



DINING HALL RESERVATIONS AND BILLING SYSTEM (DHS)



? What is the **Dining Hall** Reservations and Billing System?

A new online system for all reservations, which connects to our accountant's software to automatically invoice and accept online payment.

? What is changing?

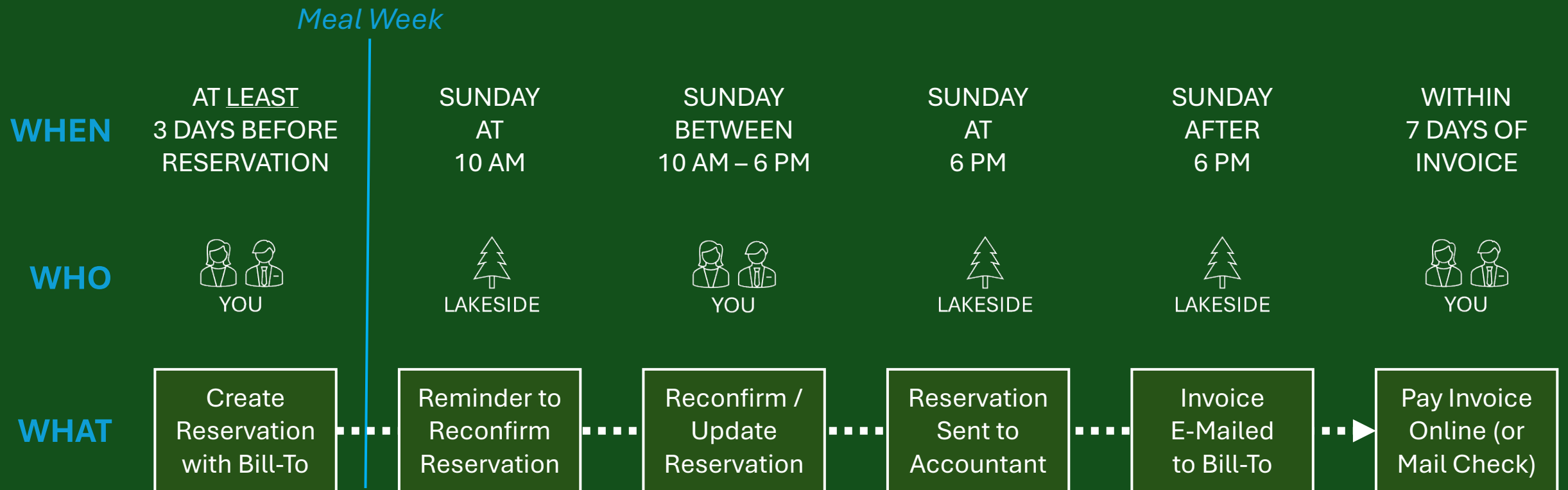
- All paper operations moving online (incl. 3-ring binder, table set charts, invoices)
- All reservations must be made online (and still 3 days in advance)
- No onsite payment

? Why make this change?

- Better experience: ease making reservations and payments
- Save money: reservations drive staffing, food purchasing, table setting
- Improve efficiency: centralize all invoicing, banking, and reporting with our accountant



OVERVIEW OF THE NEW PROCESS





YOUR ROLES



SYSTEM USER

- Must have access to the DHS
- Can **make** and **edit** reservations
- Must be an adult

Tip: renters and other long-term guests **can** be System Users, and make their own reservations



DINER

- Can be **added** to a reservation
- Can be any age
- Billable or nonbillable

Tip: anyone can be a Diner, and receive their own bill



EVERYBODY ELSE'S ROLE



DINER

- Anyone can be a diner (incl. guests, renters, etc.)
- Can be **added** to a reservation
- Can be any age



Billable

- Selectable to dine, receive and pay bills
- Must be an adult

or



Non-Billable

- Only selectable to dine
- Can be any age



HOW TO BECOME A SYSTEM USER

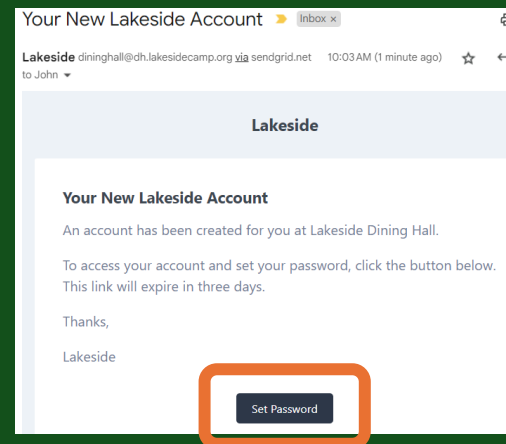
1

Send request to John
(john@johncornwell.com)

- First and last name
- E-mail
- Cell phone #
- Lot # or lot name

2

Check your e-mail for
message from Lakeside



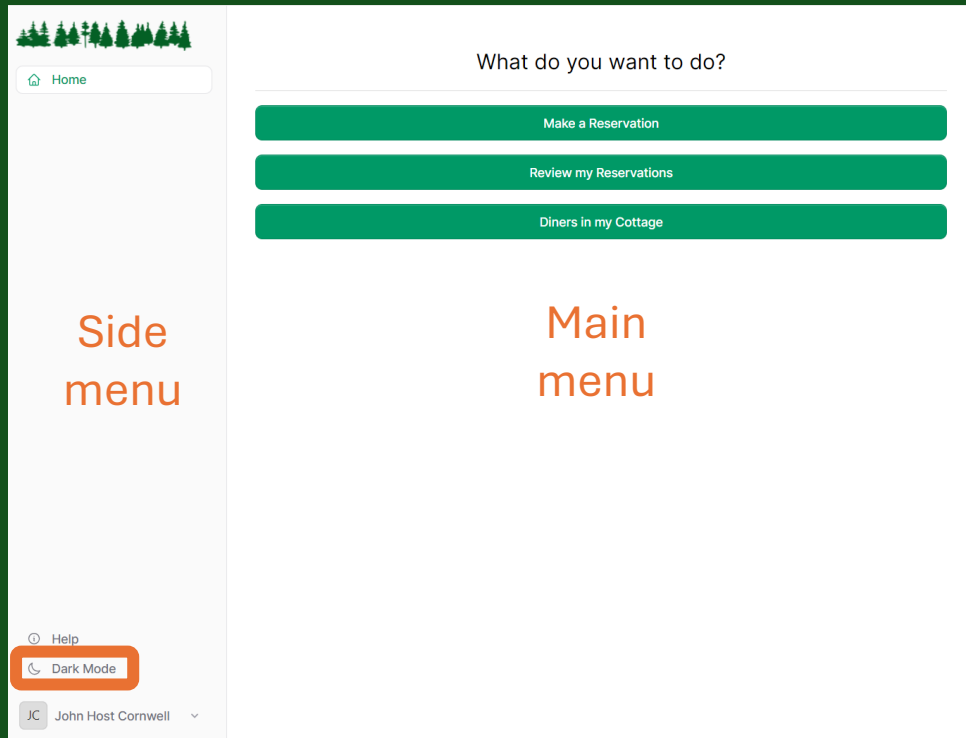
3

Click e-mail link to
set password

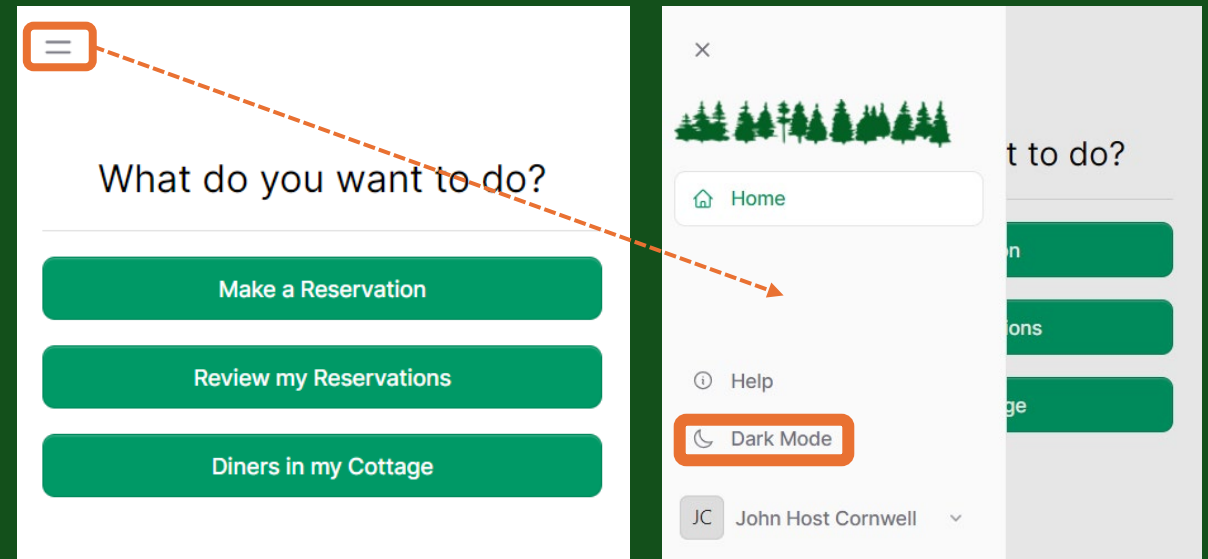


WELCOME TO THE HOME PAGE (LIGHT MODE)

Desktop / Tablet



Mobile

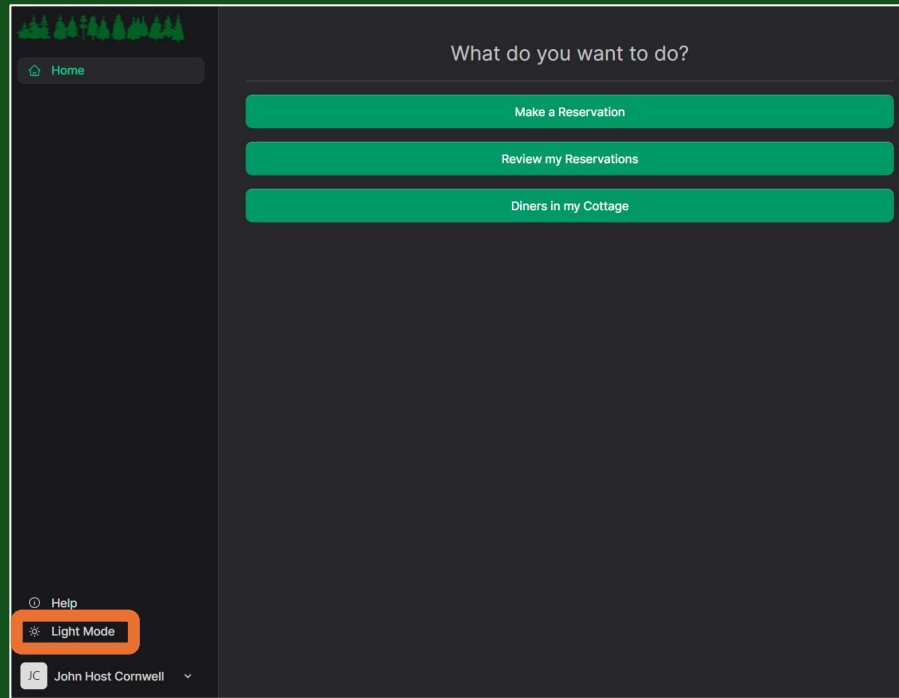


‘Hamburger’ button opens side menu on mobile

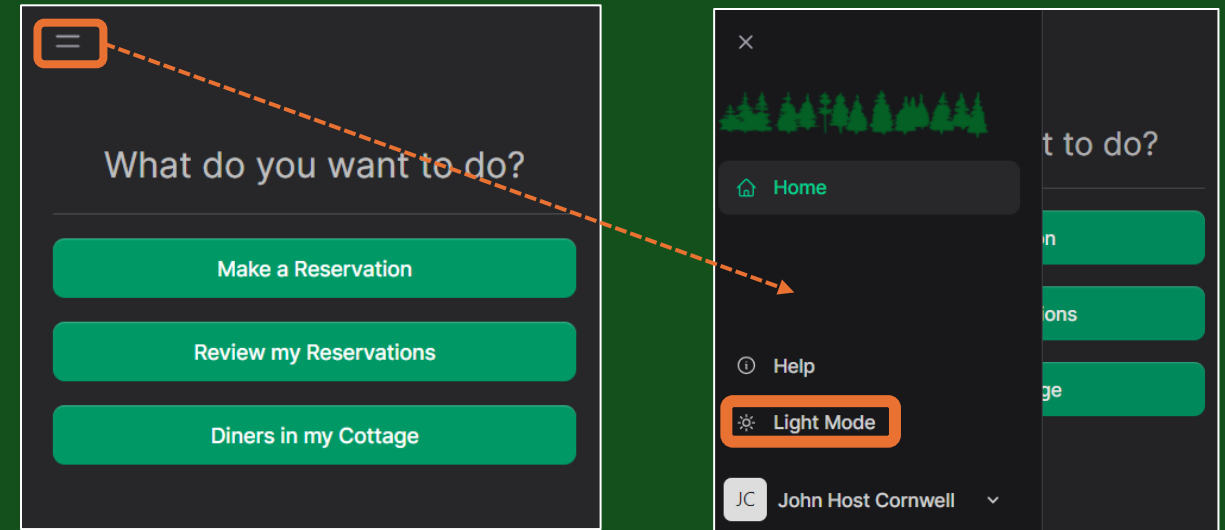


WELCOME TO THE HOME PAGE (DARK MODE)

Desktop / Tablet



Mobile



‘Hamburger’ button opens
side menu on mobile



MAKE A RESERVATION



OVERVIEW: MAKING A RESERVATION

1

Start from home screen

What do you want to do?

Make a Reservation

Review my Reservations

Diners in my Cottage

2

Select reservations week

Select Week

Select the week you want to create meal reservations for.

Once you've selected a week and clicked "Next", the week cannot be changed.

06/30/2025 - 07/06/2025

3

Select Diners

Select Diners

Using the dropdown below, select ALL the diners for whom you'll be making reservations this week. Once you've selected all the diners, click the "Next" button to continue.

Cornwell, John

Search...

✓ Cornwell, John

Add New Diner

4

Select Bill To

Diner Bill To

Cornwell, John Cornwell, John

5

Select Meals

Monday, 06/30/2025

Select All

Breakfast

✓ Lunch

✓ Dinner

Tuesday, 07/01/2025

Select All

6

Review and Save

Review Reservations — Week Ending 07/06/2025

Save Reservations

If everything looks good, press the "Save Reservations" button below to save your reservations in the system.

Diner	# Meals	Total	Actions
> Cornwell, John (Adult)	3 Meals	\$32.86	



EACH TABLE HAS A SINGLE WEEKLY MASTER RESERVATION

Master reservations for Table 15 and Table 16 for the week ending 06/29/2025

6	Semeyn	Burrows Heilbronn	15
27	Beck	R. Burrows Cornwell	16
36	Beuhler	Beck	30
33	M. Brand	N. Holland	25
17	Montague Pochelon	Torrence	21

Review Reservations — Week Ending 06/29/2025			
Diner	# Meals	Total	Actions
> Heilbronn, Lawrence (Adult)	18 Meals	\$203.52	
> Heilbronn, Lori (Adult)	18 Meals	\$203.52	

Review Reservations — Week Ending 06/29/2025			
Diner	# Meals	Total	Actions
> Cornwell, John (Adult)	20 Meals	\$226.84	
> Cornwell, Elliana (Adult)	20 Meals	\$226.84	



ANYONE RESERVING AT A TABLE SEES OTHER RESERVATIONS

June 20: John makes the **first** reservation for Table 16 in the week ending 06/29/2025

Select Week

Select the week you want to create meal reservations for.

! Once you've selected a week and clicked "Next", the week cannot be changed.

Select a week ...

06/23/2025 - 06/29/2025

June 22: Laura makes the **second** reservation for Table 16 in the week ending 06/29/2025

Select Week

Select the week you want to create meal reservations for.



! Once you've selected a week and clicked "Next", the week cannot be changed.

Select a week ...

06/23/2025 - 06/29/2025 [Edit Existing](#)

Laura makes her reservation by **editing** the master reservation for Table 16

Review Reservations — Week Ending 06/29/2025

Diner	# Meals	Total	Actions
> Cornwell, John (Adult)	20 Meals	\$226.84	 

If you want to add diners, change bill to assignments, etc., you can walk through the reservation process to make changes by pressing the "Edit Reservation" button below. (Existing reservation data will be saved.)

If you have no additional changes to make, press the "Save Reservations" button.

[+ Edit Reservation](#)



STEP 1: START FROM HOME SCREEN

Click here

What do you want to do?

- Make a Reservation
- Review my Reservations
- Diners in my Cottage



STEP 2: SELECT RESERVATION WEEK

For first reservation in a week – to add additional reservation, see next slide

Click here

Home > Make a Reservation

Select Week

Select the week you want to create meal reservations for.

! Once you've selected a week and clicked "Next", the week cannot be changed.

Select a week ...

Next

Click reservation week

Home > Make a Reservation

Select Week

Select the week you want to create meal reservations for.

! Once you've selected a week and clicked "Next", the week cannot be changed.

06/23/2025 - 06/29/2025

06/30/2025 - 07/06/2025

07/07/2025 - 07/13/2025

07/14/2025 - 07/20/2025

07/21/2025 - 07/27/2025

07/28/2025 - 08/03/2025

08/04/2025 - 08/10/2025

08/11/2025 - 08/17/2025

08/18/2025 - 08/24/2025

08/25/2025 - 08/31/2025

06/23/2025 - 06/29/2025

Next

Click Next

Home > Make a Reservation

Select Week

Select the week you want to create meal reservations for.

! Once you've selected a week and clicked "Next", the week cannot be changed.

06/23/2025 - 06/29/2025

Next



STEP 2: SELECT RESERVATION WEEK

For second (and more) reservations in the same week

Click here

Home > Make a Reservation

Select Week

Select the week you want to create meal reservations for.

! Once you've selected a week and clicked "Next", the week cannot be changed.

Select a week ...

Next

Click existing reservation week

Select Week

Select the week you want to create meal reservations for.

! Once you've selected a week and clicked "Next", the week cannot be changed.

Select a week ...

06/23/2025 - 06/29/2025	Edit Existing
06/30/2025 - 07/06/2025	Edit Existing

Click Edit Reservation

Review Reservations — Week Ending 06/29/2025

Diner	# Meals	Total	Actions
> Cornwell, John (Adult)	20 Meals	\$226.84	
> Cornwell, Laura (Adult)	20 Meals	\$226.84	

If you want to add diners, change bill to assignments, etc., you can walk through the reservation process to make changes by pressing the "Edit Reservation" button below. (Existing reservation data will be saved.)

If you have no additional changes to make, press the "Save Reservations" button.

+ Edit Reservation

Save Reservations



STEP 3: SELECT DINERS

Click here

Home > Make a Reservation

Select Diners

Using the dropdown below, select **ALL** the diners for whom you'll be making reservations this week. Once you've selected all the diners, click the "Next" button to continue.

Select diners ...

Can't find the person you want? Add a new diner by clicking below.

Add New Diner

Back Next

Click all names on reservation

Search...

- Armagost, Allison
- ✓ Cornwell, John
- ✓ Cornwell, Laura
- Goss, Claire
- Goss, Lindy
- Goss, Madeline
- Goss, Patrick

2 selected

Can't find the person you want? Add a new diner by clicking below.

Add New Diner

Back

Click Next

Home > Make a Reservation

Select Diners

Using the dropdown below, select **ALL** the diners for whom you'll be making reservations this week. Once you've selected all the diners, click the "Next" button to continue.

2 selected

Can't find the person you want? Add a new diner by clicking below.

Add New Diner

Back Next

Diner not listed?
Click Add New Diner
(instructions on page 28)



STEP 4: SELECT BILL TO

Verify correct Bill To

Billing

Every diner must be assigned a person who will receive and pay the invoice for their meals.

If any diners below do not have an assigned bill-to, you will need to assign one. Using the dropdowns below, select the bill-to for each diner.

When you assign a bill-to, that bill-to will be associated with the diner account for all future reservations as the default. While you can always change this, it should make it easier to assign bill-tos in the future.

When you're satisfied with the bill-to assignments, click "Next" to continue.

Diner	Bill To
Cornwell, John	Cornwell, John
Cornwell, Laura	Cornwell, Laura

[← Back](#) [→ Next](#)

If incorrect, click to select

[Home](#) > [Make a Reservation](#)

Billing

Every diner must be assigned a person who will receive and pay the invoice for their meals.

If any diners below do not have an assigned bill-to, you will need to assign one. Using the dropdowns below, select the bill-to for each diner.

When you assign a bill-to, that bill-to will be associated with the diner account for all future reservations as the default. While you can always change this, it should make it easier to assign bill-tos in the future.

When you're satisfied with the bill-to assignments, click "Next" to continue.

Diner	Bill To
Cornwell, John	Cornwell, John
Cornwell, Laura	Cornwell, Laura

[← Back](#) [→ Next](#)

Bill To correct? Click Next

[Home](#) > [Make a Reservation](#)

Billing

Every diner must be assigned a person who will receive and pay the invoice for their meals.

If any diners below do not have an assigned bill-to, you will need to assign one. Using the dropdowns below, select the bill-to for each diner.

When you assign a bill-to, that bill-to will be associated with the diner account for all future reservations as the default. While you can always change this, it should make it easier to assign bill-tos in the future.

When you're satisfied with the bill-to assignments, click "Next" to continue.

Diner	Bill To
Cornwell, John	Cornwell, Laura
Cornwell, Laura	Cornwell, Laura

[← Back](#) [→ Next](#)



STEP 5: SELECT MEALS

Select Diners on same schedule –
click Reserve Meals

Select Meals

Reserve meals for diners you have selected.

This list should represent everyone eating meals for the week. Remember, you can always add or change diners and meal reservations at any time.

Now, select diners (using the provided checkboxes) to reserve meals for diners who have the same meal schedules. If everyone has the same schedule, select all the diners.

☒ Select/Deselect All
☒ Cornwell, John
☒ Cornwell, Laura

Reserve Meals for Selected Diners

When you're done reserving meals for all of these diners, click the "Next" button to continue.

← Back

Next →

Select meals, then click Done

Home > Make a Reservation

Reserving Meals

You are reserving meals for the following diners:

Cornwell, John
Cornwell, Laura

Done Reserving Meals for these Diners 2

☒ Select/Deselect All Meals for Week

Monday, 06/23/2025

☒ Select All
☒ Breakfast
☒ Lunch
☒ Dinner

Tuesday, 06/24/2025

☒ Select All

1

Repeat if you have a Diner on a
different schedule – then click Next

Select or Edit Meals

Reserve meals for diners you have selected.

This list should represent everyone eating meals for the week. Remember, you can always add or change diners and meal reservations at any time.

You can edit meal reservations for diners who have already been assigned meals by clicking the checkboxes below and clicking "Reserve Meals for Selected Diners" again. If you have no further changes to make, click "Next" to continue.

☐ Select/Deselect All
☐ Cornwell, John 20 meals reserved
☐ Cornwell, Laura 20 meals reserved

Reserve Meals for Selected Diners

Click "Next" to continue.

← Back

Next →









STEP 6: REVIEW AND SAVE

Review total meals for accuracy –
click down arrow for detail

Review Reservations — Week Ending 06/29/2025

Save Reservations

If everything looks good, press the "Save Reservations" button below to save your reservations in the system.







	Diner	# Meals	Total	Actions
	Cornwell, John (Adult)	20 Meals	\$226.84	 
Monday Breakfast - Sunday Lunch				
	Cornwell, Laura (Adult)	20 Meals	\$226.84	 
Monday Breakfast - Sunday Lunch				

Click pencil to edit meals or
garbage can to delete reservation

Review Reservations — Week Ending 06/29/2025

Save Reservations

If everything looks good, press the "Save Reservations" button below to save your reservations in the system.

	Diner	# Meals	Total	Actions
	Cornwell, John (Adult)	20 Meals	\$226.84	 
Monday Breakfast - Sunday Lunch				
	Cornwell, Laura (Adult)	20 Meals	\$226.84	 
Monday Breakfast - Sunday Lunch				



STEP 6: REVIEW AND SAVE (continued)

Click Edit Reservation to
add Diners, change Bill To

Review Reservations — Week Ending 06/29/2025

Save Reservations

If everything looks good, press the "Save Reservations" button below to save your reservations in the system.

Diner	# Meals	Total	Actions
> Cornwell, John (Adult)	20 Meals	\$226.84	
> Cornwell, Laura (Adult)	20 Meals	\$226.84	

If you want to add diners, change bill to assignments, etc., you can walk through the reservation process to make changes by pressing the "Edit Reservation" button below. (Existing reservation data will be saved.)

If you have no additional changes to make, press the "Save Reservations" button.

Edit Reservation

Save Reservations

****Don't forget
to Save Reservation****

Review Reservations — Week Ending 06/29/2025

Save Reservations

If everything looks good, press the "Save Reservations" button below to save your reservations in the system.

Diner	# Meals	Total	Actions
> Cornwell, John (Adult)	20 Meals	\$226.84	
> Cornwell, Laura (Adult)	20 Meals	\$226.84	

If you want to add diners, change bill to assignments, etc., you can walk through the reservation process to make changes by pressing the "Edit Reservation" button below. (Existing reservation data will be saved.)

If you have no additional changes to make, press the "Save Reservations" button.

Edit Reservation

Save Reservations

Check for system confirmation
of saved reservation

Review Reservations — Week Ending 06/29/2025

Reservations Saved

Your reservations for the week ending 06/29/2025 have been saved. You can edit the reservations any time by clicking on "My Reservations" from the dashboard.

If you'd like to start a new reservation for a different week, [click here](#).

Diner	# Meals	Total	Actions
> Cornwell, John (Adult)	20 Meals	\$226.84	
> Cornwell, Laura (Adult)	20 Meals	\$226.84	

If you want to add diners, change bill to assignments, etc., you can walk through the reservation process to make changes by pressing the "Edit Reservation" button below. (Existing reservation data will be saved.)

If you have no additional changes to make, press the "Save Reservations" button.

Reservations saved successfully



REVIEW MY RESERVATIONS



STEP 1: START FROM HOME SCREEN

Click here

What do you want to do?

- Make a Reservation
- Review my Reservations
- Diners in my Cottage



STEP 2: REVIEW CURRENT RESEARVATIONS

Click down arrow for detail

Home > Reservations

Reservations

Review your reservations. By default, only your open reservations are shown.

Week Ending	# Meals	Total Price	Actions
> 06/29/2025	40	\$453.68	
> 07/06/2025	18	\$197.16	

Home > Reservations

Reservations

Review your reservations. By default, only your open reservations are shown.

Week Ending	# Meals	Total Price	Actions
▼ 06/29/2025	40	\$453.68	
Diner	Bill To	Amount	
John Cornwell	Laura Cornwell	\$226.84	
Laura Cornwell	Laura Cornwell	\$226.84	
▼ 07/06/2025	18	\$197.16	
Diner	Bill To	Amount	
John Cornwell	Laura Cornwell	\$98.58	
Laura Cornwell	Laura Cornwell	\$98.58	



STEP 3: MAKE CHANGES BY EDITING RESERVATION

Click pencil to edit meals or
garbage to delete Diner

Review Reservations — Week Ending 06/29/2025

!

Save Reservations

If everything looks good, press the "Save Reservations" button below to save your reservations in the system.

	Diner	# Meals	Total	Actions
▼	Cornwell, John (Adult)	20 Meals	\$226.84	<div><div></div><div></div></div>
Monday Breakfast - Sunday Lunch				
▼	Cornwell, Laura (Adult)	20 Meals	\$226.84	<div><div></div><div></div></div>
Monday Breakfast - Sunday Lunch				



REVIEW, ADD AND EDIT DINERS



FROM HOME SCREEN

Click here

What do you want to do?

Make a Reservation

Review my Reservations

Diners in my Cottage



REVIEW LIST OF CURRENT DINERS

Home > Diners

Diners

Manage all diners on this page.

10 rows per page

Search

Name ^	Age	Email	Active
Armagost, Allison	27		Yes
Cornwell, John	51	john@johncornwell.com	Yes
Cornwell, Laura	62	L_cornwell@hotmail.com	Yes
Goss, Claire	24		Yes
Goss, Lindy	53		Yes
Goss, Madeline	22		Yes
Goss, Patrick	55	lindy.goss@bairdwarner.com	Yes

Showing 1 to 7 of 7 results



ADD DINERS

Scroll down if necessary to...

Home > Diners

Diners

Manage all diners on this page.

10 rows per page Search

Name ^	Age	Email	Active
Armagost, Allison	27		Yes
Cornwell, John	51	john@johncornwell.com	Yes
Cornwell, Laura	62	l_cornwell@hotmail.com	Yes
Goss, Claire	24		Yes
Goss, Lindy	53		Yes
Goss, Madeline	22		Yes
Goss, Patrick	55	lindy.goss@bairdwarner.com	Yes

Orange box highlights the scrollbar on the right side of the table.

click +Add Diner button

Diners

Manage all diners on this page.

10 rows per page Search

Name ^	Age	Email	Active
Armagost, Allison	27		Yes
Cornwell, John	51	john@johncornwell.com	Yes
Cornwell, Laura	62	l_cornwell@hotmail.com	Yes
Goss, Claire	24		Yes
Goss, Lindy	53		Yes
Goss, Madeline	22		Yes
Goss, Patrick	55	lindy.goss@bairdwarner.com	Yes

Showing 1 to 7 of 7 results

Orange box highlights the "+ Add Diner" button at the bottom right.

Next slide



ADD DINER (continued)

Fill in Diner information including either *Date of Birth* or *Age* so the DHS charges the correct meal rate

First Name: John Last Name: Example

Date of Birth: 01/01/1990 **Age**: 35

Format mm/dd/yyyy If you don't know the date of birth, enter the diner's age, and the date of birth will be automatically calculated for you.

☒ Active? Inactive diners cannot reserve meals or be billed. You can make someone inactive if you no longer wish for them to appear in lists for ordering or billing.

☒ **Billable?** Diners can receive bills only if they are flagged as billable.

If you want the option to bill meals to this individual, turn Billable on

Select the default person that will pay the bill for this Diner. *If this Diner is Billable, the default will be "Self".*

Bill Meals To
This is where the bill for this individual is sent by default, but a different Bill To individual can always be selected at the time a reservation is made. This may be left blank if you do not wish to provide a default.

Self

Billing Preference

☒ **Email**
Invoices will be sent by email to the email address below.

☐ Print
An invoice will be printed and can be mailed to the address below.

☒ **Enable Text Messaging**
Typically only two text messages will be sent in a given week in which an invoice is generated: a reminder to check the invoice before it is generated, and another reminder when the invoice is generated and can be paid.

Please select Email if possible; we prefer not to mail bills.
Enable text messaging to receive text notifications when bills are ready for review and payment.



ADD DINER (continued)

No need to provide mailing address unless you checked
Print (bill mailed to you) in the previous screen

Email	Cell Phone	
<input type="text" value="johnexample@gmail.com"/>	<input type="text" value="(989) 123-4567"/>	
Address Line 1	Address Line 2	
<input type="text"/>	<input type="text"/>	
City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Save"/>		

Don't forget to click *Save*



INVOICING AND PAYING



VERIFYING MEALS TO BE BILLED

SUNDAY BETWEEN 10 AM -> 6 PM

Sunday 10 AM Text Message

From Lakeside Dining Hall: your invoice for \$226.84 is ready for review. Check your email or click here to review reservations online:

<http://dh.lakesidecamp.org/reserve/162>

Sunday 10 AM E-Mail

Meals to be Invoiced at Lakeside Dining Hall

Hi Laura,

You have one or more meals ready to be invoiced at Lakeside Dining Hall for the week ending 06/15/2025.

The total for this invoice is \$226.84 (including tax).

Description	Amount
Emily Modde: Monday Breakfast - Sunday Lunch, week ending 06/15/2025	\$214.00
Tax	\$12.84
Total	\$226.84

Invoices are generated on Sunday at 06:00 PM, so be sure to make any corrections as soon as possible before then.

Thanks,

Lakeside Test

[View Cottage Reservations](#)



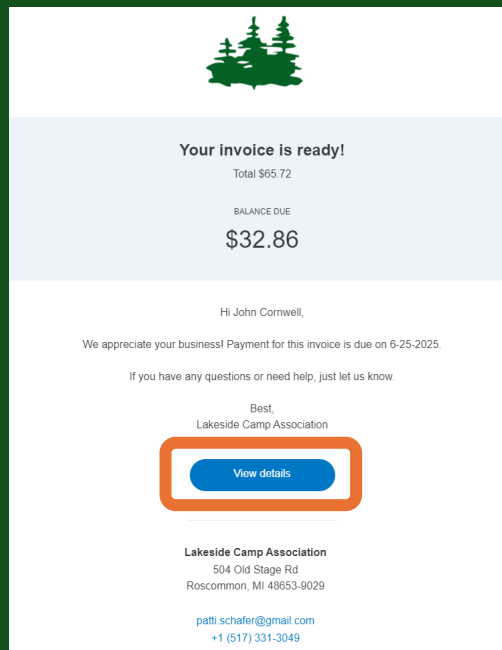
RECEIVE INVOICE

SUNDAY EVENING

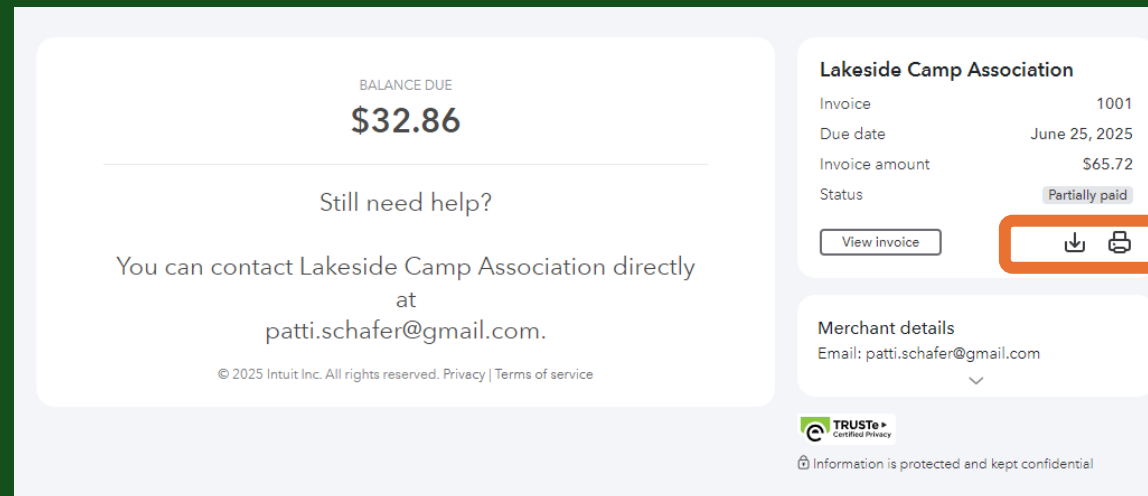
Sunday Evening Text Message

From Lakeside Dining Hall: your invoice for \$226.84 is ready to be paid.
Check your email for details.

Sunday Evening E-Mail



QuickBooks Invoice



Download
or Print PDF
of Invoice

*This screen will very likely change, including the addition of a button to pay online.
To **pay by check**, download the PDF and follow payment mailing instructions.



WITHIN 7 DAYS: PAY INVOICE

Accepted payment types:

- Credit cards
- ACH (*bank transfer / eCheck*)
- PayPal
- Venmo
- Check mailed to Patti

No credit card fees this year

DUE 06/11/2025

\$226.84

[Pay](#)

Dear Laura Cornwell,

We appreciate your business. Please find your invoice details here. Feel free to contact us if you have any questions.

Have a great day!
Lakeside test to online

Bill to Cornwell, Laura
johndcornwell@gmail.com
(415) 515-4025
104 Elm Ave.
Takoma Park, MD 20912

buffet \$214.00T
Emily Modde: Monday Breakfast - Sunday Lunch, week ending 06/15/2025
20

Subtotal	\$214.00
Tax	\$12.84
Total	\$226.84
Balance due	\$226.84

[Print or save](#)

No ability to tip. **Please** do not add a tip.

Gifts for the Dining Hall staff may be handed or mailed to Bill Lamb
(471 Old Stage Rd, Roscommon 48653)

Cash very much preferred.

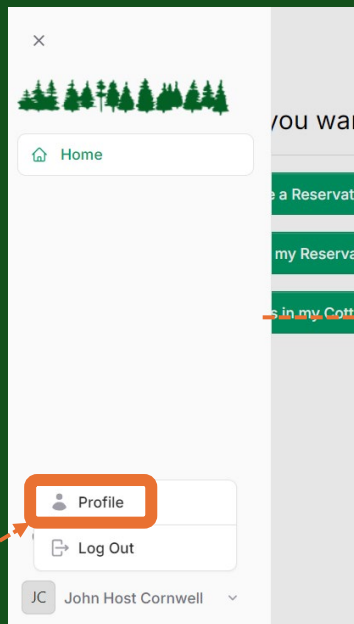
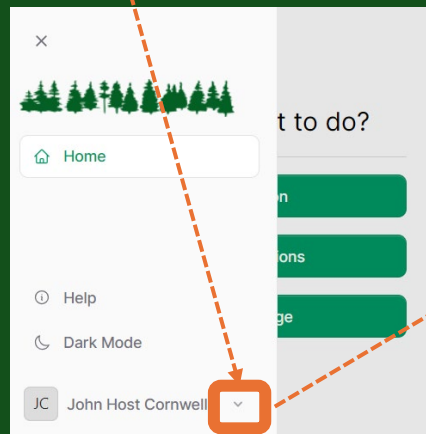
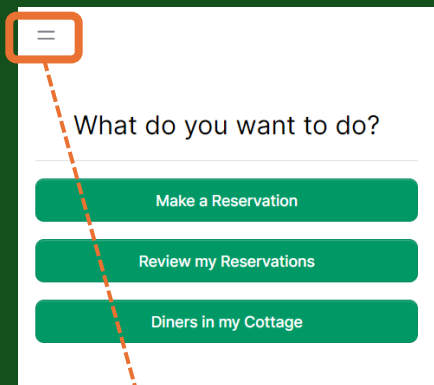
Checks should be made out to Bill Lamb
(not to “Lakeside Association”,
“Dining Hall”, or “Cash”)



UPDATING YOUR PROFILE



UPDATE YOUR NAME / MOBILE PHONE # / PASSWORD



Dashboard > Profile

Profile

Update your password and other information

Personal Information

Name *	Mobile Phone *
<input type="text" value="John Host Cornwell"/>	<input type="text" value="(415) 515-4025"/>

Change Password

Current Password *

New Password *

Confirm Password *

TO CHANGE YOUR
SYSTEM E-MAIL:

Contact John Cornwell
(john@johncornwell.com)

or Kaki Newell
(kaki.newell@gmail.com)



Q&A



? **What happens if I forget to make a reservation?**

Your table will not be set, and you will ask the DH staff for settings. They will gently remind you to please add your reservation before the next meal.

? **What happens if I overpay (intentionally or accidentally)?**

A credit stays on your 'bill to' account until your next invoice, from which the credit is automatically debited. Alternatively, you may contact Patti to process a refund.

? **What happens if I don't pay until the 2nd Sunday?**

Your second week's invoice will show an unpaid balance, which will be added to your total.

? **Where will this training be available?**

Recording and slides available on the Lakeside website (lakesidecampassociation.com)



THANK YOU!



Big thanks to:

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