b. County Guest Report

This provides the same kind of information as the City Guest Report based on county of residence.

c. Non-Resident Guest Report

This report lists the city and state of residence of out-of-state guests

5. GROUP REPORTS

The group reports are designed to give NGPC Group Event Planners the information needed for the day to day management of incoming and outgoing groups. A separate report provides information for billing automation.

a. Group Billed Report

This report is produced at the end of the month and is used to determine all of the Group Events billed income for the month. It lists the date, group, event number, and amount by type of income, with subtotals for each type of income, and a grand total.

b. In House Rooming List Report

This report provides a list of all of Group Events in the park during a given time period. It lists each event, with detail listing each reservation number, the name of the occupant, the unit, and the check-in and check-out dates.

c. Group Bill Printing

For a specified event number, this report displays information about the group with a complete itemization of all charges to the group and all payments received from the group.

d. Group Event History

This report lists all events booked by a specified group, based on the group name or number.

e. Group Event Rooming List

This report must list all units booked under a specified event, based on the event name or number.

f. Group Overdue Deposit Report

This report lists all groups that have an outstanding amount due on their reservation. Entries are listed by the number of days until their arrival and must allow negative values for events that have already occurred. The report lists the event number, the group name, and the amount due

g. Group Functions Summary

This report will list groups by name, showing the size of the group, reservation(s) the group made, and the merchandise or other items the group purchased for a specified date range. A report for a week in the future, for example, would allow park staff to be aware of the number and size of group(s) expected and what units they have rented.

h. Group Functions History

This report will show all group reservations for a specified month, quarter, or year. It will display the group contact name and date of arrival, in addition to the reservation detail information included in the Group Functions Summary. This will allow park staff to track monthly, quarterly, and annual statistics and totals, for follow up on group sales and business. Total number of group reservations and guests for the period will be displayed as well.

i. Group Activity Report

This report will provide a daily listing by group facility (e.g., conference rooms, activity center, shelters, pavilion) of groups that are scheduled to be in the facility on that day. It will show the size of the group, arrival date (for multi-day events) and time, and planned departure date (for multi-day events) and time. When a date range is requested, a report for each day in the range will be generated.