

## The Marina Program Solution Overview

The Marina Program has been meeting the changing needs of marina operators since 1985. With over 350 installations nationwide in the United States, Puerto Rico, Canada, Mexico, the Caribbean and Australia, The Marina Program (TMP) has accumulated a wealth of functionality to fit nearly every marina and harbor need. From small private owner/operators, to large multi-site municipal organizations, customers rely on TMP for its easy to use, comprehensive marina functionality and its responsive customer service team.

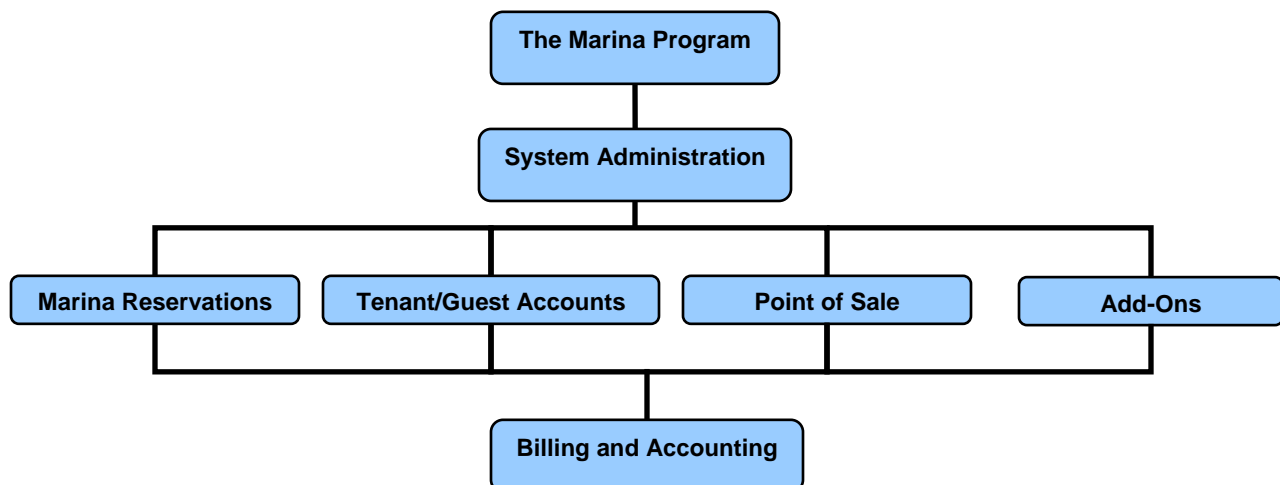
Organized around a graphical marina interface, The Marina Program enables marina employees to quickly perform all regular operational tasks such as managing current and future reservations, accessing customer accounts, point of sale transactions, accepting payments, adjusting waiting lists and more.

The Marina Program consists of a core database-driven client/server application that can be tailored to meet the needs of individual marinas. The Marina Program can be run on a single workstation or on multiple workstations over a network. The core application manages all aspects of Reservations, Tenant and Guest Accounts, User Security and all related Billing and Accounting services. Optional feature sets include additional functionality to handle Point of Sale and Inventory, Dockminium Management, Haul Out and Launch Scheduling, Hand-Held Meter Readings, Mobile Dock Walks, Marina Access Security, Auto-Debit Billing and more.

The Marina Program allows users to quickly access accurate, relevant and complete business information from the desktop with:

- An intuitive, easy-to-use graphical marina interface enabling marinas to quickly view and manage marina reservations.
- Support for multiple locations, so each location can be viewed separately or all marinas can be consolidated into a single, complete view.
- A sophisticated set of customizable fields developed over years of experience enabling marinas to manage to their unique business needs.

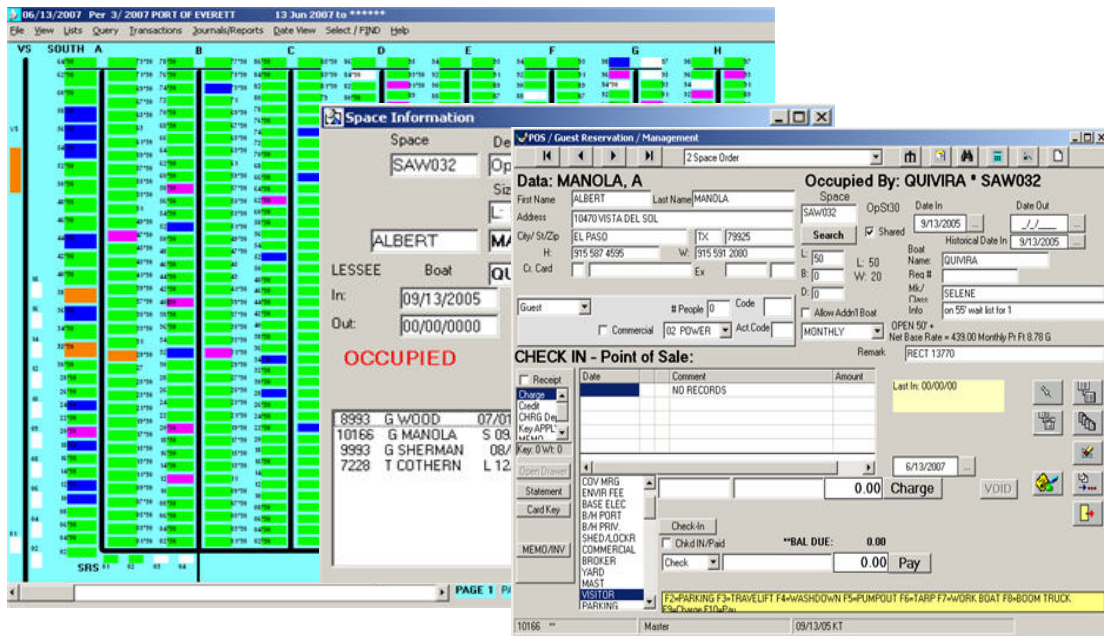
The TMP Solution is organized as follows:



## Marina Reservations

Just as it is said that a picture tells a thousand words, The Marina Program's (TMP's) visual harbor graphic easily enables marinas to manage thousands of slips with the click of a mouse. TMP can be configured with up to eight separate graphic screens which can be used to manage slips, moorings, RV parks, building assets, dry storage and more. Each graphic includes standard and customizable color coding schemes so operators can use visual cues to quickly view occupancy, search for availability, and allocate reservations — either by slip or linear foot.

The following screens show the navigation path from Harbor Graphic to Berth Information, to Tenant or Guest Detail.



Highlights of TMP's Marina Reservation capabilities include:

### Harbor Graphic

- Graphical representation of slips, docks, moorings, parking areas, RV parks and other physical assets
- Customizable color schemes offering quick inventory visualization of vacancy, live-aboard, overdue payments, and custom fields
- Sophisticated search interface enabling quick access to boat records or vacant slips

### Space Inventory

- Management for both slips and linear dock space.
- Slips include details such as length, width, depth, description, walk order, and rate zones

- Spaces can be easily configured to provide a base tenant while accommodating transient availability when the tenant is away
- Ability to exclude spaces from inventory searches

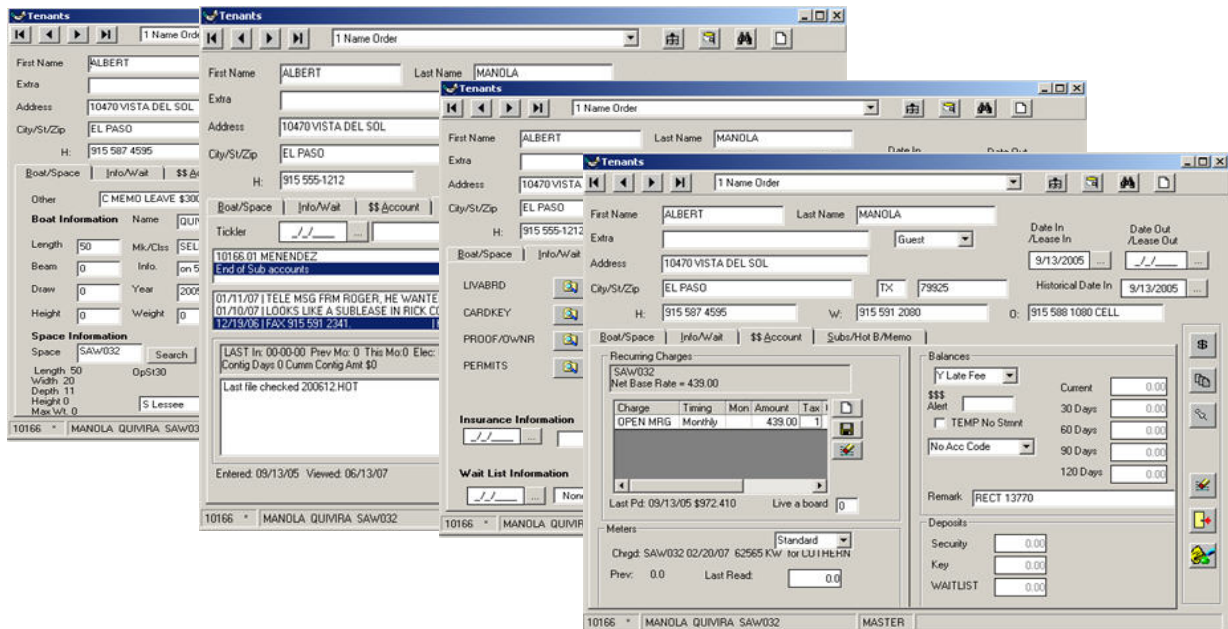
### Rate Zones

- A flexible system to set rates and manage inventory by zones or group types
- Ability to handle surcharges, multi-part rates, and minimum fees
- Each zone enables multiple billing rates to accommodate different billing periods (daily, monthly, seasonal, etc.) and different billing methods (boat length, space length, etc.)

## Tenant/Guest Accounts

The Tenant and Guest/Point of Sale (POS) screens are the main windows into all customer interactions. From one central screen marina operators have access to all customer account information including slip assignment, reservation history, billing activities, insurance coverage and other information. In addition, TMP easily accommodates multiple vessels or slip assignments per Tenant/Guest with tenant sub-account capabilities.

The following screens show the TMP Tenant window which uses a tabbed interface that allows quick and easy access to a tenant's complete account information.



Following are some highlights of TMP's Tenant/Guest features:

### Data Collection

- Simply enter a last name to quickly make a reservation record, or enter full contact information
- Collected information includes: contact details, date in, date out, historical date information, boat make, model and dimensions, registration number, insurance information, notes fields, and more
- Tenant reservations and transaction history
- Support for viewing and reporting on live-aboard tenants and number of people on vessel

### Dockominium (Add-On Module)

- Enables proactive management of slips owned by someone other than the marina
- Ability to set spaces as type Lessor without changing the vacancy status of the space
- Reporting capabilities to show rents received for all owners and the percentages the marina must give each owner



### Assigned Items

- Management facilities for assigning key codes, permit numbers, dock boxes, and other tenant accessible requests
- Escrow/Deposit accounts to properly allocate collected monies

### Wait Lists

- Multiple lists, created by the marina, used to manage customer who are waiting for a reservation
- Customers can be both a tenant and on a wait list
- Customer on a wait list can be easily assigned to a spot and removed from the list

### Recurring Charges

- Ability to configure types of recurring charges and assign them as needed to tenants
- Recurring charges can have a variety of billing periods: daily, monthly, quarterly, etc.
- Ability to define recurring charges on a tenant by tenant basis
- Charges are printed on tenant statements and reports for upcoming months

### Meter Reading

- Tracks the last electric or water meter reading
- Ability to define multi-tiered rate schedules
- Ability to automatically bill tenants for meter usage

### Dock Check

- Ability to print out dock check lists with spaces and assigned boats
- Discrepancy reconciliation functions to quickly input dock check data

### Contracts

- Enables a marina specific moorage agreement
- Integrates with MS mail merge functionality to create tenant or guest specific moorage agreements

### Sub-Accounts

- Enables one tenant to be billed for multiple spaces
- Used extensively for group reservations and corporate customers

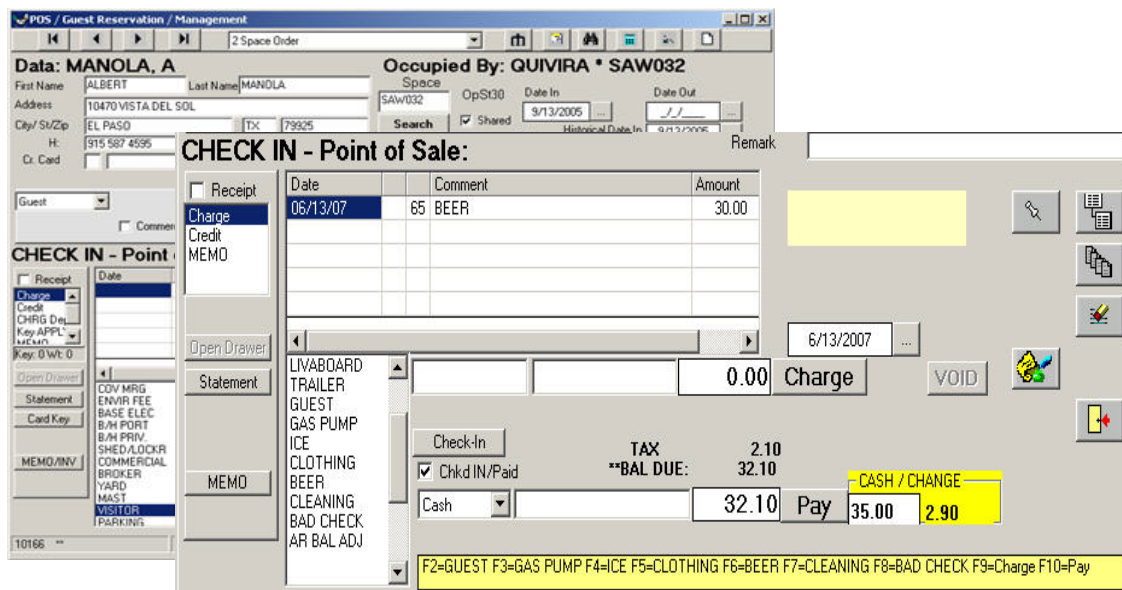


## Point of Sale

The Marina Program (TMP) provides the marina operator with all the capabilities required to support its ship's store, including categorized item management, cash management, barcode integration, and multiple payment methods. All transactions can be tied into tenant and guest records for easy customer reporting, or treated as cash sales for quick transactions. The Point of Sale functions are easily accessible on an as needed basis or as a central screen used in a dedicated retail situation. The Point of Sale functions are tightly integrated with cash drawers, barcode scanners and receipt printers to facilitate transaction processing. In addition, we make use of Function keys to speed the processing of POS transactions.

In addition to traditional POS functions, the TMP Point of Sale functionality provides a simple method of collecting customer payments against their accounts allowing payment receipts to be collected in one place.

The following shows the main Point of Sale screens:



Following are some highlights of the TMP Point of Sales features:

### Billing/Accounting

- Ability to match POS items to revenue codes for customized accounting needs
- Ability to categorize items within revenue codes for further analysis
- Multiple types of payment methods are supported including cash, credit card, or on-account

### Productivity

- Easily charge guest for overnight berth in addition to other Point of Sale items they purchase
- Take payments from tenants paying their account
- Use barcode scanner for quick item entry
- Integration with cash drawers and receipt printers
- Definable function keys for quick transaction processing



## Reporting

TMP makes it easy to quickly generate key financial, accounting, and marina operations reports. From the Tenant or POS windows, operators can generate transaction history reports for a selected Tenant or Guest. Using one of the many reports offered out of the box, operators can generate reports covering transactions, occupancy/vacancy, delinquency, management summaries, and many others. If a specific reporting need cannot be found in TMP's standard reports, capabilities are provided so that external programs such as report writers can access TMP's data allowing for additional report customization.

The following shows a sample Report Ordering screen and report:

**DELINQUENCY ACCOUNTS RECEIVABLE - Balance Forward Accounting**

Alphabetic Order   
  Space Order   
  Record Number Order  
 SHOW totals only, NO DETAIL   
  Boat Name Order

Print in single line report format

Show Phone Numbers, extra lines and detail for calling delinquents

CUT OFF: Use transactions in current Period through:    Set Past Period

Include Type and Dates

DELINQUENCY CHARGES NOT INCLUDED: THIS PERIOD CREDITS APPLIED.					
	Recent	>30 days	>60 days	>90 days	LFE
0.00	0.00	0.00	0.00	1.49	N
0.00	0.00	0.00	0.00	1.49	N
0.00	0.00	0.00	0.00	3,534.00	Y
342.00	342.00	342.00	342.00	8,882.00	N
456.00	456.00	456.00	456.00	1,824.00	Y
705.00	705.00	705.00	705.00	18,638.00	Y
399.00	399.00	399.00	399.00	10,773.00	Y
424.80	424.80	424.80	424.80	11,469.60	Y
456.00	456.00	456.00	456.00	11,829.40	Y
0.00	0.00	0.00	0.00	5,176.59	Y
0.00	0.00	0.00	0.00	60.39	Y
0.00	0.00	0.00	0.00	79.00	Y
0.00	0.00	0.00	0.00	5.53	N
75.00	75.00	75.00	75.00	2,025.00	N
399.00	399.00	399.00	399.00	10,773.00	Y
410.40	410.40	410.40	410.40	10,728.78	Y
627.00	627.00	627.00	627.00	17,556.00	N
4,294.20	4,294.20	4,294.20	4,294.20	113,357.27	

Following are some highlights of TMP Reporting functionality:

### Accounting/Billing Reports

- Reports can be generated for a date range within the current period or for past periods
- Daily Checkout Report – shows the days transactions
- Transaction journals – long, short, and individual
- Deposit lists – activity and logs.
- Late Notices
- Statements/Interim Statements

### Management Reports

- Management summary
- Income by space

### Occupancy Reports

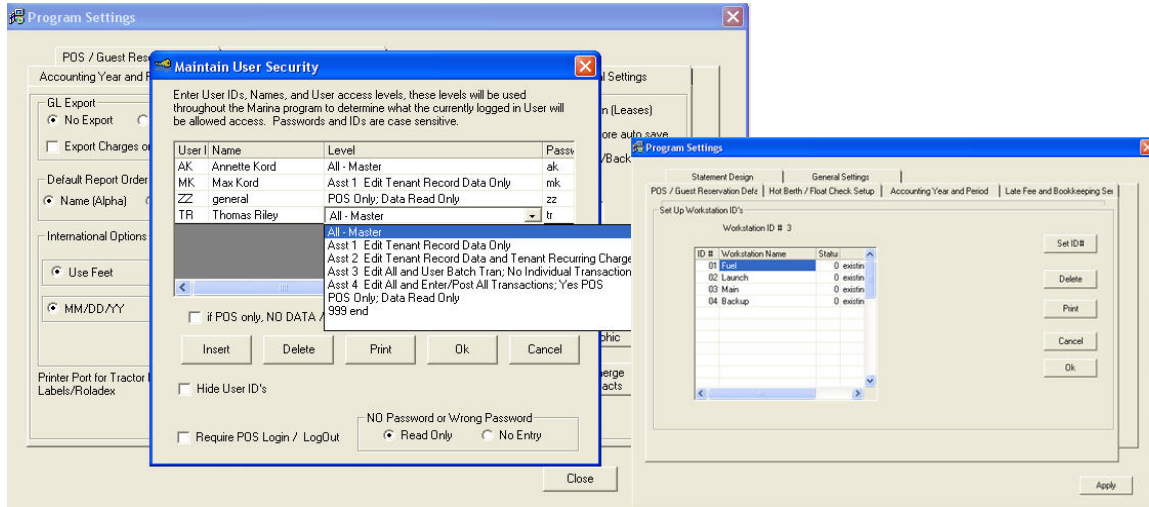
- Availability Lists
- Space Inventory reports
- Dock Check Report
- Month at a Glance

### Other Reports

- Phone Books
- Labels
- Multiple Listing capabilities
- File Export of Tenant and Boat information
- All reports exportable to PDF
- Report Writer Access

## System Setup, Billing, and Accounting

Much of the power of TMP lies in the marina's ability to configure the application to meet its specific business needs. As a multi-station, multi-location program, terminals can be configured to only run point of sales, thereby shielding the desk staff from back office functionality. Also, full control over revenue codes and flexible accounting configurations makes it easy to monitor the financial strength of your marina business. The following screens show the ability to define users and workstations:



Following are some highlights of the Setup, Billing & Accounting functions:

### System User Access

- Tiered access control system.
- Master user account for overall system control
- Workstation identification ability for reconciliation with multiple POS locations

### Multi-Location

- Support for a single database. Users can see a site's harbor graphic, search for slips at each marina, and share customer information. Reports can be run individually for each marina or in aggregate across all marinas
- Support for multiple databases where each marina location is treated as a separate business entity. Data for the logged in location cannot be shared with other locations

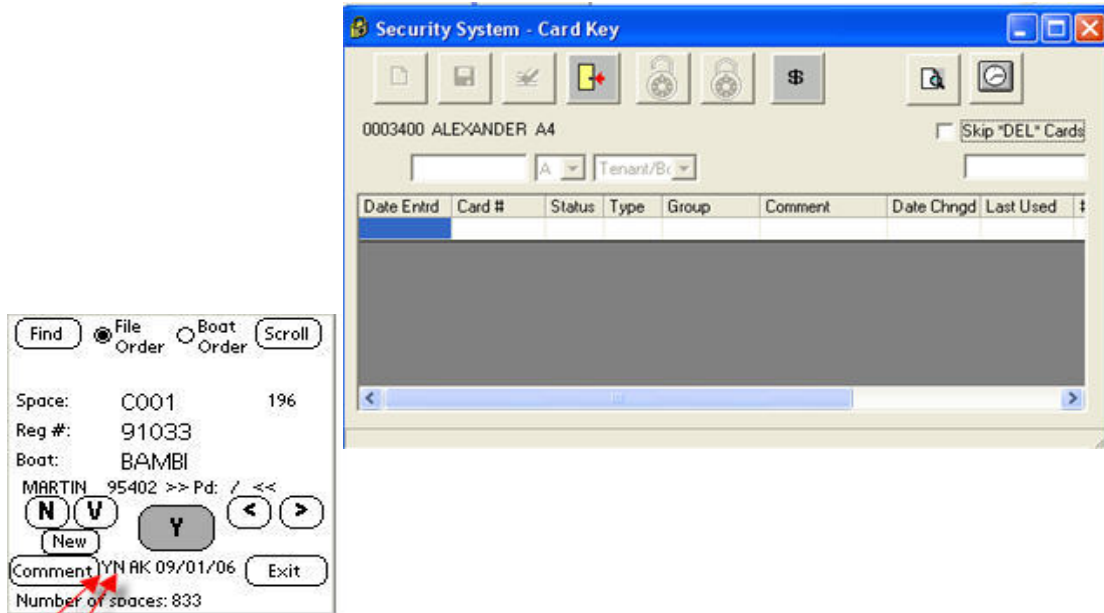
### Billing/Accounting

- Ability to easily reconcile transactions
- Ability to define revenue codes for each type of marina charge
- Creation of recurring charges to periodically bill tenants
- Definable late fees as flat amount, percentage, or combinations
- Ability to collect monies from tenants for any number of general – non customer specific accounts – such as laundry or vending machines
- Ability to tie a definable tax to revenue codes.
- Batch payment processing to enable the posting of charges to multiple tenant accounts
- Ability to enter and edit transactions for an individual tenant

## Add- On Modules and Integrations

TMP integrates with a number of third party marina applications that offer peripheral handheld programs, providing ease of marina operations and seamless functionality. The most popular integrations include card key security systems, ecommerce online billing systems, accounting systems, and fuel management systems.

The following screens show the handheld program for the dock check and hot berth application, and the security gate application interface.



**Y=Yes boat in space, N=No different boat in space, X=New boat in space**

**Y=Plugged In, N=Not Plugged In (shown if Electric Check chosen)**

Following are some highlights of TMP integrations and add-on modules:

### Handheld Dock Check and Meter Reading

- Entering readings while walking docks provides a significant reduction in paperwork and errors
- Supports Windows Mobile 5.0 Compatible devices

### Fuel Management

- Seamlessly record and cash out a sale from a fuel pump using TMP's Point of Sale module
- Prepaid sales are supported

### Ecommerce Online Billing / Auto Debit

- Flag tenant records to permit their bank accounts or credit cards to be charged
- Quick/Reliable Payment

### Marina Security Interface

- Offer card keys to tenants/guests
- Various usage reports

### Launch Scheduler

- Create launch schedules
- Allows launch planning and charging





## Watch Captain Deployment and Implementation Process

Proper planning prior to implementation makes an impact on user satisfaction. The Marina Program's implementation process is broken into phases during which Watch Captain's implementation team guides the marina's team through the deployment and implementation process.

**Phase 1: Kick-Off Meeting and Introductions**

**Phase 2: Install Analysis**

**Phase 3: Establishing the Graphics Foundation**

**Phase 4: Software Installation**

**Phase 5: Customer Data Entry**

**Phase 6: Software Configuration**

**Phase 7: Training**

**Phase 8: Go-Live**

**Phase 9: Customer Satisfaction Review**

## More Information

For more information about our products or services, please contact your Regional Account Representative directly or the Watch Captain home office:

Watch Captain  
76 County Road  
Mattapoisett, MA 02739

Toll-free: (888) 627-BOAT (2628)

Facsimile: (508) 758-6875

E-mail: [info@watchcaptain.com](mailto:info@watchcaptain.com)

Web: [www.watchcaptain.com](http://www.watchcaptain.com)