

95e - CYMS Training Guide – WebTrac-Hourly Care Reservation Setup (10.3 - Updated Aug 2013)

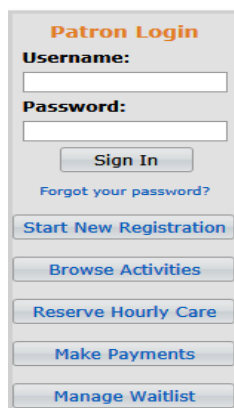
NOTE: This document assumes that hourly slots have already been generated for booking.

This guide provides detailed instructions on making your Hourly Care locations web-ready. After the following 5 steps are completed, your customers will be able to make hourly child care reservations on the web.

What Will Your Web Customers See?

- 1 If you follow the steps in this document, web customers will see the following **Reserve Hourly Care** options:

Guest:

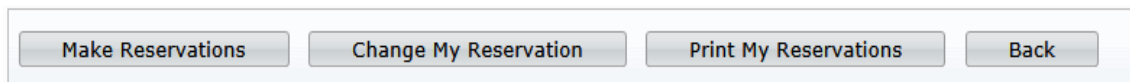


Logged in:



- 2 When the **Reserve Hourly Care** button is selected, logged in web customers will see the following and be able to:

- Make Reservations
- Change My Reservations (You may also cancel Reservations here)
- Print My Reservations



Note: If patron is not logged in they will be prompted to do so before going to the menu options above.

- 3 When they select **Make Reservation** and have **identified a child/children and a date**, web customers will see the following:

Availability
 Select child/children needing care and a date to view available Hourly Care times.

Child's Name:
 Liam Messier
 Junior Messier
 Sara Messier
 Kara Messier
 Jade Messier

Hold Ctrl Key To Select Multiple Children

April 2012 May 2012

S	M	T	W	T	F	S	S	M	T	W	T	F	S	
1	2	3	4	5	6	7	28	29	30	1	2	3	4	5
8	9	10	11	12	13	14	6	7	8	9	10	11	12	
15	16	17	18	19	20	21	13	14	15	16	17	18	19	
22	23	24	25	26	27	28	20	21	22	23	24	25	26	
29	30	1	2	3	4	5	27	28	29	30	31	1	2	

Start Search Back

Availability for Jade on April 18, 2012

LOCATION	TIME RANGE(S) W/ AVAILABILITY	RESERVATION BEGIN TIME	RESERVATION END TIME
For Age Group 1 to 1.99 <i>Use Military Time Example: 06:00 for Six AM, 18:00 for Six PM</i>			
Hourly Bldg 1317 Pre-Toddler @ 1317 FD CDC	10:00 - 14:00	Not Selected	TO Not Selected
Hourly Bldg 1317 Pre-Toddler @ 1317 FD CDC	15:00 - 17:30	Not Selected	TO Not Selected

STEP 1 - Set the # of Days in Advance a Reservation Can Be Made – Static Parameters

- Go to **Files → System → Parameter Maintenance → Static Parameters Maintenance**.
 - Go to the **F/R, R/N & PT** screen

Core Info G/L Info A/R & P/M POS/Misc **F/R, R/N & P/T**

Facil Default: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Open: 06:00 06:00 06:00 06:00 06:00 06:00 06:00

Close: 17:30 17:30 17:30 17:30 17:30 17:30 17:30

Facil Rsv'n Begin Graph Time: 07:00 Rentals Begin Graph Time: 07:00

Facil Rsv'n Ending Graph Time: 23:00 Rentals Ending Graph Time: 23:00

Facil Rsv'n Time Block (Minutes): 30 Rentals Time Block (Minutes): 60

F/R Max Days In Advance To Reserve: 30 Rentals Max Days In Adv To Reserve: 99999

New Profile Lite I'Face Bill Code: [dropdown] Trainer Inquiry Time Block (Minutes): 60

Old Profile Lite I'Face Bill Code: [dropdown] Allow Flexible Trainer Reservation Times

Req F/R Cat 1 Type? Label: Event Type 10 Pitch Page Size: 58

Req F/R Cat 2 Type? Label: Print Opt 12 Pitch Page Size: 60

Req F/R Cat 3 Type? Label: Site Type 17 Pitch Page Size: 84

Default Allow Groups? Init Rsv'n Screen?

Next Done Cancel

- Enter the **Max Days in Advance** a patron can make a reservation on the web in the **F/R Max Days In Advance To Reserve** field.
 - Bases typically allow **6 weeks in advance** but there is no standard/policy on this.
 - We entered 30 days for our sample.

STEP 2 – Specify When Reservations Can Be Made – Court Restriction Maintenance

Court Restrictions are used to establish ground rules for making and cancelling reservations.

1 Go to **Files → Court → Court Restriction Maintenance**.

- There should be a single **Court Restriction Code** (CR001), select it and click **Change**. **If you have more than one, call VSI for assistance.**

Key Fields:

- **Apply To:** Select to Apply To Rectrac and Webtrac
- **Min Days in Advance:** Typically bases do not allow Web patrons to book reservations online today for today or, in some cases, today for tomorrow. Setting the **Min Days in Advance** field on the Webtrac column will help you control this.

If you enter 1 in the Min Days in Advance Field/WebTrac Column: The parent *cannot* book a reservation online *today for today*. The Web parent will receive a message accordingly and not be able to override it.

If you enter 2 in the Min Days in Advance Field/WebTrac Column: The parent *cannot* book a reservation online *today for today* or *today for tomorrow*. The Web parent will receive a message accordingly and not be able to override it.

Note: The **Min Days in Advance** field in the **Rectrac** column is usually left at 0 (zero) but the logic does work if you wish to populate it. The one difference is that a clerk can override the warning.

- **Max FM Reservations Hours/Week:** If you place a **limit on the number of hours** a family member can reserve during the week, enter this number in the **Max FM Reservation Hours/Week** for both **RecTrac** and **WebTrac**. **Note:** If a customer books 4 hours and uses 5 hours of care – 4 hours will be counted against their Max Hours.
 - **Currently a week is hard-coded/defined as Monday-Sunday.**

Max FM Hours includes reservations at all locations that are linked to the same Court Restriction Code.

Example: You allow a 25 hour per week maximum and you have 2 centers that offer hourly and both are linked to the same Court Restriction code. If a child books 13 hours at CDC 1 and 12 hours at CDC 2, no additional reservations will be able to be made.

However, if you do other kinds of hourly reservations (like for Parents Night Out or Kids on Site) you probably don't want these reservations to count towards the max. To prevent that from happening you would create and link another Court Restriction code to the Parents Night Out or Kids on Site court(s).

- In the **Hours Before Rsrvn to Cancel/Change (CYMS)** field enter the number of **HOURS** prior to a reservation that you allow reservations to be cancelled. **Example:** If you enter 8 here it means that Webtrac patrons cannot cancel a reservation online within 8 hours of the reservation Begin Time. This field applies only to Web and is a garrison by garrison decision. Leave at 0 if you allow web cancellations right up to the begin time of a reservation.

- In the **Require A Valid Pass Membership** field select **No** for **Rectrac** and **Yes** for **WebTrac**. Do not turn this on for Rectrac because the Pass Status is automatically checked during CYMS reservations.
- Click the **Passes** button in the **WebTrac** column.

Specify what pass types are valid for making reservations by adding them to the Linked column (typically **CY-CHILD** and **CY-SAS**). You would only include **CY-MST** if you accommodate Middle School children in your hourly programs.

	RecTrac	WebTrac
Min Days In Advance	0	2
Max Days In Advance	0	0
Max HH Reservation Hours/Day	0	0
Max HH Reservation Hours/Week	0	0
Max FM Reservation Hours/Day	0	0
Max FM Reservation Hours/Week	25	25
Hrs Before Rsrvn To Cancel/Change (CYMS)		8
Require A Valid Pass Membership	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No

STEP 3 - Make the Hourly Room Web Ready – Facility ID Maintenance

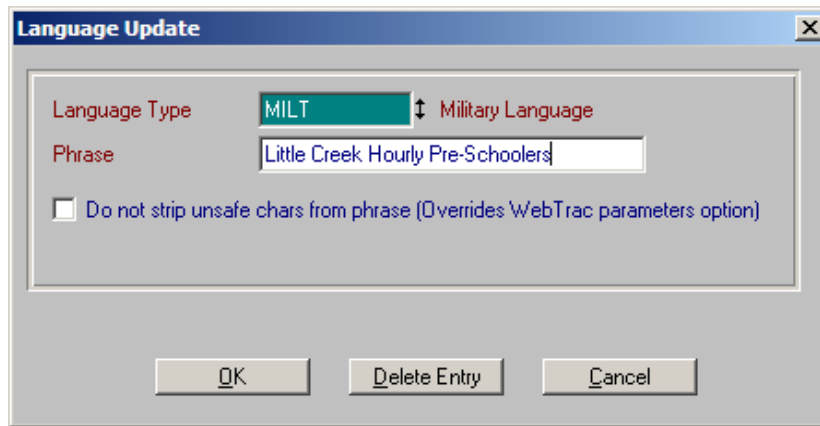
- 1 Go to **Files → Facility → Facility ID Maintenance**
- 2 Select the hourly room you want to make available on the web. **Note:** Please make sure your Facility Type, Location or ID does not have a slash (/ or \) in it or you will receive an FRF error during the web reservation process. Dashes are fine. Please call VSI for additional help in converting this record accordingly.

3 On the Core Information screen:

- **Prt Desc:** This is the description that displays on the Web **along with** the Location Description (1317 in our example).
 - In the above screen shot, this Court information would display in the following manner on the web:

Availability for Sara on April 18, 2012			
LOCATION	TIME RANGE(S) W/ AVAILABILITY	RESERVATION BEGIN TIME	RESERVATION END TIME
For Age Group 3 to 4.99 <i>Use Military Time Example: 06:00 for Six AM, 18:00 for Six PM</i>			
Hourly PS @ 1317	06:00 - 17:30	Not Selected	TO Not Selected

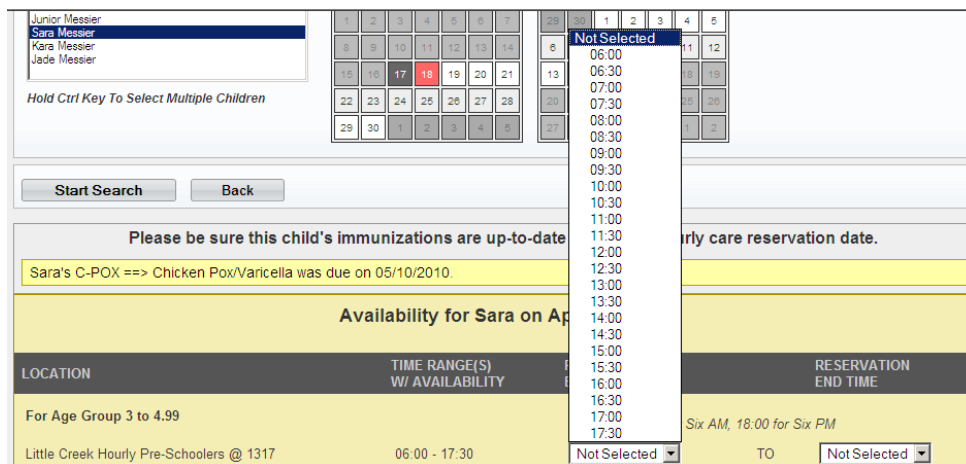
- The **Prt Description** and **Location Prt Description** are especially important if you have multiple facilities that offer hourly care – you need to make sure the **parent has enough information to know which site** they are making reservations for.
- To further refine how this displays on the web, you can:
 - Click in the **Prt Description** field
 - Hit **CTRL-L**
 - Change the **Language Type** to **MILT**
 - Type in a better **phrase** than Hourly PS. For instance: **Little Creek Hourly Pre-Schoolers**
 - Click **OK** and **Done**.



- This is how the above changes will display on the web:

Availability for Sara on April 18, 2012			
LOCATION	TIME RANGE(S) W/ AVAILABILITY	RESERVATION BEGIN TIME	RESERVATION END TIME
For Age Group 3 to 4.99		Use Military Time Example: 06:00 for Six AM, 18:00 for Six PM	
Little Creek Hourly Pre-Schoolers @ 1317	06:00 - 17:30	Not Selected	TO Not Selected

- **NOTE:** If you want to change the **Location Print Description** (the portion that comes after the @ symbol), you may do so in **Files → Facility → Facility Location Maintenance** and edit the **Prt Desc** accordingly.
- In the end, you want this to make sense to your parents. You might decide your Center name makes more sense than the Bldg #. Whatever you feel works is what you should do.
- Check the toggle for **Court Module Facility** (this should already be done if you are already booking hourly reservations in CYMS in GUI).
- **Time Block In Minutes:** The value you enter here must match the value that you used when you created your court slots. If you made 15 minute slots, enter 15. If you made 30 minute slots, enter 30. This controls the Times we allow a parent to select on the Web.



If you are unsure what time slots you used when you created your slots, go to the Hourly Reservation program in **GUI** and look at the Beg Time/End Time columns. This is an important field to get right!

4 Go to the **Core Info 2** screen:

- Link the **Court Restriction Code (CR001)** that was created/updated in **STEP 2**.
- Enter the valid **Age Range** for this Hourly 'Room' (a room can be a physical room or an age-based subdivision of a room). What you enter here drives which court(s) automatically display when a parent selects their children and a date on the reservation screen.

Example: If I am a parent on the web and I select to make a reservation for my 4 year old, this is one of the courts that will get displayed. The Infant, Pre-Tod and Toddler courts, for example, will not be an option for this parent if the age ranges are set up correctly.

- In the **Allow Facil Reg on Web** field, select **Both**
- In the **Display Facil on Web** field, select **Yes**
- Click **Done** and repeat for the rest of the hourly courts you wish to allow on the web.

STEP 4 - Add the Reserve Hourly Care Button to your Web Screen

- 1 This is now part of a **Splash Page** managed through a **Comment Code**
- 2 This **Splash Page** is controlling the Army's look and feel to your page. Therefore, only approved changes can be made
- 3 Contact **VSI** for assistance

STEP 5 – Customize the Reservation Page

The Hourly Care Reservation screen on the web can be slightly modified to include text regarding your reservation rules and hourly care fee policy by adjusting **Language Code GU00006090**.

- 1 Go to **Files → System → Other Maintenance > Language Code File Maintenance**.
- 2 Browse to **Language Code GU00006090**.
 - Two entries for **GU00006090** should exist; one under the **VSI Standard Language** and the other under the **Military Language**.
 - If no **Military Language** entry exists for **GU00006090**; **Copy** the **VSI Standard** entry to create the **Military Language** entry.
- 3 Highlight **Language Code GU00006090** and click **Change**.
 - Do **NOT** delete the existing text in this language code.
 - Add the desired text to the **beginning** of the language code followed by two HTML line breaks (

). This gives you a double space between paragraphs.
 - **PLEASE NOTE:** Keep in mind screen formatting when adding the desired text; additional line breaks
 may be necessary for optimal viewing online. Lines that run all of the way across the screen are too difficult to read. Have someone ‘triple check’ your spelling, punctuation and grammar as well!

Language Phrase Update

Phrase ID: GU00006090

Language Type: MILT Military Language

Phrase: All hourly care patrons will be charged a minimum
 of \$8 regardless of reservation length.

Reservations must be cancelled 24 hours prior to reservation time.

Select child/children needing care and a date to view available Hourly Care times.

Do not strip unsafe chars from phrase (Overrides WebTrac parameters option)

WebTrac Formatting Options

Background Color: [White] [Black]

Font Color: [White] [Black]

Font Size (In Pixels): 00 Bold Font Text Italicize Font Text

OK Cancel

Home Search Shop My Account Contact Us FAQs

Welcome, Messier Household. | [Logout](#) | [Wishlist \(0\)](#) | [Shopping Cart \(0\)](#)

Availability

All hourly care patrons will be charged a minimum of \$8 regardless of reservation length.

Reservations must be cancelled 24 hours prior to reservation time.

Select child/children needing care and a date to view available Hourly Care times.

Child's Name:

- Liam Messier
- Junior Messier
- Sara Messier
- Kara Messier
- Jade Messier

Hold Ctrl Key To Select Multiple Children

April 2012

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

May 2012

S	M	T	W	T	F	S
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

Start Search Back

Web Hourly Logic – What Assumptions Are Made

- **Passes:**
 - If the child's pass is **active today**, but will be **expired on the day of the reservation**, the customer will receive a **warning message** but can continue to book (message is color coded yellow).
 - If the child's pass is **expired today** and parent tries to book a reservation for that child, the customer is **not allowed to continue** (message is color coded red).
 - If the child's pass is **suspended today** and parent tries to book a reservation for that child, the customer is **not allowed to continue** (message is color coded red).
 - If the child's pass is active today, but has **future** suspension dates of 6/1/2011 thru 6/30/2011 and parent books a reservation for 6/10/2011 the **reservation will be allowed**. This seems fair since most bases using future Suspension Dates are doing so as a way to track when parents are due to bring information that was lacking during registration. We should allow the reservation to be made since there is a chance they may bring in the required information prior to their suspension.
- **Shots:**
 - The shots due check is done **based on the date the reservation is being booked for**.
 - The customer receives a **warning message** and **is allowed to continue booking** (message is color coded yellow).
- **Booking Rules:**
 - You can define a **maximum number of hours** that can be booked **per week**. A week is currently hardcoded as Monday-Sunday.
 - You can define the **number of days out (how far in advance)** a customer can book – example: You may specify a customer can book up to 30 days out.

- **Available Slots:**

- When a parent selects their child and the day they wish to book for, ONLY the ‘age appropriate’ courts and the available slots for those courts are displayed.
- By ‘age appropriate’ we mean -- if I am an Infant today but on the day I want to book I will be a Pre-Tod, then only the Pre-Tod courts and slots will be displayed.
- As reservations get made and slots get used up, the system is smart enough to only show blocks of time that are available at the moment they search. Blocks of time with less than 1 hour available will not be displayed.

- Example:**
- My hourly center has slots from **06:00 to 17:30**.
 - The **06:00-08:00** slots are all booked.
 - **08:30-11:00** is all booked
 - And **13:00-14:00** is all booked

Here is what the parent will see for availability on the web for this day:

Availability for Jade on April 19, 2012			
LOCATION	TIME RANGE(S) W/ AVAILABILITY	RESERVATION BEGIN TIME	RESERVATION END TIME
For Age Group 1 to 1.99		<i>Use Military Time Example: 06:00 for Six AM, 18:00 for Six PM</i>	
Hourly Bldg 1317 Pre-Toddler @ 1317	11:00 - 13:00	<input type="text" value="Not Selected"/>	TO <input type="text" value="Not Selected"/>
Hourly Bldg 1317 Pre-Toddler @ 1317	14:00 - 17:30	<input type="text" value="Not Selected"/>	TO <input type="text" value="Not Selected"/>

- The system is saying there is **at least one available slot** from 11:00-13:00 and from 14:00-17:30 that the parent can book.
- Notice the 30 minute gap from 08:00 - 08:30 is not even shown on the web.

Marketing Ideas – How to Advertise This Great New Feature?

- **Court RecConnect:**

- Some bases have elected to email or send letters to their hourly patrons (anyone who has made a reservation in the last 6-9 months) to announce this new online feature.
- This can be done by going to Reports, Court, Court RecConnect.
- Enter your **Reservation Date Range** and **Begin Court/End Court** Range.
- **Match Option:** Choose **Unique HH**
- If you choose to email your patrons, be sure to coordinate with IT so they can adjust SPAM settings on the SMTP server to ensure your emails get sent properly
- If you choose to email your patrons, you may elect to insert the patron’s **Web ID** and **Web Pin** in the email body. To do so, right click in the email body and select Household, Web ID and Web Pin.
- Call VSI if you need further assistance.

- **Center Based Assistance:**

- Some bases have elected to show patrons how to make reservations online right in their centers! This is a great idea. **Example 1:** Patron stops by the counter, wants to make or change or cancel a reservation. Clerk sends the parent to the back and someone assists the parent online with the process. **Example 2:** Parent registers at CER and expresses an

interest in hourly care. CER Rep logs into Web and shows parent how easy it is to make/cancel/change a reservation online. As the old saying goes, teach a man to fish.

Web Hourly Reporting – To See Online Usage

- **Webtrac Statistics Report** – This report will allow you to see how many ‘sessions’ there were that made at least 1 hourly reservation (CR Time Reserved). **Example:** I have 2 children, go online and make two reservations without logging out between reservations. This will show as 1 CR Time Reserved.

If I log out between reservations it will show as 2 CR Times Reserved.

This report will also show how many ‘sessions’ had a cancellation or change done to a reservation. **Example:** I have two children with reservations, go online and cancel them both without logging out in between cancellations. This will show as 1 CYMS Hourly Care Canc/Change.

If I log out between cancellations it will shows as 2 CYMS Hourly Care Canc/Changes.

- Go to Reports, System, Webtrac Reports.
- Click **Default Settings**
- Pick your **Date Range**
- Turn off toggles in the **Print Sessions With** area (except **Print Selection Criteria**, that is always good to have on for any report)
- Click **Details>>**
- Click **DeSelect All**
- Turn on toggles for **At Least 1 CR Time Reserved**, **At least 1 CYM Hr Care Canc/Chng**
- Click **Print**

Sessions With At Least 1 CR Time Reserved: 4

Sessions With At Least 1 CYMS Hourly Care Canc/Change: 0

NOTE: The process for changing the start or end times of a reservation actually cancels the existing reservation and then creates a new one. Therefore, you could see the **CR Time Reserved** count artificially increase depending on if the change was made in the same session as the original reservation or not.

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