Village of Orland Park
Recreation & Parks Department
Interoffice Memorandum

To: Nancy A. Flores, Director of Recreation

From: Lorri Padour, Database Administrator

Date: 3/9/2011

Re: CLASS software upgrade issues resolved and enhancements

We are currently 5 upgrades behind in keeping our software current. There have been many issues resolved and some enhancements added. The largest upgrade, with the most issues resolved, is the first service pack following our version (6.0 sp4 – we are on 6.0 sp3). There are 66 pages of issues resolved in this service pack alone. Although not all of the issues resolved involve us or the modules we use, there are plenty that we do need. I will outline the most needed:

6.0 sp4 issues resolved

- When amending some rentals, the Unearned Revenue is not being reported correctly if they have been amended. This caused a large project in order to correct this for this fiscal year. If we don't have an upgrade this is very likely to happen again.

- When booking rentals in facility booking with added set up time , (i.e. booking an extra day prior to and after, picnic tables and supercookers), it isn't being added to the rental properly. This causes rentals to be booked too close together. I was able to do a work around, but it makes the reports for the parks staff very hard to understand and causes confusion.

- When entering a credit card payment, the software will accept the entry of the credit card number with the wrong credit card type, i.e. Mastercard number and the card type is selected as Visa. It does go through correctly at the bank, but it is listed wrong on our files and on our reports.

Accounting Issues

- Account statements – open items prints everything, not only open items. This causes confusion for our customers.

- Improved performance on View Financial Activity

- Backdated account adjustments are causing GL and AR reports not to balance.

- Deferred revenue debited incorrectly and moved to revenue

- After a declined payment in IVR all payments in the same call get communication errors.

- Class tries to commit declined transactions.

- POS – multiple item adjustment not calculating properly.

- Cancelling transaction right after holding a current transaction will cancel the previous cancelled transaction.

- Cancelled transaction does not always print a cancelled receipt.

- Course revenue report does not show any information when selecting the Residents Only radio button.

Bookings/Memberships

- Cannot modify Administrative or Maintenance booking information when right clicking a booking and selecting 'Maintain Booking Information.'

- Problem with per booking fee when booking crosses over 12am; displays no valid fee for times after 12am.

- Facility booking does not calculate fee correctly if booking over 2 days.

- Rolling over rentals does not create all of the bookings.

- Maintain Holidays: Performance issues with searching and saving changes.

- Flex Reg repeat functionality not copying properly.

- Class modules do not work on Windows Vista.

- Membership pass sales – effective dates for fees are not being recognized when back dating a pass.

- Membership Pass Validation does not follow priorities for multiple passes.

- Cannot suspend a pass during the period if it had already been extended.

- Batch renewal process too slow.

- Courses in course group do not show as 'course full' in course search even though no available spots.

- Alert text attached to a facility does not pop up when making course bookings in that facility.

- Payment Processing List not showing transactions that were initially handled by the Class error handler.

- Discrepancy between # of memberships on the Membership Statistics report and the Census report; Statistics report excludes passes sold and withdrawn in the same date range whereas Census report does not.

- Facility Usage report does not correctly account for bookings over midnight.

- Memberships Statistics report shows incorrect expired and renewal %.

- Unable to search for a client with a status of 'Frozen by User' in Program Registration.

Enhancements

- When transferring an extended membership pass the pass will now pro-rate based on the original term of the membership, not including the extended months. This is a very huge enhancement as most of our membership 'specials' involve extending the membership. Currently we have to manually manipulate the membership to make sure the customer gets the correct amount of credit if they are transferring memberships, i.e. from individual to family or couple.

- Hosted Internet Registration – although we will not be adding this component this year we do need to have the upgrade to make if available. Hopefully next year?

- Gift Cards – same as above. This allows us to issued Gift Cards that are validly linked to the software and $$ amounts can be scanned off for any number of purposes, i.e. program registration, daily admissions, etc.

- Customer Account Adjustments Report - The new Customer Account Adjustments Report is a "back-office" administrative report which should be run regularly (weekly or monthly), and as needed for a specific inquiry. For audit purposes, this report shows customers account adjustments for a period of time, who made them, to which accounts, for how much, using which GL account, and why.

- Contracts/Permits Extra Fees Report – will provide users with the ability to report rental extra fees only, booking extra fees only or both. The report itself will have a subtotal for facilities and a report grand total.

- An alert text and confirmation text has been added to the Maintain Facility screen. This will bring attention to the front office staff any pertinent information needed regarding a certain facility and the confirmation text can be added to the contract.

- Ability to email membership pass renewal letters.

- Ability to use biometrics for client validation.

- Modifications to FlexReg.

- New USB printers and cash drawers for POS.

- Windows Vista certification