

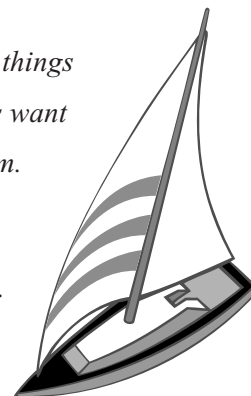
The Marina Program

NEWSLETTER

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This summer I had the chance to spend some time at several client sites. I always learn new things from users—how the program is utilized, which features are most valuable, and what users want in general. What I find out from users is that often what they want is already in the program.

One marina set up an Excel file to calculate electric charges. The Marina Program can calculate electric meter and other metered items with a whole range of tiers, taxes and minimums, if necessary. In addition, with a separate module, you can download the info into a Palm / hand held, walk the docks, read the meters, and then sync the Palm with The Marina Program for automatic charging.



Another marina wanted to keep a tighter control on all of their staffing operations and transactions. We showed them how to use different levels of passwords, user codes, workstation IDs and how to print a list of deleted transactions and credit adjustments.

“What I find out from users is that often what they want is already in the program.”

I had an email from a user who wanted to put the vacancy list on his Palm Pilot. We worked through printing the list to file and using Documents To Go to move it to the Palm.

This is just a small sample of the requests we hear about. The above features are already in The Marina Program—well handled and easy to use. No one wants to read the user's manual, but if you think, “I wonder if The Marina Program can...?”, then email us! We can quickly email you back, and if the program doesn't do the job you want and it looks like a good idea, we will put it in our To Do list for the coming update. Many of the new features in each update come from your suggestions. We continue to value your input and enjoy working with all of you.

As we enter our 19th year of business, I would like to say thanks to all of you. You have made The Marina Program what it is with your support, participation and community.

—Lani

“What I see so far is beyond what I had hoped for as a management tool, and I believe this will be the best purchase I have made for the harbor. Thank you again.”

—Jim, Long Beach Harbor, MS

“I am used to calling tech support and getting instructions that either do not work or make the problem worse. It is far easier to be able to ask the programmer, and get the best answer quickly. So thank you for your great customer support.”

—Tina, Port of Edmonds, WA

“A special thank you for your assistance and patience this morning in getting our Hand Held up and running. Your service is always excellent!”

—Michelle, Point Roberts Marina Resort, WA

Computer Corner

How do I import my email addresses into Outlook?

Go to Lists/Labels/Rolodex/Export under Journal/Reports.

Under List Format Selection, choose ASCII File Export, and choose the option Outlook.

Under the Selection Group, choose All Records w/ Email, and then make your other Selection Group and Date Range selections as needed (for example, Tenants with today's date for all current tenants, or Guests with a date range of 7/4–7/6 for any guest here on the Fourth of July weekend).

This will create a file called Outlook.CSV that can be imported into Microsoft Outlook.

You may also wish to print a paper report of who has an email address. To do so, under List Format Selection, just choose Summary Dates or Summary Phones, leaving the other selection criteria you have set above the same. The email address will show as a second line in either Summary List.

How do I print the Harbor Graphic?

We've mentioned this *how-to* before, but it continues to be a popular question!

With the Harbor Graphic on the screen in front of you, hit the **Print Screen** button on your keyboard (this copies). Open up Microsoft Word, and with a blank document in front of you, hold down the **Control** key while typing the **V** key (this pastes). You can then format the picture and print it. With a color copier and the Date View set to your desired dates, you can hand out the Graphic to dock hands on a busy holiday weekend.

How do I print a list of who is *arriving* today, as opposed to who is *here* today?

Go to Journals/Reports > Lists/Labels/Rolodex/Export

List Selection: Check In Report or Check List Summary

Sort Order: DATE IN Alphabetic or DATE IN Space Order or DATE IN Boat Order.

Selection Group All Records: All Records ALL: Guests.

For Start Date, choose today (or other desired date) and add a number for additional days.

This will print a list of boats arriving on the day chosen!

Or use Journals/Reports > Journals. CHECK IN/OUT Specific Dates—again choose today (or other desired date) and see the accounting ledger—in space order for arriving boats.

The same technique can be used for boats leaving. Just choose the DATE OUT index.

For who is *here* today, use the standard indexes with a date **range** of today to today, and any boat with start date or end date of today *and/or dates bridging your date range* will list.

Welcome to the newest members of The Marina Program community!

Venice Marina, Venice, LA

City of Juneau, Juneau, AK

Port of Newport, Newport, OR

Marker 1 Marina, Seabrook, TX

Constitution Marina, Boston, MA

Crystal Bay Marina, Skiatook, OK

North Shores Resort, Jessieville, AR

Bahia Blue Marina, Thunderbolt, GA

Birch Bay Village Marina, Blaine, WA

Taylor's Landing Marine Center, Norfolk, VA

Conch House Marina Resort, St. Augustine, FL

Amelia Island Yacht Basin, Fernandina Beach, FL

Fiddler's Cove Marina & RV Park MWR, San Diego, CA



Passwords, User Codes & Workstation IDs

We are frequently asked about the difference between these three features. While they are similar in that they offer tighter controls, they serve different functions.

Passwords

Do you want to assign different levels of access to The Marina Program depending on the employee? Passwords allow you to limit access to The Marina Program and many of its features. You can give your accountant full access to all the program functions, while the dock hands can be restricted to Read-Only access, and other employees a level in between. See the Password Setting table in the software manual for the options on each password level.

See Lists > Program Settings > Options and Parameters > Set Password.

User Codes

Would you like to track transactions by employee? User codes are often used in conjunction with passwords. Everyone who uses the program gets a user code. The user code is affixed to all transactions and memos, and is displayed with those transactions in many reports so employee program use can be tracked.

See Lists > Program Settings > Options and Parameters > User Codes/Log-on IDs > Set User IDs.

In Version 4, each user is assigned to a password level, and his user ID defines his rights.

Workstation IDs

Do you want to separate transactions by workstation or cash drawer? Having a workstation ID allows for separate daily check-out reports to total each cash drawer or entries from each workstation.

See Lists > Program Settings > POS/Guest Reservation Defaults > Set Workstation ID.

Please give us a call if you need help in setting up any of these features.

Add-On Modules and Interfaces

Some add-on modules are available for purchase; others are already available free of charge with The Marina Program. Please contact us—we would be happy to discuss your marina's needs.

Guest Reservations	To make reservations for guests or transients.
Point of Sale	For a small marina store with a cash drawer and receipt printer.
Inventory	For a larger store or one with bar-coded items.
Dry Storage / Launch Scheduler	For marinas with dry storage, rack & stack or boat launch.
QuickBooks Export	Allows data export of payments and charges to QuickBooks.
Dockominium / Condominium	To manage 'owned' slips, or lessors and lessees.
Mega Yacht Options	Customizations for multiple and remote meter reading and check in/out billing.
Second Meter Type	For tracking water or propane readings.
Online / Electronic Banking	Saves money by cutting statement and posting time.
PDA / Hand Helds	For meter reading, inventory and hot berthing.
Security Systems Integration	Integrates with security systems to limit access by gate, tenant, time and locale.

Birth Announcement

We are pleased to announce the long awaited arrival of our Visual Basic 6 version of The Marina Program! Why would you care? Because it is a 32-bit program and works with a Pervasive.SQL V8 engine—and is *fast*. It is the platform of the future.

We usually start updating the next year's version in or about February/March of the new year. With this new version, we are jump-starting selected sites, as well as starting out all new users on the platform. Those users already on Pervasive or with new customizations are receiving the update as well.

There are some changes...the program must reside on each computer (like Microsoft Word and other modern programs do), and the program's utility files must be registered in each computer as with every 32-bit program.

The new file manager engine is Pervasive.SQL V8 (current users utilize the predecessor to Pervasive, Btrieve 6.15). As with all SQL file managers, this comes with a user license per workstation. For any user on support and with a multi-user license, we will give a 5 concurrent workgroup license for Pervasive free of charge. Clients with more than five concurrent users will need to pay a surcharge for the client/server engine.

If you think you want to jump start your update, don't hesitate to give us a call!

Same Faces, New Places

Recently one of our clients in Florida changed hands: new operators were hired, and we received a phone call. To our delight (and theirs), the new staff had already worked with The Marina Program at their previous marina! They had come from a dockominium operation in S.W.

Florida and now were moving into a busy Miami destination marina. Their former daily tasks of managing owner occupied slips now turned to booking guest reservations.

We've heard this example from a number of our users—they change jobs and are thrilled to find The Marina Program at their new marina. This happens more and more as our user base grows—now at over 350 users throughout the U.S., Canada, Mexico, the Caribbean and Australia, and representing everything from busy coastal destination

marinas to inland lake marinas with long-term tenants to enormous Port districts in the Northwest.

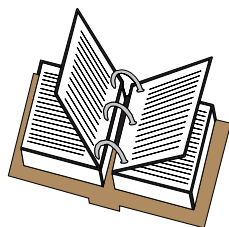
Coming next
season by
popular request:

Boat Rental module
Work Order module

As always, we love getting to know all of you in person. Please come see us at any of the trade shows listed on the back of this newsletter.

—Jill and Lani

This Fall & Winter, You'll Find Us At...



October 13–16, 2003

San Antonio, TX

Marina Association of Texas

November 4–6, 2003

San Francisco, CA

California Harbormasters / Pacific Coast Congress

November 11–14, 2003

Palm Springs, CA

Marina Recreation Association

February 4–7, 2004

Fort Lauderdale, FL

IMI / MOAA

To set up an appointment with us at one of the above trade shows, call 800-435-9585 or email us: info@ccmarina.com

Please stop by our booth and say hello!

Email us if the contact person on your mailing label needs updating, or if you need additional copies of the newsletter sent to a different person/address.

Computer Consultants Staff

Lani Uhry ♦ Sales / Support / Programming

Jill Gibson ♦ East Coast Sales / Support

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David Long ♦ Advertising / Administration

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www.ccmarina.com
415-435-9224 fax
415-435-9585
800-435-9585
Tiburon, CA 94920
98 Main Street #526

COMPUTER CONSULTANTS

The Marina Program
Marina Management Software