

T10: Shazam and Oops! Tracks Shortcuts and Correcting Common Mistakes

Agenda

1. Shortcuts on the Work Screen
2. More timesavers
3. Mistakes about debts and payments
4. Fixing other miscellaneous mistakes
5. Mistakes that can be corrected without a sale
6. Stopping mistakes before they happen
7. Tracks Help as a resource

Shortcuts on the Work Screen:

Speed Rule #1 – Whenever possible, use your keyboard – NOT the mouse!

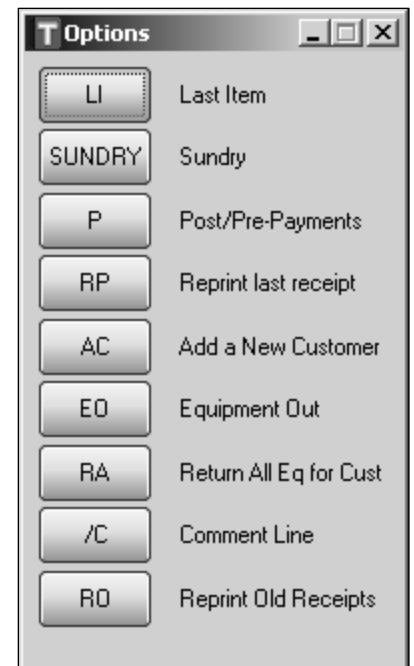
1. Function Keys on your keyboard.



F2	Return to Menu.
F3	Item Lookup.
F4	Clear Screen.
F5	Delete Detail Line.
F6	Edit Detail Line.
F7	Edit Sales Tax Amount.
F8	Customer Lookup.
F11	Options – more buttons.
F12	Fash Cash Sale.

2. F11 Option Keys – use the button or type the letters.

LI	Sell Last Item.
SUNDRY	Print Sundry Receipt.
P	Post Payments/Pre-Payments.
RP	Reprint last receipt.
AC	Add a New Customer.
EO	Equipment Out.
RA	Return all Equipment for Customer.
/C	Comment Line.
RO	Reprint Old Receipt.



3. More buttons at the bottom of the Work Screen.

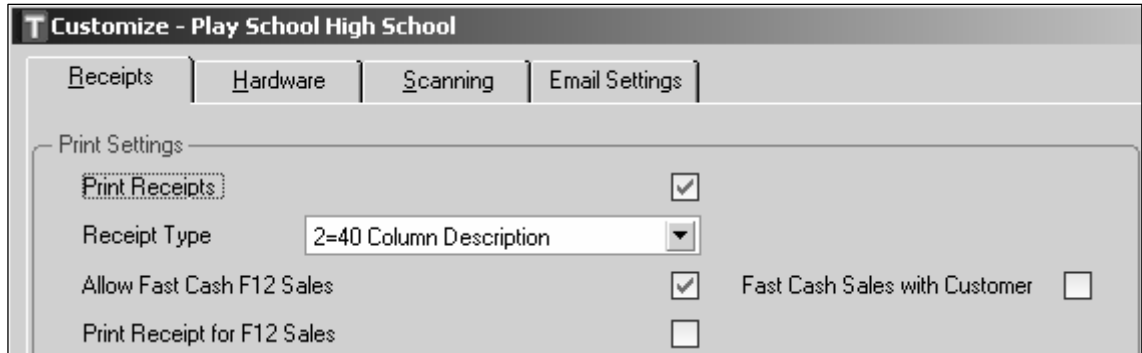


F9	Print receipt and complete sale.
CH	Display Customer History.
LC	Load Last Customer on screen.
NOTE	Access Notes for this Customer.
R	Return.

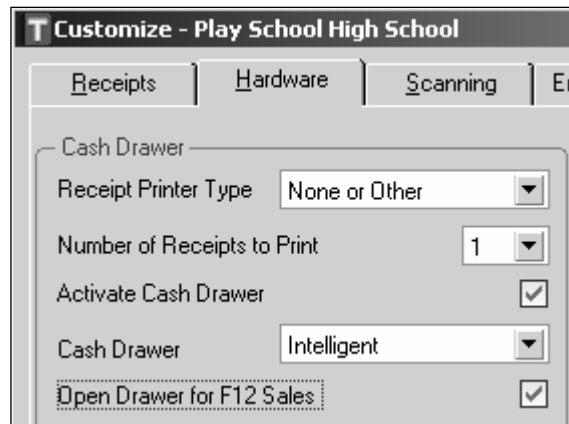
4. STAR Hot Keys on the Work Screen. You have 18 buttons that can each represent a different Item. To sell YEARBOOK, you can
- Click the Yearbook button.
 - Press Star-1 (that's "*1").



5. Fast Cash Sales – make sales with one keystroke when it’s an all CASH sale.
 - a. Options on Receipts tab
 - i. Allow Fast Cash F12 Sales
 - ii. Allow Fast Cash Sales with Customer on screen
 - iii. Print Receipt for F12 Sales



- b. Options on Hardware tab
 - i. Open Drawer for F12 sales

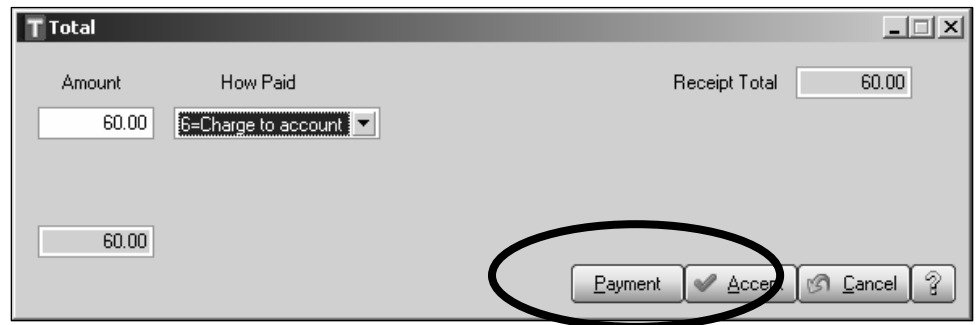


More Timesavers

1. Save time making sales

3XItem	To sell a specific quantity of an Item, type the quantity + “X” and then scan or select the Item. The line will be loaded with a quantity of 3.
Scan	Scanning is faster than typing it in.
Use Bonus fields	If you use the Bonus field to enter “Guest Name,” you only have to sell one item instead of two.
Reprint old receipts	From the Work Screen
F8/Cust/F8	Loads Customer on Work Screen/Opens Customer Maintenance for that Customer.

2. And more ways:
 - a. Closeout Summary – Sorts checks/cc by receipt number. This makes it faster and easier to find which check belonged with which receipts.
NEW!
 - b. Write comments on a receipt when you reverse something – to explain the reason for the reversal. This will save you time because it will help you remember what happened two months from now when you brain is fried.
3. A student makes a partial payment at the time of sale. Instead of selecting Accept, choose the Payment button and apply the partial payment right then. Tracks will still generate two transactions, but you will have only done one!



Mistakes about Debts and Payments:

1. You sold a yearbook on account to the wrong student.
 - a. Reverse the sale to the wrong student – credit on account.
 - b. Sell the yearbook on account to the right student.
2. You accepted a payment, but called it a “Prepayment” instead of applying it against the correct debt. So Tracks still prints a statement for this Customer even though the balance due is zero.
 - a. You need to offset the debts against the prepaid amount.

Receipt	Date	Item No./Description	Amount	Due	Amount Paying	Agency
0000132	09/22/05	LFINE/Library Fine/Horses Always	3.65	3.65	0.00	
0000175	03/14/06	TBDAM/Damaged Book	5.00	5.00	0.00	
0000201	03/25/06	PREPAY/TRANS PYMNT ACCT ...	-8.65	-8.65	0.00	

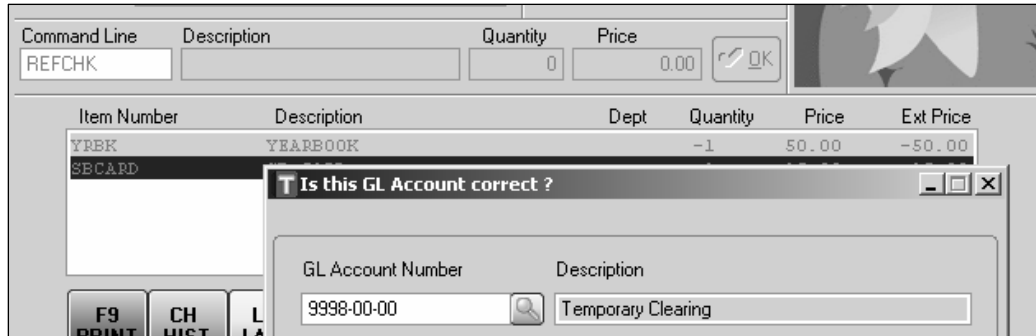
Fixing Other Miscellaneous Mistakes:

1. You can't figure out why your Closeout has a huge Cash Over/Short amount for last Tuesday when you were out sick. Could it be that your helper didn't enter the actual cash in the drawer?
 - a. If you have Cash Count turned on, you MUST enter the totals for cash, checks and credit cards on the Cash Count screen, or Tracks will think you didn't actually collect any money.

Command Line	Description	Quantity	Price
YRBK	YEARBOOK	1	-60.00

2. You wanted to do a return, but you made the Price negative instead of the Quantity. Now your count for Yearbook is off.
 - a. *Hint: Always use "R – Return" (this will make the quantity negative) instead of editing the line directly.*
 - b. Fix: You can't fix it. Call Support. We can fix it for you.
3. Someone changed the path for your Tracks/SchoolBooks integration and one of your Closeouts didn't get imported at all.
 - a. Go into Tracks and Re-export the Closeout. (Go to Management/Special Functions/Utilities/Re-Export to Accounting.)
 - b. Choose the missing Closeout and re-export.
 - c. In SB, go to Import from Tracks and select the correct Closeout, but change the date so it will import into Bank Deposit Entry with the correct date.

Closeout Number	Date	Amount
00121	08/18/05	311.00
00122	09/22/05	365.00
00121	08/18/05	311.00
00120	08/10/05	299.00
00119	09/15/05	620.00



4. You need to write a refund check for a yearbook. You have the REFCHK Item set up to Prompt for GL Account. This is wrong. If you enter the Yearbook Sales account here, you will be taking the money out of Yearbook Sales TWICE! The Refund Check Item should be pointing at a Clearing Account.
 - a. The Tracks receipt:
 - i. The first line showing YRBK and a negative quantity backs the yearbook OUT OF the Yearbook Sales account and takes the student off the list.
 - ii. The REFCHK line points at a Clearing account and puts the money INTO Temp Clearing.
 - b. Writing the refund check:
 - i. Enter the invoice to the student and charge the Temp Clearing account.
 - ii. When you write the check, the money will come OUT OF Temp Clearing.

5. A temp came in and screwed everything up. You want to pretend it never happened. It's only 1 day – you want to reenter everything – correctly.
 - a. Restore from backup – check the Backup Log.
 - b. The temp DID make a backup, right?

6. You set up User Codes, but can't remember your password.
 - a. Call Blue Bear and we can log in to get you into the program. Then you can set up a new password.

Mistakes That Can Be Corrected without a Sale – Editing Only

1. You entered a donation to the wrong Donor. Go to Donation Mntce and change the Donor.
2. You can edit Equipment records.
3. You can edit Vehicle records – enter license & insurance after the fact.

Donation Maintenance - Play School High School

Transaction No: 0001052 Sequence Number: 000

Donor No: 0001025 Simpson, Tom

Date: 08/22/05

Customer Number: []

Item Number: DONSPT Donation - Sports

GL Account: 2250-00-00 Athletic Cl

Amount: 100.00

4. You can modify Bonus fields. If Melvin is going to take Sally to the prom instead of Kathy, don't do another sale. Simply change the Bonus field information.

Modify Bonus Field - Play School High School

0000193 0001 WNTFRML Ticket #:| SALLY MEYERS

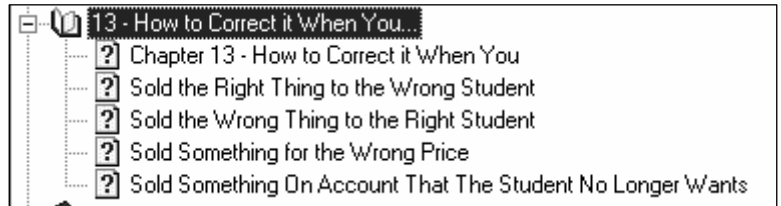
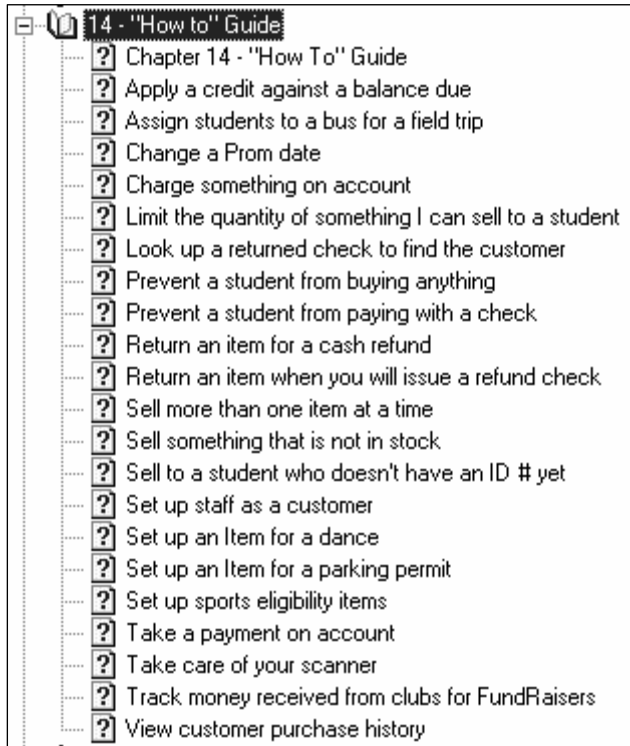
901256 Farview, Melvin 1.00 [OK] [Cancel]

Rec No	Se...	Item No	Desc	Customer	Name	Quantity	Bonus
0000168	0001	PROMD ...	PROM DOUBLE	13228	Sanders, Susan	1.00	Thomas Owens
0000193	0001	WNTFRM...	Ticket #:	901256	Farview, Melvin	1.00	SALLY MEYE...
0000192	0001	WNTFRM...	Ticket #:	901235	Rogers, Carol	1.00	REGINALD W...
0000194	0001	WNTFRM...	Ticket #:	901237	Seeley, Megan	1.00	Micheal Williams

Stopping Mistakes Before They Happen:

1. Stop yourself from posting current work to a PRIOR YEAR school.
 - a. Make the school Read Only.
 - b. Change the color of the desktop.
2. Do check your Closeout Report BEFORE you say "Yes" to update. Do not update a Closeout Report that is wrong.
 - a. You should count your cash BEFORE doing a Closeout.
 - b. You can turn on cash count (Blind or Standard) or not.
3. Use ZPLAY Play School data to try new things and figure out how to do something rather than experimenting with your real data.
4. Protect yourself from the mistakes of others. Set up User Codes and Menu Security. Don't tell your password.
5. Make a backup every single day. And it's best if you make the backup to a removable device. It's the best insurance you can have to protect your data.

Tracks Help as a Resource



NOTES:
