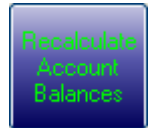


# CONNECTIONS 2006

## Questions and Answers

Q: Why is the encumbered balance on the GL Account Lookup window incorrect after I make a partial payment on an existing PO? For example, I create a new PO for \$1,000.00 (the account is Spanish Club which has a current balance of \$1,500.00). Next, I enter a new invoice to make a partial payment on the PO for \$700.00. I print an instant check and update my Computer Check Journal. When I enter a brand new PO for \$400.00 for the Spanish Club, the encumbered balance for this account shows \$1,500.00 on the GL lookup screen. Why doesn't the encumbered balance show \$500.00 for this account?

A: The encumbered balance is not updated every time you make a transaction like the actual balances are. For this reason, we recommend that you periodically recalculate account balances. This process recalculates the current encumbered balance for each GL Account. You can have SchoolBooks Recalc on Startup (option located in Management / Customize / School Settings), or you can recalculate the balances manually (located in Management / Special Functions / Utilities / Recalculate Account Balances). You can even create a Desktop Button for recalculating account balances! Note: In an upcoming version, we'll change the program so that encumbered balances will be updated automatically.



Q: I would like to be able to accept a partial payment for an item and apply the balance to "charge to account" without having to first charge the whole amount and then accept a payment generating two receipts. This would be a huge time saving feature if it would be possible.

A: Good news! This can be done all in one transaction. When you first charge the entire amount of the item as an On Account payment type, click the Payment button instead of hitting <Accept>. Tracks still generates two separate transactions, but it only feels like one transaction for you. This alleviates the need to go back into the Customer's payment screen.

Q: Assume a student bought a yearbook for \$50 at the beginning of the year, and the check is NSF. It was suggested to return the yearbook and sell an NSF check item. However, wouldn't it be better to return the yearbook to offset the cash to balance on the bank statement?

A: No - Let's think of the cash drawer here. These are two different transactions. When the student bought the yearbook, the \$50 was included with the deposit for that date. When the check bounced, the negative \$50 was an individual transaction – having nothing to do with the original deposit. They will show up as separate transactions on your bank statement – and they have to be handled that way in Tracks too!

Q: Report by Department should subtotal.

A: There is no Report by Department. The Sales By Receipt Report does subtotal by Department.

Q: Can we import an Excel list of students who have not returned their emergency documents and change their status to "Locked"?

A: No, not currently. But it's a good enhancement request.

Q: Could you do an enhancement for this program to import information from SASI (students with bad grades or behavior) into Tracks and restrict students from buying dance tickets or field trips? For now, I have to enter them manually into "note" field.

A: The Student Update Utility and Dr. Download both allow you to map the Customer STATUS field. If there is a single field in SASI that has the student status (that also reflects the bad grades/discipline problems), you can use that data to populate the STATUS field in Tracks.

Q: I would like to see a date range option in the customer history look up.

A: There is a date range on the Customer History Report and there is a cutoff date on the Customer Statement selection screen.

Q: What happened to the PO Approval Report star button? I use this report 2 or 3 times a week and when it disappeared, I was sad!

A: This has been fixed. Sorry for the inconvenience.

Q: On Closeouts, can you print checks by how they were entered rather than by the check number? When your checks don't balance it is very time consuming to look through and match numbers.

A: This was done in the version currently available on "Get Updates" as well as on our website Version 5.60.03.147.

Q: I would really, really, really love to have the ability to merge old vendors I haven't used in years. I have Temporary Vendors that go so far back that the kids have not only graduated but they have gotten their college degrees and have been back on our campus applying for a teaching position.

A: Yes, you can! SchoolBooks has a Renumber/Merge Utility so you can merge Vendor records. But it sounds like you need to DELETE these Vendors. If they are marked as Temporary Vendors, they should go away out of the Vendor file when you do Month End Processing. If they don't go away, please call Support and we'll help you disappear them.

Q: PO Requisitioned By: There is a space for this at the bottom of the purchase order form, but nowhere to put it when typing the PO.

A: On our PO form, there is a field "Requisitioned by" down at the bottom of the page. We have no place to enter that value in PO Entry because that was originally intended for a signature. On the PO Entry Main tab, SchoolBooks has a "Requisition Number" field but not a "Requisitioned by" field. But you can use the field like the example below and type in the name or the Requisition number or BOTH. Then you can print this on the purchase order.

Auth By	<input type="text" value="Yolanda Westley"/>
Req Number	<input type="text" value="JOE SMITH 12345"/>