



# BYTES



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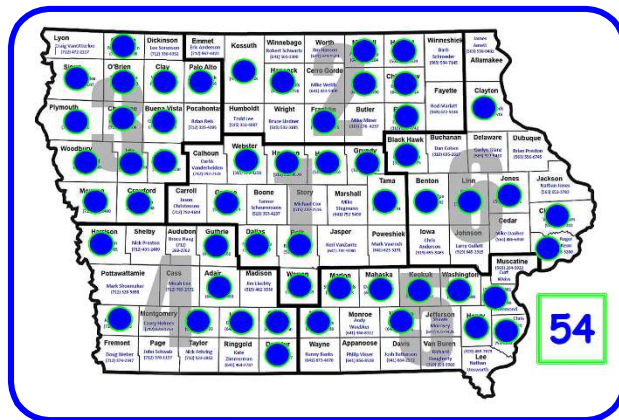
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## '23 MCP.com ADMIN Survey Completed

**MANY thanks** to the **54 CCBs** that chose to participate in this vital survey in September! The results, in part - will assist with our current progressive revamp of our award-winning website. The focus of this survey was to gain a better understanding of what our Website Administrators view as essential administrative functionalities that they utilize on a regular basis. As we could anticipate – certain ones were essential to some CCBs, while viewed as lesser important to others. If any functions are identified for the chopping block – we will plan to contact those CCBs that rated them as a priority. As is unique about our CCB system... **54 participating counties = 54 opinions.** 😊



## Record-Breaking 9<sup>th</sup> Annual E-Commerce Summit!

We were honored to welcome 72 participants from 34 CCBs on 10/18 for the **9<sup>th</sup> Annual MCP E-Commerce Summit** at the Briggs Woods Conference Center in Hamilton County! There was palpable fervent excitement about **QR Codes being the next major website expansion** into the world of "instant" customer satisfaction AND improvement of CCB campground and event management – spurring subsequent expedient discussions with MCP website developers! A special presentation by **Informatics CEO John Osaka** also energized the attendees!

As highlighted in the **October ICCS Newsletter** – the energy from the Summit transitioned into almost immediate ICCS planning discussions with website developers to place QR Code enhancements on the front-burner. We have since approved a proposal to fast-track numerous updates and expansions for our existing QR Code capabilities – especially as it relates to campsite registrations and preparation for point-of-sale possibilities for the **NEW MCP website in 2024!** These improvements should roll-out in late-winter, in time for spring '24 camping season. 😊

## MCP 101 FALL BASIC TRAINING on ZOOM – Nov. 8<sup>th</sup> a SUCCESS!

Very much appreciate the **22 representatives from 10 CCBs** that joined us for the semi-annual **"MCP.com 101 Basic Training"** on November 8<sup>th</sup> in the **ICCS Zoom Room** online! CCB staff participating were from Bremer, Franklin, Kossuth, Linn, Louisa, Plymouth, Story, Webster, Winneshiek and Woodbury counties. Attendees received a 120 min. overview presentation of the digital footprint of ICCS – including **MyCountyParks.com**, **MyCountyParks.org** and the **IACCB Portal**. There was also a brief update on the development timeline for the **All-New MyCountyParks.com website**, as well as a preview of the prototype of the new site. The presentation was followed by a short Q&A session with participants.

Hazelton followed up after the meeting with website developer, **Informatics** on a question about how pictures that CCBs have uploaded to the existing MCP.com will or will not transition to the new site in 2024. **Current pictures will transition over, but due to the existing restrictive parameters for uploading – they will appear as lesser quality & size on the new site.** CCBs should already be in the process of acquiring an expanded inventory of large, quality photos of their parks and especially facilities – to be ready to upload these higher-quality pictures to the "image-infused" revamped design of the new site. With the **anticipated launch of the new site to be following the 2024 warm recreation season** – you have the next 10-11 months to be capturing these images through the 4 seasons of Mother Nature. 😊

Connections to the resources available from the **MCP 101 Fall Training of 11/8/2023** are as follows:

**MyCountyParks.org Resource Page:** <https://www.mycountyparks.org/mcpcom-administration.html>

**Workshop Presentation PDF:** [https://www.mycountyparks.org/uploads/1/0/6/7/106716567/mcp\\_101\\_fall\\_training\\_-\\_11.8.2023.pdf](https://www.mycountyparks.org/uploads/1/0/6/7/106716567/mcp_101_fall_training_-_11.8.2023.pdf)

**ICCS YOUTUBE Channel - Video of Presentation:** <https://youtu.be/B3ouR0qZ114>





## Q.R. CODE IMPROVEMENTS GETTING “FAST-TRACKED” for 2024!

With the interest expressed at the **E-Commerce Summit on October 18<sup>th</sup>**, Adam & Tom prioritized an expedited meeting with our developer on October 30<sup>th</sup> to discuss significant changes to how Q.R. codes can engage with our website reservation/payment systems. Development of these improvements commenced on November 13<sup>th</sup> - plans are to have the first round of upgrades tested and finalized by late winter for roll-out, well in advance of the 2024 warm recreation season!

**(NOTE: We will be trending to share less in print about cutting-edge functionalities so as not to tip our hand to competitors that we know are out there. Are they investing \$280K+ on your behalf???)**

## WEBSITE IMPROVEMENTS JUST RELEASED!

### New Color Highlights Within **ADMIN VIEW** of ORDERS

Changes to the Administrative View of ORDERS will assist administrators with locating orders that have been modified for various reasons....

RED = Voided Orders, YELLOW = Partially Voided Orders, Green = Edited Orders

	OrderID	Last Name	First Name	UserName
	468016	Boyce	Joshua	9381jboyce
	451505	Ford	Erin	WebsterCCBE
	451459	Lundbeck	Lori	1623jjohnson
	465595	Osaka	John	Linn County Administration
	465594	Osaka	John	Linn County Administration
	465593	Osaka 2	John	Linn County Administration

**Reference Key**

This background color indicates overridden processing fee.

This text color indicates voided orders.

VOIDED ORDER  
VOIDED w/PROCESSING FEE OVERRIDE  
VOIDED ORDER  
PARTIALLY VOIDED ORDER  
NORMAL ORDER  
EDITED ORDER

**REFERENCE KEYS** are located above and below the order database within the County Administration to assist the administrator with knowing which highlight means what 😊

These improvements were requested by several **County Administrators** across our system to assist them with quickly locating and identifying Orders that have been administratively modified. (\$750 upgrade)

### Voided Item(s) Now Noted on Customer Receipts

Now when you **VOID** all or a portion of an Order, the Customer Receipt also gets updated with this change – as shown here to the right. You then have the option to resend the receipt to the Customer – providing them with documentation of the change(s). If the order had several items in the shopping cart, and only some of the items were voided – those items will be shown as voided on the receipt, but the viable other items will remain as “active”. (\$450 Upgrade)

Item Purchased	Quantity	Price	Lock Box Code	Promotion Code
Woodland Wonderland: 5:6pm timeslot	1	<del>\$42.00</del> \$0.00		
Event Attendees: Boyce, Mira (Adult); Boyce, Josh (Adult); Boyce, Margot (Child); Millar, Stacey (Adult); Millar, Eric (Adult);				
Event Date: 12/2/2023				
Park: Hartman Reserve Nature Center				
Add to Google Calendar Add to Outlook Calendar				
Total: \$0.00 Item Subtotal: \$0.00 Paid by Visa: \$0.00				

REFINE SEARCH

SEARCH RESULTS

4/19/2024 4/21/2024

4/18/2024 4/20/2024

4/19/2024 4/21/2024

### Alignment of Search Results with Input Dates

Previously, on the **User Side** of the website – when a customer would enter dates for the availability search on facilities, the results would be off by a day on both sides of the search window.....thus confusing to the user. (This was part of the original website build as we have both overnight and day-use only facilities) This update aligns the input and output dates for the searches to coincide with the customer's intent. (\$300 Upgrade)

### “Processing Fee” Now Separate in Orders Admin View & Export

As requested by Administrators, we have separated out the “\$4.00 Per Item In-the-Cart” administrative **Processing Fee**, the facility cost **Sub-Total**, and the **Total** pricing – in both the **Orders Admin View** and **Excel** database export. This change will assist administrators with their weekly/monthly reports as well as their periodic financial accounting. As with any proposed change to adjust Reports to satisfy your local CCB needs – it has a cost to do so, and therefore needs to have a broader benefit to our statewide system to be included in a future version. (\$300 upgrade)

Processing Fee	Sub Total	Total
\$4.00	\$640.00	\$644.00
\$8.00	\$405.00	\$413.00
\$8.00	\$840.00	\$848.00
\$4.00	\$80.00	\$84.00
\$4.00	\$325.00	\$329.00
\$4.00	\$150.00	\$154.00
\$4.00	\$260.00	\$264.00

I	J	K
Processing Fee	Sub Total	Total
4.00	100.00	104.00
4.00	120.00	124.00



**Dashboard**

Edit Facility   Manage Images   Related Items   Activities   Amenities   Exclusion Dates   Prices   Rental Contract

**Waiver** (Leave blank if no waiver)

I understand that there is no smoking in this cabin, and that if smoking is detected I am subject to

Additional Agreement(s) for Cabin 01 Mallard (Full-Service) : 12/08/2023 - 12/10/2023

- ☒ \$10 per night pet fee if paid online, \$20 per night fee when paid onsite
- ☒ 21 years of age or older
- ☒ Check-in after 4:00 pm - Check-out before 11:00 am
- ☒ I have read and understand the No Refund Policy
- ☒ No smoking in cabins.

**There were problems with your submission.**

- The waiver is required to be checked

Waiver :

☒ I understand that there is no smoking in this cabin, and that if smoking has been detected I am subject to a \$100 cleaning fee assessment.

## New Waiver Signature Option for Facilities

Similar to the “Waiver Form” that has been available on **Event Registrations** for several years, we have added the same waiver option for **Facility Reservations**. If the Waiver text box is left empty, no waiver “Agree To” will challenge the user during check-out. Facilities already have an “Additional Agreements” functionality where Admins can add shorter agreement terms under 500 characters. This additional field can accommodate much longer waivers. (\$600 Upgrade)

## Donations Operation Updated for CCBs Using E-Commerce Functions

Any of our E-Commerce CCBs are eligible to utilize the “Free” **Donations** functionality that is available in the County Administration portion of your section of the website. These updates also added a **Donation** tab to the REPORTS section of the county administration in order to separate these \$\$ out from the other online E-Commerce. There are no MCP fees associated with using this feature, but all \$\$ received online are subject to credit card and payment gateway fees assessed by the third-party vendors that each E-Commerce CCB contracts with for their portion of website operations. (\$300 Upgrade)

Donations

Activities  
FAQ  
Donations

Donations

Reports

Facility Reservations   Facility Usage   Facility   Demographics   **Donation**

Item Purchased	Quantity	Price	Lock Box Code	Promotion Code
Cabin- Bur Oak	1	\$259.00	0821	HAYBARN22
Reservation Name: Amy Russell				
Event Type/Name: Weekend away - Russells				
Check In/Out Times: 12/30/2022 2:00 PM - 1/2/2023 11:00 AM				
Park: Pioneer Ridge Nature Area				
Add to Google Calendar   Add to Outlook Calendar				
Total: \$259.00 (Including \$4.00 Processing Fee)		Promotion: -\$85.00		
Item Subtotal: \$174.00		Paid by Visa: \$174.00		

Price
\$85.00
\$85.00
\$85.00
\$4.00
Total: \$259.00
Promotion: -\$85.00
Item Subtotal: \$174.00

## Promotion Code Documentation Improved

BOTH the Customer and Admin catch a bonus with this update! The receipts (customer and administrative) have more clarity with improved itemization, as does the documentation within the Order Information administration. (\$300 Upgrade) These are just a couple of “baby steps” in what is anticipated to be a major overhaul of the promotions/discount platform – results of which will roll out with the new Version 9.0 of MyCountyParks.com in 2024! 😊

## WINTERFEST 2024 – ARE YOU REGISTERED!?!

Are YOU one of the **111 employees from 25 CCBs** that have already registered for Winterfest 2024?! Best be getting after it pretty soon as the deadlines for registration and booking your rooms will be here before you know it – why not get it done in November!? You’re going to find yourself scrambling for lodging at the Hyatt within the next couple of weeks as the room block is already getting a bit tight...watcha waitin’ for? You already know the agenda is awesome, you already know your peer acquaintances from the past years will be there to network & socialize with.....AND, you already know that the food, breaks and entertainment are always awesome! WHY WAIT??? Jump on the link below to get to all the information and lodging/registration links you need to save yourself a seat at the #1 employee educational and networking event that occurs each year – DON’T MISS IT!! You got something better to do in the cold and dreary days of late January??

The **Winterfest Planning Committee** has done a bang-up job putting together this great event just for **YOU.....BE THERE, get registered!** 😊



<https://www.mycountyparks.com/Org-Event/78/WINTERFEST-2024-EMPLOYEE-REGISTRATION.aspx>