

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS,  
OPERATIONS DIVISION CHIEFS

SUBJECT: National Recreation Reservation Service Inventory Update and Verification

1. The 2001 National Recreation Reservation Service (NRRS) annual inventory update and verification process will begin on 6 August 2001 and will continue through 30 September 2001. During this period, authorized personnel may review and change their inventory data, revise maps, or add new facilities. The inventory update will be conducted using the inventory web page at <http://www.ReserveAmerica.com/nrrs-inv/>. The Guide to the NRRS Inventory Update Procedures and the opening web page have been updated. Your change requests must be made in accordance with guidance provided on the web site.
2. All field locations should review their inventory and submit any necessary changes, or alternatively, submit a message to ReserveAmerica that no changes are required. Only authorized Points of Contact (POCs) may submit changes to inventory. If your authorized POC has changed, you must provide the name of the new POC to ReserveAmerica prior to submitting inventory changes. All field locations are requested to review the alerts and warnings for their facilities and limit information to the most critical facts. Alerts and warnings have become lengthy and contain routine information that could be relayed to customers upon arrival. Simplified alerts and warnings will improve the efficiency of making reservations through the call center and be more informative to our customers. Changes submitted will be processed on a first-come, first-served basis. Changes will begin to be processed after Labor Day to avoid changing the database during this recreation season, including the holiday. All completed changes submitted prior to September will be processed and in place by 26 September, which will allow the field the ability to change fees and seasons 240 days in advance of Memorial Day 2002.
3. Seasons and fees should be updated for 2002 and 2003 during this inventory update period. Current guidance in ER1130-2-550, Chapter 9, paragraph 9-2, governs review of districts' recreation use fee schedules. This policy states: "The district commander will provide the established schedule of use fees to the major subordinate commands (MSCs) not later than 30 December each year." Due to the 240 and 360 day NRRS windows, fees for reservable facilities must be established and entered into inventory a year further in advance than existing policy envisioned. This may be accomplished under existing

SUBJECT: NATIONAL RECREATION RESERVATION SERVICE ANNUAL INVENTORY UPDATE AND VERIFICATION

policy. The MSC may supplement policy to require earlier review and/or approval, at its discretion.

4. All field locations should have a minimum of 60 percent of sites available for reservation. Field locations, especially those operating with Park Office software, are encouraged to maximize the number of reservable facilities for public service and efficiency reasons. It is not recommended, however, that field locations make more than 95 percent of sites reservable. The NRRS cutoff window for advance reservations is 4 days or less.

5. All field locations are strongly encouraged to include reservable day use facilities in the NRRS to take advantage of the many benefits of the service. Only reservable group camping sites, however, are required to participate. Day use shelters and shelters that are reservable for both day use and group camping are not required to be included in the NRRS.

6. New field locations or additional inventory at existing field locations may be added during the update period by using guidance available on the inventory web page. New field locations with new inventory may also be added at any time during the year. Please be advised that change requests for existing inventory will receive higher priority from ReserveAmerica during the inventory update period.

7. A list of NRRS Inventory Update Tips is enclosed. The NRRS point of contact in CECW-ON is Judy Rice (202) 761-4751. The Interagency Inventory Team Leader is Larry Bogue (214) 767-2432. The Corps NRRS Program Manager and COTR is Greg Webb (817) 978-4641.

FOR THE COMMANDER:

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Encl

CHARLES M. HESS  
Chief, Operations Division  
Directorate of Civil Works



## NRRS Inventory Update Tips

7/27/01

### *Participate, Review, Update, and Notify*

The following list contains items in the NRRS Inventory that deserve special attention. Please give consideration to these items when updating your inventory. All facilities should be reviewed for accuracy in the database. Last year approximately 500 facilities were not even reviewed during the Annual Update. Even if you expect no changes will be made, it is critical to review the fees and dates. There are two notification links that are mandatory. To indicate that no changes will be submitted this season, click the [“No Changes This Season”](#) link. To indicate that all changes are entered and are ready to be submitted to ReserveAmerica for processing, click the [“Submittals Complete”](#) link. This will notify the contractor that you are done with your work and they can start processing the changes. Subsequent changes will require the submittals complete link be activated in each instance. The no changes link allows us to keep up with the status of the field during the Annual Update.

### **General**

New Inventory may be added at any time. Utilize NRRS Data Collection Forms available on first page of the Inventory Update Web Site. Changes to existing inventory during the Update will take priority over new submittals.

It is helpful to print the Guide to the NRRS Inventory Update Procedures prior to beginning the Annual Update.

Directions to configure Forest Service computers to link Lotus Notes to respond to the “submittals complete” and “account part change” buttons are provided in the Guide to the NRRS Inventory Update Procedures manual.

A Point of Contact must be on file with ReserveAmerica before they will process your changes. Complete and submit the form available on the Inventory Update Web Site if a Point of Contact has not been established or if changes are needed. Double check the POC email address, as many have changed over the last year or two.

Changes will be processed on a first come first served basis, however, ReserveAmerica will not alter the database until after Labor Day to avoid impacting the present use season. Still, it is to your advantage to enter your changes early in the process to guarantee that your work will be completed prior to 240 days in advance of Memorial Day 2002. All changes correctly submitted before September 1, will be completed at ReserveAmerica by September 26. This is very important for field locations that will increase fees or change dates of operation for 2002.



## **Notes, Warnings, Alerts**

This year we are focusing on simplifying the Alerts and Warnings. Messages should be brief and informative. Alerts and Warnings have become lengthy and focus on routine topics that should be conveyed when a customer arrives at a facility. This takes excessive time on a reservation call, and interferes with a customer retaining critical messages. We should limit the concepts we are trying to convey and share only the most important points. The NRRS and ReserveAmerica have jointly provided a list of recommended alerts and warnings to select from in the inventory guide. Review and edit your alerts and warnings using this approved list.

**Confirmation Letter Text** – This text box allows you to enter, review, and edit messages that will show on your customer’s confirmation letter. It was added last year, but few people have taken advantage of this useful tool. Be concise with critical information not to exceed 72 characters. Utilize this box to provide important information such as lock combinations and instructions for accessing keys for gated facilities (enter this critical information on the first line of the confirmation letter text).

## **Campground Address**

Enter the campground address including public and business telephone numbers (see instructions). **The public number is intended to serve as a location that ReserveAmerica can refer customers to when they have questions about a facility that cannot be handled by the call center.** Please supply a number for public referral. The number does not have to be to a telephone located at the facility in question.

## **Account Parts Information**

Pay particular attention to Account Parts, as it is the primary mechanism triggering disbursements.

Also:

- Congressional District
- State and County Codes
- Tourism Region (a key to determine your code is available at the inventory web site)

Concessionaires entering new facilities, or re-establishing facilities that have been archived need to supply NCMO with a copy of the special use permit showing permit dates, as well as confirm account parts to initiate disbursements.

## **Fees/Dates**

Start Date/End Date for Fees, Holiday Fees, and Minimum Stay Weekend options: Pay particular attention to the directions in the Guide to the NRRS Inventory Update Procedures, or call ReserveAmerica for specifics to implement these functions.

Plan ahead and provide fees and dates for 2003.

When you provide new fees you must provide the start date (date in effect). If no start date is provided the default for all new fees is January 1<sup>st</sup>.

It is always a good practice to check fees and dates during the Annual Update, as they are rolled over from the previous year.

## **Restriction Tables**

There have been global changes to the restriction tables over the last year. Read the current guidance on the web pages and review the tables for accuracy.

## **Undefined Sites**

A goal in the NRRS is to have complete information on all individual sites within a campground. Now is a good time to begin filling in missing site information on campsites that are presently not available for reservation, are lacking any data, and have been coded as XXX sites. This will add to flexibility and manager options in the future.

## **Policy**

Minimum Reservation Windows should be set at a maximum of 4 days unless written justification is submitted to the COTR for approval. Justifications for exceeding the established minimum window previously submitted and approved this year by the COTR will be honored.

All facilities in the NRRS must have a minimum of 60% of the sites available for reservation.

ReserveAmerica will refer policy issues to the COTR for resolution prior to completing changes submitted.

## **Need Help?**

If you have questions or need assistance please contact a member of the Inventory Team at ReserveAmerica, or your Regional Coordinator.