

T2: Recording and Collecting Student Debts

Agenda:

1. Charges and Payments
2. Charging Customer Accounts
3. Payments on Account
4. Handling NSF Checks
5. Printing Form Letters and Statements

Charges and Payments:

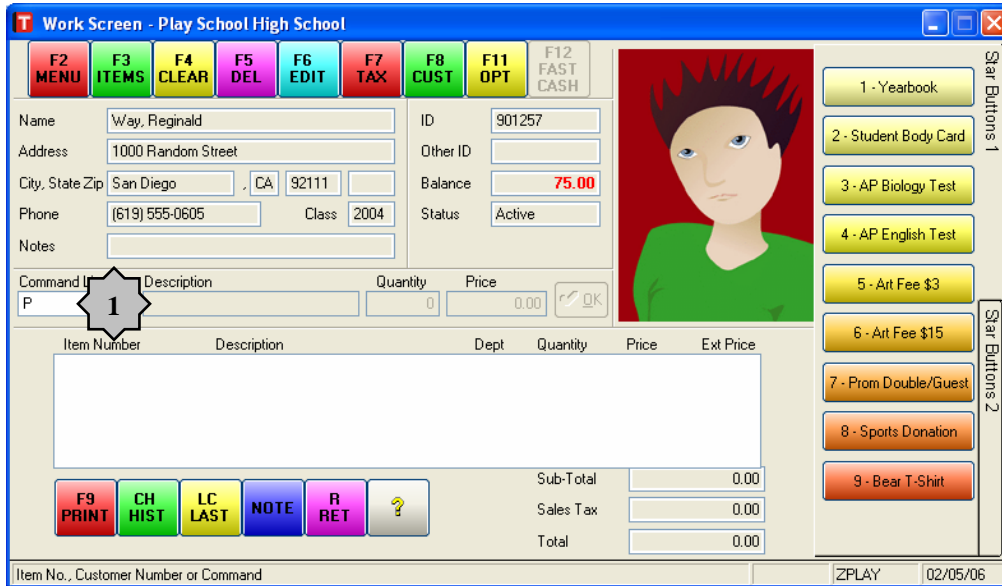
1. Tracks allows you to charge **CUSTOMERS** for items purchased, library fines owed, or bank charges for bounced checks.
2. You then can apply full or partial **PAYMENT** toward account balances.
3. Tracks also allows you to record **PRE-PAYMENTS** for schools that allow parents and students to pay in advance for future purchases.

Charging Customer Accounts:

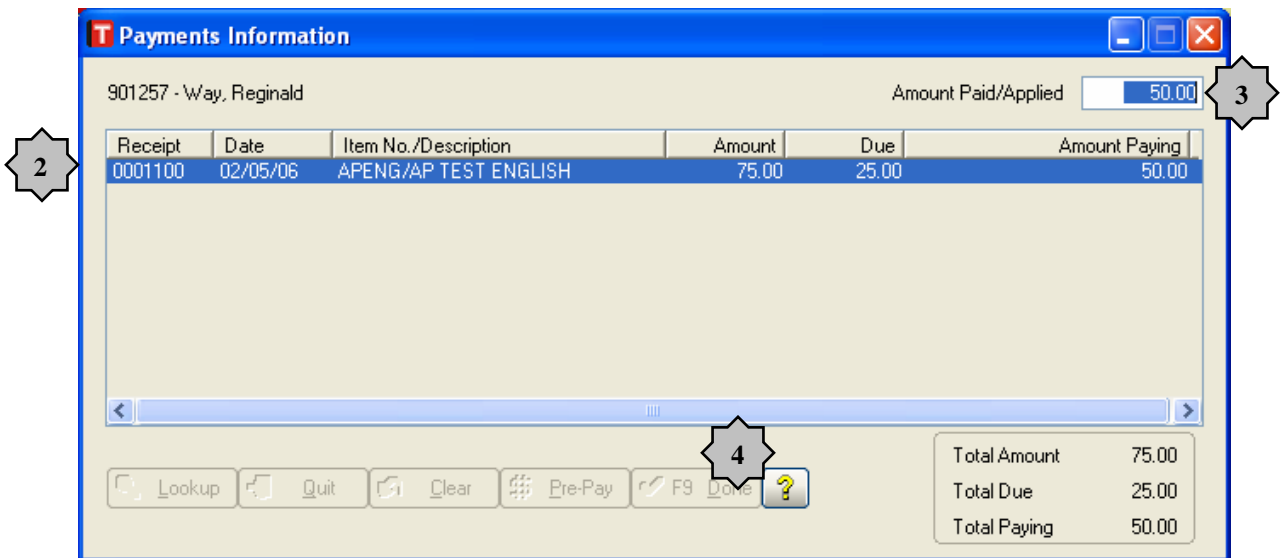
1. Load Customer on the Work Screen.
2. Sell the item – like APENG.
3. F9 – Print and choose Payment Type 6 – Charge to Account.
4. Customer now shows balance due.

Name	Way, Reginald	ID	901257
Address	1000 Random Street	Other ID	
City, State Zip	San Diego, CA 92111	Balance	75.00
Phone	(619) 555-0605 Class 2004	Status	Active

Payments on Account (partial or full):



1. With the Customer on the screen, type “P” at the Command Line.
2. Click on the item.
3. Enter the payment amount.
4. F9 to print the receipt.



Pre-Pay – Accepting Credits on Account:

1. USE THIS OPTION WITH CAUTION!!!
2. You can only use this option when you have a Customer on the Work Screen, but no items.
3. To use this option
 - a. You must have “Allow Pre-Payments” option turned on (Management/Customize/School Settings/Work Screen tab).
 - b. Specify a GL Account for prepayments (Management/Customize/School Settings/Closeout 1 tab).

Allow Pre-Payments

GL Posting Accounts

Sales for Items with No GL Account	2400-00-00	Student Body General
Sales Tax	2105-00-00	Sales Tax Payable
Pre-Payments	1600-00-00	Accounts Receivable
Cash Over/Short	1110-00-00	Cash Over/Short

1. Load Customer on the Work Screen.
2. Type “P” at the Command Line.
3. Click on the “Pre-Pay” button.
4. Enter the Pre-Pay amount - \$180.00.
5. Click F9 to complete the transaction. Enter the payment type. Print the receipt.
6. Customer now has a credit balance.

ID	901236
Other ID	
Prepaid	-180.00
Status	Active

Applying a Prepaid Amount Against a New Purchase:

1. Load Customer on the Work Screen.
2. Sell the Item as if it was being paid in full.
3. Choose #6 Charge to account.
4. Choose the Payment button instead of Accept.
5. The Pre-Pay line will be negative and the item line will be positive.
6. Print receipt showing a zero amount being paid.

Total

Amount: 75.00 How Paid: 6=Charge to account Receipt Total: 75.00

1=Cash
2=Master/Visa
3=American Express
4=Discover
5=Check
6=Charge to account
7=Multiple Checks

Payment Accept Cancel ?

Payments Information

901236 - Butler, Carla Amount Paid/Applied: -75.00

Receipt	Date	Item No./Description	Amount	Due	Amount Paying
0001101	02/05/06	PREPAY/TRANS PYMNT ACCT ...	-200.00	-125.00	-75.00
0001102	02/05/06	APENG/AP TEST ENGLISH	75.00	0.00	75.00

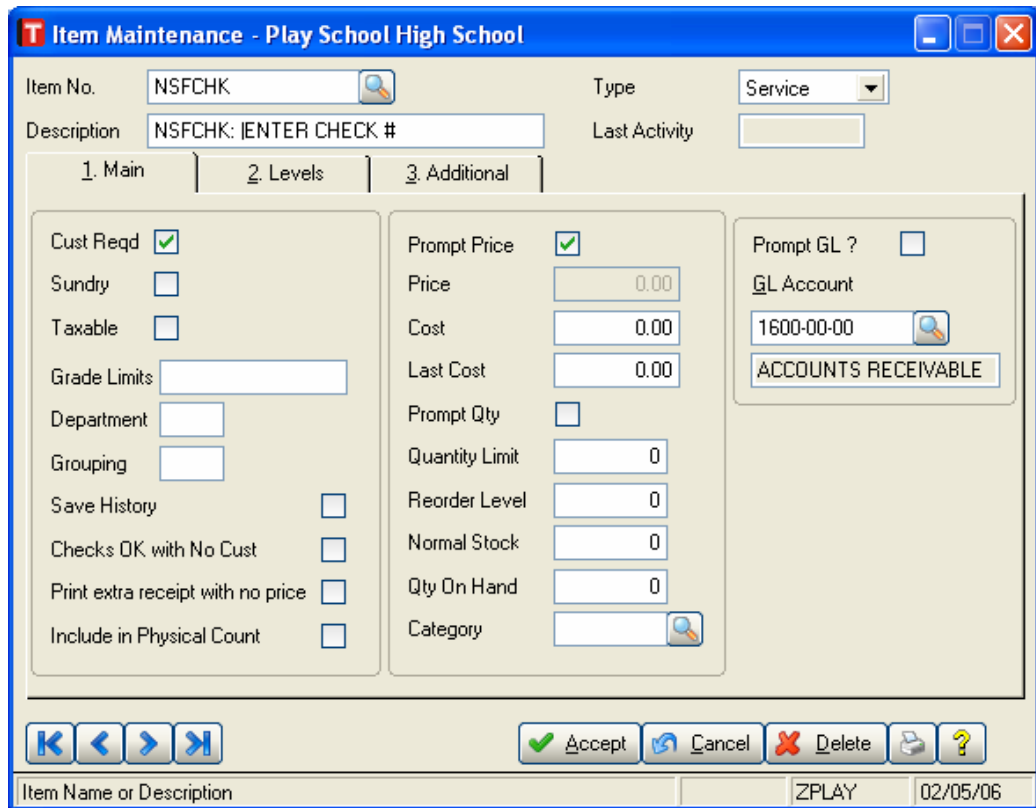
Lookup Quit Clear Pre-Pay F9 Done ?

Total Amount: -125.00
Total Due: -125.00
Total Paying: 0.00

Handling Non-Sufficient Funds (NSF) checks:

1. Set up **ITEMS** in Tracks to record NSF checks and NSF fees.
2. Charge these items on Customer Accounts to record balances owed.
3. Using the Tracks/SchoolBooks **INTEGRATION** to automatically create adjustments will save you time and help reduce errors. (Attend breakout G1: Integration for more information.)

A. Set up needed Items for recording NSF checks and fees:



1. Use a “pipe” in the description to make it easy to enter the check number.
2. Items should be Customer Required.
3. GL Account for NSFCHK should be Accts Rec or Due from Students.
GL Account for NSFFEE should be Bank Charges or SB General.
4. Prompt Price should be on – because the amount is always different.

B. Charging customer accounts:

- There are two NSF scenarios: when you actually do a return for the original item sold and when you don't do a return.
 - Check was payment for PE clothes = No return.
 - Check was payment for a Yearbook = You want to do a return here to remove student from the yearbook list.

Command Line	Description	Quantity	Price
NSFCHK	NSFCHK: John Fairview #439	1	75.00

Item Number	Description	Dept	Quantity	Price	Ext Price
NSFCHK	NSFCHK: John Fairview #439		1	75.00	75.00
NSFCHKFEE	NSF CHECK FEE		1	5.00	5.00

Sub-Total	80.00
Sales Tax	0.00
Total	80.00

Amount	How Paid	Receipt Total
80.00	6=Charge to account	80.00
80.00		

In the example above, we assume that he'll make the check good. So we don't do a return. We simply charge the check and the NSF fee on account.

C. Integration:

- Using Tracks/SchoolBooks integration will save time and make you more efficient. (For more info: See breakout G1: Integration.)
- During the Closeout process, Tracks writes any NSF transactions to a file that SchoolBooks can use to create adjustments for NSF checks and fees.

Collecting Student Debts:

Tracks is equipped with everything you need to collect money owed.

- The Balance Due Report prints a debt listing by Item or Customer.
- Tracks can also print **BALANCE DUE LETTERS** using the Form Letter Maintenance and Form Letter Printing functions.
- For those who wish to use electronic means, Tracks can send E-Statements via e-mail.

Balance Due Report:

Play School High School							
BALANCE DUE REPORT - DETAIL BY CUSTOMER							
Customer Range: All							
Date	Receipt No.	Item Number	Description	Amount	Last Pmt Date	Amount Paid	Balance Due
Banu, Bella		Cust No: 901253		Year: 12		Phone: (858) 555-4650	
09/15/05	0000115	LOST	22220025/American History	85.15	09/27/05	55.00	30.15
10/14/05	0000165	LOST	23230016/Geometry and You	32.75		0.00	32.75
03/21/06	0000186	SOLDTB	22220003/American History	85.15		0.00	85.15
Total Due							148.05
Bose, Sandra		Cust No: 901255		Year: 12		Phone: (619) 555-2144	
09/15/05	0000117	LOST	45670002/Treasure Island	24.53		0.00	24.53
Total Due							24.53
Boyd, Julian		Cust No: 901238		Year: 11		Phone: (619) 754-2869	
09/15/05	0000116	TBDAM	45670003/Treasure Island	2.00		0.00	2.00
09/15/05	0000116	LOST	45670003/Treasure Island	24.53		0.00	24.53
03/22/06	0000196	PREPAY	TRANS PYMNT ACCT	(200.00)		0.00	(200.00)
Total Due							(173.47)

Collection Letters – Design your own Form Letters:

- Tracks has a sample form letter called BALDUE in Form Letter Maintenance.
- Once edited, Tracks allows you to print letters based on Item, balance amount, and Customer Range.
- You can even automatically print the form letters from the Customer History screen.



The 'Form Letter Maintenance - Play School High School' window displays the 'BALDUE' form letter. The 'Letter Code' is 'BALDUE' and the 'Description' is 'Balance Due Letter'. The letter text is as follows:

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<RECIPIENT>
Dear Parent:

Your student has outstanding amounts due as of this date. The amounts due are
detailed below:

<STATEMENT>

Please remit this amount to the address above at your earliest convenience. If
you're wondering how your little angel has managed to accumulate these debts,
please give me a call. I will be most happy to provide you with the information
you seek.

Best regards,
    
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Navigation buttons at the bottom include 'Accept', 'Cancel', 'Delete', and a help icon.

The 'Form Letter Printing - Play School High School' window shows the following settings:

- Form Letter Code: BALDUE
- Print only for grade: ALL
- Include clubs (Type="Club"):
- Include blank class (Grade=""):
- Select By Status: All Customers
- Customer Type: All
- Print Order: Last Name
- Select by: Last Name
- Minimum Balance: 0.01
- Use Item Not Bought:
- Item Not Bought: [Search]

Selection criteria table:

Selection	All	Starting	Ending
Customer Name	<input checked="" type="checkbox"/>	[Search]	[Search]
Item Number	<input checked="" type="checkbox"/>	[Search]	[Search]
Date Purchased	<input type="checkbox"/>	07/01/05	03/22/06

Additional options: Remember settings , Use UDF's , User Defined Field Ranges [Button].

Buttons: EPSON Stylus C86 Series (Copy), Email, Print, Preview, Cancel, Setup, Help.

Status bar: Select the grade to print [CM] [ZPLAY] 03/22/06

E-Statements:

If you have customer e-mail addresses recorded in Customer Maintenance, you will be able to use this feature.



Cautions about sending Form Letters via Email:

- The program will not warn you if a Customer who should get a letter doesn't have email addresses set up.
- With printed letters, you have a tangible stack of letters that you can see.
- That's why you need to include your own email address somewhere in there so you can do a reality check on a regular basis.

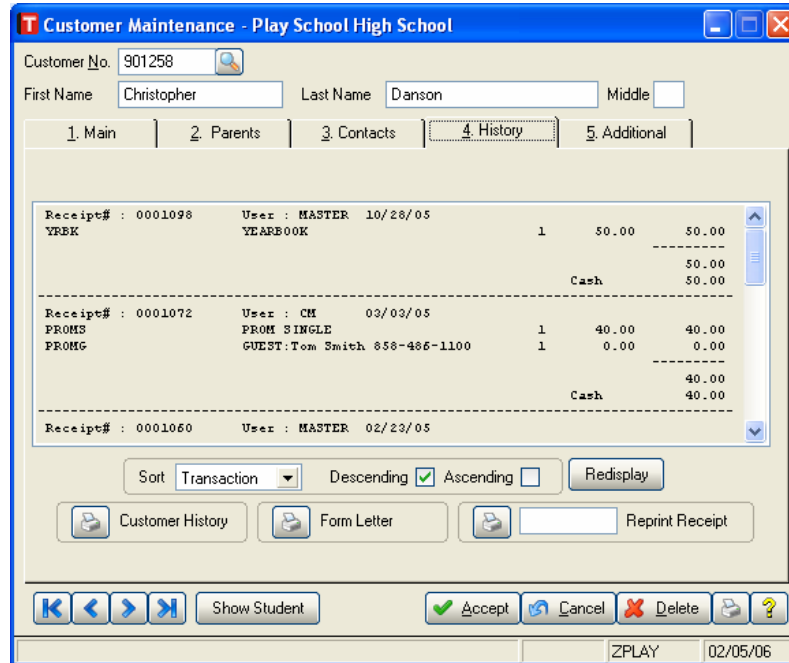
Customer Statements:

- Select statements for a range of Customers, balance minimums and cutoff dates. Even print a customized message.

Play School High School 13240 Evening Creek Drive South San Diego, CA 92128 800-954-2583				Customer Statement Date: 3/22/2006			
Susan, Sanders 5388 Westview Lane San Diego, CA 92121				Customer Number: 13228			
Receipt No	Date	Item Number	Item Description	Payment Ref	Purchases	Payments	Balance
0000129	08/18/05	TS HIRT	T-SHIRT LG WHITE		10.00		10.00
				Cash	0.00	55.00	(45.00)
0000109	09/15/05	SBCARD	SB CARD		15.00		(30.00)
				Cash	0.00	60.00	(90.00)

Shortcut for printing or e-mailing:

- You can print a Customer History Report or a Form Letter right from the History tab in Customer Maintenance.
- Or you can email directly to a student or parent from the Contacts tab.



NOTES:
