State of Nebraska

State Park Reservation System

Submission Deadline: September 24, 2024

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Prepared for:
Nebraska Game and Parks Commission

Submitted by:
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Appendices

Contents

Appendix A – Resumes

Greg Rafalowski

130 Research Lane ♦Guelph Ontario ♦ N1G 5G3
EMAIL greg.rafalowski@camis.com

PROFILE

Certified Project Management Professional (PMP) with seven years of Project Management experience. Extensive expertise in payment integrations, field installations, hardware and networking components. Excellent communication and leadership skills with a customer satisfaction focus.

EXPERIENCE

Camis, Manager of Project Management (2021 - present)

- Work with both internal and external stakeholders to ensure projects remain on time, on budget, and are successful
- Manage project plans that include business rule gathering, software development, hardware rollouts, user acceptance testing, support readiness, call centre services, training, intra departmental troubleshooting and new initiatives
- Work with Camis team members to develop work plans that identify activities and sequence of events to successfully complete a project plan
- Measure and monitor the success of project plans in progress to ensure they are on time and at the required level of quality
- Coordinate any changes, delays, technical issues that may develop throughout a project
- Work in team environments of subject matter experts to achieve project goals
- Escalate issues and make decisions to ensure minimal impact to project timelines and quality

Camis, Project Manager (2018 - 2021)

- Responsible for delivering streamlined parks reservation systems to provincial and state parks
- Coordinate all schedules and activities related to payment processing
- Manage payment certification process with payment processors
- Proactively assess field support payment trends and remediate
- Create project schedules and track necessary milestones internally for the successful implementation of the Camis solution

Cineplex Digital Media, Sales Operation Manager (2015 – 2018)

- Managed Sales Operations team and ensured departmental goals and organizational projects were delivered successfully
- Implemented strategic ranking of all projects and applied methodology to analyze every potential business opportunity

- Led initiative for all account teams to begin weekly project reporting and discover project opportunities that would otherwise be lost
- Analyzed and reported on $82 million-dollar project pipeline to uncover trends and capitalize on hidden opportunities
- Responsible for weekly reporting on project performance to senior management which allowed proper resource allocation within various execution teams

Cineplex Digital Media, Program Manager (2013-2015)

- Managed small, medium, large projects and client services for largest client portfolio
- Delivered projects on time while successfully managing schedule, budget and scope
- Collected program analytics to measure success and identify areas for revenue growth
- Hired program coordinators to ensure client service was delivered flawlessly
- Trained a team of coordinators from all client programs to ensure consistent execution of projects and service delivery
- Implemented various web-based tools to aid in service delivery such as customized CRM dashboards for internal stakeholders and analytics reports for our clients
- Developed various training documentation packages for CRM, project management and procurement process to increase operational efficiencies
- Identified processes that required improvement and implemented changes that increased operational efficiency

SKILLS

Project Management ♦ Agile Methodologies ♦ Leadership ♦ Client Relations

EDUCATION

University of Guelph, Bachelor of Commerce, 2011
University of Waterloo, Project Management Fundamentals, 2013
University of Waterloo, Project Management Applications, 2013
Project Management Institute, Project Management Professional Certification (PMP), 2016
University of Waterloo, High Speed Project Management, 2019
University of Waterloo, Introduction to Business Analysis, 2019
Certified Scrum Master, Scrumalliance.org, 2021

Client References:

1. . Client: Michigan State Parks

   Name: Christa Sturtevant-Good

   Email: SturtevantC@michigan.gov Phone: 231-861-2703

2. Client: Parks Canada

   Name: Matt Beland

   Email: matthew.beland@pc.gc.ca Phone: 250-351-4710

3. . Client: Manitoba Provincial Parks

   Name: Elisabeth Ostrop

   Email: elisabeth.ostrop@gov.mb.ca Phone:

   204-945-7665

Tom Oldershaw

3100 E Eisenhower Parkway ♦ Ann Arbor Michigan♦ 48108
EMAIL: tom.oldershaw@camis.com

PROFILE Knowledgeable, skilled Sales and Implementation Specialist – experienced in implementation support, client management, and software training/demonstrations.

EXPERIENCE ***CAMIS, Sales and Implementation Specialist (2022 – present)***

- Provide client support during implementations
- Act as a liaison between the client and the Camis product department
- Serve as a subject matter expert regarding all aspects of the Camis software
- Assist with RFP response writing/preparation
- Give software demonstrations to current and prospective clients

Blue Cross Blue Shield of Michigan, Senior Instructional Developer (2020 – 2022)

- Plan, write, and implement training program for BCBSM grievance and appeals department
- Create assessment programs for BCBCSM new hire trainees
- Train new hires
- Create video, eLearning, and written materials

Michigan Medicine, Senior Training Specialist (2019 – 2020)

- Train clinicians in Epic Electronic Health Record System
- Provide one-on-one training to providers in multiple hospital departments
- Create efficiency programs to maximize provider use of the software

CAMIS, Client Trainer (2017 - 2019)

- Create new client and ongoing training materials for Camis US clients
- Responsible for creating training videos for the Camis 5 software
- Subject matter expert for Help Desk on all aspects of the Camis software
- Travelled around North America to run training sessions for various Camis clients

SKILLS Client Success-Focused ♦ Experienced Teacher ♦ Clear Communicator ♦ Problem Solver

EDUCATION Bachelor’s Degree in Linguistics from The University of York, United Kingdom

Currently studying for Master’s in Educational and Instructional Technology from Western Michigan University

Client References:

1. Client: Michigan State Parks
   Name: Christa Sturtevant-Good
   Email: SturtevantC@michigan.gov Phone: 231-861-2703

2. Client: Parks Canada
   Name: Matt Beland
   Email: matthew.beland@pc.gc.ca Phone: 250-351-4710

3. Client: Ontario Provincial Parks
   Name: Nicole Dreyer
   Email: nicola.dreyer@ontario.ca Phone: 705-772-3085

Kristine Vess-Golden

217 Glenn Street, Suite 301 ♦ Cumberland, Maryland ♦ 21502
EMAIL kristine.vess-golden@camis.com

PROFILE

A results driven advocate and goal-oriented management professional with over 26 years of experience in all aspects of project management.

EXPERIENCE

CAMIS, Client Account Manager (2021 - present)

- Works in a team environment that includes both product and client experts to successfully achieve client goals
- Manages client relationships and advocate their needs
- Ensures that Camis delivers on contractual obligations
- Facilitates software release process with clients and communications
- Conducts regular meetings with client
- Responsible for all aspects of client relationship management including contract management, change order management, & billing

CAMIS, Call Center Manager (2017 - 2021)

- Assisted with recruitment and training of staff
- Scheduled call center resources to meet service standards
- Established and maintained quality control measures on call center service
- Handled escalated customer concerns
- Received and managed park operation projects affecting customers
- Provided reports on call center performance
- Analyzed historical statistics and provided recommendations for improvement

Active Network, Senior Call Center Manager (2015 - 2017)

- Responsible for overall operation and management of Federal and State government contracts
- Oversaw call center of over 200 employees
- Monitored scope of work for each project to ensure compliance is met
- Coordinated with Project Manager and supervisors on day to day activities
- Responsible for revenue and expense budget

Active Network, Call Center Manager – Central Reservations Service (2003 – 2006, 2009 - 2015)

- Oversight of multiple states central reservation service contracts

- Responsible for all aspects of client relationship management including contract management, change order management, billing
- Approved staffing levels to ensure contractual obligations are met
- Developed revenue and expense budget
- Coordinated efforts with corporate locations regarding call sharing and call center development, procedural consistency, and efficiency
- Developed project plans to implement new contracts
- Responsible for strategic planning to reach short term and long-term business objectives through effective use of technology
- Responsible for documentation and updating procedures and business guidelines
- Maintained strong communications with all levels of staff and management

Active Network, Operations Manager, Government Services (2006 - 2009)

- Same responsibilities as Senior Call Center Manager

Active Network, Operations Manager, Federal Information Center (1998 – 2003)

- Responsible for daily operations
- Oversaw inbound/outbound call center of 75 people
- Responsible for scheduling monitoring attendance, overseeing timesheets, enforcing policies and conducting interviews
- Developed annual revenue and expense budgets
- Primary liaison for the client including congressional representatives

SKILLS

Deadline oriented ♦ Analytical ♦ Clear Communicator ♦ Client Satisfaction Driven

EDUCATION

Bachelor of Science *Business Administration, 1993*
Frostburg, MD

Associate of Arts in *Business Administration, 1991*
Potomac State College

Client References:

1. . Client: Michigan State Parks

   Name: Christa Sturtevant-Good

   Email: SturtevantC@michigan.gov Phone: 231-861-2703

2. Client: Michigan State Parks

   Name: Jeremy Spell

   Email: spellj@michigan.gov Phone: 231-420-2632

3. . Client: Wisconsin State Parks

   Name: Corrina Regnier

   Email: corrina.regnier@wisconsin.gov Phone: (608) 419-6854

Penny Petrie

130 Research Lane ♦ Guelph Ontario ♦ N1G 5G3
EMAIL penny.petrie@camis.com

PROFILE

Over 25 years of customer service experience, 15 of which being in a leadership position. Strong planning, organizational and leadership skills. Adept at working with teams to achieve common goals.

EXPERIENCE

Camis (2002 – present)

Manager of Call Centre Operations

- Plans, directs, and coordinates the daily call centre functions of Camis and Camis USA
- Provides leadership to the Camis call centre team
- Develops departmental goals and objectives
- Develops, improves and maintains call centre policies, procedures, and budgets
- Conducts short and long-range planning of resources and milestones
- Analyzes statistics and provides guidance based on results
- Meets with other departments to provide feedback on call centre operations
- Sets and follows up on individual and team goals

Call Centre Supervisor

- Supported call centre goals and led call centre staff
- Led the requirements of staff recruitment, training, reporting, scheduling, monitoring, coaching and employee incentives
- Coached and motivated staff
- Communicated events and important updates to the team
- Handled complex customer complaints and inquiries

Cogeco Cable, New Hire Coach (2002 - 2007)

- Conducted coaching sessions with newly trained staff
- Monitored progress of new team member statistics and calls
- Provided feedback to help motivate staff in achieving sales and service objectives

SKILLS

♦ Leadership ♦ Reporting ♦ Call Centre Processes and Tools ♦ Mentoring ♦

EDUCATION

University of Guelph, Foundations of Leadership
Niagara College of Applied Arts and Technology, Environmental Management
University of Guelph, Bachelor of Science, Ecology

Client References:

1. . Client: Michigan State Parks

   Name: Christa Sturtevant-Good

   Email: SturtevantC@michigan.gov Phone: 231-861-2703

2. Client: Washington State Parks

   Name: Kayce Rodriguez

   Email: kayce.rodriguez@parks.wa.gov Phone: 360-902-8672

3. . Client: Ontario Provincial Parks

   Name: Nicole Dreyer

   Email: nicole.dreyer@ontario.ca Phone: 705-772-3085

Asif Saleem

130 Research Lane ♦Guelph Ontario ♦ N1G 5G3
EMAIL asif.saleem@camis.com

PROFILE

Confident and experienced Systems and Security Manager with expertise in all aspects of project management - requirement analysis, project scoping, effort estimation, risk analysis and quality management.

EXPERIENCE

CAMIS, Systems and Security Manager (2016 - present)

- Manage and Lead Systems team members for effective provisioning, installation, configuration, operation, and maintenance of systems hardware, software and related infrastructure.
- Architect, and provisioned the cloud infrastructure as Hybrid Cloud. This includes storage, networking, virtual machines, and other system components. Rollout the migration from datacenter environment to the Azure cloud.
- Design and implement the High Availability and Disaster Recovery plan for individual system and for the entire site. Ensure that the infrastructure documentation and disaster recovery plans stays current. Prepare and conduct DR test on annual basis.
- Ensure PCI security standards are enforced in a meticulous manner to protect and secure IT Infrastructure including Systems, Networks and Data against threats like security breaches, computer viruses or attacks by cyber-criminals. Schedule penetration test to evaluate the efficiency of security measures.
- Analyze the reports generated by the monitoring applications to detect unusual patterns of behavior to identify the threat, determine appropriate solution to deal with any threat. Identify trends that might indicate a future risk.
- Liaison with Security analyst to review the audit reports from internal and external vulnerability scanner applications. Assess company's security measures and identify any weak points that might make information systems vulnerable to attack. Prioritize security coverage to ensure that strategically important data receives the highest levels of protection.
- Interface with Security Analyst to establish policies for employees training that encourage secure working, explain security risks and demonstrate good practices to protect IT Infrastructure and data.
- Interact with team members from Systems and Network as well as the leaders of the business units to solicit their involvement in determining acceptable levels of risk for the organization and to evaluate and implement effective security technologies and architecture.

Oncidium, Systems Administrator (2013 - 2016)

- Design, implementation, management and support of IT infrastructure, virtualization, network hardware devices, software and related services, ensuring that all systems are functioning at their highest capacity.
- Implement policies and procedure to comply with CISD, HIPAA, PCI standards. Ensure that all network equipment, windows based servers, workstations and laptops comply with established policies, standards, licensing agreements, and configuration guidelines
- Actively involved in cross-functional project teams to assist in problem-solving. Assist Application developer’s teams in technical issues while working with vendors and end-users.
- Plan, implement and manage System backup, disaster recovery and business continuity strategies, ensuring that operational level agreements are met and maintained
- Participate in technical research and development to enable continuing innovation. Recommend, schedule, test and performs systems improvements, configuration changes and system upgrades.
- Interact with vendors in relation to support issues, product enhancements and upgrades as required.
- Monitor, manage and troubleshoot servers, network equipment, backup, firewall and event-logs for security, sizing, tuning, capacity planning and system health issues.
- Identify and resolve end-user computer hardware, software and communications issue and take appropriate action to resolve issues ensuring data/system integrity in a timely and accurate fashion.
- Deployed and maintain help desk system for incident tracking as well for asset/license Management.
- Manage Avaya IP office VOIP phone system for day to day user related tasks.
- Prepare and update infrastructure documentation, SOP’s and disaster recovery plans.

Propharm, Technical Support Analyst (2007 - 2013)

- Interact with new and existing pharmacy owners, analyse requirement, propose/recommend IT equipment and perform installation/upgrades.
- Actively involved in hardware and software refresh projects of pharmacies computer systems, network, printers and peripherals
- Administration, maintenance and troubleshooting of Servers, Workstations, Hardware, software and all user & computer related issues for about 150 Pharmacies located in Niagara Region.
- Administrated and managed active directory, set up network user accounts/permissions, login issue.
- Identify computer hardware, software and telecommunications malfunctions and take appropriate action to resolve issues ensuring data/system integrity.

SKILLS

♦ Security ♦ Operating Systems ♦ Disaster Recovery Applications ♦ Virtualization ♦ Cloud Infrastructure & Migration

EDUCATION

University of Karachi, Bachelor of Science
Sind Board of Technical Education, Diploma in Computer Science
Training includes: VMWare ESXi 5.1, Dell AppAssure, Azure Infrastructure Solution, Office 365 Migration
Certifications include: CCNA, MCSE, Network+

Client References:

1. Client: Michigan State Parks
   Name: Ross Feldpausch
   Email: feldpauschR@michigan.gov Phone: 517-284-6078

2. Client: Parks Canada
   Name: Dion Rodriques
   Email: dion.rodriques@pc.gc.ca

3. Client: Northwest Territories Parks
   Name: Mohammad Bhuiyan
   Email: Mohammad_Bhuiyan@gov.nt.ca Phone: 867-767-9170 Ext. 15344

Marc Dufresne

130 Research Lane ♦ Guelph Ontario ♦ N1G 5G3
EMAIL marc.dufresne@camis.com

PROFILE

A highly personable, self-motivated professional with over 20 years of experience within the Information Technology sector specifically in the area of Parks & Recreation and Heritage attractions. Able to communicate at all business levels and adapt to all aspects of leading and or participating on project team

EXPERIENCE

Camis (2010 – present)

Manager of Field & Corporate Infrastructure

- Lead infrastructure activities such as:
  - Hardware refreshes
  - Integrating credit card payment terminals
  - Primary and Secondary connectivity solutions
  - Mobility solutions
- Subject Matter Expert for all Camis Request for Proposal responses
- Project lead for all Client field operations and corporate office hardware
- Coordinate all schedules and activities relating to Corporate Desktop maintenance and annual park maintenance visits by Camis staff, including the maintenance of ISP accounts, hardware ordering and shipping, and overall asset management.
- Strategic Planning/Business Alignment: Prepare 3-year road to ensure Field Operations and Corporate offices is aligned with the Camis Business strategy
- IT Procurement: Lease and Vendor management, Business Case Development
- Subject Matter Expert, main escalation point for other Camis departments
- Collaborate with Ministry Representatives and Government IT departments to ensure solutions adhere to Payment Card Industry and Government standards
- Coordinate all Vendor and Asset management projects

Field Deployment Coordinator

- Participated in all projects involving field operations
- Coordinated all schedules and activities relating to annual park maintenance visits by Camis staff, including the maintenance of ISP accounts, hardware ordering and shipping, and field asset management
- Prepared all field instructions, timelines and coordinates all training activities for staff performing field installations
- Prepared park trip procedures and assisted Help Desk Supervisor in preparing park trip workflows

- Managed the process for all vehicle rentals used in field installations
- Assist in researching and testing of all new and existing hardware for field implementations
- Responsible for connectivity issues escalated by Help Desk

Systems Analyst

- Coordinated and participated in the maintenance and administration of all client infrastructures which will include park network infrastructure, database servers, payment processing and imaging
- Responsible for Research and Development of all new hardware for the Field and Corporate office environments
- Responsible for Research and Development of all software for the Field and Corporate office environments
- Active participation in the assessment of site installations, the support and installation of hardware and software for remote park locations

St Lawrence Parks Commission, Systems Officer Level 4 (1997 - 2009)

- Managed and designed the Commissions' Data-communications and Telecommunications networks that link all the Commission's parks and attractions across Eastern Ontario
- Manage all IT Capital projects
- IT Strategic Planning/Business Alignment: Prepare 3 year road to ensure IT is aligned with the Commissions Business strategy
- IT Procurement: Lease and Vendor management and Business Cases
- Collaborate with Ministry representatives ensuring IT Best Practices, policies and standards for usage and security are implemented
- Request for Proposals(RFPs): Prepare technical requirements, review submissions
- Implement and Manage Disaster Recovery Plans
- Network/System Administration of the Commissions WAN/LAN infrastructure across Eastern Ontario.

SKILLS

Strong communicator ♦ Organized ♦ Customer Satisfaction Driven ♦ Project Management

EDUCATION

St Lawrence College, Electronic Engineering
St Lawrence College, Cisco Academy Levels 1 – 3
Vancouver Island University, Project Management

Client References:

1. Client: Michigan State Parks
   Name: Christa Sturtevant-Good
   Email: SturtevantC@michigan.gov   Phone: 231-861-2703

2. Client: Washington State Parks
   Name: Marty Baxter
   Email: marty.baxter@parks.wa.gov Phone: 360-949.2201

3. Client: Ontario Provincial Parks
   Name: Nicole Dreyer
   Email: nicole.dreyer@ontario.ca Phone: 705-772-3085

Sara Stanislawski

3100 E Eisenhower Pkwy Suite 100 ♦ Ann Arbor Michigan ♦ 48108
EMAIL sara.stanislawski@camis.com

PROFILE

Results driven, trained educator with excellent communication skills and over 5 years of experience implementing training programs.

EXPERIENCE

CAMIS, Product Specialist (2019- present)

- Administer and execute the Client Training Program for clients and new Camis hires
- Maintain and update primary documentation of the Camis 5 solution working closely with Product Management and Developers
- Compile monthly Camis 5 release notes highlighting new additions, updates, and fixes.
- Lead product demonstrations

CAMIS, Reservation Agent (Jan 2019 - Sept 2019)

- Performed exceptional customer service for phone inquiries regarding reservations at various State Park agencies
- Helped customers navigate the website and document software issues experienced
- Met performance metrics and adhered to privacy policies

Black Pearl Garden, Garden Manager (2017-2019)

- Created and implemented employee training and handbook
- Meticulously monitored daily operations of equipment and products
- Collaborated with customers regarding orders, delivery, and invoices
- Performed in store demonstrations educating customer on microgreens

Wyoming State Parks, Environmental Education Specialist (2014-2016)

- Supervised and trained Student Conservation Association interns and volunteers
- Interpretive guide for school and public tours
- Coordinated community events and led science-based kids camps

SKILLS

Communication ♦ Presentation ♦ Documentation ♦ Detail Oriented

EDUCATION

Western Michigan University, Bachelor of Science Geography, 2012
Goshen College, Master of Arts Environmental Education, 2014

Client References:

1. . Client: Michigan State Parks

   Name: Christa Sturtevant-Good

   Email: SturtevantC@michigan.gov Phone: 231-861-2703

2. Client: Washington State Parks

   Name: Kayce Rodriguez

   Email: kayce.rodriguez@parks.wa.gov Phone: 360-902-8672

3. . Client: Wisconsin State Parks

   Name: Corrina Regnier

   Email: corrina.regnier@wisconsin.gov Phone: (608) 419-6854

Derek White

130 Research Lane ♦ Guelph Ontario ♦ N1G 5G3
EMAIL derek.white@camis.com

PROFILE

Technical lead focused on delivering quality and accuracy. An organized planner with a meticulous approach to work and strong communication skills.

EXPERIENCE

Camis (2008 – present)

Quality Assurance Lead

- Coordinates the testing activities of the Quality Assurance team as it relates to software releases
- Leads a team of Quality Assurance specialists
- Ensures the test environments met required expectations for full functionality testing

Quality Assurance Analyst

- Designed test plans, scenarios, and scripts to verify accuracy of the Camis products
- Completed Manual and Automated Testing of all Camis products.
- Organized client tickets to be included in the UAT release plans

Help Desk Technician

- Received and responded to calls from park and corporate staff
- Troubleshot queries concerning software WAN/LAN connections, hardware, and user issues
- Reported escalated technical issues and generated detailed tickets

SKILLS

Process and Workflow ♦ Detail Oriented ♦ Quality Focused

EDUCATION

- General Arts and Computer Science Certificate at Fanshawe College
- Secondary School Diploma, Centennial CVI
- A Crash Course for the First-Time Manager or Supervisor, Fred Pryor Seminars-CareerTrack
- Standard First Aid – CPR A – AED, St. John Ambulance Saint-Jean

Client References:

1. Client: Ontario Provincial Parks

   Name: Nicole Dreyer

   Email: nicole.dreyer@ontario.ca Phone: 705-772-3085

2. Client: Washington State Parks

   Name: Kayce Rodriguez

   Email: kayce.rodriguez@parks.wa.gov Phone: 360-902-8672

3. . Client: Parks Canada

   Name: Matt BBeland

   Email: matthew.beland@pc.gc.ca Phone: 250-351-4710

Jenna Hill

130 Research Lane ♦ Guelph Ontario ♦ N1G 5G3
EMAIL jenna.hill@camis.com

PROFILE

A highly driven and self-motivated lead with over 7 years of experience with the Camis software. Offering a close attention to detail and an organized and expedient approach to client software configuration needs.

EXPERIENCE

Camis (2014 – present)

Configuration Lead

- Manages large-scale configuration projects including new client onboarding
- Coordinates the configuration tasks of the Configuration team as it relates to client requests and timelines
- Oversees the workload of the Configuration team
- Works with Product Owners and Client Managers to ensure deliverables are meeting scheduled deadlines
- Strives for continuous process improvements

Quality Assurance Analyst

- Tested software issues resolved by software developers
- Led testing activities for both releases and projects
- Documented software defects and reported findings to software developers
- Collaborated with the development team in setting quality standards for the product
- Liaised with clients and client account managers to support User Acceptance Testing
- Accurately communicated the impact of bugs

Reservation Agent

- Accepted calls to process reservations, changes and cancellations for various park agencies
- Provided information on park availability and camping policies
- Assisted customers in navigating the reservation website

- ♦ Remained polite and professional at all times

University of Guelph (2011 – 2013)

Graduate Research Assistant

- ♦ Project design and management
- ♦ Lab and field work
- ♦ Statistical analysis using SAS
- ♦ Oral and written presentation of research

SKILLS

Technically strong ♦ Detail Oriented ♦ Organized ♦ Client Satisfaction Driven ♦ Excellent Communicator

EDUCATION

University of Guelph, Ontario Agricultural College, Dept of Plant Agriculture, Master of Science
University of Saskatchewan, College of Agriculture & Bioresources, Bachelor of Science in Agriculture

Client References:

1. Client: Michigan State Parks
   Name: Christa Sturtevant-Good
   Email: SturtevantC@michigan.gov Phone: 231-861-2703

2. Client: Washington State Parks
   Name: Kayce Rodriguez
   Email: kayce.rodriguez@parks.wa.gov Phone: 360-902-8672

3. Client: Ontario Provincial Parks
   Name: Nicole Dreyer
   Email: nicole.dreyer@ontario.ca Phone: 705-772-3085

Ian Murray

130 Research Lane ♦ Guelph Ontario ♦ N1G 5G3
EMAIL: ian.murray@camis.com

PROFILE

Product Leader with comprehensive knowledge of the Camis solution, extensive knowledge of industry trends, and 13 years of experience advising client project teams, field staff, and visitors on technical and business issues.

EXPERIENCE

Product Management (2018 – present)

- Successfully implemented dozens of features across the full breadth of the Camis solution, including booking management, retail sales and inventory management, payment management, reporting, and financial reconciliation
- Managed Product Managers embedded in Product teams serving all product functional areas, including visitor-facing, field staff-facing, and client project team-facing functions
- Worked closely with client project teams to identify, define, prioritize, and resolve key issues facing client organizations

Visitor and Field Staff Support (2011 – 2018)

- Successfully resolved thousands of requests for technical and customer service support from visitors, field staff, and client project teams.
- Managed teams in Camis's Call Centre (visitor support) and Help Desk (field staff and client project team support).
- Created processes and administered tools to improve support request outcomes across Camis's service organization.

SKILLS

Leadership ♦ Product Strategy ♦ Detail Oriented ♦ Excellent Communicator

EDUCATION

Certified Scrum Product Owner, Certificate, ScrumAlliance, 2023

Data Analytics For Behavioural Insights, Certificate, University of Waterloo, 2023

Client References:

1. Client: Michigan State Parks
   Name: Deb Leisner
   Email: leisnerd@michigan.gov   Phone: (906) 241-0214

2. Client: Parks Canada
   Name: Matt Beland
   Email: matthew.beland@pc.gc.ca   Phone: 250-351-4710

3. Client: Ontario Provincial Parks
   Name: Nicole Dreyer
   Email: nicole.dreyer@ontario.ca Phone: 705-772-3085

Marc Gardiner

130 Research Lane ♦ Guelph Ontario ♦ N1G 5G3
EMAIL marc.gardiner@camis.com

PROFILE

Experienced Director Software Engineering with a demonstrated history of working in the information technology and services industry. Strong engineering professional skilled in Agile Methodologies, User Interface Design, DevOps, Databases, and Software Design.

EXPERIENCE

CAMIS (2008 – present)

Director of Software Engineering

- Oversees the planning and execution of all software development projects
- Conducts resource planning, team management and continuous process improvements
- Drives software engineering team to provide on time delivery of quality products
- Manages completions of short and long-term goals by setting standards across the software team
- Develops product roadmaps in collaboration with product managers and software architects
- Produces software development schedules and release plans to realize product goals
- Monitors and reports status of review designs, coding, and unit testing

Development Team Lead

- Developed a multi-tiered, distributed database reservation system for use in regional, provincial, state and national parks organizations
- Mentored new developers
- Assisted the Software Architect in application design
- Worked with developers to specify product requirements and clarify customer requirements
- Led feature development and support across the Camis software platforms
- Worked in collaboration with the development team to design appropriate technical solutions consistent with development standards and guidelines

Software Developer

- Implemented new features and improvements to an existing reservation system
- Reproduced, isolated and fixed a wide array of software bugs
- Worked independently and in collaboration with peers in designing appropriate technical solutions

- ♦ Installed hardware and software for clients on-site
- ♦ Acted as Development Department contact for the Support Team

SKILLS

♦ User Interface Design ♦ Agile Methodologies ♦ Team Leadership ♦ JAVA ♦ C#
♦ SQL ♦Software Processes and Tools ♦ Performance Coaching ♦

EDUCATION

University of Guelph, Bachelor of Science, Honours Computing and Information Science, Cognitive Neuropsychology Minor, 2008

Client References:

1. Client: Michigan State Parks

   Name: Christa Sturtevant-Good

   Email: SturtevantC@michigan.gov Phone: 231-861-2703

2. Client: Parks Canada

   Name: Matt BBeland

   Email: matthew.beland@pc.gc.ca Phone: 250-351-4710

3. Client: Parks New Brunswick

   Name: Josh Tompkins

   Email: josh.tompkins@gnb.ca Phone: (506)238-4379

Dan Garofalo

130 Research Lane ♦Guelph Ontario ♦ N1G 5G3
EMAIL dan.garofalo@camis.com

PROFILE

Technical, people, and project leader with strong communication and organizational skills. Ability to motivate staff to exceed deliverables and provide enhancements that meet and exceed client expectations.

EXPERIENCE

Camis (2011 – present)

Vice President of Business Development

- Plan, direct and coordinate Client Success initiatives through direct and indirect reports.
- Develop and build upon client relationships to understand their business needs
- Understanding and acting upon industry trends
- Develop programs to ensure clients are using existing features to their full capacity and are aware of new developments
- Develop and execute the market strategy for Camis.
- Oversee at a high level, all new contract implementations.
- Escalation point for client concerns.

Director, Product Delivery

- Responsible for owning the planning and coordination of all phases and activities involved in a Camis software release.
- Managed risk and resolve issues that affect release scope, schedule and quality
- Measured and monitored software release progress to meet or exceed expectations
- Responsible for monitoring the production system environment
- Coordinated development and testing activities to ensure quality product is delivered.
- Conducted release readiness reviews and milestone reviews as needed
- Responsible for the Quality Assurance and DevOps teams.

Quality Assurance Team Lead

- Coordinated the testing activities of the Quality Assurance team as it relates to software releases
- Lead a team of Quality Assurance specialists
- Ensured the test environments met required expectations for full functionality testing

Quality Assurance Analyst

- Design test plans, scenarios and scripts to verify accuracy of the Camis products
- Completed Manual and Automated Testing of all Camis products.
- Organized client tickets to be included in the UAT release plans

Help Desk Technician

- Received and responded to calls from park and corporate staff
- Troubleshot queries concerning software WAN/LAN connections, hardware, and user issues
- Reported escalated technical issues and generated detailed tickets

SKILLS

Leadership ♦ Process and Workflow ♦ Detail Oriented ♦ Quality Focused

EDUCATION

Cornell University, Executive Leadership, 2021
York University, Negotiating Influentially, 2017
Niagara College, International Business Management 2009
Brock University, Bachelor of Arts – Human Geography 2008

Client References

1. Client: Michigan State Parks

   Name: Christa Sturtevant-Good

   Email: SturtevantC@michigan.gov Phone: 231-861-2703

2. Client: Parks Canada

   Name: Marie-Helene Brisson

   Email: marie-helene.brisson@pc.gc.ca Phone: 613-797-2730

3. Client: Ontario Provincial Parks

   Name: Nicole Dreyer

   Email: nicola.dreyer@ontario.ca Phone: 705-772-3085

Appendix B – Reports

CAMIS REPORTS

Table of Contents

Camis Solution Standard Reports

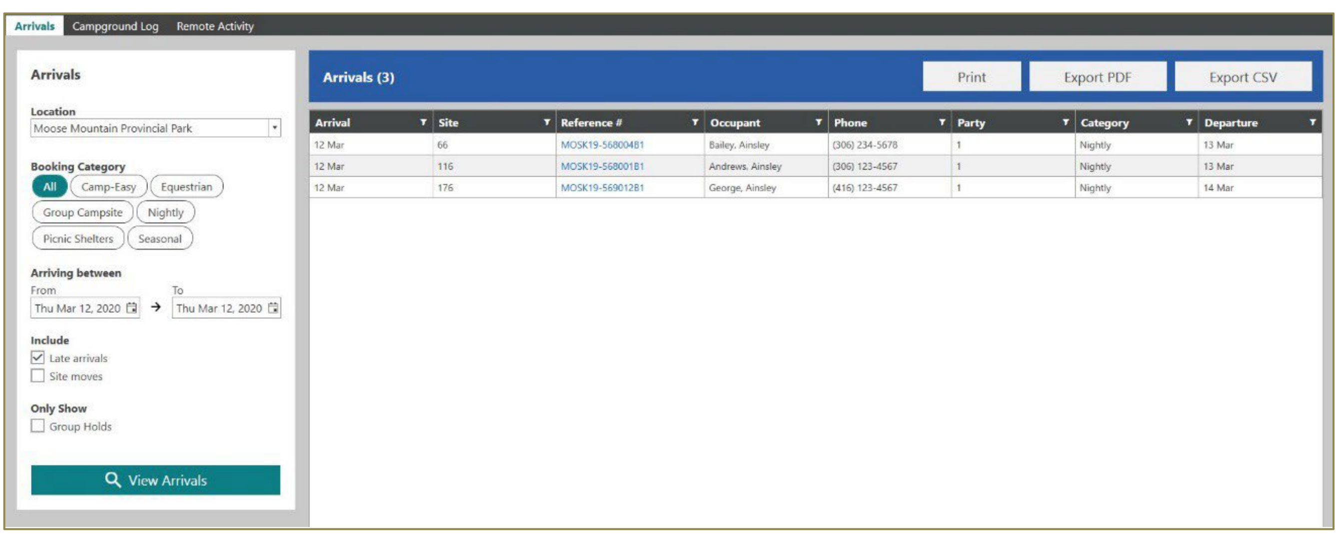
The Camis solution comes equipped with numerous built-in standard reports. The reports are categorized into Operational, Sales, Financial, Shift, and Advanced Reports. All reports can be sorted and filtered in numerous ways to ensure they are useful to the user and can be printed and exported into common formats such as PDF, Word, Excel, and CSV. Furthermore, our Advanced Reports can be exported into PowerPoint format or as an image to be used as part of an executive presentation. In addition to our standard reports, Camis excels at creating custom reports that meet organizational needs that are not covered by our existing standard reports.

Operational Reports

Operational reports are generally used at the park level for day-to-day campground management. They assist park staff in planning, scheduling, and park maintenance.

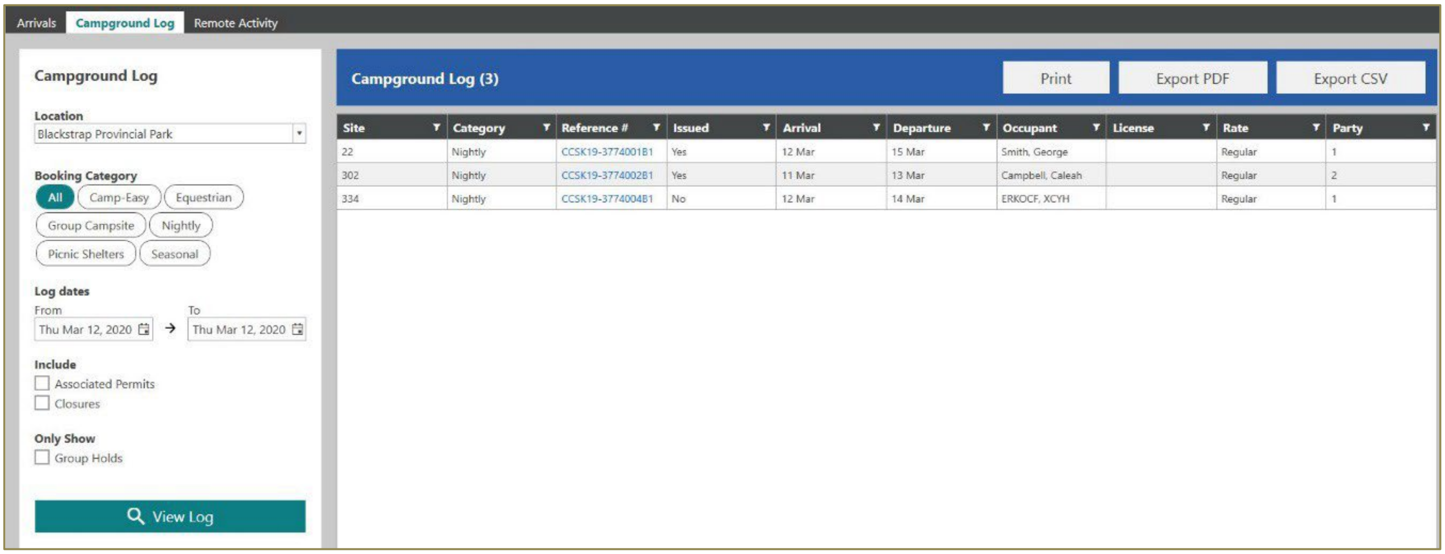
Arrivals

The Arrivals dashboard generates a list of all reservations scheduled to arrive within the selected time period and have not been registered as permits. Late arrival reservations (i.e. active reservations scheduled to arrive on an earlier date but have not been registered) can be optionally included in the report results. The Arrivals report is designed to assist users when planning their daily check-in procedures, as well as provide information concerning potential no-show reservations. The report can be printed, exported to PDF or CSV, and used as a daily reference, which can be useful in the case of a power outage or hardware failure. The booking category filter allows park staff to limit the report to specific booking types – for example Camp-Easy. They can also choose to include bookings that move sites (split stay bookings) and bookings created as part of a group hold. The column filters allow even greater control over what is displayed and allows users to narrow down their report to exactly what they need.



Campground Log

The Campground Log dashboard can generate a list of every occupied site in a park, vacant site in a park, or a combination of both within a selected time period. The Campground Log is designed to assist users with quickly determining the general state of their park. The booking category filter allows park staff to limit the report to specific booking types – for example Camp-Easy. They can also choose to include Associated Permits such as Entry Permits, display closures, or filter to only bookings created as part of a group hold. The column filters allow even greater control over what is displayed and allows users to narrow down their report to exactly what they need.



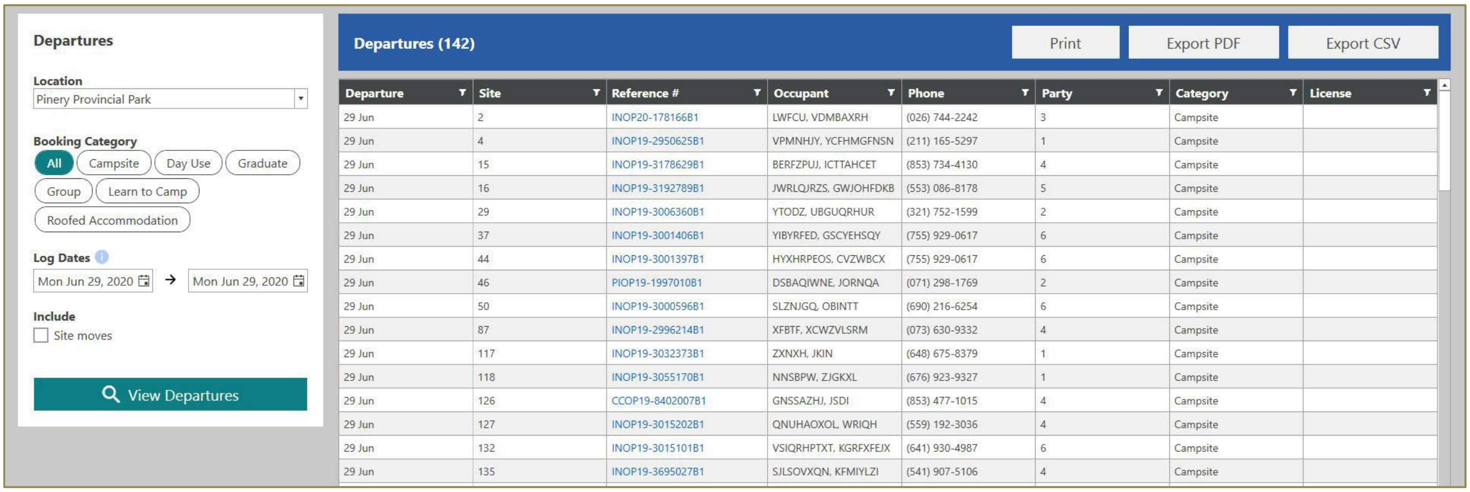
Remote Activity Report

The Remote Activity Report generates a list of permits issued through sales channels other than the park (i.e. yellow phone permits or check-ins and permits that are automatically checked in). The report can be run for three different time periods: the last 12 hours, the last 24 hours, and the last 48 hours, with any permits that have had activity within the selected time frame appearing in the report results. Critical details for each permit will be displayed in the report results, including the registered occupant, vehicle information, and status of payments for the permit. The report will also dynamically display any unique rates or pass information that may have been collected with the permit (provided the location offers discount rates or passes).

The Remote Activity Report is designed to support users at locations where permits are issued through other channels, and can be printed by park staff to use as a cross-reference when welcoming new arrivals, checking vehicles and discount passes, and collecting any outstanding balances from customers who may not have paid when entering the park.

Departures

The Departures Report generates a list of permits and reservations scheduled to depart the park within the selected time period. The report is designed to assist users when planning their daily check-out procedures. The report can be printed, exported to PDF or CSV, and used as a daily reference, which can be useful in the case of a power outage or hardware failure. The booking category filter allows park staff to limit the report to specific booking types – for example Camp-Easy. They can also choose to include bookings that move sites (split stay bookings). The column filters allow even greater control over what is displayed and allows users to narrow down their report to exactly what they need.

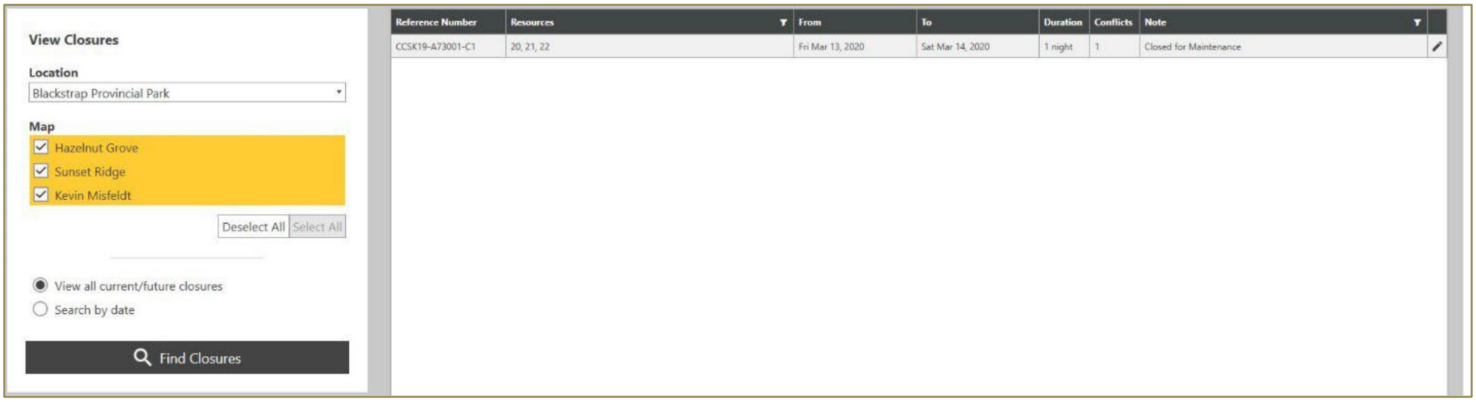


Available Resources Dashboard

The Available Resources Dashboard provides a listing of available sites in the selected time period. This report can be printed and posted publicly or provided to a walk-in or first come first serve (FCFS) customer to help them find an appropriate site. The report provides information about how many nights the site is available, as well as the service level and type where appropriate. It can be filtered to a specific booking category and can be printed or exported to CSV or PDF.

Closure Dashboard

The Closure Dashboard allows users to create, modify, and view closures. It also acts as a reporting interface to easily let users see existing closures, dates of the closures and sites that are closed, as well as any conflicts.

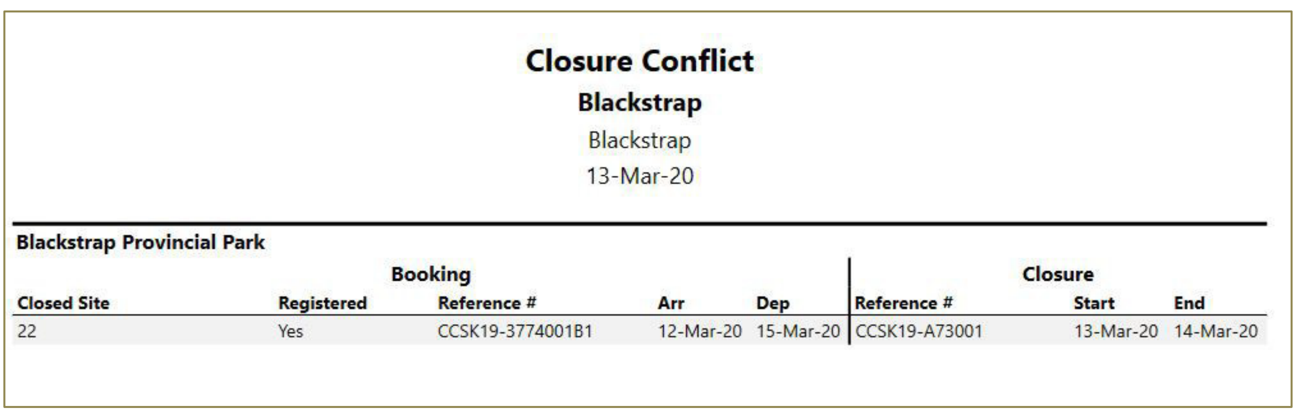


Closure Report

The Closure Report generates a list of active closures in a park within the selected time period. The Closure Report is designed to efficiently inform users of closed sites or resources within their park and can be printed and publicly posted to inform customers of sites unsuitable for camping.

Closure Conflict Report

The Closure Conflict Report will generate a list of permits and reservations that share a site with an active closure in the Camis solution. The Closure Conflict Report list is designed to assist users when dealing with unexpected closures, helps to ensure that all affected customers are contacted, and necessary changes are made to their bookings.



Closure Conflict

Blackstrap

Blackstrap

13-Mar-20

Blackstrap Provincial Park

		Booking			Closure		
Closed Site	**Registered**	**Reference #**	**Arr**	**Dep**	**Reference #**	**Start**	**End**
22	Yes	CCSK19-3774001B1	12-Mar-20	15-Mar-20	CCSK19-A73001	13-Mar-20	14-Mar-20

Outstanding Arrivals Report

The Outstanding Arrivals Report generates a list of reservations scheduled to arrive on the current date and have not been registered as permits. Late arrival reservations (i.e. active reservations that were scheduled to arrive on an earlier date but have not been registered) will also be included in the report results. The Outstanding Arrivals Report is designed to inform late-arriving customers of their allocated sites. The report is formatted to include a minimal amount of personal customer information so that it can be publicly posted while still protecting customer privacy.

Outstanding Arrivals
Blackstrap
Blackstrap
13-Mar-20

Blackstrap Provincial Park

Arrival	Permit Holder	Site	Departure
11-Mar-20	GOEUW E.	315	14-Mar-20
12-Mar-20	XCYH E.	334	14-Mar-20

Site Occupancy Report

The Site Occupancy Report generates a summary of the occupancy of individual resources within a selected date range. It is designed to help users analyze their park's visitation and occupancy trends to see which sites are the busiest or most popular. When the report is run, resource information will be broken down in the following sections:

- **Total:** The number of nights included in the report results, based on the selected date range. When the report is used to review day-use facilities, the columns will reflect the number of days instead of nights.
- **Closed:** The number of nights/days within the date range where the displayed resource was either outside of its operating dates or had an active closure. If a resource is closed/non-operational and also has either a permit or reservation it will not be counted in the "Closed" total.
- **Available:** The number of nights/days within the date range where the displayed resource was open (i.e. not closed) and available for bookings (i.e. within its operating dates) but did not have an assigned permit or reservation.
- **Occupied:** The number of nights/days within the date range where the displayed resource had an assigned permit or reservation.
- **Occupancy %:** The percentage of time when the displayed resource is occupied during the selected date range (based on the "Occupied" total divided by the “Available" total).

Turnover Report

The Turnover Report generates a list of every resource within a park with bookings scheduled to arrive and/or depart on a selected date or date range. The report will also indicate any instances where a departure is immediately followed by an arrival on the same day (i.e. a "turnover"). The Turnover Report is designed to help users when completing resource maintenance, cleaning, or during repairs, as it allows them to see when (and for how long) a resource will be occupied or vacant. It is particularly useful for roofed accommodations that may require regular cleaning or restocking.

Users can set the report to include only specific types of resources or specific resource locations, and the report can also be run using one of two view options:

- The **Daily** view will list the arrivals, departures, and turnovers for a single selected start date. This version of the report is designed for users to print off and take with them as they complete cleaning or repairs.
- The **Weekly** view will list the arrivals, departures, and turnovers for the selected start date and the following six days. This version of the report is designed for users to review when the next opportunity may be to complete more thorough cleaning or repairs.

Vehicle Report

The Vehicle Report generates a list of every vehicle approved to stay overnight within the selected time period. Any vehicle recorded on a camping permit created or registered in Camis will be included in the report results. Vehicles recorded when certain products are sold in Camis will also be included in the report results; the product must require a vehicle license plate, specific dates, and be an associated booking for the vehicle information to be included in the report results. The Vehicle Report is designed to assist users when completing vehicle inspections in the park to verify that every vehicle currently in the park has been approved and accounted for.

Weekly Park Occupancy Report

The Weekly Park Occupancy Report generates a summary of occupancy statistics for every resource within a park during a selected week. The Weekly Park Occupancy Report is designed to help users analyze their park's visitation and occupancy trends to see which dates or resource types are the busiest. When the report is run, resource information will be broken down in the following sections:

- **Total:** The total number of park resources within the specific category (e.g. campsite, roofed, etc.)
- **Occupied:** The number of park resources within the specific category with a permit or reservation for a specific date.
- **Closed:** The number of park resources within the specific category outside of their operating dates or with an active closure during each date. If a resource is closed/non-operational and has either a permit or reservation it will only be considered an "occupied" resource and will not be included in the "closed" list.
- **Available:** The number of park resources within the specific category with operating dates within the specific date range. Resources occupied by a permit or reservation will be included in the available count, and resources that are closed will not be included. If a resource has both a closure and a permit or reservation it will be included in the available count.
- **Occupancy Rate:** The percentage of available park resources within the specific category that were occupied during each date.

Weekly Occupancy Report

Blackstrap

Blackstrap

13-Mar-20 to 19-Mar-20

Camp Easy	Fri 13 Mar	Sat 14 Mar	Sun 15 Mar	Mon 16 Mar	Tue 17 Mar	Wed 18 Mar	Thu 19 Mar	Weekly Total
Total	2	2	2	2	2	2	2	14
Occupied	0	0	0	0	0	0	0	0
Closed	0	0	0	0	0	0	0	0
Operating	2	2	2	2	2	2	2	14
Occupancy Rate	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %

Nightly	Fri 13 Mar	Sat 14 Mar	Sun 15 Mar	Mon 16 Mar	Tue 17 Mar	Wed 18 Mar	Thu 19 Mar	Weekly Total
Total	145	145	145	145	145	145	145	1015
Occupied	3	1	0	0	0	0	1	5
Closed	0	0	0	0	0	0	0	0
Operating	145	145	145	145	145	145	145	1015
Occupancy Rate	2.07 %	0.69 %	0.00 %	0.00 %	0.00 %	0.00 %	0.69 %	0.49 %

All Categories	Fri 13 Mar	Sat 14 Mar	Sun 15 Mar	Mon 16 Mar	Tue 17 Mar	Wed 18 Mar	Thu 19 Mar	Weekly Total
Total	147	147	147	147	147	147	147	1029
Occupied	3	1	0	0	0	0	1	5
Closed	0	0	0	0	0	0	0	0
Operating	147	147	147	147	147	147	147	1029
Occupancy Rate	2.04 %	0.68 %	0.00 %	0.00 %	0.00 %	0.00 %	0.68 %	0.49 %

Note: If a permit is issued on a closed site, this site will be counted as 'Occupied' NOT 'Closed'

Sales Reports

Our comprehensive sales reports provide detailed information on sale transactions, inventory levels, and serialized stock assignments.

Inventory Management Report

The Inventory Management Report generates a list of every product configured to record inventory in the Camis solution at a specific location, as well as the current quantity of each product on hand at the location (based on the records maintained in Camis). The report will not include any products that use the serialized stock functionality in the Camis solution. The Inventory Management Report is designed to help users track the current product inventory levels at their location and is particularly useful when reviewing inventory away from the computer (e.g. reviewing inventory in storage, etc.). Users can easily print copies of the Inventory Management Report to have a record when they do not have access to Camis.

Product Sales Report

The Product Sales Report generates a list of the products sold or refunded at a specific location using the **Sale** feature in Camis within a selected date range. When the report is run with the **Summary** view type selected, the results will display the total revenue collected from each type of product sold (e.g. all "Firewood" sold will be grouped into a single line, etc.). When the report is run with the **Detail** view type selected, the results will display the individual transactions recorded in Camis within the selected date range. Products sold along with a booking in Camis will be included in the report results; however, the revenue generated by the booking will not be included. The Product Sales Report is designed to assist users in determining trends in product sales, as well as to help identify potential inconsistencies in product inventory levels recorded in Camis.

Product Sales
Blackstrap
Blackstrap
1-Jul-19 to 25-Jul-19

Summary

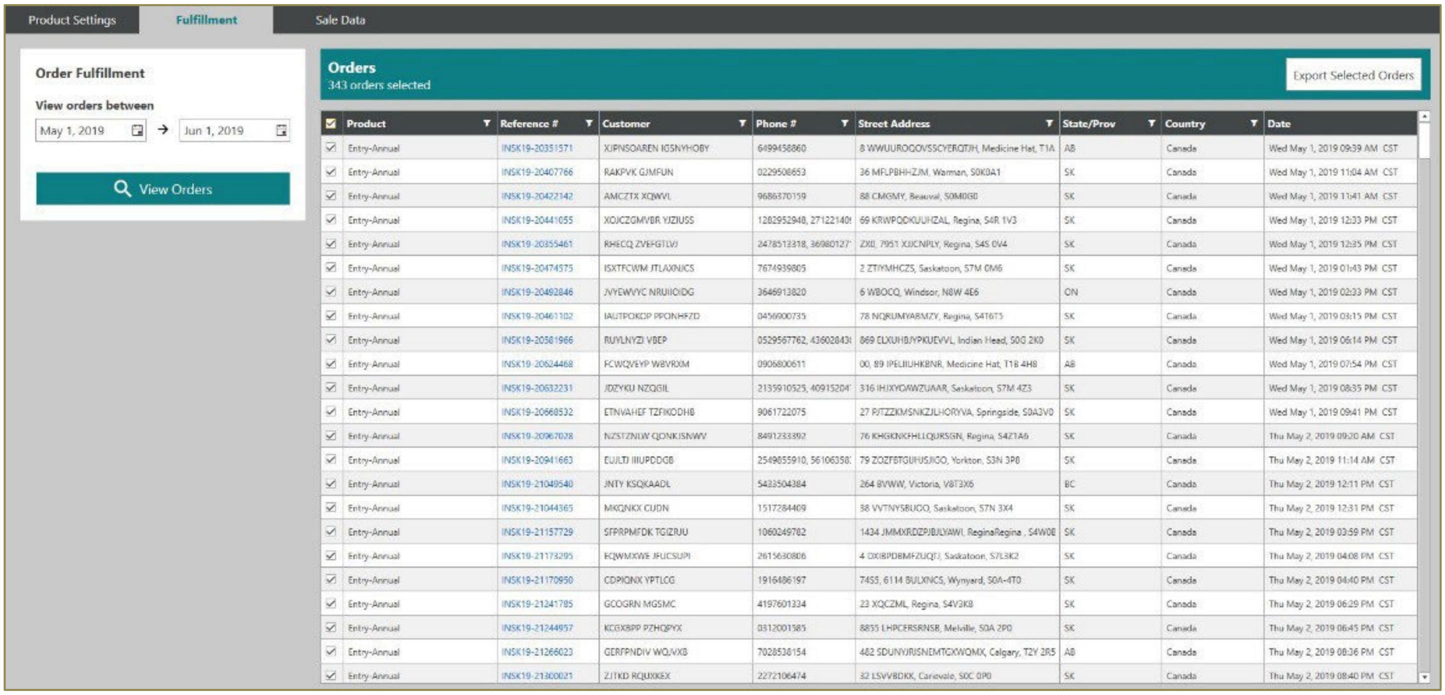
Product	Quantity	Unit Price	Revenue	Taxes	Total
Courtesy-GovEmployee	4.000	N/A	$0.00	$0.00	$0.00
Courtesy-PromoEntry	23.000	N/A	$0.00	$0.00	$0.00
Entry-Annual	214.000	N/A	$15,286.02	$763.98	$16,050.00
Entry-Daily	2,451.000	N/A	$23,533.58	$1,186.42	$24,720.00
Entry-Senior-Annual	98.000	N/A	$0.00	$0.00	$0.00
Entry-Senior-Daily	148.000	N/A	$0.00	$0.00	$0.00
Entry-Weekly	13.000	N/A	$495.30	$24.70	$520.00
		Total	**$39,314.90**	**$1,975.10**	**$41,290.00**

Product Dashboard

In addition to our standard sale reports, the Camis solution comes equipped with additional sale-related reports conveniently accessible from the Products dashboard where users manage product visibility, inventory, and transfers.

Fulfillment:

The Fulfillment tab allows local administrators to view records of product purchases completed through the reservation website or call centre that require a physical pass or product be sent to the customer. This report is exportable into a CSV format so it can be easily consumed by third-party fulfillment services if needed.



Sale Data:

The Sale Data report allows users to view additional information collected when products are sold in Camis, such as customer information and vehicle details. This is particularly useful for managing seasonal passes sold in the system.

Inventory History:

Inventory History allows users to view details of the adjustments, sales, and transfer of products that track inventory. This report is crucial in tracking stock adjustments and is an excellent reconciliation tool for park stores.

Serialized Stock Reports

Some organizations sell "serialized" products through the Camis solution with each product having a unique serial number that is tracked through the system. The following reports in Camis are designed to provide users with important information concerning the inventory of their serialized products in the field:

Serialized Stock Certification Report

The Serialized Stock Certification Report provides users with a complete breakdown of the inventory of serialized stock products within a selected date range. This includes the inventory counts when shifts are opened and closed, any inventory transfers, the number of products sold, and any product listed as spoiled.

The Serialized Stock Certification Report is designed to assist users with troubleshooting and auditing the inventory of serialized stock products at their location.

Serialized Stock Global Inventory Report

The Serialized Stock Global Inventory Report provides users with a snapshot of any serialized stock products available at a specific location, along with the amount of product currently assigned and unassigned. The report will only show the latest inventory values and will not indicate any past values related to assigned or unassigned serialized stock products. The report will also only include products that have had serial number ranges assigned to them; products that record standard inventory instead of serialized inventory will not be included in the report results. The Serialized Stock Global Inventory Report is designed to be printed and signed as part of an organization's auditing procedures regarding serialized stock products.

Serialized Stock Operator Assignment Report

The Serialized Stock Operator Assignment Report will generate a list of every range of serialized stock product currently assigned to a specific operator or location till. The report results are updated every time a shift using the selected till is closed; the report results will not update to reflect a shift that is still open. The report results are also updated whenever an administrator adds, removes, or corrects the serialized stock associated with the selected till. Whenever the report results are updated, any previous serialized stock amounts assigned to the till will no longer be included in the report. The Serialized Stock Operator Assignment Report is designed to be printed and signed by users and administrators as part of an organization's auditing procedures regarding serialized stock products.

Serialized Stock Permit Assignment Report

The Serialized Stock Permit Assignment Report will generate an inventory of any serialized stock product currently assigned to an operator or location till. The report will not include any information on unassigned stock. Users can run the report for any number of serialized stock products available at their location with the results being organized by unique products and assigned tills. The Serialized Stock Permit Assignment Report is designed to help users keep track of the amount of a serialized stock product that has been assigned and where that product has been assigned to.

Serialized Stock Reconciliation Report

The Serialized Stock Reconciliation Report provides a complete breakdown of the serialized stock for any number of serialized products at a selected location, including how much stock is unassigned and how much stock is assigned to any operator till and location till in the system. This report can be run for past dates to view the breakdown of serialized stock at different times and is designed to assist users with troubleshooting serialized stock discrepancies.

Unassigned Serialized Stock Report

The Unassigned Serialized Stock Report will generate a list of every range of serialized stock product currently unassigned in the Camis solution. This report is a companion to the Serialized Stock Operator

Assignment Report and is designed to help users keep track of any serialized stock products at their location that could be assigned to an operator or location till.

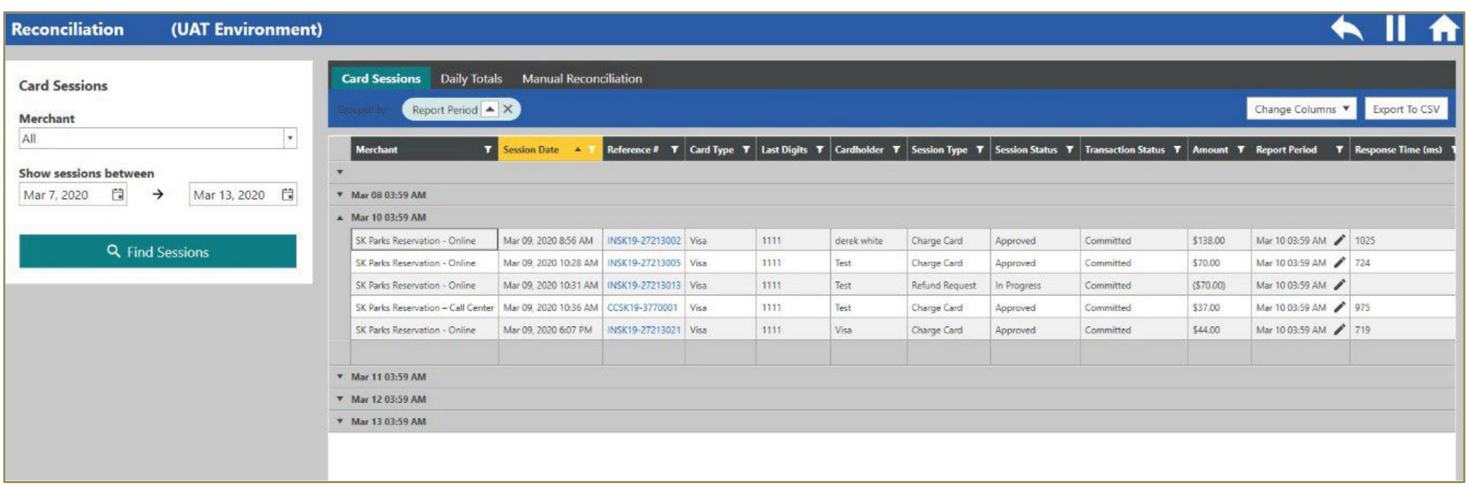
Financial Reports

Bank Deposit Report

The Bank Deposit Report will generate a list of all transactions completed using the **Bank Deposit** feature in Camis within a selected date range. When the report is run with the **Summary** view type selected the total values recorded on each bank deposit will be displayed (CAD Deposit, USD Deposit, etc.). When the report is run with the **Detail** view type selected the recorded values will also be broken down by individual shift included in each bank deposit. The Bank Deposit Report is designed to assist with cash control and reconciliation; users can run the report to check for any discrepancies between the cash amounts recorded on individual shifts and the cash amounts recorded on the corresponding bank deposits.

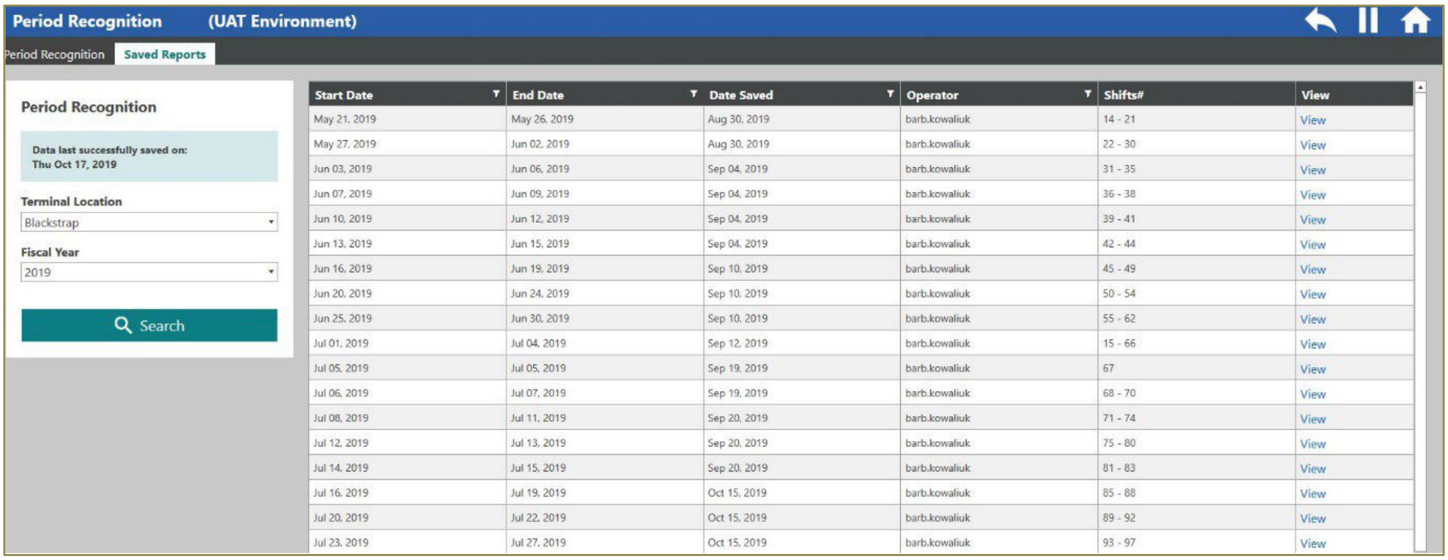
Reconciliation Dashboard

The Reconciliation Dashboard provides unparalleled access to detailed and summary information related to credit card payments. The dashboard is divided into three areas: Card Sessions, Daily Totals, and a workspace for Manual reconciliation. Users can view card session for all Merchants or filter down to specific Merchants, such as the central merchants for call centre and internet transactions. Card sessions include details on individual charges, refunds, and voids and are organized by report period. Report periods allow us to line up reporting with batch off times to minimize reconciliation issues across reporting periods. The Daily Totals tab provides a summary of total amount of charges and refunds that happened at each location during a given date range. The Manual Reconciliation tab shows a list of erroneous card sessions and allows users to reconcile them if needed. Manual Reconciliation is an area Camis has experience in and can assist with or complete.



Period Recognition

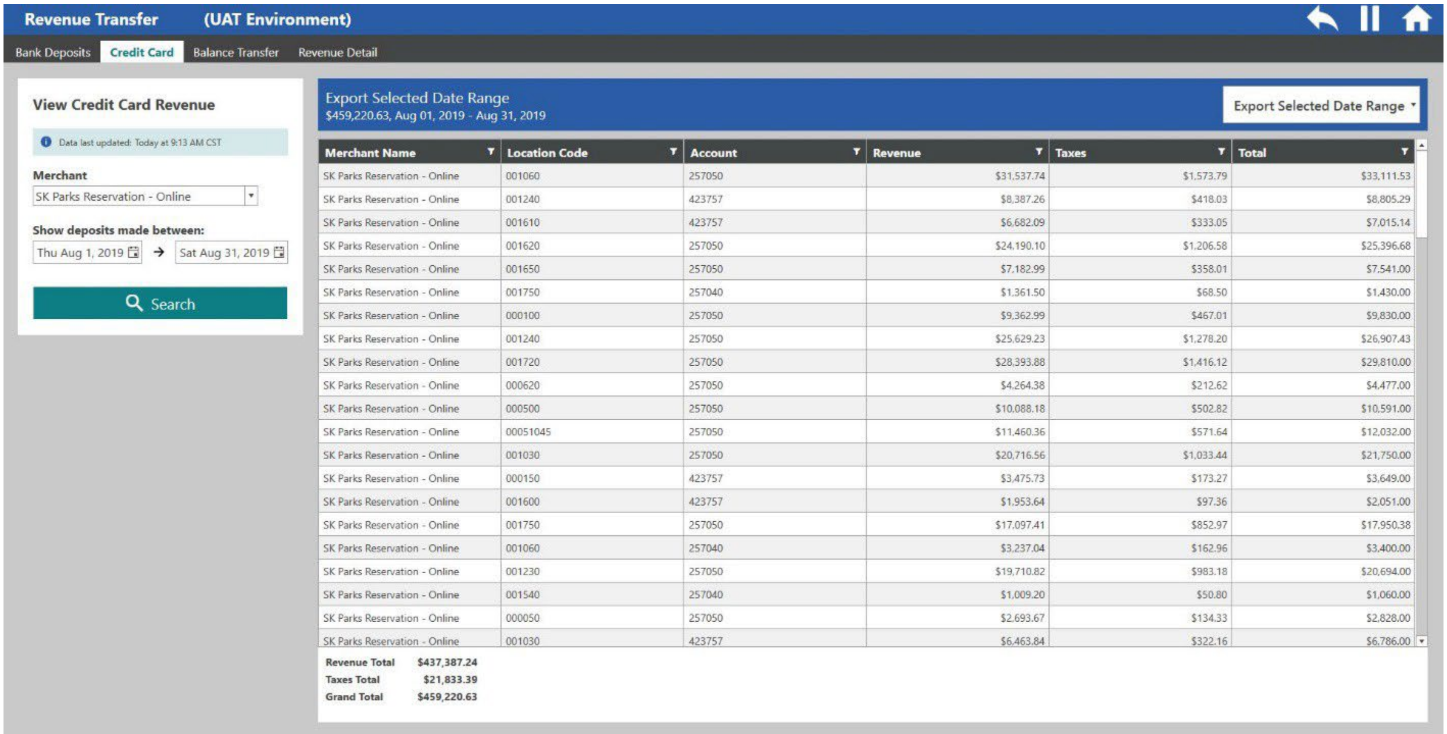
The Period Recognition Dashboard shows revenue, payment, and sales details for a period of time and allows users to save this information to close off a reporting period and upload details to their accounting system. These details include a cash payment summary, cheque refunds summary, credit card payments summary, revenue summary, a list of bank deposit discrepancies, and a list of pass sales from the included shifts. Once a period has been exported, it is locked and is not editable. Previously completed periods can be viewed from the Saved Reports tab of the dashboard.



Start Date	End Date	Date Saved	Operator	Shifts#	View
May 21, 2019	May 26, 2019	Aug 30, 2019	barb.kowaliuk	14 - 21	View
May 27, 2019	Jun 02, 2019	Aug 30, 2019	barb.kowaliuk	22 - 30	View
Jun 03, 2019	Jun 06, 2019	Sep 04, 2019	barb.kowaliuk	31 - 35	View
Jun 07, 2019	Jun 09, 2019	Sep 04, 2019	barb.kowaliuk	36 - 38	View
Jun 10, 2019	Jun 12, 2019	Sep 04, 2019	barb.kowaliuk	39 - 41	View
Jun 13, 2019	Jun 15, 2019	Sep 04, 2019	barb.kowaliuk	42 - 44	View
Jun 16, 2019	Jun 19, 2019	Sep 10, 2019	barb.kowaliuk	45 - 49	View
Jun 20, 2019	Jun 24, 2019	Sep 10, 2019	barb.kowaliuk	50 - 54	View
Jun 25, 2019	Jun 30, 2019	Sep 10, 2019	barb.kowaliuk	55 - 62	View
Jul 01, 2019	Jul 04, 2019	Sep 12, 2019	barb.kowaliuk	15 - 66	View
Jul 05, 2019	Jul 05, 2019	Sep 19, 2019	barb.kowaliuk	67	View
Jul 06, 2019	Jul 07, 2019	Sep 19, 2019	barb.kowaliuk	68 - 70	View
Jul 08, 2019	Jul 11, 2019	Sep 20, 2019	barb.kowaliuk	71 - 74	View
Jul 12, 2019	Jul 13, 2019	Sep 20, 2019	barb.kowaliuk	75 - 80	View
Jul 14, 2019	Jul 15, 2019	Sep 20, 2019	barb.kowaliuk	81 - 83	View
Jul 16, 2019	Jul 19, 2019	Oct 15, 2019	barb.kowaliuk	85 - 88	View
Jul 20, 2019	Jul 22, 2019	Oct 15, 2019	barb.kowaliuk	89 - 92	View
Jul 23, 2019	Jul 27, 2019	Oct 15, 2019	barb.kowaliuk	93 - 97	View

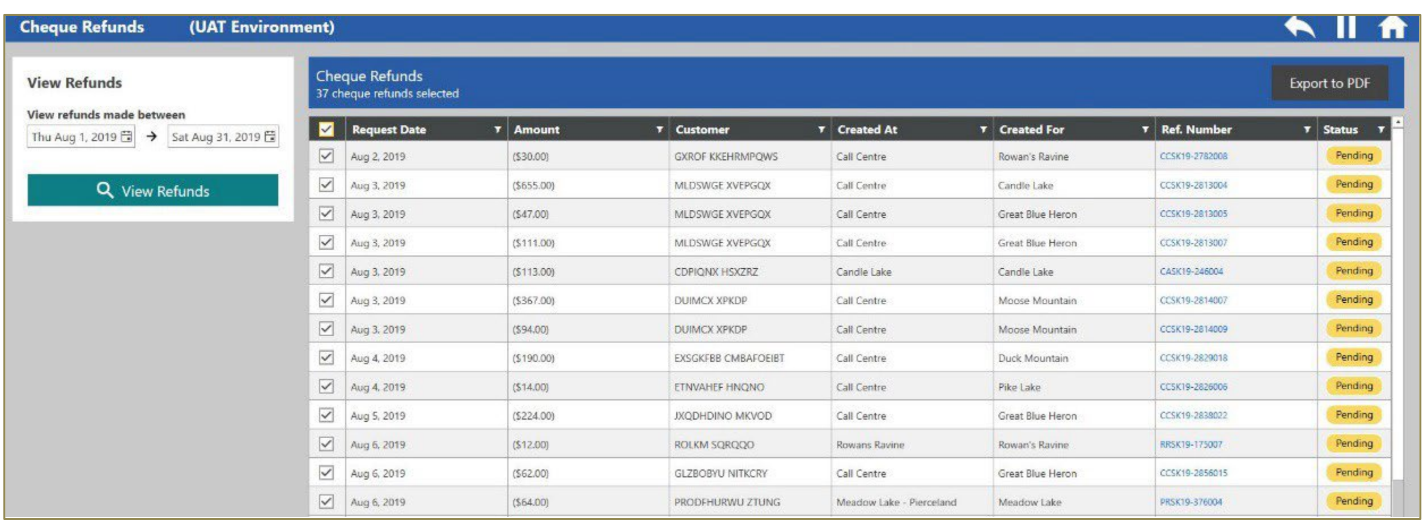
Revenue Transfer Dashboard

The Revenue Transfer dashboard supports revenue reporting and can be used to upload data directly to accounting systems. Reporting is broken down into Bank Deposits (cash), Credit Card, and Balance Transfers. The Bank Deposits reports provides a list of bank deposits from all locations. The Credit Card tab shows the credit card revenue for a given period broken down by account. The Balance Transfer tab shows the revenue associated with auto check-ins and central check-ins during a given period and is also broken down by account. The Revenue Detail tab shows detailed revenue information for a given period that is broken down by line item and revenue type.



Cheque Refunds

The Cheque Refund Report will generate a list of every cheque refund requested through the Camis solution within a selected date range. Information provided in this report will include the reference number of the transaction that prompted the cheque refund, the user and shift that requested the cheque refund, the amount of the refund, and the contact information for the affected customer. The current status of the cheque refund will also be displayed and will reflect the status of each cheque refund on the **Cheque Refunds Dashboard.** The Cheque Refund Report is designed to assist users quickly review existing cheque refunds requests and ensure that all requests have been resolved. The report will continue to display a cheque refundrequest even after the cheque has been issued.

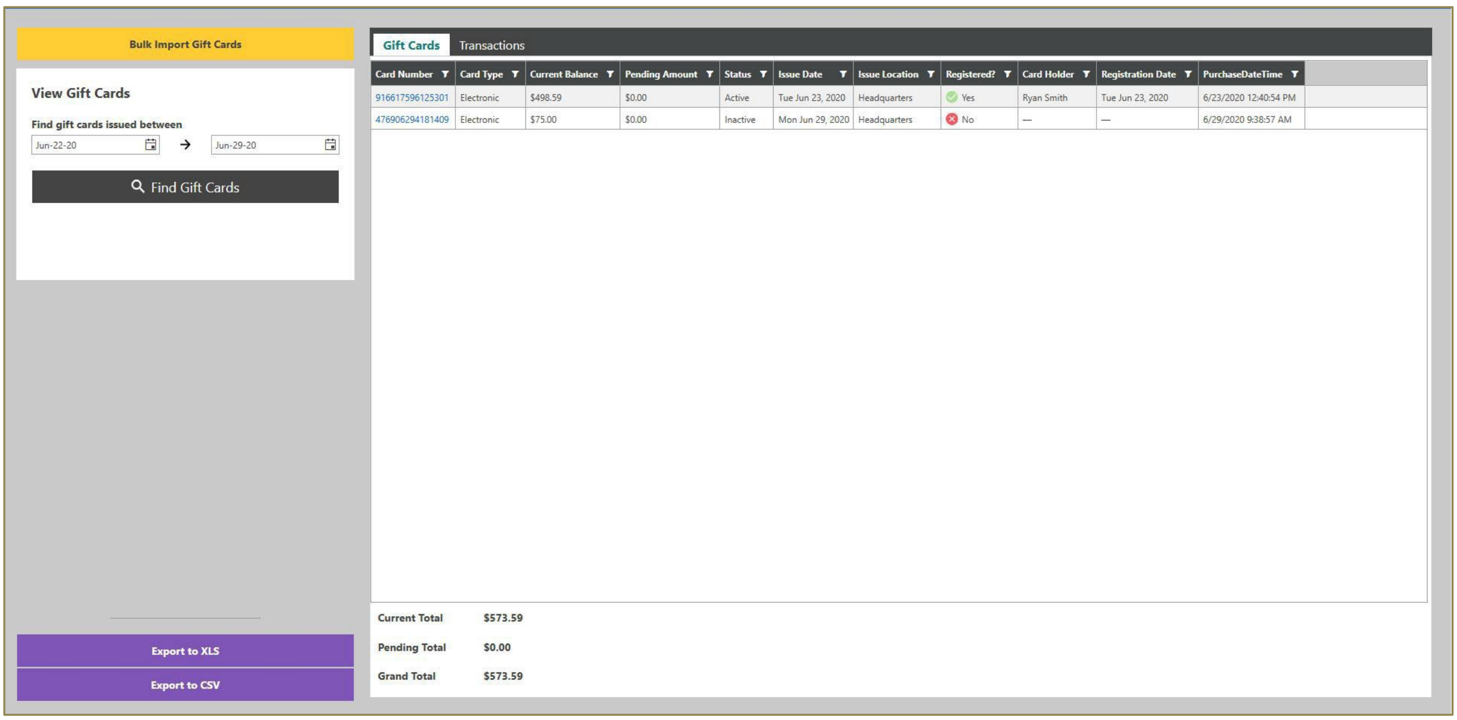


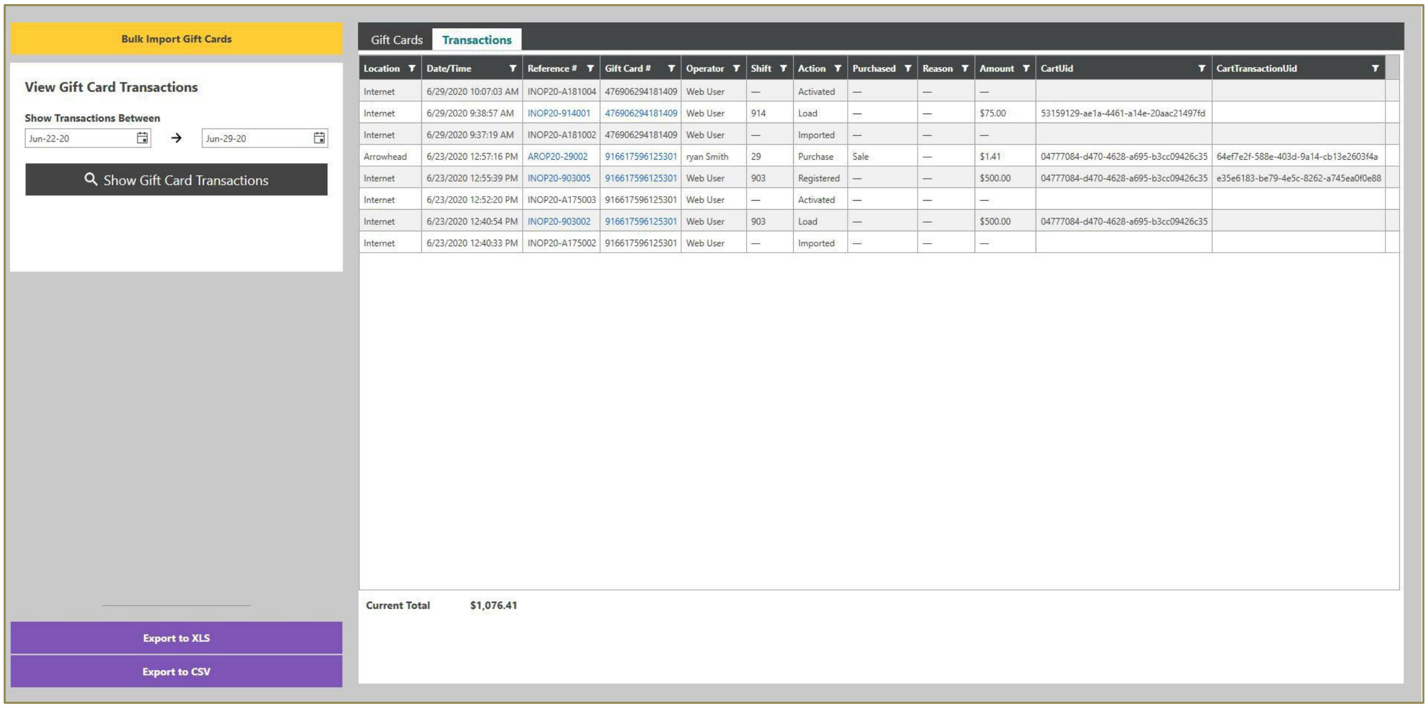
Fee Modifications Report

The Fee Modifications Report generates a list of every instance where a fee calculated in Camis was manually modified by a user, with results being compiled either based on specific shifts or a selected date range. The report will display both the original fee and the modified total, as well as the difference between the two fees. The notes created by a user when completing the fee modification will also be included in the report. The Fee Modifications Report is designed to assist users with reviewing and evaluating every fee modification completed at their location to ensure that fee modifications are being used correctly.

Gift Card Dashboard

The Gift Card Dashboard is both functional, allowing users to upload new physical gift cards to the system as well as informational. It provides the value of gift cards in the system as well as their status and purchase details. This dashboard also allows users to see a transaction level detail of all gift card related transactions including purchase, activation, reload, and use.





Income Distribution Report

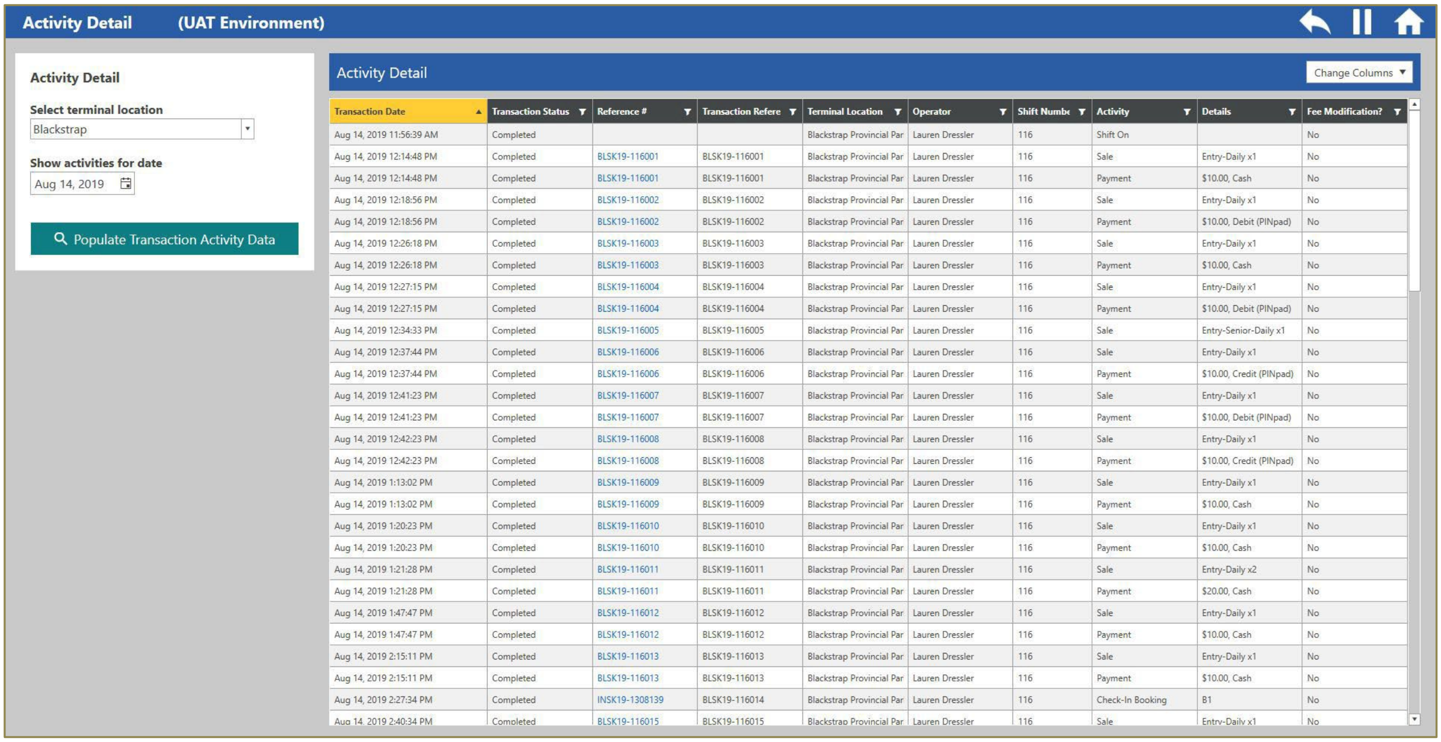
The Income Distribution Report generates a breakdown of the revenue generated by a specific location and the unique locations where this revenue will be distributed to. This report is most useful for clients who operate a call centre or reservation website, as these "locations" are used to collect revenue for multiple other locations. If a location has multiple terminals (for example, a park with a gatehouse terminal and park store terminal, etc.) the revenue collected from each terminal will be included in the report results. The Income Distribution Report is designed to aid users with activity planning and revenue tracking and is useful for comparing annual revenue totals to view changes or trends.

Income Sources Report

The Income Sources Report generates a breakdown of the revenue generated for a specific location from all sales channels (e.g. the park, the website, the call centre, etc.) within a selected date range. If a location has multiple terminals (for example, a gatehouse terminal and park store terminal, etc.) the revenue collected from each terminal will be included in the report results. This report is similar to the Income Distribution Report and a main source for revenue information for an organization. This report will show how much money was collected by each of the Revenue Accounts managed by an organization.

Activity Detail Dashboard

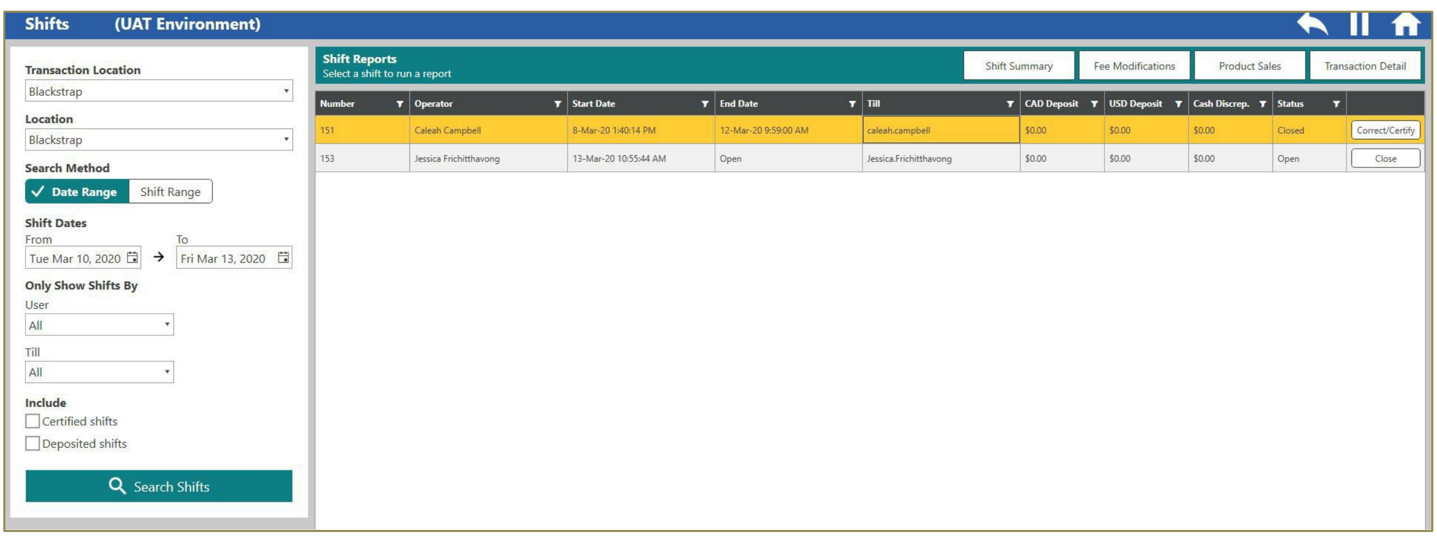
The Activity Detail reports provides information on each transaction that occurred in the system for a day. This report is very granular and is an excellent tool for investigating discrepancies and to understand in detail what occurred on a given day.



Transaction Date	Transaction Status	Reference #	Transaction Refere	Terminal Location	Operator	Shift Numbe	Activity	Details	Fee Modification?
Aug 14, 2019 11:56:39 AM	Completed			Blackstrap Provincial Par	Lauren Dressler	116	Shift On		No
Aug 14, 2019 12:14:48 PM	Completed	BLSK19-116001	BLSK19-116001	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No
Aug 14, 2019 12:14:48 PM	Completed	BLSK19-116001	BLSK19-116001	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$10.00, Cash	No
Aug 14, 2019 12:18:56 PM	Completed	BLSK19-116002	BLSK19-116002	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No
Aug 14, 2019 12:18:56 PM	Completed	BLSK19-116002	BLSK19-116002	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$10.00, Debit (PINpad)	No
Aug 14, 2019 12:26:18 PM	Completed	BLSK19-116003	BLSK19-116003	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No
Aug 14, 2019 12:26:18 PM	Completed	BLSK19-116003	BLSK19-116003	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$10.00, Cash	No
Aug 14, 2019 12:27:15 PM	Completed	BLSK19-116004	BLSK19-116004	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No
Aug 14, 2019 12:27:15 PM	Completed	BLSK19-116004	BLSK19-116004	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$10.00, Debit (PINpad)	No
Aug 14, 2019 12:34:33 PM	Completed	BLSK19-116005	BLSK19-116005	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Senior-Daily x1	No
Aug 14, 2019 12:37:44 PM	Completed	BLSK19-116006	BLSK19-116006	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No
Aug 14, 2019 12:37:44 PM	Completed	BLSK19-116006	BLSK19-116006	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$10.00, Credit (PINpad)	No
Aug 14, 2019 12:41:23 PM	Completed	BLSK19-116007	BLSK19-116007	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No
Aug 14, 2019 12:41:23 PM	Completed	BLSK19-116007	BLSK19-116007	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$10.00, Debit (PINpad)	No
Aug 14, 2019 12:42:23 PM	Completed	BLSK19-116008	BLSK19-116008	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No
Aug 14, 2019 12:42:23 PM	Completed	BLSK19-116008	BLSK19-116008	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$10.00, Credit (PINpad)	No
Aug 14, 2019 1:13:02 PM	Completed	BLSK19-116009	BLSK19-116009	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No
Aug 14, 2019 1:13:02 PM	Completed	BLSK19-116009	BLSK19-116009	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$10.00, Cash	No
Aug 14, 2019 1:20:23 PM	Completed	BLSK19-116010	BLSK19-116010	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No
Aug 14, 2019 1:20:23 PM	Completed	BLSK19-116010	BLSK19-116010	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$10.00, Cash	No
Aug 14, 2019 1:21:28 PM	Completed	BLSK19-116011	BLSK19-116011	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x2	No
Aug 14, 2019 1:21:28 PM	Completed	BLSK19-116011	BLSK19-116011	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$20.00, Cash	No
Aug 14, 2019 1:47:47 PM	Completed	BLSK19-116012	BLSK19-116012	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No
Aug 14, 2019 1:47:47 PM	Completed	BLSK19-116012	BLSK19-116012	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$10.00, Cash	No
Aug 14, 2019 2:15:11 PM	Completed	BLSK19-116013	BLSK19-116013	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No
Aug 14, 2019 2:15:11 PM	Completed	BLSK19-116013	BLSK19-116013	Blackstrap Provincial Par	Lauren Dressler	116	Payment	$10.00, Cash	No
Aug 14, 2019 2:27:34 PM	Completed	INSK19-1308139	BLSK19-116014	Blackstrap Provincial Par	Lauren Dressler	116	Check-In Booking	B1	No
Aug 14, 2019 2:40:34 PM	Completed	BLSK19-116015	BLSK19-116015	Blackstrap Provincial Par	Lauren Dressler	116	Sale	Entry-Daily x1	No

Shift Reports

Shift-related reports are found on the Shift Dashboard, a dedicated space allowing users with appropriate permissions to view all shifts at a glance. Users can also force close and correct shifts from this dashboard.



Number	Operator	Start Date	End Date	Till	CAD Deposit	USD Deposit	Cash Discrep.	Status	
151	Caleah Campbell	8-Mar-20 1:40:14 PM	12-Mar-20 9:59:00 AM	caleah.campbell	$0.00	$0.00	$0.00	Closed	Correct/Certify
153	Jessica Frichitthavong	13-Mar-20 10:55:44 AM	Open	Jessica.Frichitthavong	$0.00	$0.00	$0.00	Open	Close

Shift Summary Report

The Shift Summary Report generates an overview of the selected shift, including the cash and card totals recorded on the shift and any notes created by the user during the shift. The Card Reconciliation section of the report provides information on the credit card and debit totals entered in Camis during the shift, and a complete summary of the line items sold and refunded during the shift is also included. The Shift Summary Report is designed to assist users when reconciling cash and card totals recorded on a shift and comparing those totals to the physical amounts collected.

Fee Modifications Report

The Fee Modifications Report generates the same information as the Financial Report with the same name, but only for a single selected shift. The report will generate a list of every instance where a fee calculated in Camis was manually modified by a user during the selected shift. The report will display both the original fee and the modified total, as well as the difference between the two fees. The notes created by the user when completing the fee modification will also be included in the report. The Fee Modifications Report is designed to assist users with reviewing and evaluating every fee modification completed at on a shift, to ensure that fee modifications are being used correctly.

Transaction Detail Report

The Transaction Detail Report generates the same information as the Financial Report with the same name, but only for a single selected shift. The report will generate a list of every transaction that affects revenue or payment and occurred during the selected shift. This includes creating, changing, or cancelling permits and reservations, and completing or refunding a sale transaction in the Camis solution. The Transaction Detail Report is designed to assist users when reviewing the transactions completed on a shift to confirm the recorded payments against the expected payments.

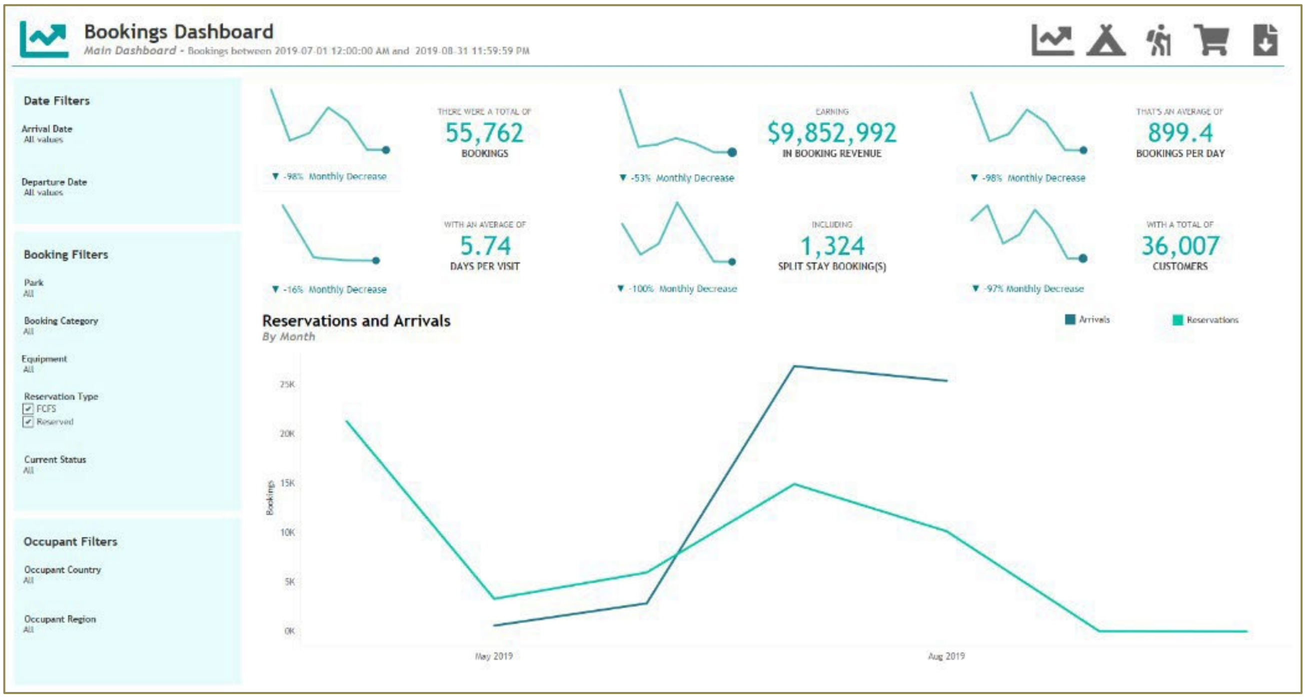
Advanced Reports

Advanced Reports are integrated into the application access and through a business intelligence reporting tool called Tableau. These reports are meant to visually represent data across an organization. Each report also comes with a dataset of the specific transactions or data that makes up the report so users can manipulate the data as needed. New Advanced Reports are added frequently and are easy to build and change.

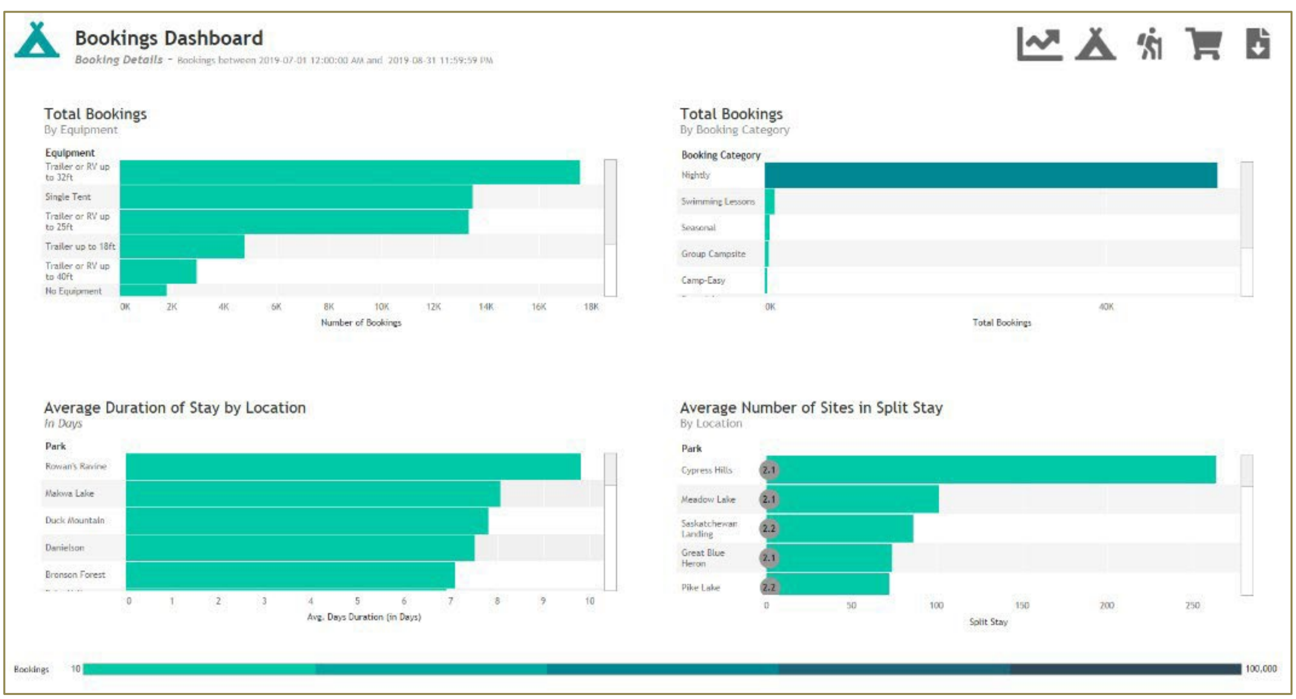
Bookings

The Bookings Dashboard is designed to provide you with a breakdown of how bookings are being made. It can be useful for investigating upcoming bookings for a specific park or booking category, reviewing profiles of bookings and general booking statistical and historical data. This Dashboard can be viewed in several different ways including Main, Booking Details, Customer Details, Transaction Details, and Dataset.

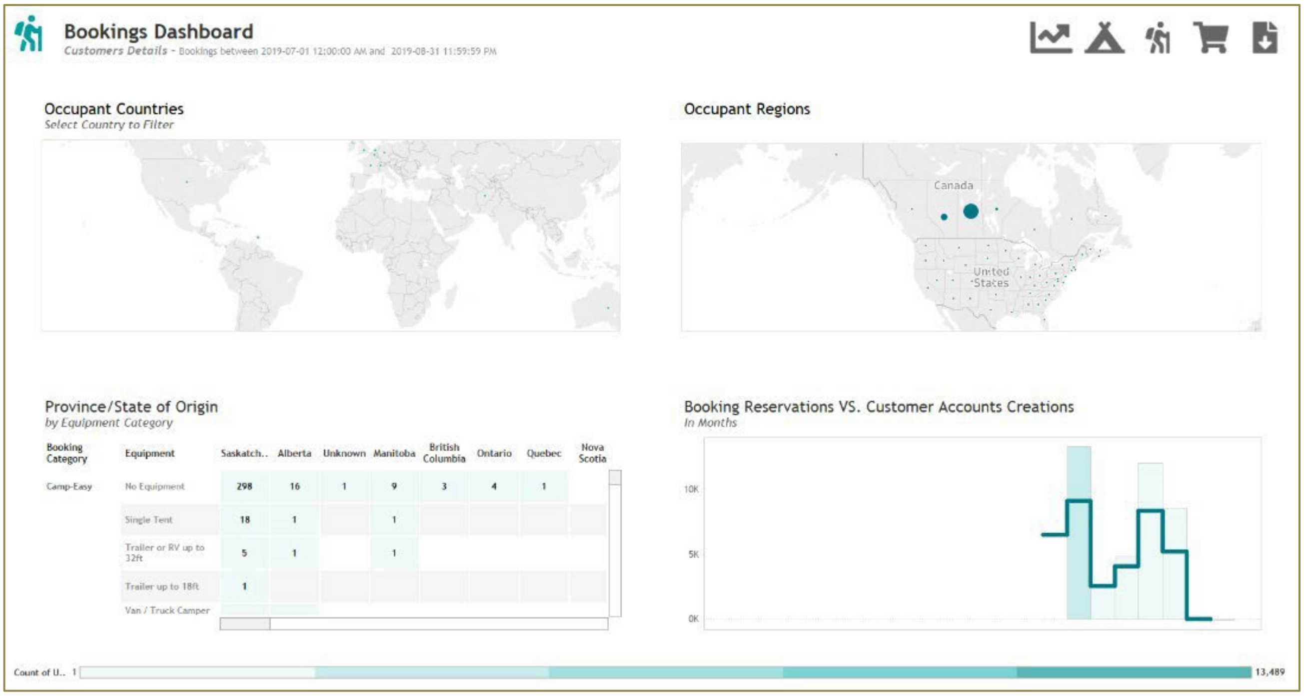
The Main Bookings Dashboard is intended to the overall trends of how bookings are being made. This Dashboard features several different filters including Date (Overlap Start and Overlap End), Booking (Park, Booking Category, Equipment, Reservation Type and Current Status) and Occupant (Occupant Country and Occupant Region).



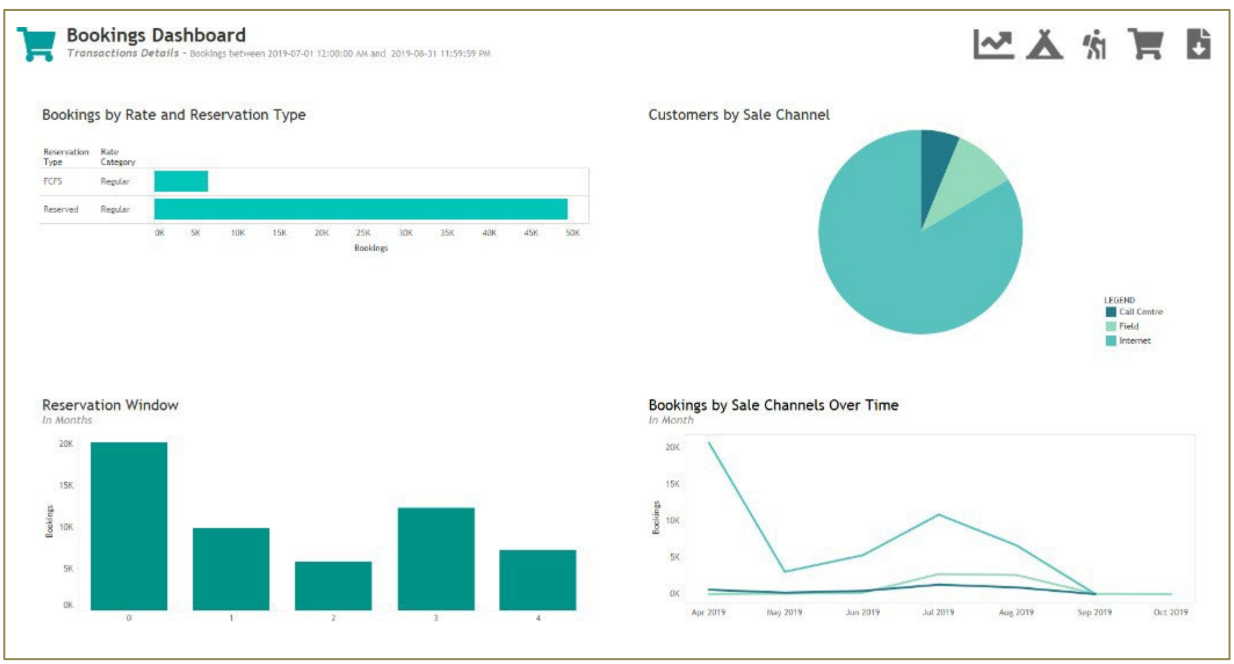
The Booking Details Dashboard will show Total Bookings by Equipment and Booking Category along with Average Duration of Stay by Location (in Days) and Average Number of Sites in Split Stay (by Location).



The Customer Details Dashboard will provide you with customer information and their reservation behavior.



Transaction Details will provide you with information on Booking by Rate and Reservation Type, Customer by Sale Channel, Reservation Window (In Months), and Bookings by Sales Channel Over Time (In Months).



The dataset view will provide you with the raw data that makes up the Bookings Dashboard.

Customer Sales Trends

The Customer Sales Trends Dashboard is designed to analyze the seven day rolling sales data compared to last year. This Dashboard can be viewed in several different ways including Main, Booking Details, Sale Details, and Dataset.

The Main Dashboard is intended to show the dollar value of transactions processed on that date and considers both booking and sales data. In this view, data can be filtered by Type (sales and/or booking), Park, Category, Booking Status, Attribute, Rate Category, Sale Channel, Customer Region, and Customer is Occupant?.

The Booking Details Dashboard will provide you with booking and customer data over the seven days. This dashboard can be filtered by Park, Resource Category, Attribute, Rate Category, Customer Region, Booking Status, Sale Channel, and Customer is Occupant?.

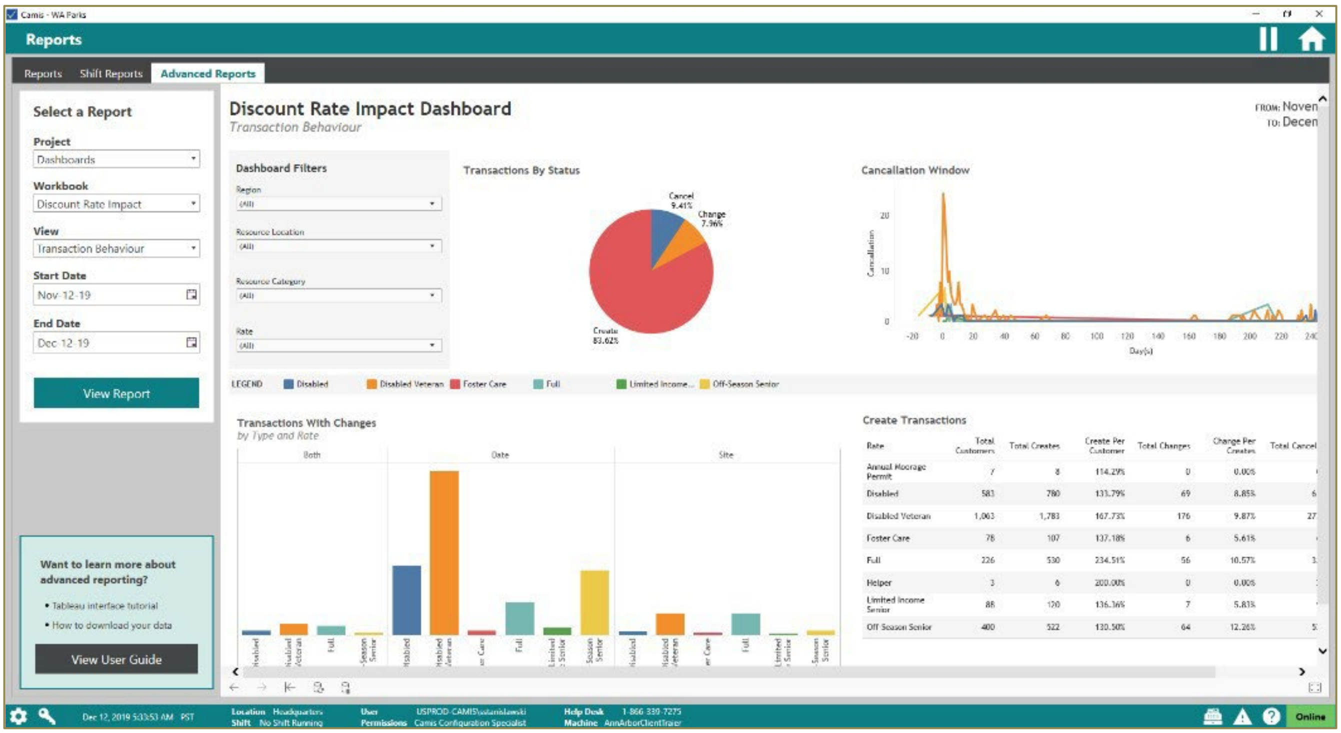
The Sale Details Dashboard with provide you with data on sales made within those seven days and can be filtered by Park, Category, and Sale Channel.

The Dataset view will provide you with the raw data that makes up the dashboard. Dataset can be filtered by Type, Park, Resource Category, Booking Status, Attribute, Rate Category, Sale Channel, Customer Region, Customer is Occupant?, and Customer Status.

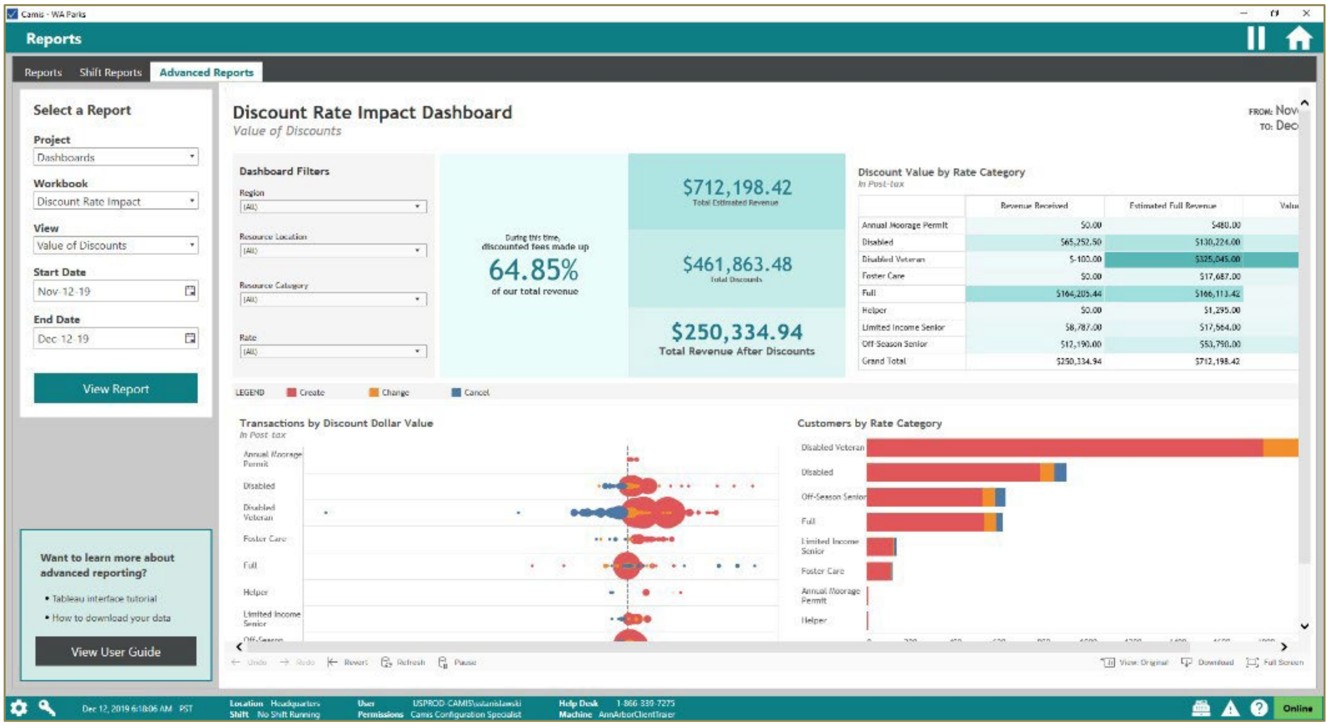
Discount Rate Impact

The Discount Rate Impact Dashboard is designed to provide information on the impact and behavior of customers who utilize discounted rates. This Dashboard contains two views, Transaction Behavior and Value of Discounts. This dashboard also allows you to filter results in both views by Region, Resource Location, Resource Category, and Rate.

The Transaction Behavior view is intended to visualize the behavior of customers who leverage discount rates. This view will consider the type of change, number of customers by rate category, the number/percentage of create/change/cancel transactions, and the average number of days in advance cancellations are done.

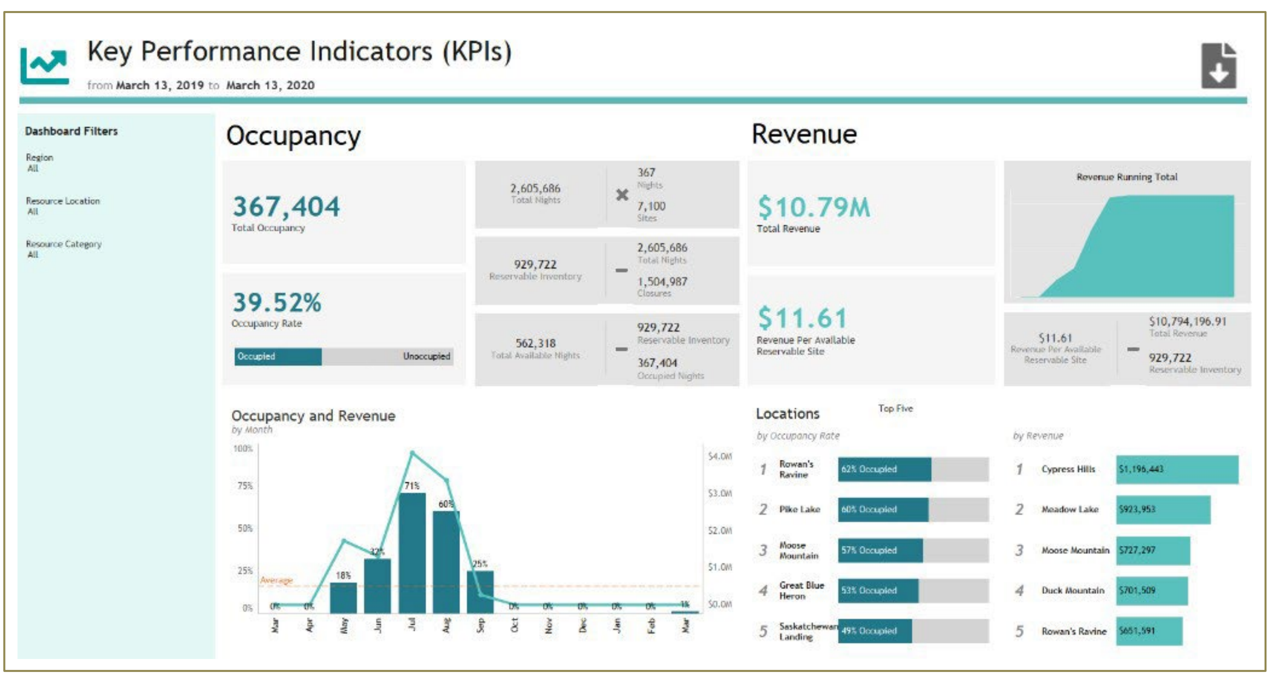


The Value of Discounts view will display the estimated impact of discounts on revenue by rate category. This view will consider revenue received by rate category, provide a summary by rate category of customers, bookings, changes, and cancellations along with some high-level metrics.

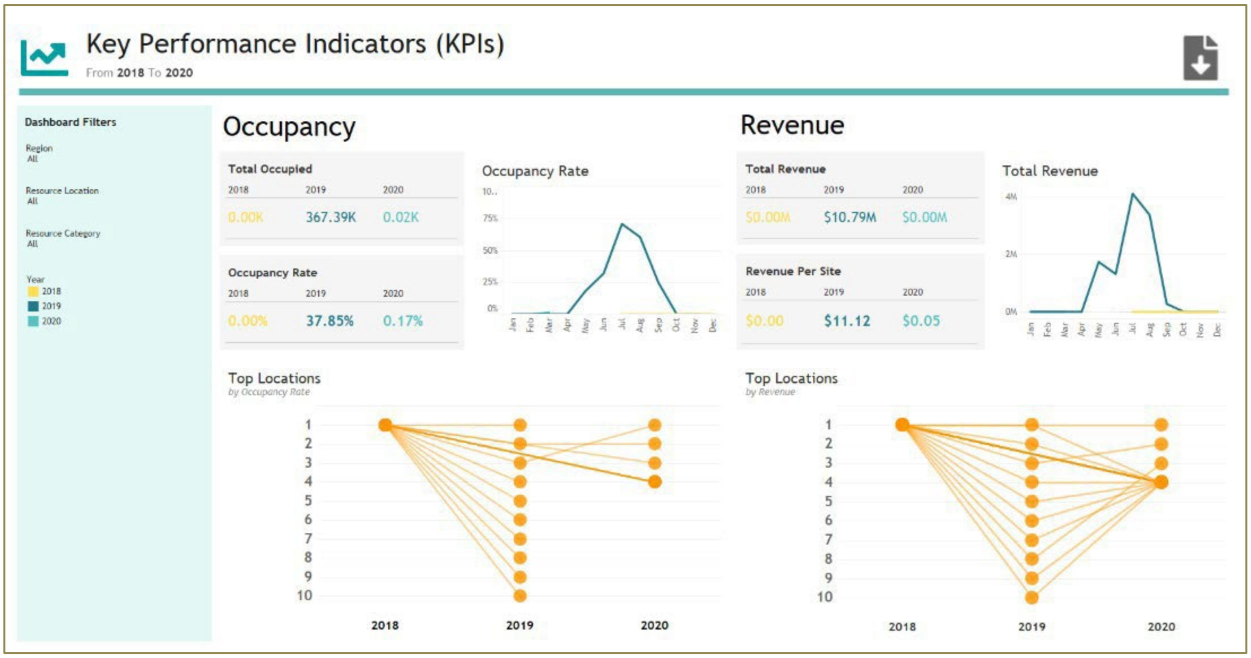


Key Performance Indicators (KPIs) Dashboard

The KPIs Dashboard is designed to provide a detailed analysis of Occupancy and Revenue within your organization and can be filtered down to one or many parks. This dashboard can be viewed in several different ways including Annual, Date Specific, Comparative Trends, Day Trends, Dataset, and By Year Dataset.



Comparative Trends will show three-year annual trend data for KPIs, including this year and the previous two.

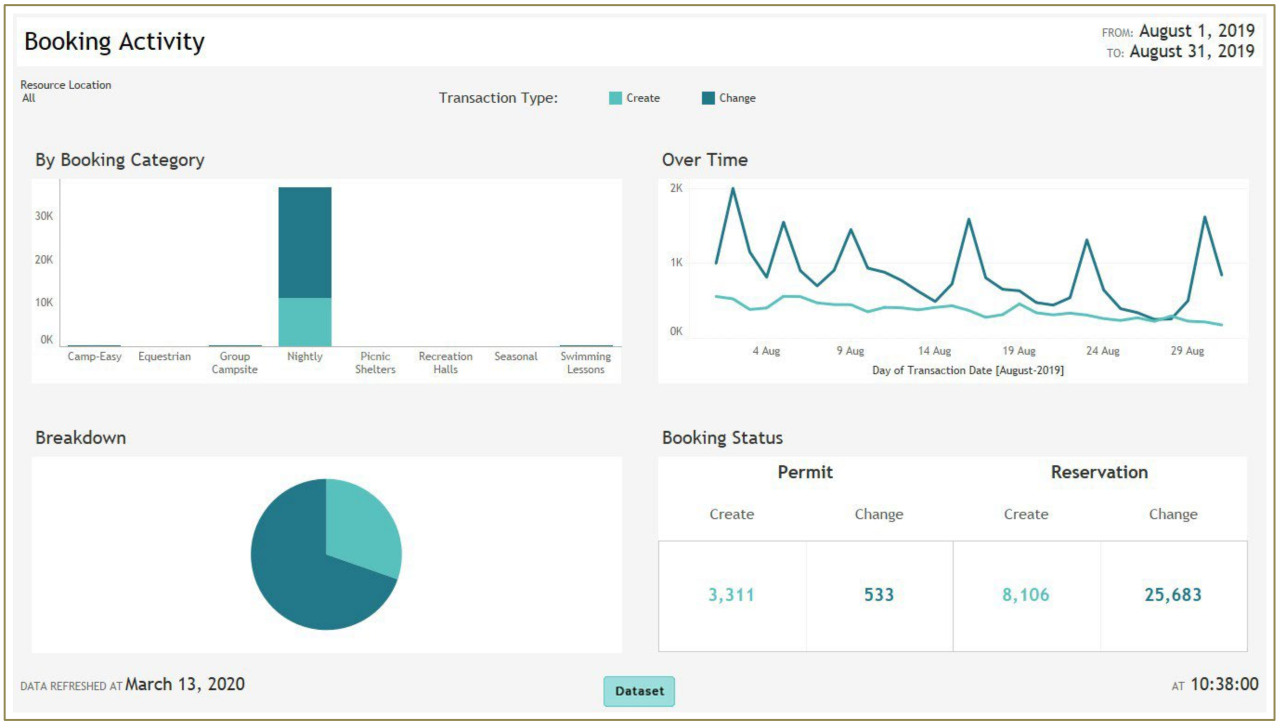


Day Trends will show you KPIs for a single day compared to past years. Day Trends, Comparative Trends, Date Specific, and Annual views also give you the ability to filter data by Region, Resource Location, and Resource Category to further refine your reports.

Like Date Specific, you can choose the Start Date and End Date in Dataset and By Year Dataset views. These views will provide you with a dataset view, or the raw data that makes up the dashboard.

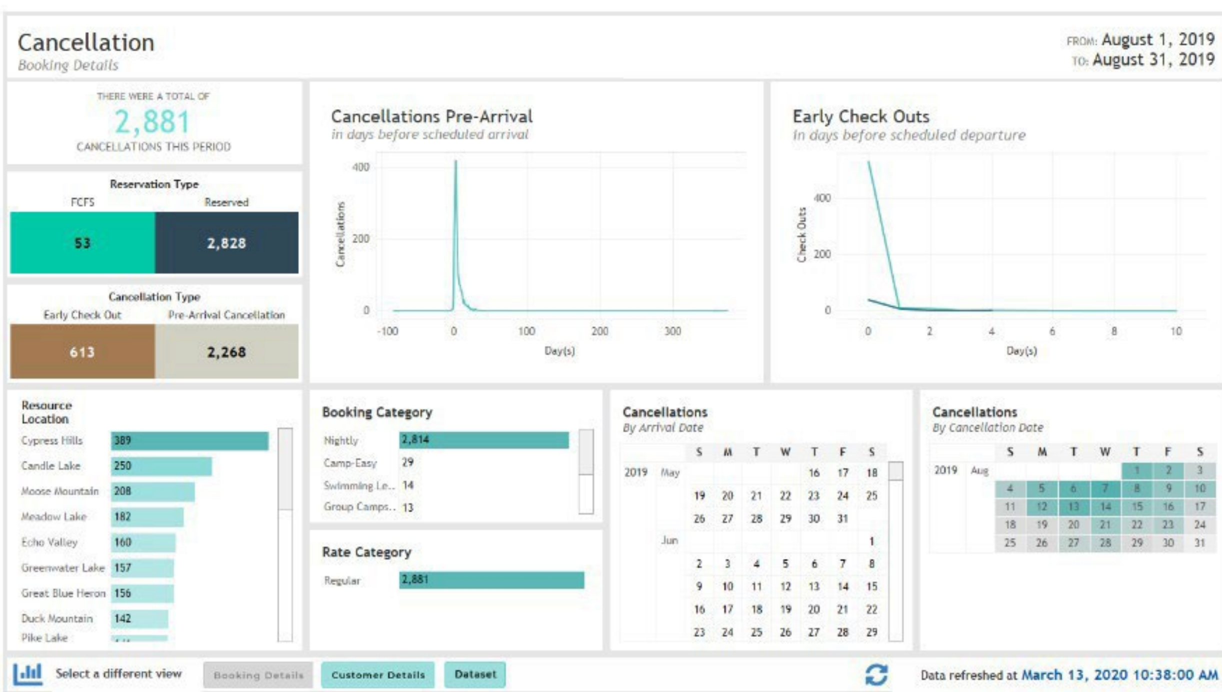
Booking Activity

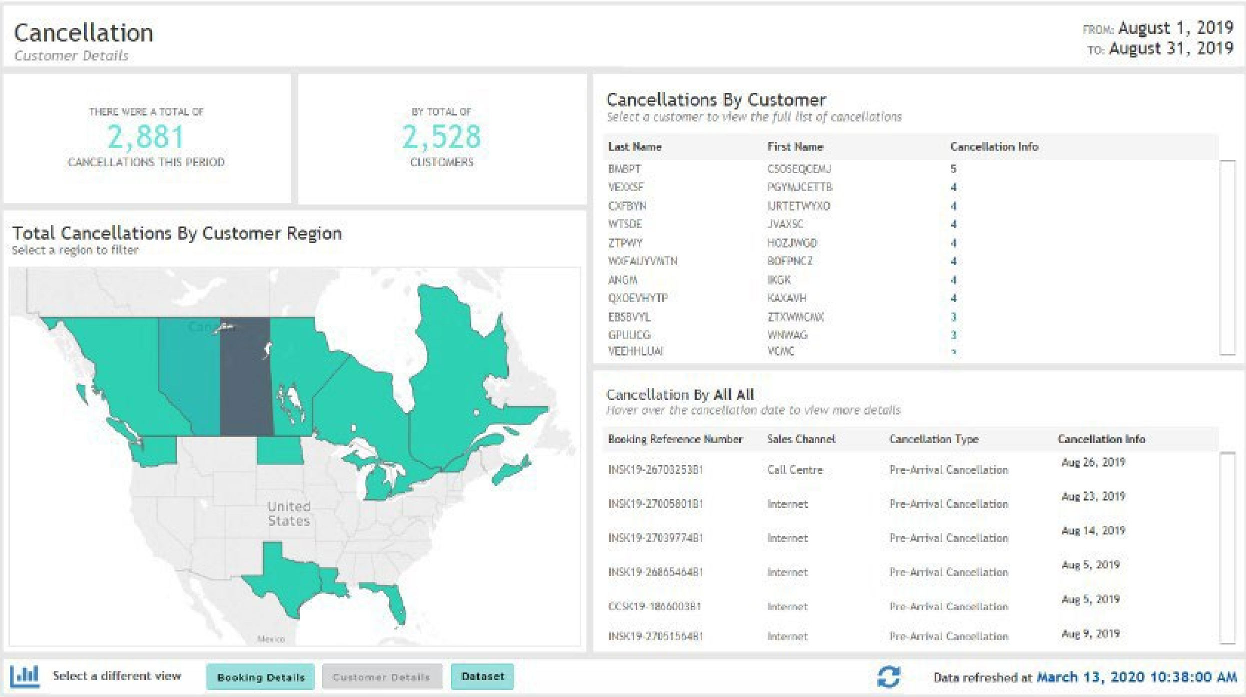
This report is designed to show booking/permit details based on create and change transaction dates and can be filtered by Resource Location.



Cancellation

This report is designed to track the volume of cancellations, how close to the arrival date they are cancelled, and identify trends in cancellations.



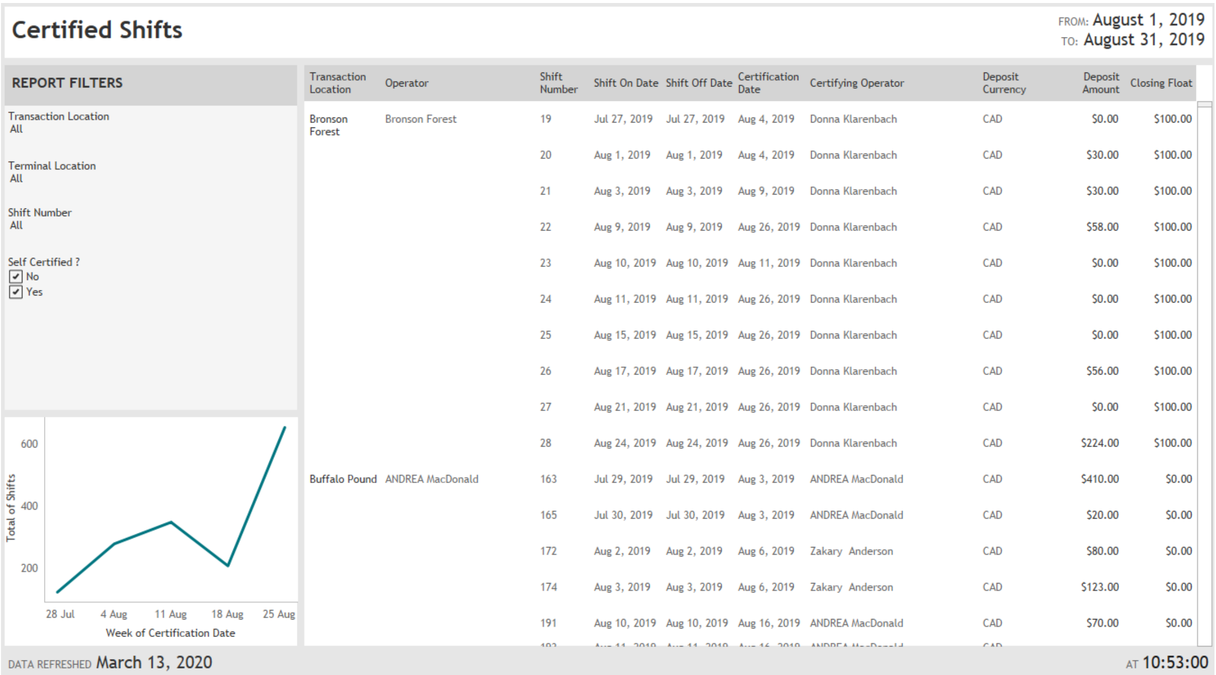


Last Name	First Name	Cancellation Info
BMBPT	CSOSEQCEMJ	5
VEXXSF	PGYMJCETTB	4
CXFBYN	IJRTETWYXO	4
WTSDE	JVAXSC	4
ZTPWY	HOZJWGD	4
WXFAUYVMTN	BOFPNCZ	4
ANGM	IKGK	4
QXOEVHYTP	KAXAVH	4
EBSBVYL	ZTXWMCMX	3
GPUUCG	WNWAG	3
VEEHHLUAI	VCMC	[illegible]

Booking Reference Number	Sales Channel	Cancellation Type	Cancellation Info
INSK19-26703253B1	Call Centre	Pre-Arrival Cancellation	Aug 26, 2019
INSK19-27005801B1	Internet	Pre-Arrival Cancellation	Aug 23, 2019
INSK19-27039774B1	Internet	Pre-Arrival Cancellation	Aug 14, 2019
INSK19-26865464B1	Internet	Pre-Arrival Cancellation	Aug 5, 2019
CCSK19-1866003B1	Internet	Pre-Arrival Cancellation	Aug 5, 2019
INSK19-27051564B1	Internet	Pre-Arrival Cancellation	Aug 9, 2019

Certified Shifts

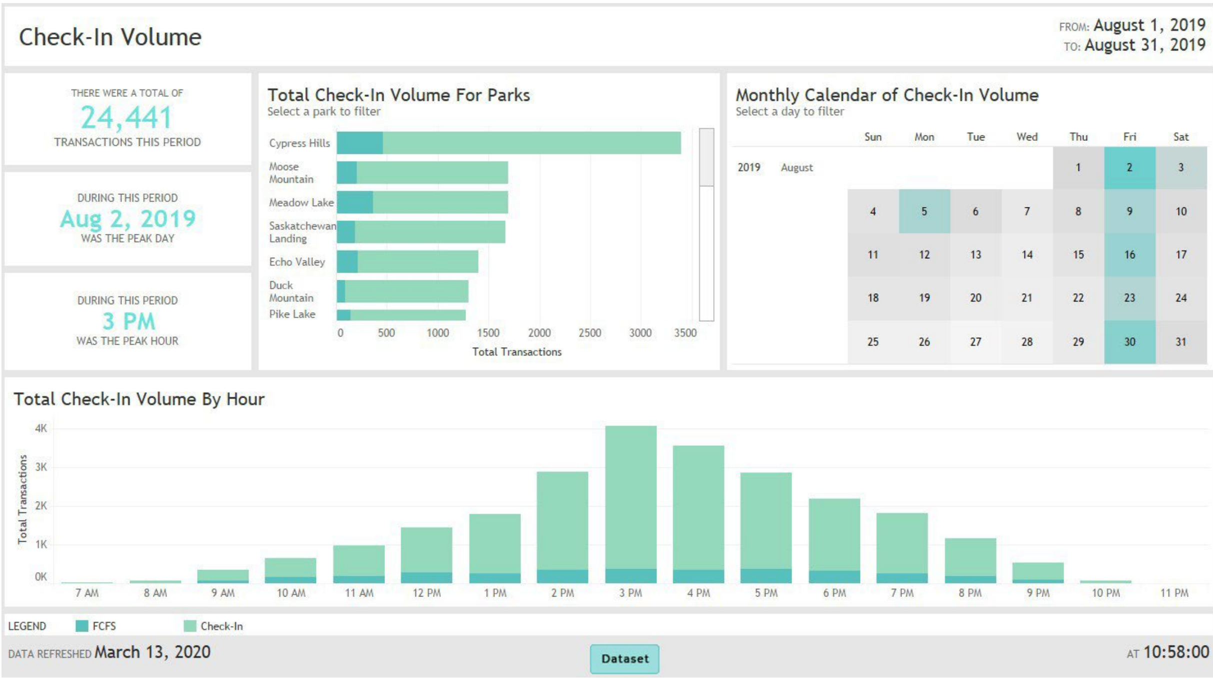
This report will show all shifts that have been certified between the **Start Date** and **End Date**. The report can be filtered by Transaction Location, Terminal Location, Shift Number, and if the shift was Self Certified.



Transaction Location	Operator	Shift Number	Shift On Date	Shift Off Date	Certification Date	Certifying Operator	Deposit Currency	Deposit Amount	Closing Float
Bronson Forest	Bronson Forest	19	Jul 27, 2019	Jul 27, 2019	Aug 4, 2019	Donna Klarenbach	CAD	$0.00	$100.00
		20	Aug 1, 2019	Aug 1, 2019	Aug 4, 2019	Donna Klarenbach	CAD	$30.00	$100.00
		21	Aug 3, 2019	Aug 3, 2019	Aug 9, 2019	Donna Klarenbach	CAD	$30.00	$100.00
		22	Aug 9, 2019	Aug 9, 2019	Aug 26, 2019	Donna Klarenbach	CAD	$58.00	$100.00
		23	Aug 10, 2019	Aug 10, 2019	Aug 11, 2019	Donna Klarenbach	CAD	$0.00	$100.00
		24	Aug 11, 2019	Aug 11, 2019	Aug 26, 2019	Donna Klarenbach	CAD	$0.00	$100.00
		25	Aug 15, 2019	Aug 15, 2019	Aug 26, 2019	Donna Klarenbach	CAD	$0.00	$100.00
		26	Aug 17, 2019	Aug 17, 2019	Aug 26, 2019	Donna Klarenbach	CAD	$56.00	$100.00
		27	Aug 21, 2019	Aug 21, 2019	Aug 26, 2019	Donna Klarenbach	CAD	$0.00	$100.00
		28	Aug 24, 2019	Aug 24, 2019	Aug 26, 2019	Donna Klarenbach	CAD	$224.00	$100.00
Buffalo Pound	ANDREA MacDonald	163	Jul 29, 2019	Jul 29, 2019	Aug 3, 2019	ANDREA MacDonald	CAD	$410.00	$0.00
		165	Jul 30, 2019	Jul 30, 2019	Aug 3, 2019	ANDREA MacDonald	CAD	$20.00	$0.00
		172	Aug 2, 2019	Aug 2, 2019	Aug 6, 2019	Zakary Anderson	CAD	$80.00	$0.00
		174	Aug 3, 2019	Aug 3, 2019	Aug 6, 2019	Zakary Anderson	CAD	$123.00	$0.00
		191	Aug 10, 2019	Aug 10, 2019	Aug 16, 2019	ANDREA MacDonald	CAD	$70.00	$0.00

Check-In Volume

This report is intended to help users visualize check-in volumes. It can be filtered by park and day to show check-in volume by hour.



Completed Bank Deposits

This report is designed to allow users to see the details of all bank deposits completed across the organization. This includes filters for Transaction Location, Program, and Fiscal Year.

Completed Bank Deposits

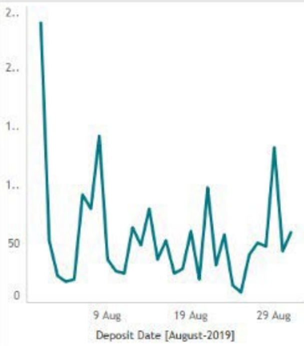
FROM: August 1, 2019
TO: August 31, 2019

REPORT FILTERS

Transaction Location
All

Program
All

Fiscal Year
All



Terminal Location	Deposit Date	Deposit Number	Slip Number	Operator	Deposit Currency	Deposit Amount	Cash Discrepancy Amount	Gain Loss On Exchange Amount	S
Blackstrap	August 6, 2019	97		Barb Kowaliuk	CAD	$340.00	0	0	9
		98		Barb Kowaliuk	CAD	$417.00	0	0	9
		99		Barb Kowaliuk	CAD	$422.00	0	0	1
		100		Barb Kowaliuk	CAD	$455.00	0	0	1
		101		Barb Kowaliuk	CAD	$492.00	0	0	1
		102		Barb Kowaliuk	CAD	$962.00	0	0	1
		103		Barb Kowaliuk	CAD	$1,386.00	0	0	1
		104		Barb Kowaliuk	CAD	$1,630.00	0	0	1
		105		Barb Kowaliuk	CAD	$1,661.00	0	0	1
	August 12, 2019	106		Barb Kowaliuk	CAD	$110.00	0	0	1
		107		Barb Kowaliuk	CAD	$180.00	0	0	1
		108		Barb Kowaliuk	CAD	$415.00	0	0	1
	August 13, 2019	109		Barb Kowaliuk	CAD	$644.00	0	0	1
		110		Barb Kowaliuk	CAD	$835.00	0	0	1
		111		Barb Kowaliuk	CAD	$510.00	0	0	1
		112		Barb Kowaliuk	CAD	$70.00	0	0	1
	August 14, 2019	113		Barb Kowaliuk	CAD	$72.00	0	0	1
		114		Barb Kowaliuk	CAD	$120.00	0	0	1
	August 15, 2019	116		Barb Kowaliuk	CAD	$310.00	0	0	1
	August 16, 2019	115		Barb Kowaliuk	CAD	$280.00	0	0	1
		117		Barb Kowaliuk	CAD	$450.00	0	0	1
	August 17, 2019	118		Barb Kowaliuk	CAD	$290.00	0	0	1
	August 18, 2019	119		Barb Kowaliuk	CAD	$542.00	0	0	1
	August 21, 2019	120		Barb Kowaliuk	CAD	$260.00	0	0	1
		121		Barb Kowaliuk	CAD	$196.00	0	0	1
	August 26, 2019	122		Barb Kowaliuk	CAD	$260.00	0	0	1
		123		Barb Kowaliuk	CAD	$172.00	0	0	1
		124		Barb Kowaliuk	CAD	$494.00	0	0	1
		125		Barb Kowaliuk	CAD	$952.00	0	0	1
Bronson Forest	August 1, 2019	20		Donna Klarenbach	CAD	$30.00	0	0	2

DATA REFRESHED March 13, 2020 AT 01:53:00

Contact List

This report provides a breakdown of all customer contact information within the selected date range. This report has a Summary view, which can be filtered by Resource Location, Booking Category, Booking Status, Customer Contact Consented, and Closure Conflicts and Details view.

Contact List

FROM: August 1, 2019
TO: August 31, 2019

REPORT FILTERS

Resource Location
All

Booking Category
All

Booking Status
All

Customer Contact Consented
☑ No
☑ Yes

Closure Conflicts
☑ No
☑ Yes

To apply these filters on the details view please press the "view complete dataset" button

VIEW COMPLETE DATASET

SUMMARY
by E-mail

Resource Location	Booking Reference Number	Booking Dates	Booking Status	Customer Name	Customer Email	Occupant Name	Occupant Email	Resource Name
Blackstrap	BLSK19-102008B1	FROM: 2019-08-01 TO: 2019-08-02	Registered	YUPV UBBZEFLRN	trashbin@camis...	YUPV UBBZEFLRN	trashbin@camis.c..	116
	BLSK19-102070B1	FROM: 2019-08-01 TO: 2019-08-02	Registered	LPYP QDBJU	trashbin@camis...	LPYP QDBJU	trashbin@camis.c..	212
	BLSK19-103081B1	FROM: 2019-08-04 TO: 2019-08-08	Registered	FVHZT GUYGOPIT	trashbin@camis...	FVHZT GUYGOPIT	trashbin@camis.c..	339
	BLSK19-103082B1	FROM: 2019-08-03 TO: 2019-08-05	Registered	ENFAVGU PWSDHVK	trashbin@camis...	ENFAVGU PWSDHVK	trashbin@camis.c..	304
	BLSK19-103195B1	FROM: 2019-08-02 TO: 2019-08-03	Registered	OZLDTDCY HOAOPIJ	trashbin@camis...	OZLDTDCY HOAOPIJ	trashbin@camis.c..	13

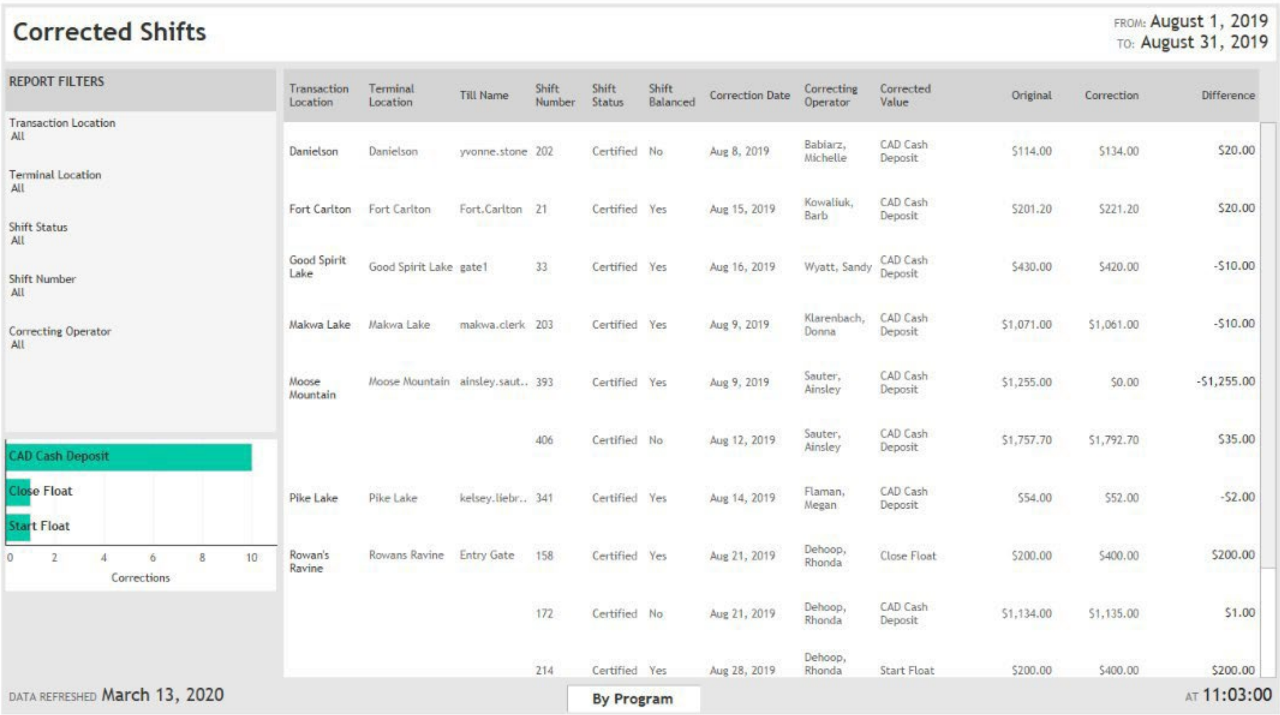
SUMMARY
by mailing address

Resource Location	Booking Reference Number	Booking Dates	Booking Status	Customer Name	Customer Phone Number	Occupant Name	Occupant Phone Number	Resource Name
Blackstrap	BLSK19-102008B1	FROM: 2019-08-01 TO: 2019-08-02	Registered	YUPV UBBZEFLRN	3836810861	YUPV UBBZEFLRN	3836810861	116
	BLSK19-102070B1	FROM: 2019-08-01 TO: 2019-08-02	Registered	LPYP QDBJU	4759188592	LPYP QDBJU	4759188592	212
	BLSK19-103081B1	FROM: 2019-08-04 TO: 2019-08-08	Registered	FVHZT GUYGOPIT	8953692889	FVHZT GUYGOPIT	8953692889	339
	BLSK19-103082B1	FROM: 2019-08-03 TO: 2019-08-05	Registered	ENFAVGU PWSDHVK	5711848355	ENFAVGU PWSDHVK	5711848355	304
	BLSK19-103195B1	FROM: 2019-08-02 TO: 2019-08-03	Registered	OZLDTDCY HOAOPIJ	3211082079	OZLDTDCY HOAOPIJ	3211082079	13

DATA REFRESHED March 13, 2020 AT 10:58:00

Corrected Shifts

This report is designed to users view the details of corrected shifts by time period or shift number. This report has a Main View and By Program View.


Corrected Shifts

FROM: August 1, 2019
TO: August 31, 2019

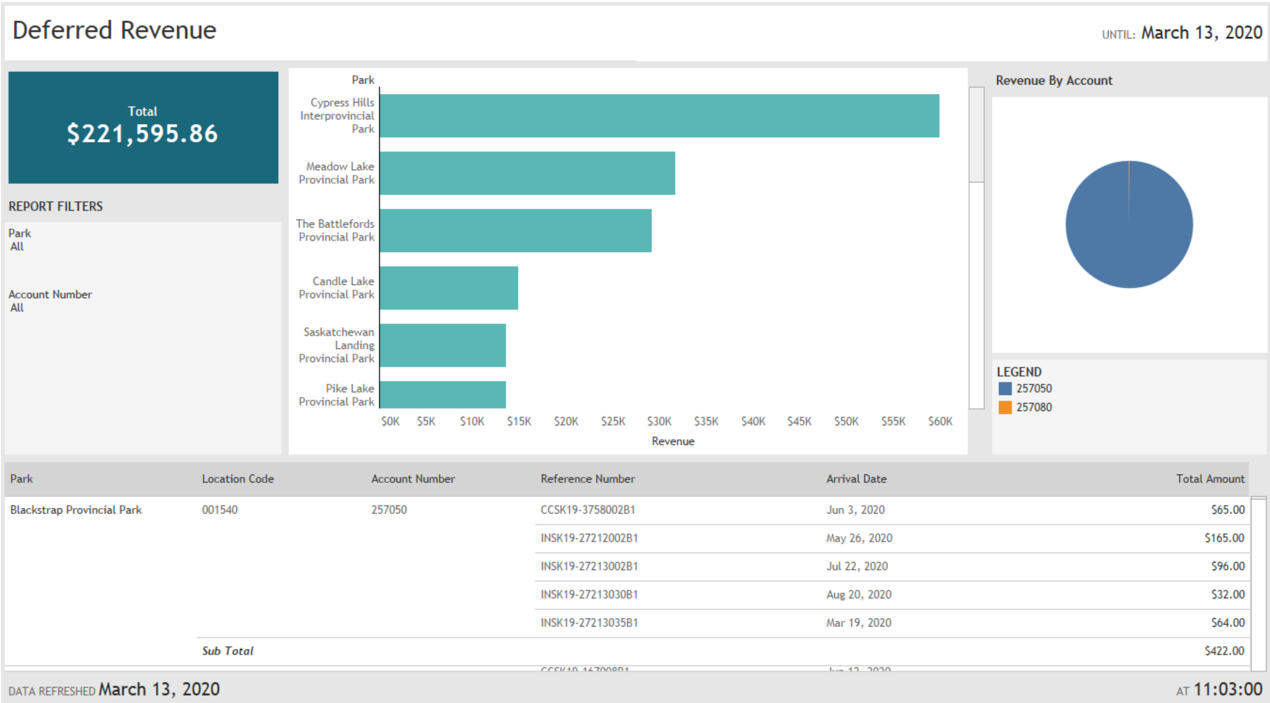
REPORT FILTERS
Transaction Location
All
Terminal Location
All
Shift Status
All
Shift Number
All
Correcting Operator
All

Transaction Location	Terminal Location	Till Name	Shift Number	Shift Status	Shift Balanced	Correction Date	Correcting Operator	Corrected Value	Original	Correction	Difference
Danielson	Danielson	yvonne.stone	202	Certified	No	Aug 8, 2019	Babiarz, Michelle	CAD Cash Deposit	$114.00	$134.00	$20.00
Fort Carlton	Fort Carlton	Fort.Carlton	21	Certified	Yes	Aug 15, 2019	Kowaliuk, Barb	CAD Cash Deposit	$201.20	$221.20	$20.00
Good Spirit Lake	Good Spirit Lake	gate1	33	Certified	Yes	Aug 16, 2019	Wyatt, Sandy	CAD Cash Deposit	$430.00	$420.00	-$10.00
Makwa Lake	Makwa Lake	makwa.clerk	203	Certified	Yes	Aug 9, 2019	Klarenbach, Donna	CAD Cash Deposit	$1,071.00	$1,061.00	-$10.00
Moose Mountain	Moose Mountain	ainsley.saut..	393	Certified	Yes	Aug 9, 2019	Sauter, Ainsley	CAD Cash Deposit	$1,255.00	$0.00	-$1,255.00
			406	Certified	No	Aug 12, 2019	Sauter, Ainsley	CAD Cash Deposit	$1,757.70	$1,792.70	$35.00
Pike Lake	Pike Lake	kelsey.liebr..	341	Certified	Yes	Aug 14, 2019	Flaman, Megan	CAD Cash Deposit	$54.00	$52.00	-$2.00
Rowan's Ravine	Rowans Ravine	Entry Gate	158	Certified	Yes	Aug 21, 2019	Dehoop, Rhonda	Close Float	$200.00	$400.00	$200.00
			172	Certified	No	Aug 21, 2019	Dehoop, Rhonda	CAD Cash Deposit	$1,134.00	$1,135.00	$1.00
			214	Certified	Yes	Aug 28, 2019	Dehoop, Rhonda	Start Float	$200.00	$400.00	$200.00

DATA REFRESHED March 13, 2020 | By Program | AT 11:03:00

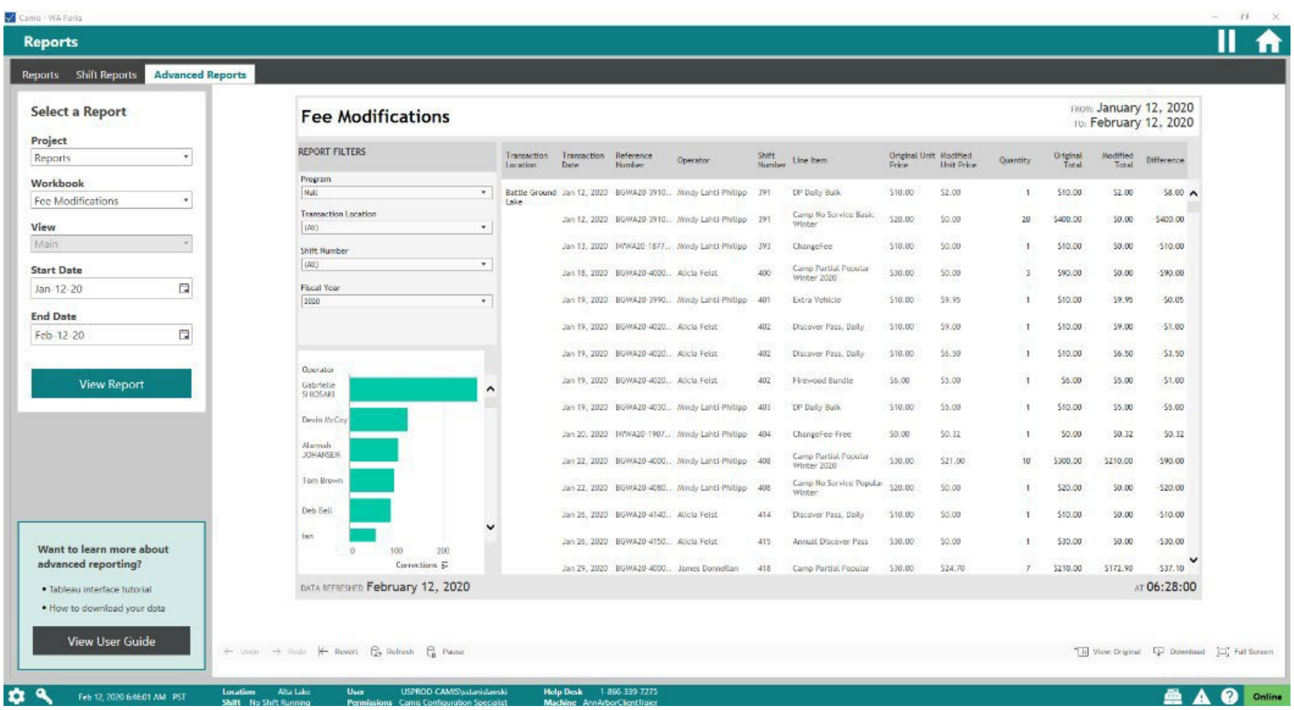
Deferred Revenue

This report will determine the deposit revenue as of a certain point in time by park and account, and aims to answer the question of how much money is in deposit accounts for each park or how much was in a deposit account as of a specific date.



Fee Modifications

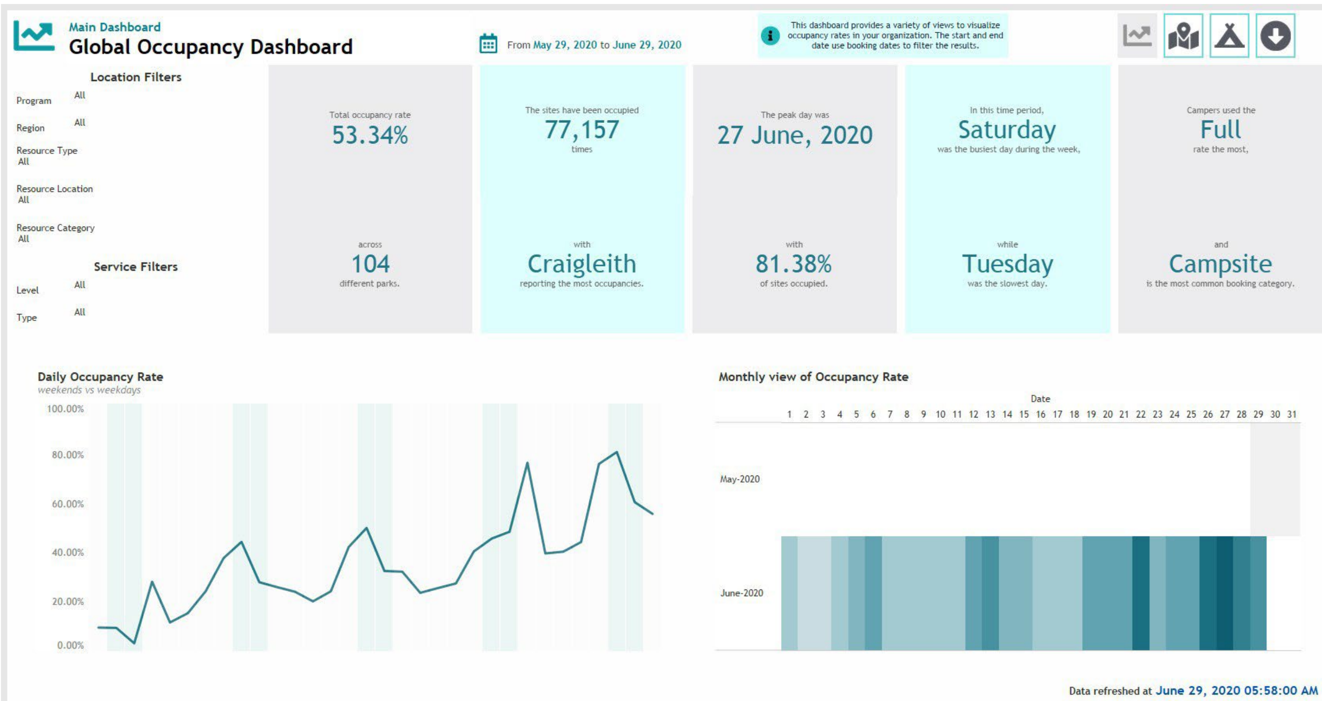
This report is designed for users to see all instances where a calculated fee value was modified by an operator. This is helpful for general monitoring and audit purposes.



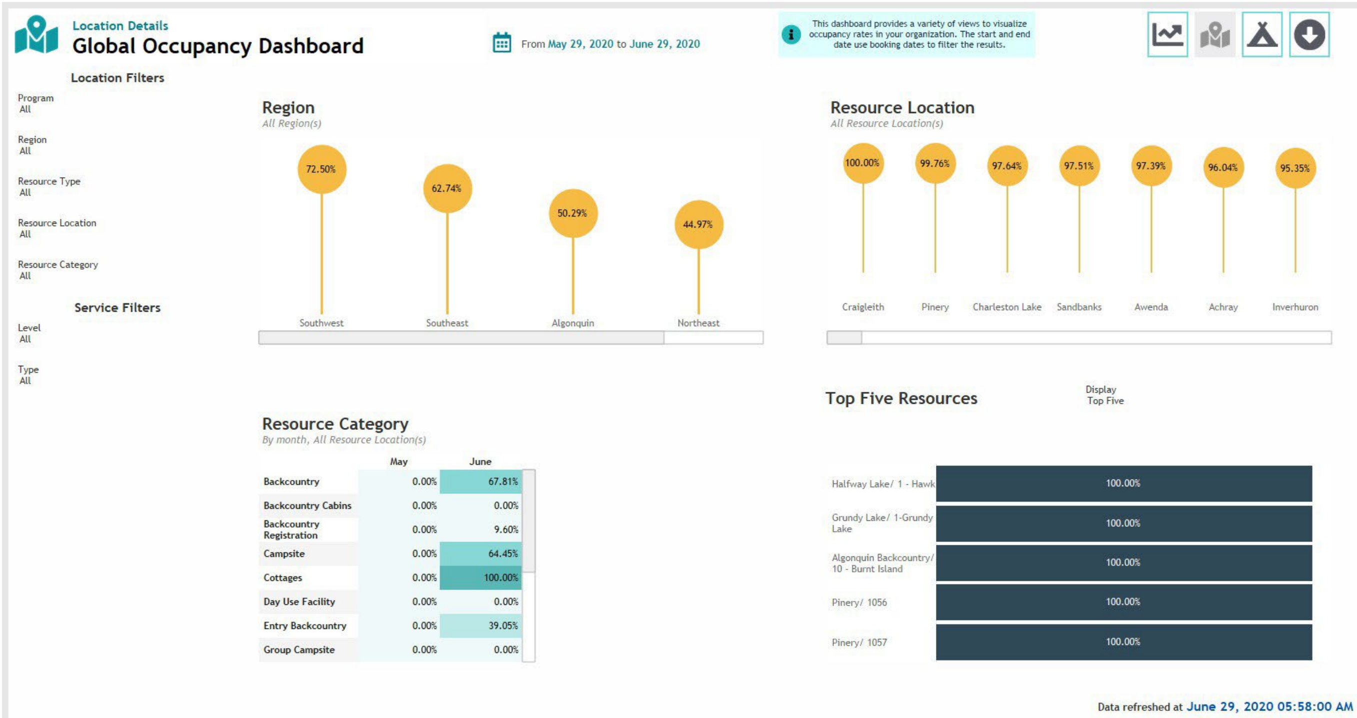
Global Occupancy

This report is designed to determine the allocations for all resources at all locations during a selected date range. This report can be viewed in several different ways: Main, Location Details, and Booking Details.

The Main view provides an overview of occupancy including the occupancy rate, number of sites occupied, and key data points including peak days and time periods. This view also provides a daily and monthly view of occupancy. This report can be filtered by Region, Resource Type, Resource Location, Resource Category, as well as Service Level and Service Type.



The Location Details view provides the same filters as the main view by breaks down information by region and by location.



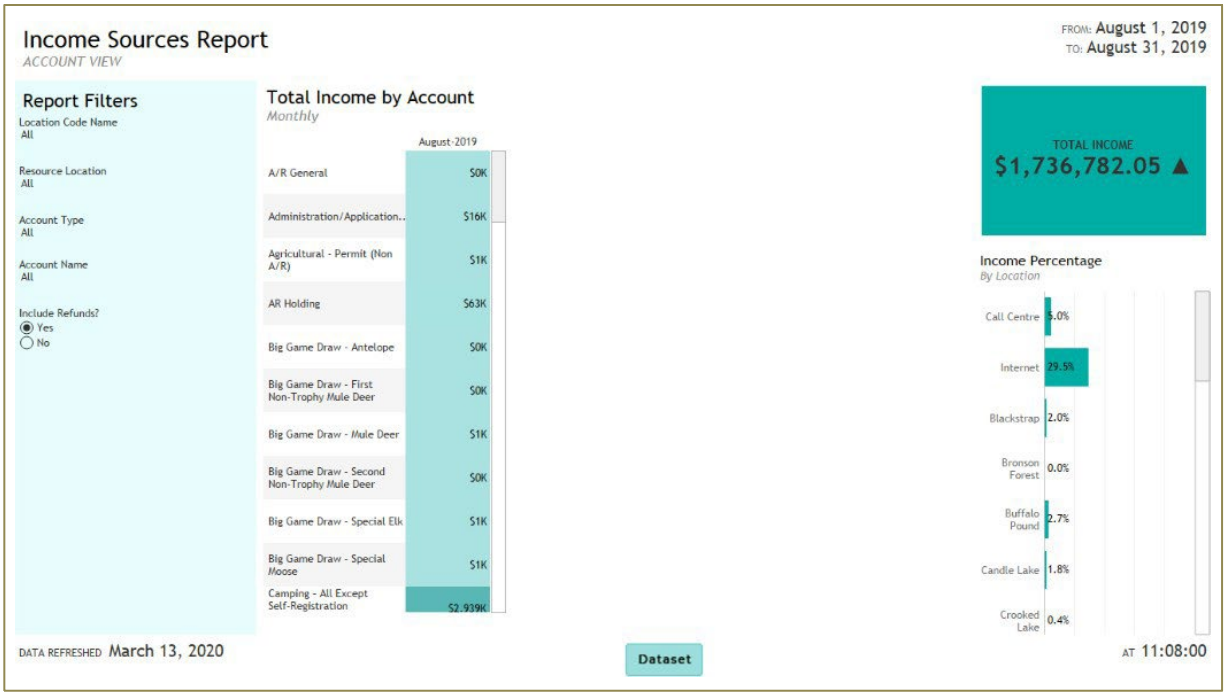
The Booking Details view provides a breakdown of occupancy by booking category and rate category. This view can also be filtered by program, region, resource type, resource location, and resource category as well as service level and type.

Income Distribution

This report is intended to aid in activity planning and revenue tracking and is commonly used to compare year-to-date revenue from year-to-year. Income Distribution aims to show how total income is distributed among accounts and resource locations.

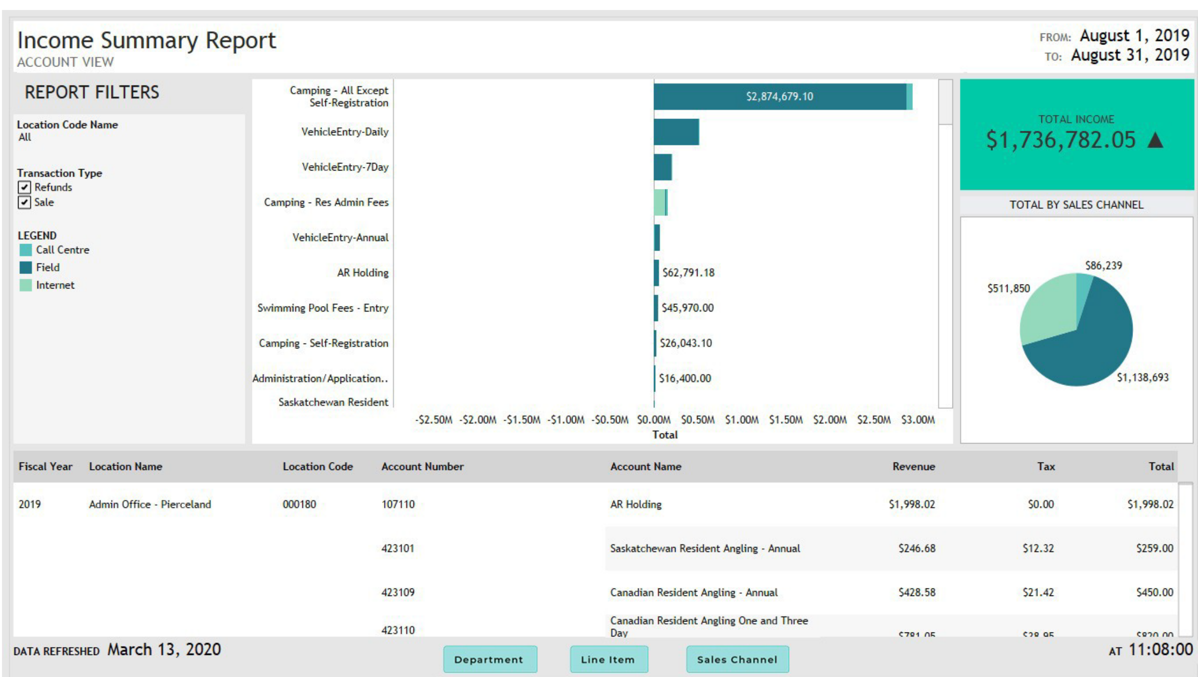
Income Sources

This report is designed to aid in activity planning and revenue tracking and is commonly used to compare year-to-date revenue from year-to-year. Income Sources aims to show where incoming revenue is coming from by Account, Line Item, Sub Account, and All Locations.



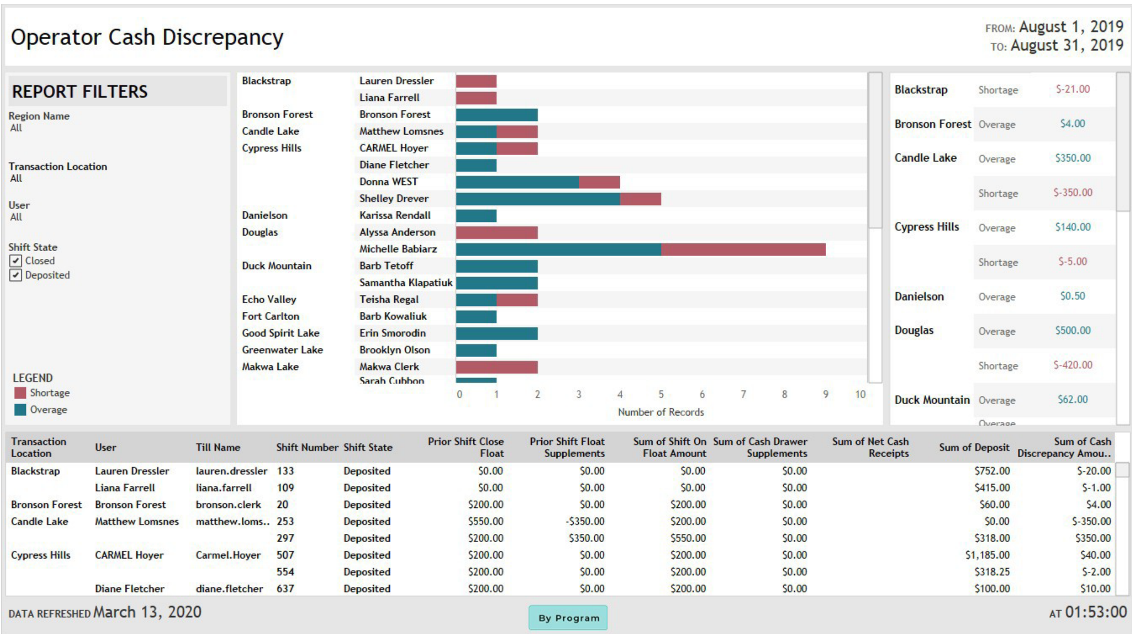
Income Summary

The purpose of this report is to help park and office staff reconcile revenue and sales taxes by revenue account, department, line item, or location. This will provide a global revenue view for payments issues in a given date range. These reports can be filtered by Location Code Name and Transaction Type.



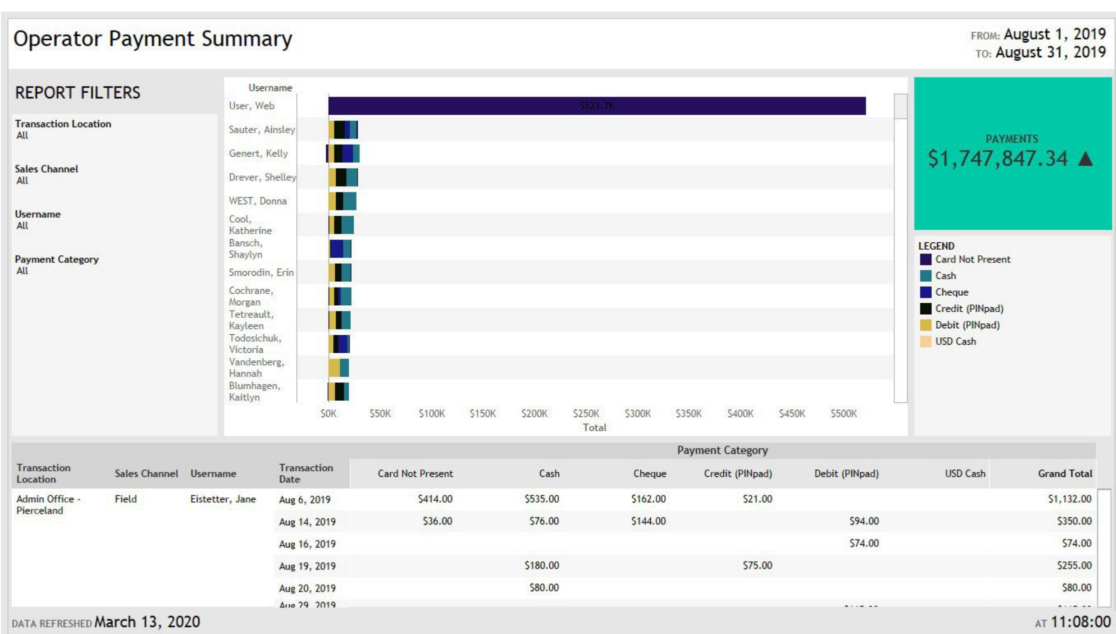
Operator Cash Discrepancy

This report highlights operators with cash drawer overages and shortages by date and shift and can be filtered by Region Name, Transaction Location, and Shift State (Certified, Closed, or Deposited). This report aims to show which locations and individuals have trouble leveling discrepancies.



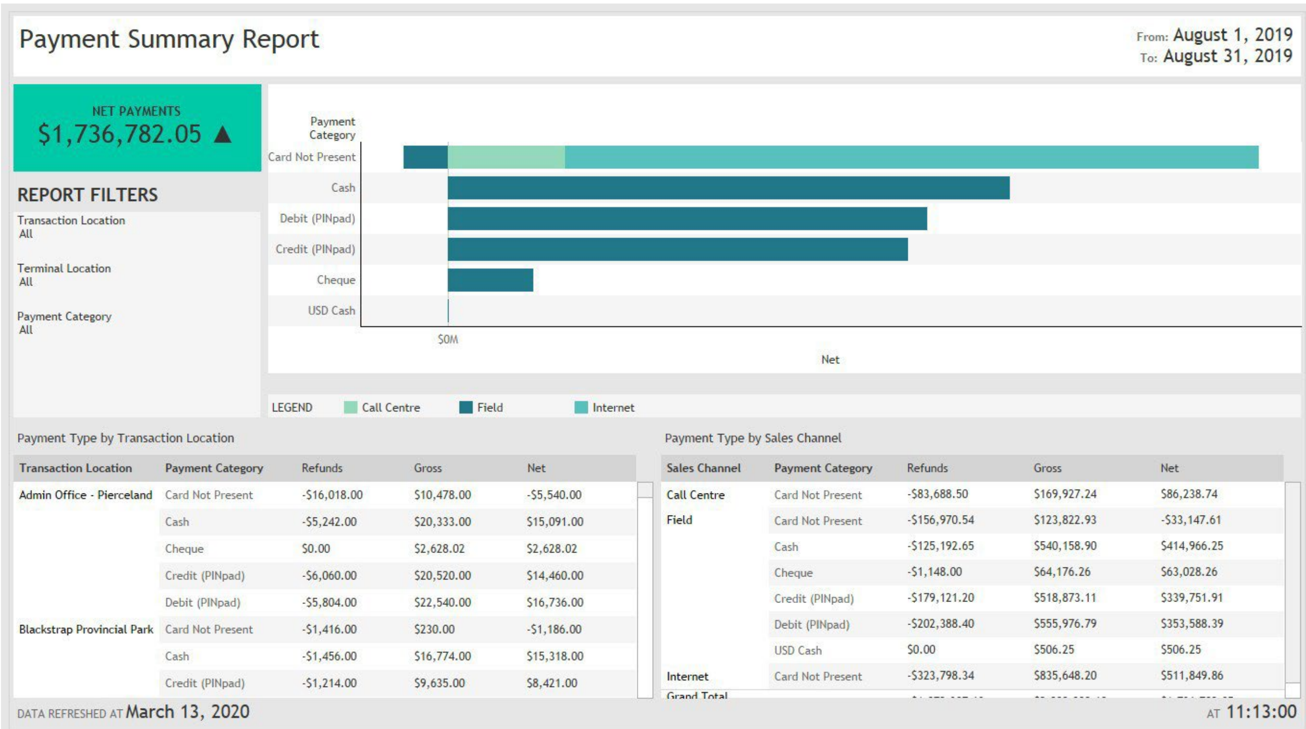
Operator Payment Summary

This report will provide a summary of sales transactions that occurred by operators and can be filtered by Transaction Location, Sales Channel, Username, or Payment Category.



Payment Summary

The purpose of this report is for park management and head office staff to be able to reconcile payment transactions by transaction location and payment type. It aims to show how all payments, refunds, and net payments are distributed by payment type and can be filtered by Transaction Location, Terminal Location, and Payment Category.



Payment Summary Report

From: August 1, 2019
To: August 31, 2019

NET PAYMENTS
$1,736,782.05 ▲

REPORT FILTERS

Transaction Location
All

Terminal Location
All

Payment Category
All

Payment Type by Transaction Location

Transaction Location	Payment Category	Refunds	Gross	Net
Admin Office - Pierceland	Card Not Present	-$16,018.00	$10,478.00	-$5,540.00
	Cash	-$5,242.00	$20,333.00	$15,091.00
	Cheque	$0.00	$2,628.02	$2,628.02
	Credit (PINpad)	-$6,060.00	$20,520.00	$14,460.00
	Debit (PINpad)	-$5,804.00	$22,540.00	$16,736.00
Blackstrap Provincial Park	Card Not Present	-$1,416.00	$230.00	-$1,186.00
	Cash	-$1,456.00	$16,774.00	$15,318.00
	Credit (PINpad)	-$1,214.00	$9,635.00	$8,421.00

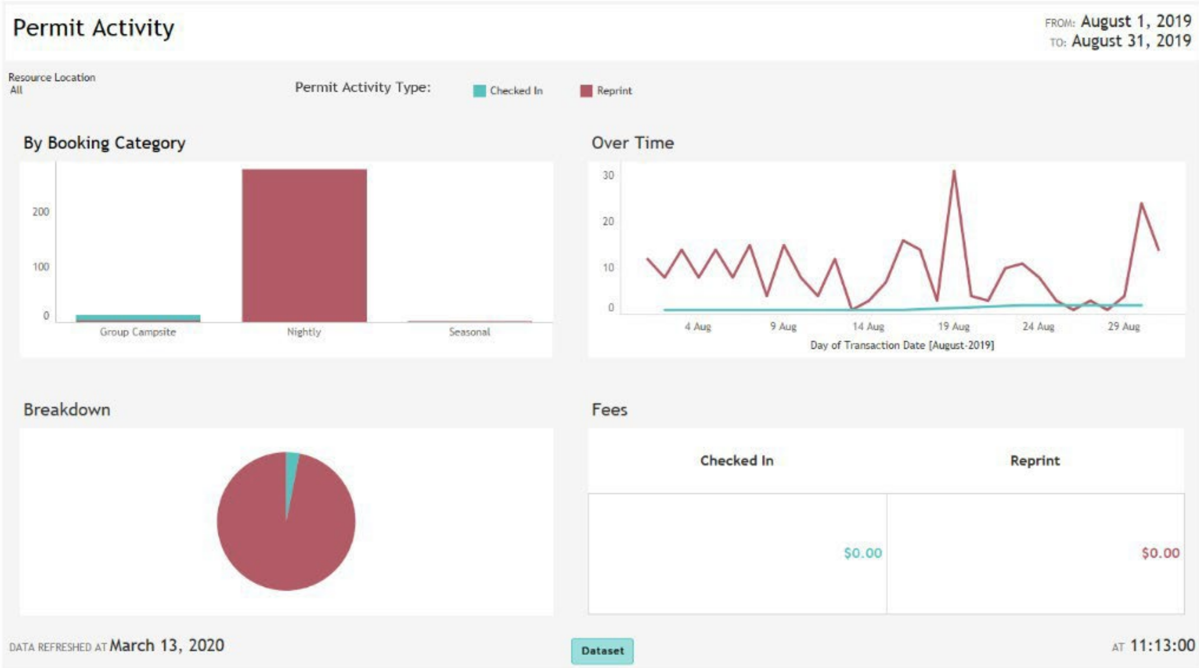
Payment Type by Sales Channel

Sales Channel	Payment Category	Refunds	Gross	Net
Call Centre	Card Not Present	-$83,688.50	$169,927.24	$86,238.74
Field	Card Not Present	-$156,970.54	$123,822.93	-$33,147.61
	Cash	-$125,192.65	$540,158.90	$414,966.25
	Cheque	-$1,148.00	$64,176.26	$63,028.26
	Credit (PINpad)	-$179,121.20	$518,873.11	$339,751.91
	Debit (PINpad)	-$202,388.40	$555,976.79	$353,588.39
	USD Cash	$0.00	$506.25	$506.25
Internet	Card Not Present	-$323,798.34	$835,648.20	$511,849.86
Grand Total		[illegible]	[illegible]	[illegible]

DATA REFRESHED AT March 13, 2020 AT 11:13:00

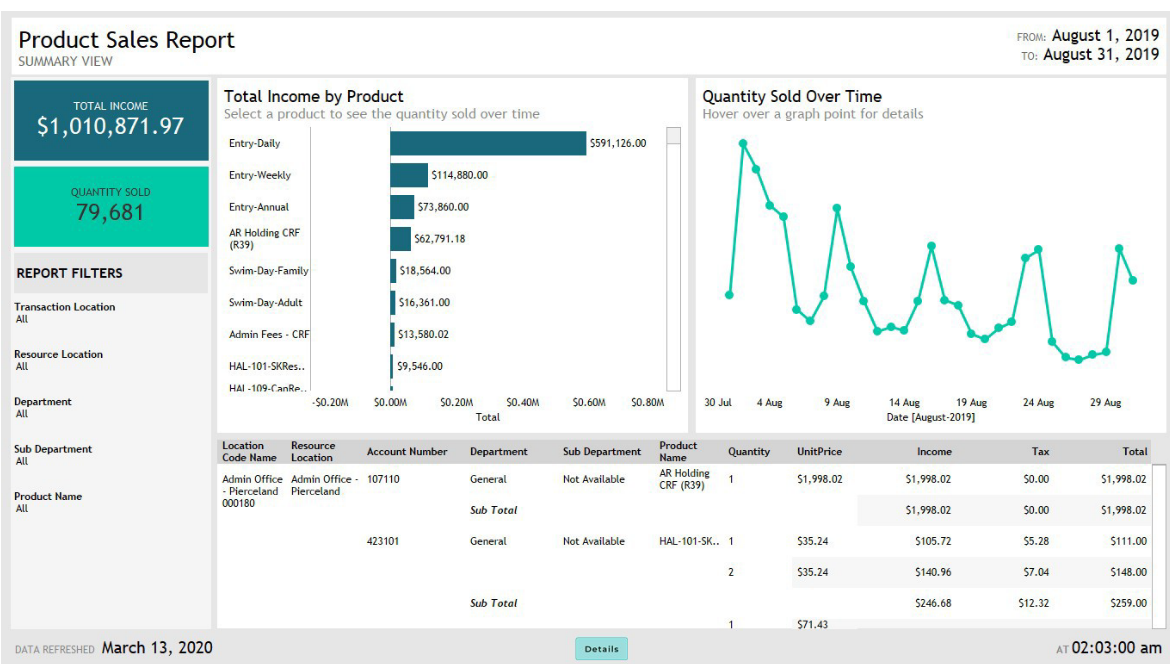
Permit Activity

This report is designed to provide details on all permit (registered bookings) transactions based on create and change transaction dates as well as tracking reportable product sales. It aims to show which permits were created, changed, canceled, and reprinted during a given time period as well as which products flagged for reporting were sold.



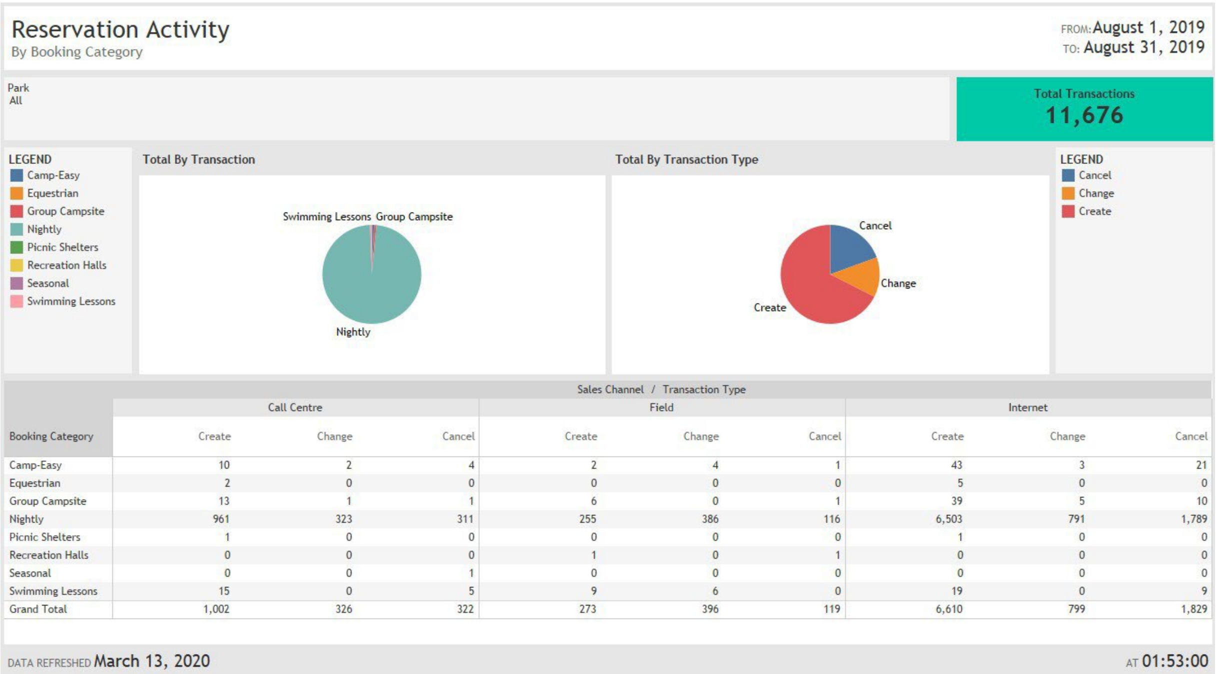
Product Sales

This report is useful in determining general trends in product sales and transactions such as transactions that took place in a day, when specific products are being sold, if inventory has been returned, and which Resource Locations sold which product. You can View these reports in multiple different ways: Details, Details by Program, Summary, and Summary by Program. The reports can be filtered by Transaction Location, Resource Location, Department, and Sub Department.



Reservation Activity

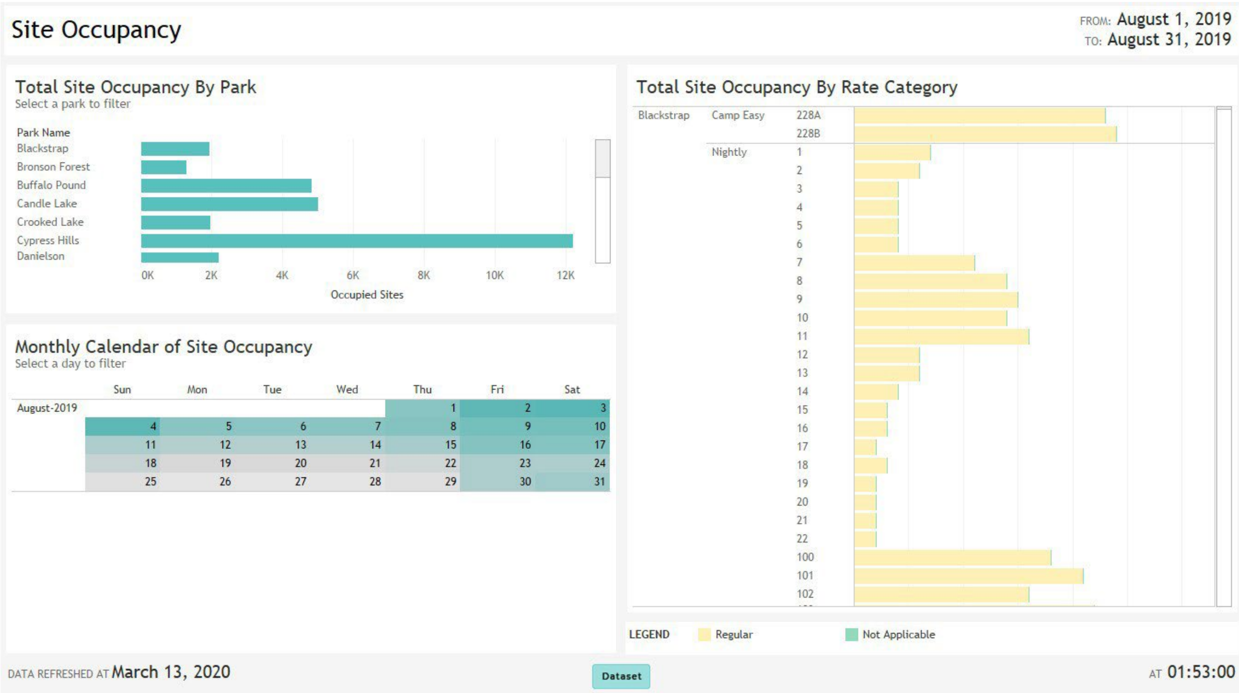
This report is intended to give a summary of reservation transactions for a given period and can be viewed by Booking Category, Park Name, and Transaction Date.



Booking Category	Call Centre Create	Call Centre Change	Call Centre Cancel	Field Create	Field Change	Field Cancel	Internet Create	Internet Change	Internet Cancel
Camp-Easy	10	2	4	2	4	1	43	3	21
Equestrian	2	0	0	0	0	0	5	0	0
Group Campsite	13	1	1	6	0	1	39	5	10
Nightly	961	323	311	255	386	116	6,503	791	1,789
Picnic Shelters	1	0	0	0	0	0	1	0	0
Recreation Halls	0	0	0	1	0	1	0	0	0
Seasonal	0	0	1	0	0	0	0	0	0
Swimming Lessons	15	0	5	9	6	0	19	0	9
Grand Total	1,002	326	322	273	396	119	6,610	799	1,829

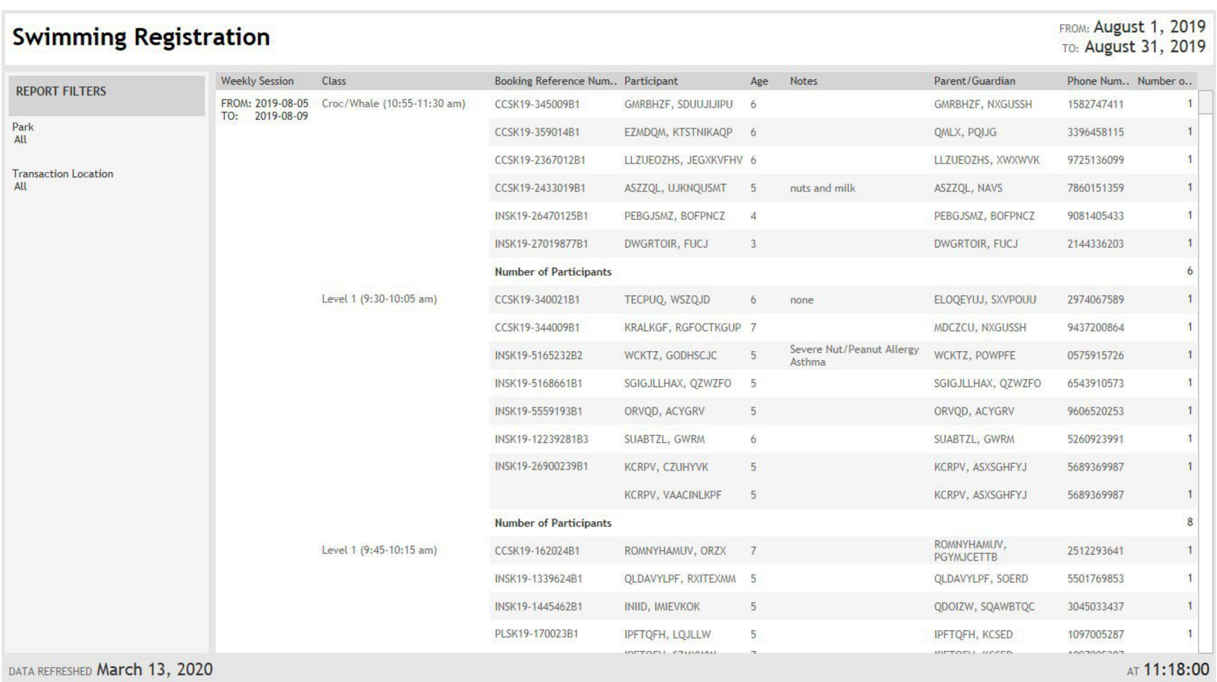
Site Occupancy

The purpose of this report is to portray resource usage. It shows the number of days/nights each resource was allocated during the provided date range. This can be helpful for forecasting as well as to guide decisions related to specific resources, such as upgrading sites.



Swimming Lesson Registration

The Swimming Lesson Registration report is a targeted report for parks that offer swimming lesson programming. It provides operational support for incoming participants.



Swimming Registration

FROM: August 1, 2019
TO: August 31, 2019

REPORT FILTERS

Park
All

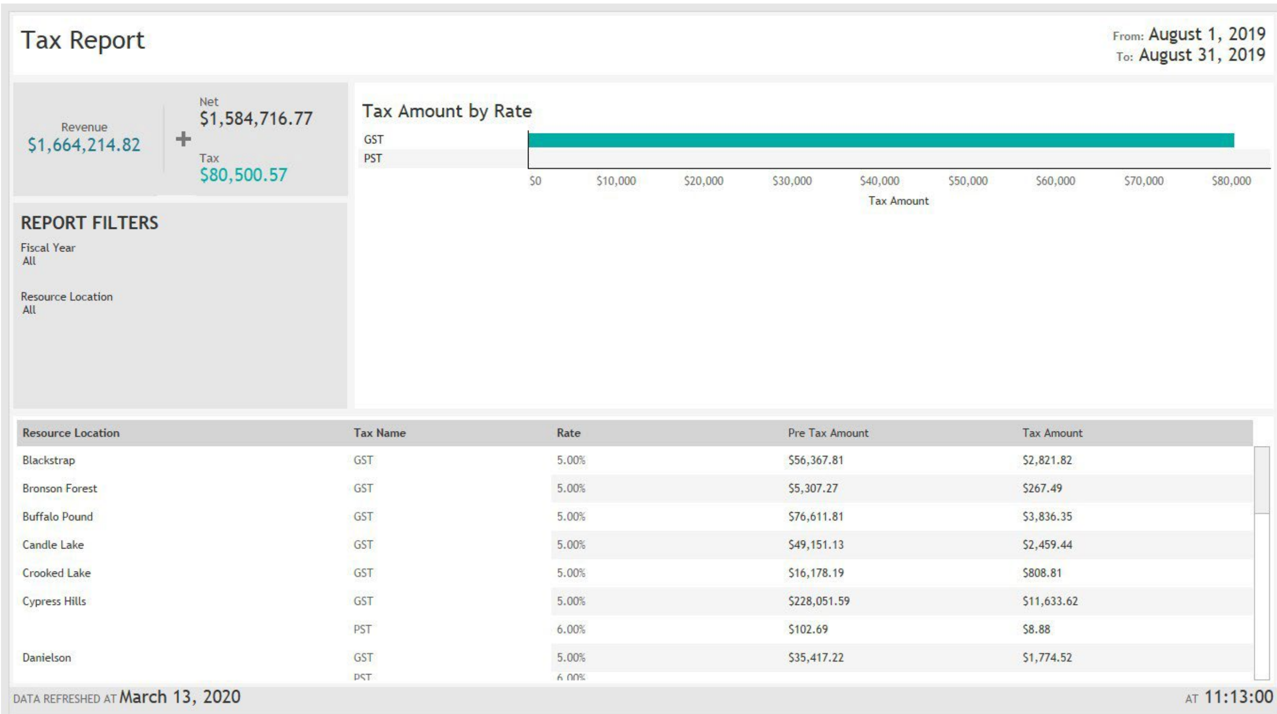
Transaction Location
All

Weekly Session	Class	Booking Reference Num..	Participant	Age	Notes	Parent/Guardian	Phone Num..	Number o..
FROM: 2019-08-05 TO: 2019-08-09	Croc/Whale (10:55-11:30 am)	CCSK19-345009B1	GMRBHZF, SDUUJIJIPU	6		GMRBHZF, NXGUSSH	1582747411	1
		CCSK19-359014B1	EZMDQM, KTSTNIKAQP	6		QMLX, PQIJG	3396458115	1
		CCSK19-2367012B1	LLZUEOZHS, JEGXKVFHV	6		LLZUEOZHS, XWXWVK	9725136099	1
		CCSK19-2433019B1	ASZZQL, UJKNQUSMT	5	nuts and milk	ASZZQL, NAVS	7860151359	1
		INSK19-26470125B1	PEBGJSMZ, BOFPNCZ	4		PEBGJSMZ, BOFPNCZ	9081405433	1
		INSK19-27019877B1	DWGRTOIR, FUCJ	3		DWGRTOIR, FUCJ	2144336203	1
		Number of Participants						6
	Level 1 (9:30-10:05 am)	CCSK19-340021B1	TECPUQ, WSZQJD	6	none	ELOQEYUJ, SXVPOUU	2974067589	1
		CCSK19-344009B1	KRALKGF, RGFOCTKGUP	7		MDCZCU, NXGUSSH	9437200864	1
		INSK19-5165232B2	WCKTZ, GODHSCJC	5	Severe Nut/Peanut Allergy Asthma	WCKTZ, POWPFE	0575915726	1
		INSK19-5168661B1	SGIGJLLHAX, QZWZFO	5		SGIGJLLHAX, QZWZFO	6543910573	1
		INSK19-5559193B1	ORVQD, ACYGRV	5		ORVQD, ACYGRV	9606520253	1
		INSK19-12239281B3	SUABTZL, GWRM	6		SUABTZL, GWRM	5260923991	1
		INSK19-26900239B1	KCRPV, CZUHYVK	5		KCRPV, ASXSGHFYJ	5689369987	1
			KCRPV, VAACINLKPF	5		KCRPV, ASXSGHFYJ	5689369987	1
		Number of Participants						8
	Level 1 (9:45-10:15 am)	CCSK19-162024B1	ROMNYHAMUV, ORZX	7		ROMNYHAMUV, PGYMJCETTB	2512293641	1
		INSK19-1339624B1	QLDAVYLPF, RXITEXMM	5		QLDAVYLPF, SOERD	5501769853	1
		INSK19-1445462B1	INIID, IMIEVKOK	5		QDOIZW, SQAWBTQC	3045033437	1
		PLSK19-170023B1	IPFTQFH, LQJLLW	5		IPFTQFH, KCSED	1097005287	1

DATA REFRESHED March 13, 2020 AT 11:18:00

Tax Report

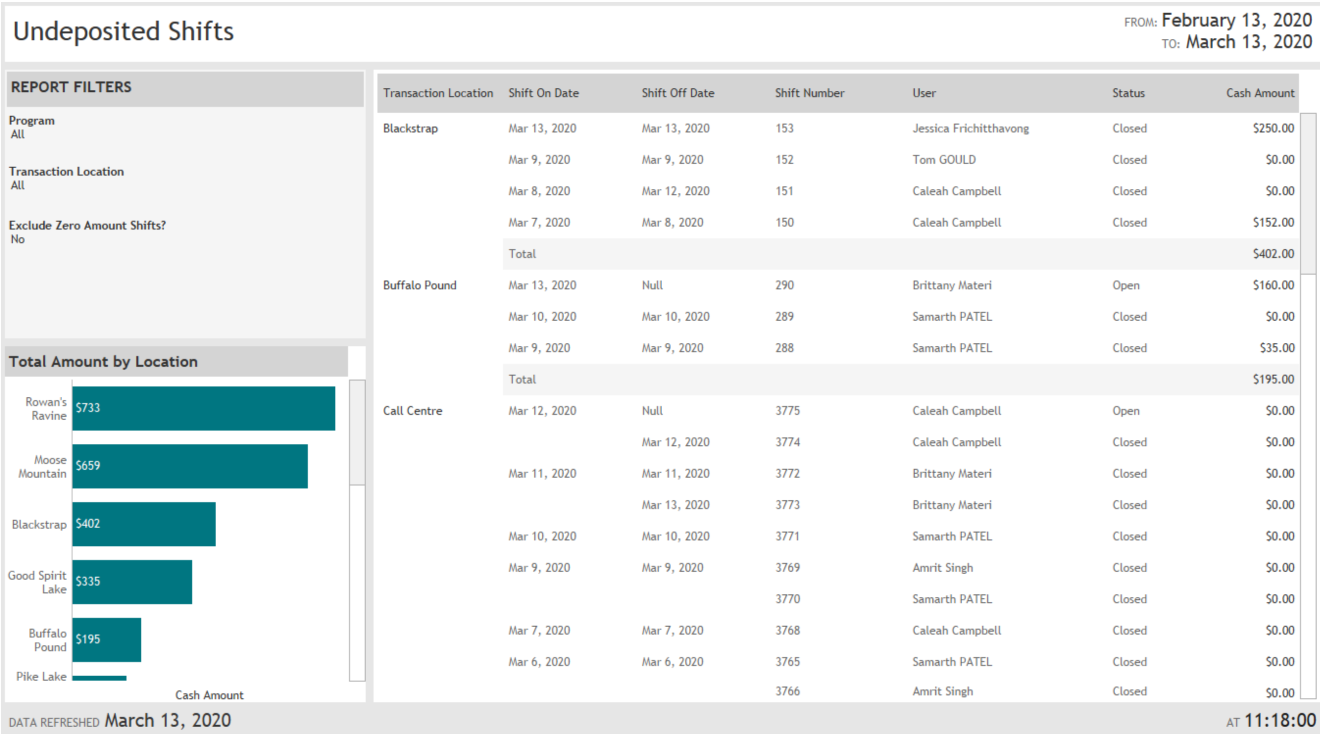
This report is designed to allow Headquarters staff to see a summary and detail of the taxes that must be remitted to state, county, and other local authorities. The main question this report aims to answer is how much tax was paid by customers during a given period.



Resource Location	Tax Name	Rate	Pre Tax Amount	Tax Amount
Blackstrap	GST	5.00%	$56,367.81	$2,821.82
Bronson Forest	GST	5.00%	$5,307.27	$267.49
Buffalo Pound	GST	5.00%	$76,611.81	$3,836.35
Candle Lake	GST	5.00%	$49,151.13	$2,459.44
Crooked Lake	GST	5.00%	$16,178.19	$808.81
Cypress Hills	GST	5.00%	$228,051.59	$11,633.62
	PST	6.00%	$102.69	$8.88
Danielson	GST	5.00%	$35,417.22	$1,774.52
	PST	6.00%		

Undeposited Shifts

This report provides a list of shifts that have not been included in a bank deposit and can be filtered by Program, Transaction Location, and Exclude Zero Amount Shifts.


Undeposited Shifts

FROM: February 13, 2020
TO: March 13, 2020

REPORT FILTERS

Program
All

Transaction Location
All

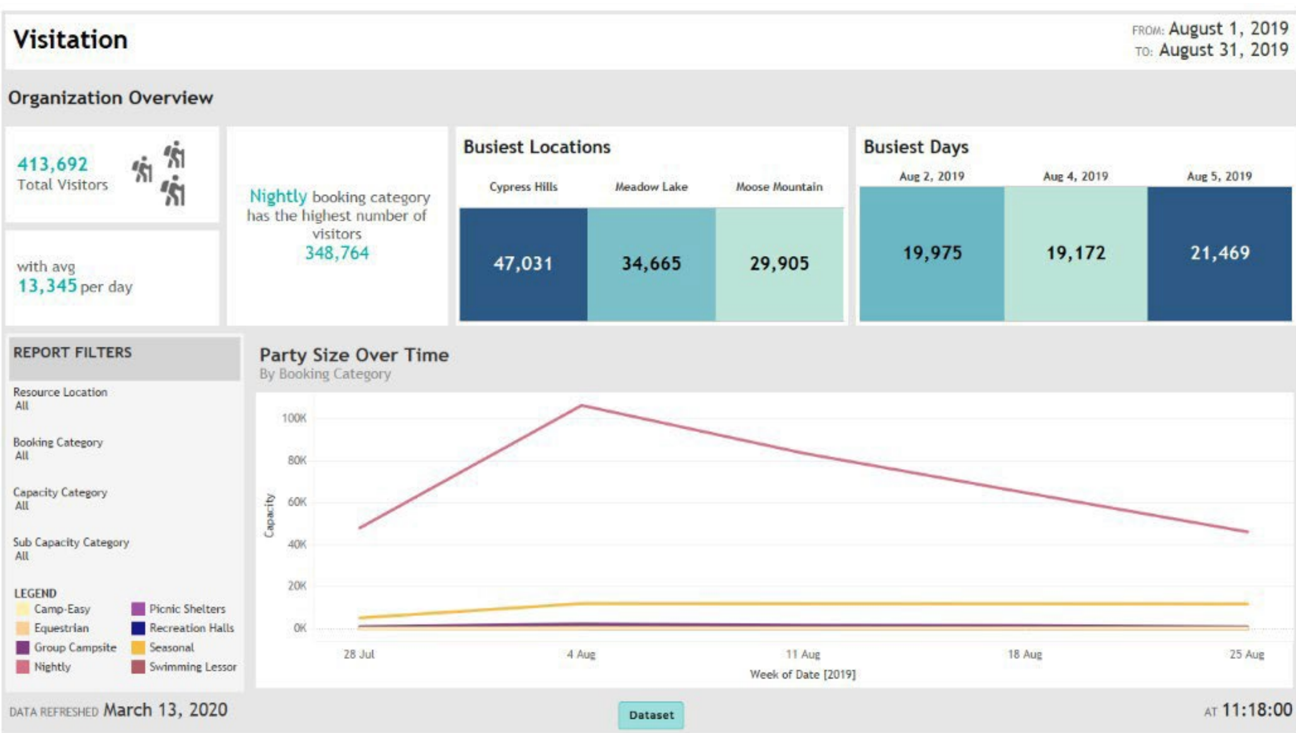
Exclude Zero Amount Shifts?
No

Transaction Location	Shift On Date	Shift Off Date	Shift Number	User	Status	Cash Amount
Blackstrap	Mar 13, 2020	Mar 13, 2020	153	Jessica Frichitthavong	Closed	$250.00
	Mar 9, 2020	Mar 9, 2020	152	Tom GOULD	Closed	$0.00
	Mar 8, 2020	Mar 12, 2020	151	Caleah Campbell	Closed	$0.00
	Mar 7, 2020	Mar 8, 2020	150	Caleah Campbell	Closed	$152.00
	Total					$402.00
Buffalo Pound	Mar 13, 2020	Null	290	Brittany Materi	Open	$160.00
	Mar 10, 2020	Mar 10, 2020	289	Samarth PATEL	Closed	$0.00
	Mar 9, 2020	Mar 9, 2020	288	Samarth PATEL	Closed	$35.00
	Total					$195.00
Call Centre	Mar 12, 2020	Null	3775	Caleah Campbell	Open	$0.00
		Mar 12, 2020	3774	Caleah Campbell	Closed	$0.00
	Mar 11, 2020	Mar 11, 2020	3772	Brittany Materi	Closed	$0.00
		Mar 13, 2020	3773	Brittany Materi	Closed	$0.00
	Mar 10, 2020	Mar 10, 2020	3771	Samarth PATEL	Closed	$0.00
	Mar 9, 2020	Mar 9, 2020	3769	Amrit Singh	Closed	$0.00
			3770	Samarth PATEL	Closed	$0.00
	Mar 7, 2020	Mar 7, 2020	3768	Caleah Campbell	Closed	$0.00
	Mar 6, 2020	Mar 6, 2020	3765	Samarth PATEL	Closed	$0.00
			3766	Amrit Singh	Closed	$0.00

DATA REFRESHED March 13, 2020 AT 11:18:00

Visitation

The purpose of this report is to see an occupant breakdown for each day by park, resource category, and sub-capacity category if applicable.



Appendix C – Security and Compliance

CONFIDENTIAL - SUBMITTED SEPARATELY AS PROPRIETARY INFORMATION

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