

T11: District Support for Tracks

Agenda

1. Setup and Startup options – what your choices mean.
2. Utilities.
3. Refreshing student data in Tracks.
4. Point-of-sale equipment challenges.
5. Auditing tools and tips.
6. Reports you may find useful.
7. Steps you can take to make life easier.
8. Your relationship with Blue Bear.

Setup and Startup Options

These are options you can set for your schools. You can either allow or restrict access to the Customize/School Settings screens.

- A. User Codes and Menu Security. Set up User Codes and enforce use. Control which users can access various menu options.
- B. Supervisor Security options allow you to determine which supervisors can access which schools (in Client/Server applications).
- C. Additional security available with Web Viewer – to the Item number and FundRaiser Code level.

The screenshot shows a settings window with the following options:

- Backup Manager:** A dropdown menu set to "Always Warn".
- Dr. Download:** A dropdown menu set to "Make choice every time".
- Password Manager:** A dropdown menu set to "Prompt".
- users to change their password every:** A text input field containing "45" followed by "day(s)".

- D. Backup Manager – Never warn or always warn to make backups.
 - o Program tracks “opt out” choices.
 - o Warnings get more severe as days go without a backup.
- E. Password Manager requires users to change passwords every “xx” days.
- F. Dr. Download – choose to run the wizard each time or skip it.
- G. Desktop Button Maintenance. Copy default desktop to other schools.

Utilities

- A. Save Prior Year Data so they can view data as needed. Different from a backup. This should be managed with a convention for naming your prior year School Codes.
- B. Exports of data for import into other financial software.
 - 1. WSIPC
 - 2. Other District exports
- C. Session Console – see who is doing what throughout the system.
- D. Other Utilities.
 - 1. Fundraiser History Purge
 - 2. Purge Old Students

Refreshing Student Data in Tracks

- A. There are 2 ways to load student data into Tracks
 - 1. Dr. Download – Used at the beginning of the year. Loads students for the new school year and purges history from prior year.
 - 2. Student Update Utility – Used throughout the year. Loads new students, refreshes demographic information on existing students. Run this utility as often as you like.
- B. What data do you want to provide?
 - 1. If you have parents' email addresses, you can email customer statements.
 - 2. Drivers license, demerits, social security number, etc.

Point-of-Sale Equipment Challenges

Blue Bear sells and supports scanners, receipt printers, and cash drawers to our users.

- A. Where can you go for help?
 - 1. Call Support (888) 490-1555, go into the Hardware & Registration queue.
 - 2. Help files: Appendix D – Setup and testing POS equipment.
 - 3. Test equipment using the POS Equipment Test screen (Management/Special Functions).
- B. HOTSWAP program – call by 11am and we'll overnight a replacement.
- C. When you need extra equipment for Fall Registration – consider the following:
 - 1. Get an extra set and loan them out – only works with staggered dates.
 - 2. Have one school take their equipment to another school and help out. Sharing!
- D. Scanning issues
 - 1. If you've changed your student number or printing of student bar code, you may need to customize scanning. Go to Customize/Workstation Settings/Scanning.

2. Anytime you plan to mass produce copies of bar codes, always test the scanning on a copy BEFORE making 1000 copies.
3. Every scanner comes with a book of control codes for optimizing scanning.

Customize - Play School High School

Receipts | Hardware | **Scanning** | Email Settings

Customer Numbers: Characters to Strip

Bar Code: Enter Length

: Enter Prefix to Strip

: Enter Prefix Length

: Enter Position of Check Digit

Use 10-Character Follett Bar Codes ?

Prefix Option

Serial Scanner Option

E. Receipt printer issues

1. Make sure the printer is getting power. Check cable connections. With Citizen 35xx series, make sure both lights are on and solid. Pressing the SEL button will toggle the error light on and off and if it is off, the printer won't print.
2. Print a test page – hold down buttons, turn off, then turn back on.
3. Check that paper is loaded correctly.
4. With Citizen 35xx series, make sure the button on the side is flush with the side of the printer.

F. Cash drawer issues

1. Cash drawer gets power from the printer. Printer must be turned on for the cash drawer to function properly.
2. Key is lost, can't get drawer open. Send whole cash drawer including all the money directly to Blue Bear. We'll pry it open, have a party and send you pictures!
3. Key is lost. Cash drawers come with 2 keys. Keep them in different places. Leave drawer open (store insert with cash in it in the safe) at night. If someone breaks in, they will have no reason to pry open the drawer if it is already open. If the drawer is damaged (outside frame bent, etc) due to vandalizing or break-in, M-S Cash Drawer will void the warranty. This just recently happened to one of our schools.

Auditing Tools and Tips:

1. Master Audit Report
 - a. Sort and select on User Code, date updated, Item number.
 - b. Shows Receipt number, Customer number and Name, description and amounts.

Play School High School							
MASTER AUDIT REPORT - BY DATE UPDATED							
Date Range: 07/01/05 to 03/21/06							
User Range: ALL							
Item Range: ALL							
Closeout Range: ALL							
Rec No.	User Code	Cust No.	Cust Name	Item Number & Description	Amount	Tax	Total
Update Date: 08/10/05				Closeout No: 00120			
122	JS	901240	Davis, Heidi	SBCARD - SB CARD	15.00		
				YRBK - YEARBOOK	45.00		
				Receipt 122 Total	60.00	0.00	60.00
123	JS	901256	Farview, Melvin	YRBK - YEARBOOK	45.00		
				SBCARD - SB CARD	30.00		
				ART3 - Art Fee 3	3.00		
				LOCK - LOCKS	5.00		
				SBPKG - SB PACKAGE	0.00		
				Receipt 123 Total	83.00	0.00	83.00
124	JS	901255	Bose, Sandra	SBCARD - SB CARD	15.00		
				ART3 - Art Fee 3	3.00		
				YRBK - YEARBOOK	45.00		
				Receipt 124 Total	63.00	0.00	63.00

2. Things to watch for
 - a. User accepts money and doesn't print a receipt. User pockets money.
 - b. User doesn't take deposit to the bank, so it shows as outstanding for TOOO long. Deposits should clear the bank within days of month end.
3. Surprise cash counts. Show up unannounced, count the money on hand at that moment (find out how a TellerMate cash counting solution can make this FAST) and compare the count against the amount shown in Tracks Daily Sales Inquiry. The total Cash shown on the screen should equal the cash you count.
4. In addition to regularly scheduled audits, do a couple surprise audits each year so bookkeepers will be on their toes.
5. Suggested audit procedures.
 - a. Review Closeouts and Sales by Receipt Reports to make sure total amounts are deposited to the bank account. This involves checking the Closeout reports against the SchoolBooks Bank Deposit History Report or a similar report.

- b. Make sure fundraiser reports are given to advisors so they can verify that all the money they turned in is accounted for.
 - c. Do you have Cash Count turned on? Check cash over/short. It should be within tolerable limits.
6. Make sure club advisors are getting reports MONTHLY that show them receipts collected and balances in their accounts. The people most directly involved with the money are a great source of protection. They often have a gut feeling about how much money was collected and can spot discrepancies if given the opportunity.

Reports Can Be Helpful:

- 1. Are you using all of Tracks to help save you money?
 - a. Tracking equipment – save money collecting for lost equipment.
 - b. FundRaiser Revenue Potential Report – shows profit/loss on each fundraising activity.
 - c. Donation reports. You can choose to print a full size receipt to your report printer at time of sale (in addition to receipt printer).
- 2. Are you using Form Letters?
 - a. Balance due letters to collect fees and fines.
 - b. Donation letters to thank donors for contributions and ask for more money.
 - c. TexTrack letters to speed return of overdue books and collect fines.

Steps you can take to make life easier:

- 1. Have procedures in writing.
 - a. Which reports should be submitted and to whom?
 - b. Is there a preferred filing system for Closeouts?
 - c. How many copies of receipts do you require?
 - d. How long are you required to retain copies of receipts? California requires retention of receipts for 2 years.
 - e. Get Updates. Who updates the server if Client/Server?
- 2. Training – have a plan in place to train replacements.
 - a. Take advantage of FREE webinars.
 - b. Have regular meetings with your bookkeepers so they can share information and shortcuts.
 - c. Allocate someone from the district to do JumpStarts WITH your school bookkeepers. Example: Craig at Hillsboro.
 - d. If you do a training, video tape it so you can show it to others.

- e. Do NOT plan training for a brand new employee the day before Fall Registration starts.
- f. Develop a plan to present refresher course topics to existing users.
- g. Develop a plan to have users learn new features/functions/modules in the software after they have mastered the basics.
- h. Want to modify our training material or Tracks User Guide? We'll give you the MS Word file.

Your Relationship with Blue Bear:

1. We will alert you if we suspect anything out of the ordinary is going on. This could be anything from a suspicion of misuse of funds to a recommendation that a particular user may need more training.
2. Use us as a resource for consulting, training.
3. We can provide you with printouts of support records detailing every time a user has called Blue Bear Support. These records include detail of both the presenting problem and the resolution.

NOTES:
