

ATTACHMENT #7 REPORTING REQUIREMENTS

DNR requires the reports described in this Attachment. Provide examples of reports produced by the System that meet the requirements listed. Reports shall be generated daily, weekly, monthly, fiscal year end (July through June) and on demand (ad hoc). The user should have the ability to import the reports so all reports may be downloaded and searchable in the following formats: (1) Word document (not available for ad hoc report); (2) Excel Spreadsheet; and (3) PDF format. DNR shall be able to use or create ad hoc reports independent of Vendor involvement.

Field Reports: The Vendor shall provide Field Reports, as described below in **numbers 1 through 8**. These reports are utilized out in the field by Park staff and by park staff in the central office. These reports generate information for field staff in order to manage campgrounds and rental facilities. Reports are generated on demand and currently are available through an administrative portal application where DNR can run the reports as needed. The expectation is that the following reports would not have to be modified by DNR park staff to get the fields/categories identified in the requirements.

1. The **Reservation Arrival Report** – The reservation arrival report is the report that identifies all active reservations with an arrival date within a specified period of time and includes information pertaining to the reservations, occupant and group(s). The report shall be made available by park, and by individual facility (individual cabin, lodge, shelter, and campsite). It is a report that currently can be viewed online via the web administration tool or sent via email. This report is broken down by camping, cabin, lodge and shelter reservations.

Search criteria include:

- Park Name
- Facility Type (camping, cabins, day-use lodges, shelters)
- Start Date
- End Date
- Report format
- Delivery method

The **Camping Arrival Report** shall include the following attributes:

1. Campground Name
2. Campsite number
3. Camping unit type
4. Reservation date(s) (arrival and departure)
5. Occupant Name
6. Occupant Mailing Address (address, city, state, zip)
7. Occupant phone number
8. # of people in party
9. Organization name (applies only to organized youth group campsites)
10. License plate
11. Reservation number
12. Customer Name (First and last name of customer who made the reservation)

The data shall be sorted/displayed based on reservation dates (arrival) and then by campsite number. If more than one campground is selected, the data shall be sorted by reservation arrival date, campsite number and then campground name (if necessary).

The **Cabin Arrival Report** shall include the following attributes:

1. Cabin Name/Number
2. Reservation date(s) (arrival and departure)

3. Occupant Name
4. Occupant Mailing Address (address, city, state, zip)
5. Occupant phone number
6. # of people in party
7. License plate
8. Reservation number
9. Customer Name (First and last name of customer who made the reservation)

The data shall be sorted displayed based on reservation date (arrival) and cabin number (then name/letter if necessary).

The **Lodge and Shelter Arrival Reports** shall include the following attributes:

1. Lodge or Shelter number/name
2. Reservation date(s) (arrival and departure)
3. Occupant Name
4. Occupant Mailing Address (address, city, state, zip)
5. Occupant phone number
6. Arrival Time
7. Departure time
8. Event Type
9. Party Size
10. Keg (Y or N)
11. Reservation Number

The data shall be sorted based on reservation date (arrival) and lodge/shelter name/number.

The report that is generated when a user selects "All Facilities" will use the following report formats above starting with cabins, camping, lodge, shelters. This "**All Facility**" Report will simply combine all of the "arrival reports" from the various facility types into one report but will have "separate" tables/sections for each of the facility types.

2. **Arrival Roster Report** - The arrival roster is a report that can be generated by park staff that rearranges information found on the reservation arrival report. This report is posted for public viewing in the campground and does not contain all the field records in the arrival report. The public uses this to check on which sites have reservations and make sure their reservation is listed.

This report should display the following attributes:

1. Campsite #, Cabin/Lodge/Shelter Name/Number
2. Arrival Date
3. Departure Date
4. Reservation Number
5. Occupant Name –Please list last name and first name initial only
6. # in Party
7. Unit Type (applies to camping only and should not appear on rosters for other facility types)

3. **Reservation Arrival Labels** - Field staff must have the ability to generate arrival labels to place certain reservation information onto reservation cards which will be placed in campsite/facility markers. The following information should be printed on each label:

1. RESERVED (label title)
2. Reservation #
3. Occupant Name (Displays last name and first initial of the first name of the primary occupant.)
4. Park Name
5. Campground Name
6. Site #
7. Arrival Date

8. Departure Date
9. # of Nights (or days for day-use facilities)
10. # Vehicles
11. Camping Unit Type (applies only to camping and should not appear on labels for other facility types)

The labels should be able to be printed on a 2" x 4" or 4 ¼ x 3 1/2 self-adhesive labels. The DNR would like the Vendor to develop a template for this report that is compatible with the camping reservation cards to print the information directly onto the reservation cards in lieu of using self-adhesive labels.

4. **Facility Use Report** - The Field Facility Use Report is the report that identifies all reservations that occurred within a specified period of time and includes occupancy and financial information pertaining to each reservation in the time period selected. The Parks staff in each specific park utilize this information for monthly reports and the central office park staff use the report to pay concessionaires percentages of rentals that the concessionaires manage.

The report shall correctly calculate and display total fees collected for each campsite/rental facility including a summary of totals by reservation type; total tax collected and total number of coupons received for each cabin/lodge/shelter/campsite (all reservations that occurred during the specified period of time).

In addition, the System shall be able to correctly calculate and display the total # of occupants, camping days/nights and camping guest days for each individual campsite/cabin/lodge/shelter. The System shall also calculate and display the total number of receipts (reservations) for each individual campsite, cabin, lodge, shelter.

The report shall be made available by park, and by individual facilities (each cabin, lodge, and shelter). Report should also allow a park staff person to select a single campground. The report should also be available by total facility type (all cabins, all lodges, all shelters, all campgrounds) AND by all facilities.

The Field Use Report shall be able to be generated on demand and have the following format/fields.

1. Park Name;
2. Facility(ies) Selected;
3. Date Range;
4. Facility #/Name (cabin, campground, lodge, shelter);
5. Facility Type (modern, family cabin, etc.)
6. # Occupants;
7. # Days/Nights;
8. # Guest Days/Nights;
9. Rental Fees Paid;
10. Tax Paid;
11. # of Reservations;
12. Reservation #

There will be a totals summary that breaks down the data by facility type (all family modern cabins, electric sites, youth sites, etc.) and includes totals of information for the following fields:

1. # Occupants;
2. # Days/Nights;
3. # Guest Days/Nights;
4. Camping/Rental Fees Collected;
5. Tax Collected;
6. # of Reservations

Park staff shall be able to choose to have one report list all facilities (camping, cabins, lodges, shelters).

5. **Park Void/Cancellation Report** - This report identifies reservation cancellations with stays that were to occur within a specific date range. This helps park staff see what last minute cancellations have occurred for an upcoming weekend. The following should be available:
1. Agency (DNR)
 2. District (District 1, 2, 3, 4, or 5)
 3. Product Category (Site or All)
 4. Sales Channel (Call Center, Online, Field, or All)
 5. Transaction Group
 6. State Date
 7. End Date
 8. Report Format (XLS)
 9. Delivery Method (Email or Online)

6. **Site Availability Report** - Park staff shall have the ability to generate a site availability report that identifies all reservable sites/facilities and identifies which sites/facilities are reserved, available, held, etc. The following fields should be available:
1. Park
 2. Site Type (Dropdown of all site types available such as Cabin/Yurt, Shelter, Lodge, Non-electric, electric, full hook up, tent only, walk in etc.)
 3. Facility Area/Loop Name
 4. Start Date
 5. End Date
 6. Report Format (XLS)
 7. Delivery Method (Email or Online)

7. **Reservation Listing Report** - This report provides detailed information about all reservations for a selected facility (park) during a specified reporting period. This report is park specific. This report groups all reservations together by Site Type. The report can be run for a maximum of one year (365 days). The following fields criteria should be available:
1. Park
 2. Date Type (Order Date, Arrival Date, Stay Dates)
 3. Start Date
 4. End Date
 5. Include Reservation Notes (Yes or No)
 6. Report Format (PDF and XLS)
 7. Delivery Method (Email or Online)

Within the report there will be separate columns that display the following:

1. Loop
2. Site #
3. Site Type
4. Usage Type (Day-use or Overnight)
5. Reservation #
6. Arrival Date
7. Departure Date
8. Order Date
9. Order Status
10. Payment Status
11. Primary Occupant Last Name
12. Primary Occupant First Name
13. Address
14. City
15. Zip Code

16. State
17. Country
18. Email Address
19. Customer Last Name
20. Customer First Name
21. Phone
22. Number of People
23. Visitation (Number of People multiplied by the Nights/Days)
24. Equipment Type (Tent, Travel Trailer, Van, Motorhome, 5th Wheel)

8. **Daily Facility Management Data Report** - This report provides bookings, payments, vehicles, and occupants information for reservations where the stay days are within a specified period of time for a park. This report is used to manage daily field activities and also assists field staff and central office staff with filling out monthly reports for reservations within each park. The following fields shall be available:

1. Facility Park Name (Drop down of all facilities based on the use permissions)
2. Loop Facility Name (Drop down list of all loops campgrounds, cabin loops, lodges, shelters available in the facility)
3. Start Date
4. End Date
5. Report Format (XLS)
6. Delivery Method (Email or Online)

Within the report there will be separate columns that display the following:

1. Loop/Facility Name
2. Reservation #
3. Arrival Date
4. Departure Date
5. Order Date
6. Reservation Status (Cancelled, Pre-Arrival, etc)
7. Price (Total Value of the reservation)
8. Paid (Total amount paid for the reservation)
9. Customer Last Name
10. Customer First Name
11. Customer Type
12. Phone #
13. Primary Occupant Last Name
14. Primary Occupant First Name
15. # of People (# of occupants recorded for the reservation, which includes the primary occupant)
16. Vehicle Information (Displays the make of the vehicle)
17. Camping Unit (Tent, Travel Trailer, Van, Motorhome, 5th Wheel)

9. **PARK MANAGEMENT REPORTS** – DNR is interested in the following Park Management Reports:

1. **Field Facility Use Revenue Summary** – This report shall summarize the revenue of all reservation stays that occurred during a specified period of time for all parks. The report will be organized by park and reservation facility type/campground. The revenue will be broken down by rental/camping fee, taxes paid (broken out by tax type), reservation fee paid, change fee paid.
2. **Field Facility Use Attendance Summary** – This report shall summarize the number of nights, number of guest and guest days for reservation stays that occurred during a specified period of time for all parks. The report shall be organized by park and by campground or facility type (cabin, lodge, shelter). The report shall also have grand totals for campgrounds, cabins, lodges, shelters.

3. **Monthly Revenue Report** – This report shall summarize reservation revenue received or paid out during a specified period of time for all parks. Report shall be able to be organized by the Call Center, Internet, or Field and/or by payment method, park, cabin, camping, lodge, and shelter.
4. **Cancellation Activity Report** – A monthly report which summarizes the number of reservation cancellations for all parks and all campsites and facilities during a specified period of time.
5. **Change Activity Report** – This report shall summarize the number of reservation changes for all parks and all campsites, and rental facilities during a specified period of time.
6. **Void Activity Report** - This report would summarize all of the voids that took place during a specified period of time and would include information about the reservation and the person who made the void.
7. **Fee Adjustment Detail Report** – This report shall itemize all adjustments that were made to reservations (waiving fees, overriding rules, etc.) and identify the person who made the adjustment, the date and time of the adjustment and reason for the adjustment.
8. **Refunds Report** – This report shall detail the refunds paid out for a specified period of time for all parks. Data would include park, rental facility or campground/campsite, amount refunded and method of refund (cc, check).
9. **Pending Refunds Report** – This report shall detail what reservation cancellations still need to have a refund processed (check). Data shall include park, facility or campsite, customer name, refund amount, etc. Report shall be available on demand and available online and printable from online report.
10. **Pending Payments Report** – This report shall detail any pending reservations where a balance is due to DNR. Data would include date of initial reservation, customer name, confirmation number, facility/campsite, reservation arrival and departure date, amount due, payment deadline date. This report shall be available on demand and available online and printable from online report.
11. **Park Hold or Park Closure Report** – This is a monthly report that itemizes all park holds created during a specified period of time. The report will be available for all areas and shall be organized by park, and facility type (campground, cabin, lodge, shelter). The report shall identify the person who created the hold, the date the hold was created, the length of time for the hold, the explanation for the hold and whether or not the hold is active.
12. **Park Profile Report** – This report provides park details, season and closure summaries, services and amenities, site notes and alerts, site attributes, site fees, and business rules for each facility. This report will be park specific and shall have the option to choose from all the options listed above or to choose one at a time.
13. **Confirmation Letter Report** – This report provides the details and the billing information for a specific customer/reservation. This report also provides information about the current state of the reservation based on the transaction that triggered the letter to be sent to the customer (a change made to reservation or cancellation). This report will also include the previous reservation details if there was a change made (date change or change to another park, site etc.). The **Confirmation Letter Report** is important to validate reservation details for the Call Center operators and the DNR central office staff for supporting documentation to assist with refund requests. The following fields shall be available:
 - Customer Information
 - Reservation Number
 - Reservation Details (Loop/Campground, Site, Site Type, Arrival Date, Departure Date, Primary Occupant, # of Occupants, Stay Length, Equipment, Payment Information, Policies, Notes/Alerts)
 - Start Date
 - End Date

10. **STATISTICAL REPORTS** – DNR is interested in the following statistical reports and reporting formats:

1. **Occupancy Report, by Sites** – The occupancy report lists the number of days/nights rented versus the number of possible rental days/nights available for each type of campsite/rental facility in a park. It lists the percentage of the rentals based on those figures. (example: 99 days rented out of 312 = 31.73% rental percentage). It also has a total of the rentals, possible rental days/nights and percentage. The following fields should be available:
 - Agency (DNR)
 - Site Type (Lists all site types available or can choose ALL)
 - Report Type (Yearly or Monthly)
 - State Date
 - End Date
 - Report Format (XLS)
 - Delivery Method (Email, Fax, and Online)

2. **Occupancy Detailed Report, By Site Type** – The occupancy detail report contains all the information of the occupancy report, along with a daily view of the number of rentals of each campsite/facility type (ie: deluxe cabins, family cabins, camping cabins, electric, youth, ADA, full hook-up, etc.). It will be viewed/used by park staff in the field and in the central office. The following fields should be available:
 - Agency (DNR)
 - Report Type (Site Type or Park)
 - Include Sites (Electric, Non-Electric, Cabins, Lodges, and Shelters etc).
 - Group Area by Loop (Yes or No)
 - State Date
 - End Date
 - Report Format (XLS)
 - Delivery Method (Email or Online)

3. **Occupancy Forecast Report** – The report forecasts the occupancy of all sites in the System. It will be broken down by the type of site or by site type. This report must be able to exclude walk-in sites. The report shall be able to choose individual parks, include total available sites, % utilized, % occupied, # of nights, and # of people.

4. **Reservation, Change, Cancellation Statistics**– This report shall summarize the number of reservations made, changed and cancelled during a specified period of time. The report shall include all parks and be organized by online versus Call Center and further organized by park and reservation type (camping, cabin, lodge, shelter)

5. **Facility Utilization Report** – This report provides detailed utilization information for a facility within a park, such as the number of days that a site was available, closed, or occupied, the number of reservations for each sales channel, and how many reservations used a discounted pass. This report analyzes the usage for each site for a specific facility for a certain time period. This report can only be run for a maximum of one year at a time. This report will have the following information:
 - Facility Area/Loop Name
 - Site Type
 - Reservable (Y or N)
 - Days Available
 - Days Closed
 - Days Occupied
 - Average Length of Stay
 - % Usage for Weekends
 - Total Percent Usage
 - Number of Visitors
 - Visitors Days Used
 - Call Center Reservations
 - Web Reservations
 - Field Walk-in Reservations
 - Total Reservations (combines Call Center, Web, and Walk-in Reservations)

- Discounted Reservations
- Discounted Recreation Use Fees
- Total Recreation Use Fees

- 6. Facility Utilization Summary Report** – This report provides utilization information about a facility, such as the number of sites, number of days available, number of days occupied, and the number of advanced reservations and the usage of discount passes. This report is used to analyze the usage of the facilities for a specific reporting time period. (Will list all parks). This report can be run for a maximum of one year at a time. This report will have the following information:
1. Organizational Level (List all parks)
 2. Utilization Data (# of Sites, Actual Days Available, Days Occupied, Average Length of Stay, Total Percentage Usage)
 3. Recreational Use Data (Number of Visitors and Visitor’s Days used)
 4. Reservation Data (Advanced Reservations made through the Call Center, Web, or in the Field, Field Reservations – Walk-ins, Total Reservations (Advanced and Walk-ins), Average Advance Reservation/Reservable Site (Calculated as the total 5) 5) Advanced Reservations (Call Center, Web, and Field) divided by the # of Reservable Sites.
 5. Discounted Passes (Discounted Days, Discounted Total Percent Usage)
- 7. Visitor Demographics Report** – This report provides statistics by visitor’s residential locations (country, state/province, city, zip/postal code) for a specified period of time. The information will include the number of reservations, occupant count, average number of occupants, number of nights, and average number of nights.

11. CALL CENTER REPORTS - DNR is interested in the following statistical reports and reporting formats. The purpose of these reports is to detail and summarize the activity of individual Call Center operators.

- 1. Call Center Summary Report** – This report provides summary information about the breakdown of unsuccessful calls and the reason they were unsuccessful. A successful call is one that results in a reservation being made during the call. The following fields should be available:
 - State Date
 - End Date
 - Report Format (PDF, XLS)
 - Delivery Method (Email and Online)
- 2. Call Center Disposition by Operator Report** – This report provides detailed information about the breakdown of unsuccessful calls by call disposition and the reason for each Call Center operator/agent within the reporting date range. This report includes total successful call and unsuccessful calls per operator/agent. The following fields should be available:
 - State Date
 - End Date
 - Report Format (XLS)
 - Delivery Method (Email)
- 3. Business Rule Override Report** – This report provides details of reservations where the business rules were overridden when the reservation was made. This report analyzes which business rules are overridden and helps determine why they were overridden. The following fields should be available:
 - Agency (DNR and Call Center)
 - Business Rule (Select from a dropdown menu of all business rules or can select All)
 - Sales Channel (All, Call Center, Field)
 - State Date
 - End Date
 - Report Format (PDF, XLS)
 - Delivery Method (Email or Online)

4. Transactions by Operator Report – This report provides detailed information about each transaction that is performed by each Call Center operator. The report shall display reservations, cancellations, and transfers made by the Call Center operators. The following fields shall be available:

- Operator ID
- Operator Name
- Transaction Type
- Reservation Number
- Customer Name
- Phone #
- Date/Time

12. FINANCIAL AND RECONCILIATION REPORTS – DNR is interested in the following Financial and Statistical Reports. The purpose of these reports is to summarize and provide detail regarding all revenue tied to reservations by park and statewide.

The reports will be used to reconcile payments received from the Vendor. These reports will be utilized to balance the daily sales with revenue deposits. Detailed reports will be utilized to balance and track the audit trail by the Iowa Auditor of State. These reports will be utilized to balance and remit the appropriate sales tax in each category to the Iowa Department of Revenue. The reports should also be able to track credit cards that shall be used to reconcile payments and refunds. The reports shall also determine any outstanding balances that are owed to the DNR.

1. Revenue Distribution Summary Report – This report summarizes distributed revenue defined by revenue location and revenue account, which does not include distributed fees by the Vendor. Use of this report is to examine distributed revenues at the account code level. The report can be run for a maximum of one year. The following fields should be available:

- Distribution Coverage Location
- Report By (Location or Account)
- Payment Group (All, Credit Card, Non-Credit Card)
- Start Date
- End Date
- Report Format (XLS)
- Delivery Method (Email, Fax, Online)

2. Revenue Distribution Detail Report – This report displays the distributed revenue by location, order, and revenue accounts (not including distributed fees by the Vendor). This report is used to examine distributed revenues at the order level. The report can be run for a maximum of one year. The following fields should be available:

- Distribution Coverage Location
- Payment Group (All, Credit Card, Non-Credit Card)
- Start Date
- End Date
- Report Format (XLS)
- Delivery Method (Email or Online)

3. Tax Detail Report – This report displays revenue and the tax details related to reservations that have been charged. This report is generated for a specific facility and report time period. This report is used to determine the monthly tax amount for remittance to the tax authorities. The taxes shall be separated out for each facility type. The following fields should be available:

- Location (Provides a dropdown menu of all Parks available)
- Type (Provides a dropdown menu of facility type: Lodge, Campsite, Shelter, Cabin etc.)
- Start Date
- End Date
- Report Format (PDF and XLS)

- Delivery Method (Email or Online)

4. Tax Remittance Report – This report summarizes the taxes collected during the specified period and reports them by tax name, account code, and schedule. The report can also include revenue collected and report it by fee type and account code. The taxes shall be separated out for each facility type. The following fields should be available:

- Agency (DNR)
- District (1, 2, 3, 4, 5, or All)
- Park (Provides a dropdown list of all available facilities)
- Type (Provides a dropdown menu of facility type: Lodge, Campsite, Shelter, Cabins etc.)
- Include Revenue (Yes or No)
- Include Details (select whether or not to include tax and revenue. Can choose yes or no)
- Start Date
- End Date
- Report Format (XLS)
- Delivery Method (Email and Online)

5. Tax Summary Report – This report summarizes the taxes collected during the reporting time period by facilities, for a specific agency, park, and district. This report is used to determine the monthly tax amount for remittance to tax authorities. This report will separate the revenue and the taxes associated with all reservations. The taxes shall be separated out for each facility type. The following fields should be available:

- Agency (DNR)
- District (1, 2, 3, 4, 5, or All)
- Park (Provides a dropdown list of all available facilities)
- Type (Provides a dropdown menu of facility type: Lodge, Campsite, Shelter, Cabins etc.)
- Start Date
- End Date
- Report Format (XLS)
- Delivery Method (Email or Online)

6. Invoice Remittance Report – This report has a complete listing of reservation adjustments fees (RA) and RA fee reversals. This report shall be used as a billable invoice between the DNR and contractor. The following fields should be available:

- Invoice (dropdown of invoice identification number)
- Invoice Coverage Location
- Start Date
- End Date
- Include Detail On (Select whether the report will contain all transactions or only adjustments)
- Report Format (XLS or PDF)
- Delivery Method (Email or Online)

Within the report there will be separate columns that display the following:

- Sales channel (Call Center or Internet)
- Category (camping, cabins etc)
- Transaction Group (Reservation, Cancellation, Change etc)
- Account (Revenue Account #)
- Scheduled Price (RA fee)
- Adjusted (Displays whether the fee was adjusted)
- Reservation Adjustment Fee Quantity (Displays the count of each RA fee within the grouping)
- Amount (Sum of the RA fee within the grouping)
- Reference # (Assigned for each adjustment made)

7. Invoice Summary Report – This report summarizes the reservation adjustment fees (RA) and the RA fee reversals. This report is used to analyze generated fees. This may be used as a billable invoice between the DNR and the

contractor. The following search fields are the same as above for the invoice remittance report. However, within the report there will be separate columns that display the following:

- Agency – Facility
- Account # Associated with the RA fee
- Account Name (specifies campsite, cabin, shelter, lodge etc)
- Account Summary (Sum of the RA fee for each Park)

8. Invoice Details Report – This report provides details of the reservation adjustment fees (RA) and the RA fee reversals for a specific reporting period.

The following fields should be available:

- Invoice (Invoice ID # or Date Range)
- Invoice Coverage Location (Iowa)
- Start Date
- End Date
- Report Format (XLS)
- Delivery Method (Email or Online)

Within the report there will be separate columns that display the following:

- Agency - Facility
- Sales Channel
- Transaction Group (camping, gift cards etc)
- Account (Revenue Account #)
- Reservation #
- Customer (First and Last Name)
- Transaction Type
- Transaction Occurrence (Describes details of when transaction occurred)
- RA Fee Schedule
- Scheduled Price
- Applied Price
- RA Fee Quantity
- RA Fee Amount
- Adjusted (Displays the letter Y or N if fees were adjusted)
- RA Fee Priced Date (Date the fees were adjusted)

9. Transaction Fee Report – This report identifies the transaction fees that have been waived for customers in a reporting period up to one month in length. This report is used to identify any transaction fees that should be removed. The following fields should be available:

- Agency/Park
- Start Date
- End Date
- Exceptions (Include in report, choose yes or no. An exception is a transaction amount that is different from the transaction fee charged amount)
- Report Form (XLS)
- Delivery Method (Email or Online)

Within the report, which shall be divided into the Transaction Fee Section and the Reservation Adjustment Fee Section (RA), there will be separate columns that display the following:

Transaction Fee Section

- Location (District, Facility)
- Reservation #
- Customer Name
- Transaction Type

- Transaction Occurrence
- Amount
- Fee Date
- Adjusted (Displays a Y if the fee was adjusted)

Reservation Adjustment Fee Section (RA)

- Transaction Type
- Amount
- Date
- Adjustment (Displays a Y if the fee was adjusted)
- Invoice #
- Variance (shows the amount of variance between the RA fee and the transaction)

13. **TRACKING REPORTS** - The Vendor shall provide how they can provide the reports listed below. However, DNR desires the System to generate reports that capture and contain the information outlined below:

Reward Program Report – This report would track the revenue and also the customers who enroll in the reward program. This report will be used by the DNR to track the success of the reward program. The following fields will be available in this report, but not limited to:

- Customer Name
- Date of Enrollment
- Current Point Total
- What Park They Redeemed Points
- What Park The Points Were Earned What Facility They Used (Campsite, Cabin/Yurt, Shelter, Lodge)

Promo Codes/Discount Report – This report provides a summary of discounts and revenue for all facilities. This report will track the revenue associated with all promo codes and discounts provided and approved by the DNR. It will also track the number of customers and reservations that were made for each promo code and discount that was offered. The following fields will be available in this report, but not limited to:

- Park
- Customer Name
- Discount Type
- Promotional Code
- Park Where the Customer Stayed
- Facility the Customer Used
- Arrival Date
- Departure Date
- Report Format (PDF and XLS)
- Delivery Method (Email or Online)

Donations Report – This report would track the amount of donations that the System receives from reservations made through the Internet. The following fields shall be available in this report, but not limited to:

- Customer Name
- Customer Email
- Amount Donated
- Date Donated

Point of Sale (POS) Sold Detail Report – This report will track point of sale items sold through the System. The following fields shall be available in this report, but not limited to:

- Location
- Product Sold
- Revenue Account
- Product Description
- Serial Number

- Date/Time item was sold
- Order Number
- Customer Name (First and Last)
- Customer Address
- Customer Email
- Quantity
- Price of item sold
- Total Amount Paid

Dock Management Area (DMA) and/or Wet/Dry Slip Report – This report will provide the details of customers who are assigned to docks in the System, the dock name/# and the amount they have paid. The following fields shall be available in this report, but not limited to:

- Agency/Location
- Dock/Area
- Slip #
- Slip Reservation #
- Order Date
- Order Status
- Confirmation Status of the Order
- Price
- Amount Paid
- Start and End Dates
- Customer Name (First and Last)
- Customer Address
- Customer Email
- Sales Channel (Online, Call Center or Field)
- Revenue Account

Damage Deposit Tracking Report- This report will provide the details and status of damage deposits collected. This report will assist field staff to ensure damage deposit refunds are processed and also provide tracking for deposits that were retained or refunded. The following fields shall be available in this report, but not limited to:

- Agency/Location
- Site #
- Site Type
- Reservation #
- Arrival and Departure
- Order Date
- Payment Status
- Damage Deposit Collected
- Damage Deposit Refunded
- Damage Deposit Status (Collected, Refunded, or Retained)
- Damage Deposit Review Status (Not reviewed or reviewed)
- Customer Name (First, Last)
- Customer Address
- Customer Email

Gift Card Tracking Report - DNR requests that Vendors address the option of the Vendor's ability to provide a Gift Card Tracking Report to be used if DNR begins a gift card program in connection with the System.

