

2017

Good Sam Network User Manual



**Good Sam RV Park &
Resort Network**
January 2017



Good Sam Network User Manual

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INTRODUCTION TO THIS GUIDE



The User Manual contains all the essential information for a Good Sam Park operator to make the full use of www.GoodSamNetwork.com. The aim of the user's manual is to provide information about the Good Sam Park Network site by providing step-by-step instructions on the various programs Good Sam offers.

Also included are the frequently asked questions about the Good Sam 10% discount policy and procedures.

Any questions or comments about this manual can be directed to the Good Sam Network desk at 877-202-2342 or by emailing parks@goodsam.com.

MY PARK'S INFORMATION

Good Sam Network Log-In (www.GoodSamNetwork.com):

Good Sam Park Number:	
Park Zip Code:	

Good Sam Club Username (to reply to customer reviews on the Good Sam Club website www.GoodSamClub.com):

Username:	
Password:	

My Good Sam Rep Team:

Name:	Phone Number	Email:

Using the Good Sam Network Website

LOG IN INSTRUCTIONS

The Good Sam Park Network website address is: www.GoodSamNetwork.com

To bring up this page, be sure to type the website address into the URL bar (not the search bar) and hit enter.



You will need to log into the Good Sam Network site to enter a new member or to search for an existing membership. To log into the website, enter your Good Sam Number and your park's zip code located in the blue box on the right hand side of the page.



VERIFY A GOOD SAM CLUB MEMBERSHIP STATUS

When a customer is unsure if they have a current Good Sam Club membership or if they are traveling with an expired membership card, a Good Sam Park has several options available to verify the membership status.

First option is to call the automated Verification Line at **(888)246-2962**. Be sure to have the customer's membership information ready as you will be asked to enter the membership number.

The second option is to enter the customer's membership number in **Verify Good Sam Membership** box on the home page in the blue box located at the top left-hand corner then click **Verify**.

A screenshot of a blue box on the website. The box contains the text 'Verify Good Sam Membership' in bold. Below this is a white input field with the placeholder text 'Enter Member Number'. Below the input field is a grey button with the text 'Verify'. At the bottom of the box, it says 'Don't Know Membership Number? [Advanced Search](#)'.

The third option is the Advanced Search. This is a good option when the member doesn't know their membership number or have their card handy. On the home page in the blue box located at the top left-hand corner, click **Advanced Search**.

The **Advanced Search** offers two search options. The first option is to search by the customer's telephone number. The second search option is to search by the customer's last name and zip code. Search Results are displayed indicating the customer's membership status as expired or active.

ENROLL A NEW GOOD SAM CLUB MEMBER

The image shows two parts of the enrollment process. The top part is the 'Good Sam Club New Member Enrollment Form'. It includes fields for Name, Address, City, State/Province, and Country. Below these are checkboxes for 'Yes/No' regarding information consent. The 'RV Type' section has a grid of checkboxes for various categories like Class A, Class B, and Toy Hauler. A 'Member #' field contains the number 632027066, with an arrow pointing to it. The bottom part is a 'TEMPORARY' Good Sam Club membership card with the same member number and an enrollment date.

Congratulations on signing up a new Good Sam Club membership and earning **\$27!**

New members are anxious to receive their Welcome Packet and take advantage of their discount at Camping World locations, so please enroll new members in a timely manner. Build this function into your daily workflow processes whether it is part of the RV morning routine or end of day closing routine.

Have the customer complete the top portion of the form with their information, and keep this portion of the Enrollment card for your records.

This is the Member Number you will enter when enrolling a new membership on the Good Sam Network website (not your park's membership number).

Give the bottom portion, the temporary membership card, to the new member.

The Good Sam Network Main Page: Once logged in, the option to enroll a new member is on the menu located on the left hand side. Click the link titled: **Enroll New Good Sam Club Member**.

The screenshot shows the Good Sam Network main page. On the left sidebar, there is a 'Verify Good Sam Membership' section with a search box and a 'Don't Know Membership Number? Advanced Search' link. Below this is the 'Enroll New Good Sam Club Member' link, which is highlighted with a red arrow. Other links include 'See Accepted Good Sam Member Cards', 'Order Good Sam Park Supplies', and 'Good Sam Park New Member Program'. The main content area features a 'Welcome, Lifestyle RV Resort' message and a 'Take a Tour of Our Site' section with several bullet points. A 'Sign Out' link is in the top right corner.

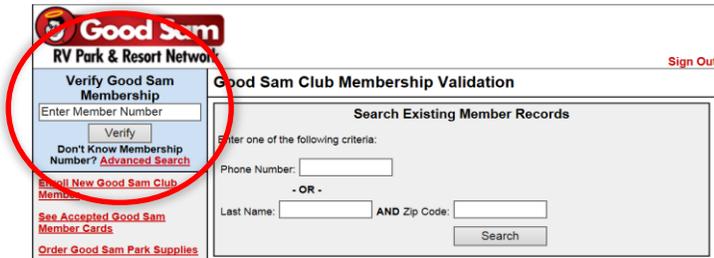
The Enrollment Page: Clicking on the **Enroll New Good Sam Club Member** link will bring up the *Good Sam New Member Enrollment* form. Fill in the customer's information. All items in bold are required fields. Then click **Submit Enrollment**.

The screenshot shows the 'Good Sam New Member Enrollment' form. It has a left sidebar with navigation links. The main form area contains fields for Member Number, First Name, Last Name, Spouse First Name, Spouse Last Name, Address 1, Address 2, City, State/Prov, Zip/Postal Code, Country, Phone, Email, and RV Type. A checkbox at the bottom is checked, and the 'Submit Enrollment' button is circled in red. The footer includes copyright information and links for Contact Us, Terms & Conditions, and Privacy Policy.

Please note: the temporary membership number will change once it goes through the system. A new permanent membership number will be assigned by the Good Sam Club. Since the temporary membership number changes, you will be able to find the member by entering their last name/zip code combination or by searching their phone number in the Advance Search box. Allow 2 days for the information to become available online.

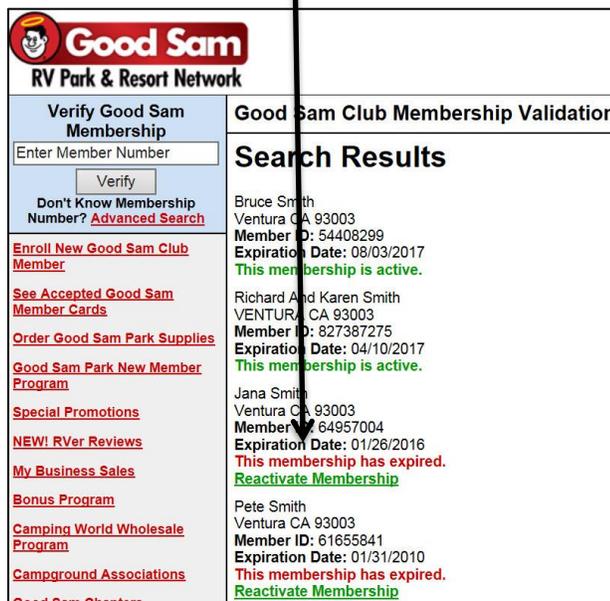
REACTIVATE A GOOD SAM MEMBER

To reactivate a member, enter their membership number in the [Verify Good Sam Membership](#) box located in the blue box on the top of the left-hand navigational bar. If they do not have their number with them, you can find them by using the [Advanced Search](#) function.

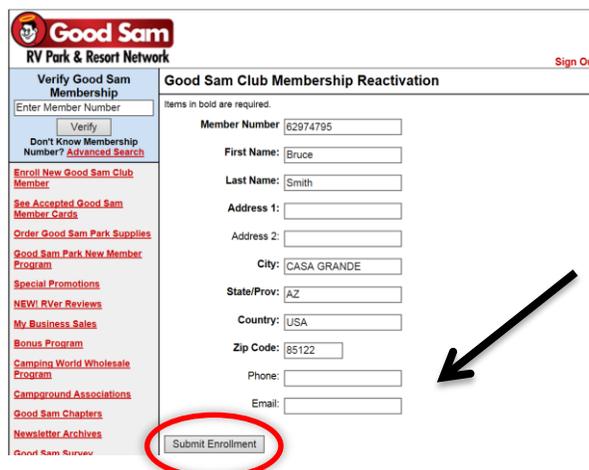


Once you hit the search button, the member's information will appear; either individually (search by membership number) or a list of possible matches (advance search) will display. The membership status will display as either "Active" or "Expired".

Any membership that has expired longer than 60 days is eligible for reactivation by a Good Sam Park. To reactivate, click on the link [Reactivate Membership](#).



Clicking the [Reactivate Membership](#) link will bring you to the Enrollment Page with some of the member's information already prepopulated in the form. Enter the requested information and then click [Submit Enrollment](#).



GOOD SAM LINK PROGRAM

The traditional way is to sell the Good Sam memberships directly at the park. Another avenue is your website. All those customers visiting your website offer another opportunity to sell and promote Good Sam memberships. The Good Sam Link program offers the ability to sell \$27 Good Sam memberships through your website using specially created banners and text links.

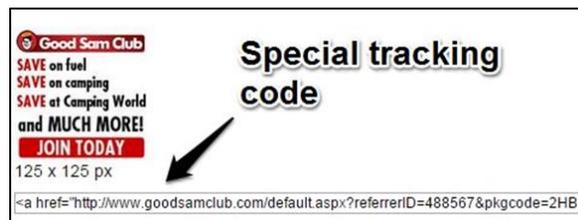
It's simple. Select the banner and or text link you would like to place on your website. If you do not design and maintain your website personally, you may need to contact your Webmaster to add the banner/text links to your website. We have provided a special tracking code with your Good Sam Park number embedded to identify your park as the source for the Good Sam membership sign up. Your park earns \$27 with each new Good Sam membership signed up using the special banner/links provided.

All authorized banners and text links are located on the Good Sam Network website: www.GoodSamNetwork.com. To find these specialized banners on the home page, click on the picture located on the right hand side of the page titled "Add a Good Sam Banner to Your Website & Earn \$\$\$!".

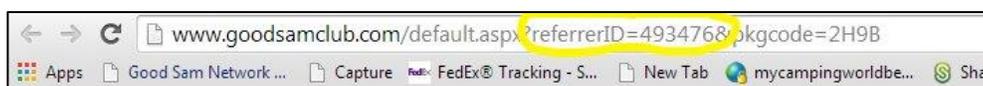


Clicking the banner will bring you to the Link Page www.GoodSamNetwork.com/gsparkaffiliateprogram. Once on this page click the link **Start Promoting Good Sam Club Memberships on Your Website Today!** to view the 10 banners and 6 text links provided.

First step is to select the banner or text link that will work best on your website. Then highlight the special tracking code located below your selected image and copy to your computer.



When your customer clicks on the banner/link on your park's website, they will be taken to a special landing page on www.GoodSamClub.com allowing them to explore the various club benefits and programs. In the URL bar, your park number (known as referral ID) is displayed letting us know which park directed the customer to our website.



Once your customer decides to join, they will be directed to a special enrollment page to join the Club for a one (1) year membership at \$27. Your customer pays for their new Good Sam Club membership by credit card. You don't need to worry about any credit card processing fees or providing a secure site for credit card transactions, Good Sam takes care of it for you.

How does your park get paid?

Each quarter Good Sam receives a report indicating all memberships sold. This is done by the special tracking code in the banner that references your park's Good Sam number (another reason why the special tracking code is important). For the Good Sam Parks that sold memberships, Good Sam will send a check – \$27 for every membership sold during the previous quarter. There will be four payouts during a calendar year.

ANNUAL MEMBERSHIP SALES BONUS PROGRAM

It's easy to earn bonus cash selling Good Sam Memberships. New Good Sam memberships sales, Reactivated Good Sam memberships and New Good Sam memberships sales sold via the Good Sam Link program qualify for bonus dollars. All three channels count toward your total membership sales.

Membership Sales Bonus Program

To reward parks actively participating in the Good Sam Membership program, we've created a generous bonus program as a way to earn even more cash. Every membership you sell and activate moves you closer to receiving bonus money. The bonus levels are:

Sales	Bonus
25-49	\$50
50-99	\$125
100-199	\$275
200-299	\$600
300-399	\$975
400-499	\$1,400
500-599	\$2,000
600-699	\$2700
700-799	\$3,500
800-899	\$4,400
900-999	\$5400
1000-1099	\$6,500
1100-1199	\$7,700
1200-1299	\$9,000
1300-1399	\$10,400
1400-1499	\$11,900
1500-1599	\$13,500

Bonuses are paid during the first quarter of the year and are based upon the sales from the previous year. Good Sam Membership Sales revenue and bonuses can add up fast!

GOOD SAM CLUB CAR GIVEAWAY

We are excited that 2017 marks 45 years for the Good Sam RV Park and Resort Network. The Network has set the standard for the quality our Good Sam members expect during their RV travels. Without your support, participation and enthusiasm in Good Sam over the years, our story could not have been so successful. To show our appreciation, we are introducing the Good Sam Club Car Giveaway!

Win a Good Sam Golf Car!

Sell **50** Good Sam Club Memberships & be entered for a chance to win a Golf Car!



- You get 1 entry for EVERY 50 membership sales. 50 = 1 entry, 100 = 2 entries, 150 = 3 entries and so on!
- All of your Good Sam membership sales are eligible for ALL current Good Sam Membership Sales promotions!
- You can sell even more Good Sam memberships online with our Link Sales program .
- Qualifying Good Sam membership sales are from November 1, 2016 thru October 31, 2017



Official Rules apply.

Promotion begins 11/01/2016 and ends 10/31/2017 @ 11:59:59 pm EDT.
Actual golf car may differ slightly in appearance.

INCENTIVE PROGRAM

Your park can earn even more when they sell Good Sam Club memberships! Begin selling today to qualify for a Prize Level (see below). The program will be in effect from January 1, 2017 through December 31, 2017. ***Prize(s) referenced in chart are subject to change.*

Prize Level	# of Memberships	Prize	Retail Value
1	25-49	Patio Umbrella	\$159
2	50-99	Picnic Table	\$282
3	100-199	Charcoal Multi-Level Grill	\$323
4	200-499	Bike Rack	\$410
5	500-999	Stainless Picnic Table	\$842
6	1,000-1,999	Park Bench	\$1,260
7	2,000-2,999	Playground Set	\$4,999
8	3,000-4,999	Club Car-Golf Car	\$8,857
9	5,000+	2016 Ford F-150 Truck	\$26,428

CHECK YOUR MEMBERSHIP SALES

Selling memberships can add up to a lot of money for your park. To check your membership sales, click [My Business Sales](#) in the left-hand navigational bar.

The **Park Sales** column indicates the number of new/reactivated memberships sold by the park. To perform an extended search change the calendar dates. For those parks participating in the *Good Sam Link program*, the **Web Sales** column indicates membership sales sold via the banner or text link placed on your park's website.

My Business Sales				
Congratulations, year-to-date you have earned \$900 for new memberships sold.				
Visit the Membership Sales Bonus Program to see the bonus payout levels.				
From:	Jan	1	2015	<input type="text"/>
To:	Feb	23	2015	<input type="text"/> Search
Learn more about the Good Sam Park New Member Program				
Month	Park Sales	Park \$ Earned	Web Sales	Web \$ Earned
February, 2015	19	\$475.00	1	\$ 25.00
January, 2015	13	\$325.00	3	\$ 75.00
Grand Total	32	\$800.00	4	\$100.00

Keep track of your park's sales! Remember to check your sales on a regular basis. You don't want to find out you were only a few sales away from earning bonus money or moving up to the next bonus level!

ORDERING SUPPLIES

Every year a fulfillment kit is sent to start off your season. Southern parks receive their kit in February and Northern parks in April.

The 2017 Fulfillment kit will contain: a Flag, Enrollment Cards, Good Sam Brochures, Window Clings, and a Sign (separate cover)

All items in your kit are available for reorder. There are 3 ways to place an order for supplies.

First is by placing your order online. Click on the [Order Good Sam Park Supplies](#) link and add the desired items to the shopping cart. Once all items have been added to your cart, click [Proceed to Checkout](#).

Second is to send an email to parks@goodsam.com. Don't forget to include your park's Good Sam number, name, and mailing address (packages are sent UPS, please supply a physical mailing address).

The third way is to call us at (877) 202-2342.

GOOD SAM SHOW IN A BOX

Promote your park with the power of the Good Sam brand! Request a **Show in a Box** for your next conference. It's a FREE resource for your park and we ship to your park at no cost.

Each *Show in a Box* contains: a Good Sam Park poster, 2 Good Sam Camping certificates, Good Sam branded bags, Good Sam Park brochures, and giveaways you can hand out to conference attendees.

To request a *Show in a Box*, provide the following information to Parks@GoodSam.com to ensure you will receive your *Show in a Box* in time for your upcoming show/conference:

- Good Sam Park number
- Park name
- Mailing Address (we ship UPS)
- Name of the Show
- Date of the Show (to make sure you receive your supplies in time)

We have a limited supply and orders will be processed first come, first served. Please allow a 3 week delivery time – no expedited shipping.



WHOLESALE PROGRAM

Good Sam is proud to announce the Wholesale Program's "**Store-In-A-Box**". It's an easy and inexpensive way to begin offering RV supplies & accessories at your campground.



The "Store-In-A-Box" consists of a 4 foot wide display with 48 top selling items that customers typically purchase when traveling in their RV. At an average mark-up your Campground Store could double your money and bring your park OVER \$1000 in sales!

The "Store-In-A-Box" includes a wall unit (dimensions 4'Wide, 6'Tall, 18"Deep 18" shelves) and the Top 48 items most purchased by RVers (2 of each item).

You can purchase the "Store-In-A-Box" for \$757.02 (price does not include the shipping cost for the wall unit).

If you already have shelving space, we also offer just the product at a wholesale cost of \$507.02 shipping included.

Wholesale credit is available. The terms are net 30 with 0% interest.

For more information email sales@nationalrvsupply.com or contact:

Sheri Kracht at 888-446-4290 ext 1100 or

Christine Woods at 800-423-7569 ext 1100

REVIEW US BANNERS

Take advantage of our exclusive RVer Reviews Banners — it's a Good Sam Park marketing benefit that lets your park engage positively with your guests and results in more eyes on your park's page on GoodSamClub.com website.

Placing one of these specialized banners on your park's website allows your guests to review your park in just a few clicks! For available banners, visit <https://www.goodsamnetwork.com/reviewusbanners/> and choose the banner that fits your park's website – we have 6 different sizes to choose from.

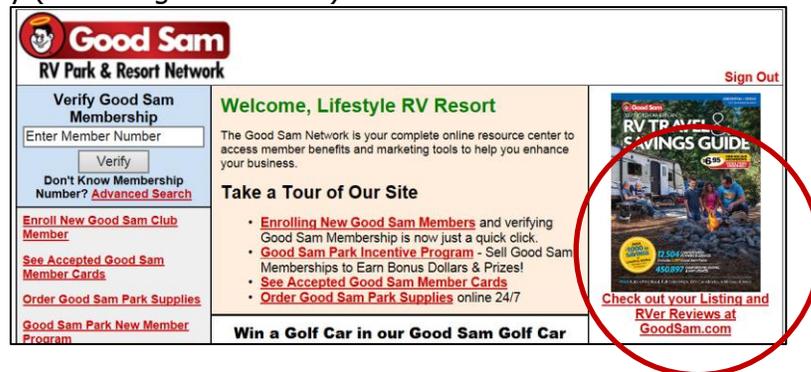
Example banners:



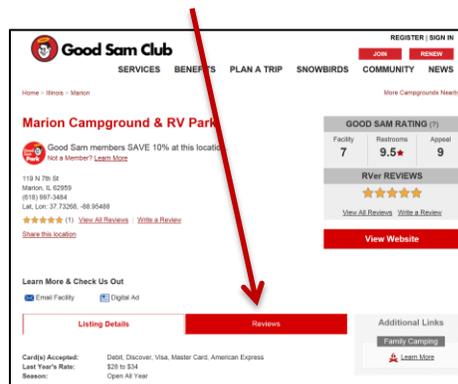
CUSTOMER REVIEWS

As a Good Sam Park, you are able to respond to the reviews posted on your park's page. Use RVer Reviews as an opportunity to engage with your guests and to bring more guests to your park!

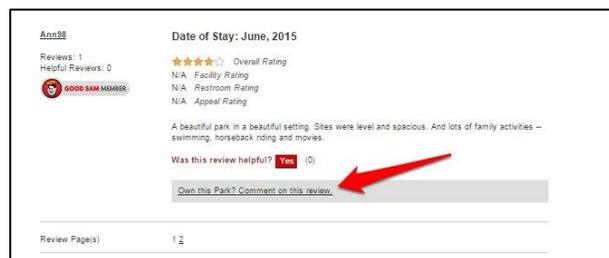
Step 1: Log into the Good Sam Network website (www.GoodSamNetwork.com) and click on the picture of the directory (on the right hand side).



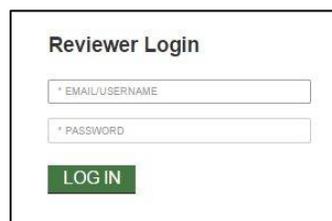
Step 2: Clicking on this link will bring up your park's listing page on the Good Sam Club website. Once your page is displayed, click on the **[reviews]** tab to view all the customer reviews for your park.



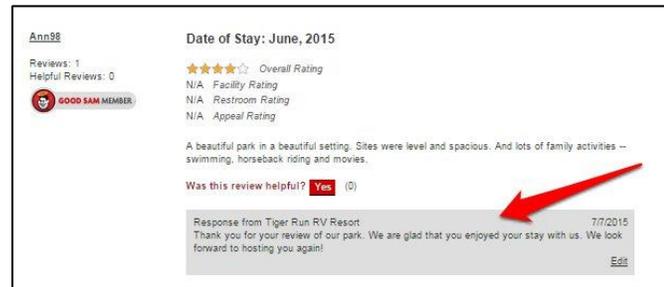
Step 3: Once reviews are displayed on your park's listing page, select the customer review you would like to respond to. To respond, click on the link below the review **[Own this Park? Comment on this review]**.



Step 4: You will be prompted to log on. Enter your user name and password provided to you by Good Sam.



Step 5: Once logged in, you can begin to respond to customer reviews. After writing your response, click [**Submit Comment**] and your comment will be forward to the moderator for approval. When it has been approved, your comment will display below the customer’s review identifying that the response is from you.



TIPS TO RESPONDING TO CUSTOMER REVIEWS

Positive Reviews: It’s great to receive good feedback, and you might even be tempted to reward the positive guest reaction with a gift or invitation. Don’t do it. This can be interpreted as a bribe; instead, a simple “thank you” and an introduction from the owner or manager will suffice.

Positive reviews are great marketing for your park, and they also serve to motivate your staff. Show the positive comments to members of your team and thank them for a job well done.

Negative Reviews: Negative reviews are inevitable—even top-rated businesses receive the occasional poor grades from customers. But if you handle the complaint correctly, you can turn the situation around and, in some cases, win the customer back.

Here are a few tips for handling disgruntled guests:

- **Get the info.** Talk to the staff to determine the source of the guest’s grievance and make sure the issue doesn’t arise again.
- **Reply promptly.** Don’t let the negative review fester—respond before other customers are swayed by the bad impression.
- **Stay professional.** Don’t argue with the customer and don’t write a response that may appear condescending or disingenuous. Above all, don’t blame the customer for the problem. Remember, an angry customer can copy and paste an inappropriate response to other social media sites.
- **Be constructive.** Let the customer know that the problems they’ve encountered are being addressed. Thank them for taking the time to point out the problem and invite them back for a better stay. If the review is completely inaccurate, politely state your side of the story without appearing combative. In some cases, a customer might just want to hear an apology.
- **Stay connected.** Encourage the customer to contact you or your customer service line. This will help you keep your online response brief without divulging too many details that might hurt your business down the line.
- **Don’t take it personally.** Remember, potential customers are watching how you handle problems at your RV Park. By conducting yourself in a professional and caring manner, you’re creating a sense of trust that can pay off in future business.



Q. What qualifies for the Good Sam 10 percent discount at my park?

A. Good Sam Parks agree to give the 10 percent discount on the overnight rate plus any other charges or surcharges directly related to RV site occupancy such as electric, sewer and cable access. The Good Sam discount does not apply to recreational fees, propane sales, purchases made at your park store or other products or services available at your park.

Q. Do I need to give the Good Sam 10 percent discount on my rental units?

A. The Good Sam discount applies only to overnight RV sites. The discount does not apply to rental lodgings at your park. You can, however, offer Good Sam members the 10 percent discount on rental units.

Q. I have an upcoming special event at my park. Do I have to offer the Good Sam discount during my event?

A. Good Sam Parks must offer the 10 percent discount every day of the year, regardless of special event, weekends, holidays or off-season dates. No blackout days are permitted. The 10 percent discount is not valid with any other discounts. If you offer a special discounted weekly or monthly rate, the 10 percent discount would not apply.

Q. Can a Good Sam Emergency Roadside Service (ERS) card be used in lieu of a Good Sam Club membership card?

A. The Emergency Roadside Service (ERS) card is not a substitute for a current Good Sam Club membership card. For a member to receive the 10% discount, the member must present a valid Good Sam Club membership card.

Q. What Good Sam Cards are accepted?

A. For a printable flyer of acceptable Good Sam cards to display at your park, visit www.goodsamnetwork.com/images/pdf/gscardreferencesheet.pdf.

Q. Can a Good Sam Member's discount be applied to other RVers traveling in the same group?

A. The Good Sam discount applies to the Good Sam member (name listed on card) and eligible users (such as spouse or significant other living at same address) during their stay. Good Sam discount does not apply to other adult RVers traveling with the Good Sam Member. Adult RVers paying for their own site must have their own Good Sam Membership card to qualify for the 10% Good Sam discount.

Q. A Good Sam member presented an expired Good Sam Membership card. How do I handle?

A. For a Good Sam member to receive the 10% discount, they must present a valid Good Sam Club membership card. For a member that has an expired card, the 10% discount will be at the discretion of park's management. Good Sam memberships can be verified by logging into the Good Sam Network website at www.GoodSamNetwork.com or by calling our automated verification line at **888-246-2962**. If the member has allowed his or her membership to expire, this is an opportunity for the park to reactivate the membership and earn \$27.

GENERAL INFORMATION

- Your login to the Good Sam Network website (www.GoodSamNetwork.com) is your Good Sam Number – if you do not know your Good Sam Number, you can contact the Good Sam Network by email at parks@goodsam.com or call 877-202-2342.
- The password to access the Good Sam Network website is the park's zip code.
- **Once you are logged into Good Sam Network site, you will not need to enter your Good Sam Park membership number again.** Any membership enrollments, reactivations or special links/banners pulled from the website will be tracked to your park based on your login information.
- The park keeps the \$27 fee for any new Good Sam membership or reactivated memberships the park sells. No money is sent to Good Sam.
- The temporary membership number referenced on the Enrollment card the customer receives will change when they receive their new card in the mail.
- It takes approximately 2-3 weeks for the customer to receive their new card and welcome kit; however, the temporary card is good for 60 days and can be used to access all the benefits of being a Good Sam Member.
- The *Free night of Camping Certificate* (a \$25 value) will be included in the customer's welcome kit. The *Free Night of Camping Certificate* is **not** redeemable at parks. The Member must send in the certificate and a receipt to the Good Sam Club for reimbursement.

Good Sam Member Services
64 Inverness Dr E
Englewood, CO 80112

- Bonus Membership Sales dollars are based on your new Good Sam Membership sales, reactivated memberships and any new membership sold via the special Good Sam Link program.
- All new and reactivated membership sales sold at the park or through the Good Sam Link program count towards the Bonus Program, Golf Car Giveaway, and the Incentive Program.

GOOD SAM NETWORK CONTACT INFORMATION

Good Sam Network Desk
Monday – Friday, 8:30am – 5:00pm (PST)
(877) 202-2342
(805) 667-4301 Fax
parks@goodsam.com
www.GoodSamNetwork.com

GOOD SAM REP TEAM CONTACT INFORMATION

Our rep teams are rolling across North America to visit and rate RV Parks, including yours. Here's an updated list of the teams and their territories, listed by state and province.

Be sure to keep this information handy! You will want to contact your Good Sam Representatives if you need to update your park's information on the Good Sam Club website or in the Good Sam RV Travel & Savings Guide or if you would like more information about advertising with Good Sam.

Name	State	Cell#	Email
Tony & Nanette Martin	AK	(716) 200-6201	rvdockers@gmail.com
Ken & Kathy Wentz	AL	(321) 287-6351	wente4camping@gmail.com
Don & Peggy Holloway	AR	(479) 650-5548	hollowaysgsc@gmail.com
Frank & Suzy Whitmore	AZ	(321) 693-4333	frank@parrottrek.com
Chip & Karen May	CA-C	(760) 885-3678	ccgsreps@gmail.com
Frank & Linda Mintken	CA-N	(520) 840-0657	mintken@campground-consultants.com
Mike & Mary Lou Dillon	CA-S	(805) 603-3894	striderconsultants@gmail.com
Mark & Wendy Pitts	CO	(925) 963-6303	markandwendypitts@gmail.com
George & Diana Daunis-Fleming	CT	(505) 401-2084	geodaun@gmail.com
Steve & Betsi Harris	DE	(954) 579-2835	steve.harris502@gmail.com
David & Donna Harmon	FL-N	(972) 567-4133	dharmon@snooztime.com
Joe & Rita Comer	FL-S	(231) 388-4833	jrcomer2@gmail.com
Ken & Kathy Wentz	GA	(321) 287-6351	wente4camping@gmail.com
David & Connie Karr	IA	(806) 474-3471	salesreps@drakarr.com
Jim & Julie Golden	ID	(520) 481-4100	jjrvconsultants@yahoo.com
Ed & Susan DeWitt	IL	(423) 243-8885	ed.dewitt@att.net
Brian & Kathy Wood-Cox	IN	(815) 228-4055	woodandcox@yahoo.com
David & Connie Karr	KS	(806) 474-3471	salesreps@drakarr.com
Brian & Kathy Wood-Cox	KY	(815) 228-4055	woodandcox@yahoo.com
Fain & Lynda Little	LA	(817) 776-0366	fdlads@aol.com
Gordon & Karen Bolton	MA	(925) 989-9794	roadsmiles@gmail.com
Dan & Annette Bramos	MD	(614) 332-1230	amb.marketing@yahoo.com
Steve & Betsi Harris	ME	(954) 579-2835	steve.harris502@gmail.com
Stephen & Diane Doherty	MI	(248) 736-6041	twotravelusa@gmail.com
Gary & Sherry Wilcox	MN	(928) 669-0915	wilcoxads@gmail.com
Gary & Sherry Wilcox	ND	(928) 669-0915	wilcoxads@gmail.com
Ed & Susan DeWitt	MO	(423) 243-8885	ed.dewitt@att.net
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Jim & Julie Golden	MT	(520) 481-4100	jjrvconsultants@yahoo.com
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