

## CONNECTIONS 2007 Questions and Answers

### SchoolBooks Questions

- Q:** How do I purge a GL Account from a prior year so I can delete that account number?
- A:** You don't want to delete it in a prior year - that's the history. To delete a GL Account in your current school year, only one thing must be true - it must not have any history! That means, the beginning balance is zero and no transactions have taken place. If that is true of an account, simply go to GL Account Maintenance, lookup the account, and click the delete button.
- Q:** How do you void checks that were entered in System Startup as opening bank checks?
- A:** To void a check that was entered as an opening bank check, you will need to make an adjustment. The type will be Expense (because it's dealing with a check, that's an expense) and the amount will be positive (because we are putting the money back into the account).
- Q:** What is the procedure to monitor the use of an "open" check request? Would a PO accomplish this?
- A:** It sounds like it to us. A Purchase Order allows you to show that the amount is approved while also encumbering the account, which means that it will show that money is already allocated to be spent on something. You would be able to run the PO Check Cross Reference Report to see each check that was paid using that Purchase Order as well. **Hint:** Make sure you show that advisor the Encumbrance Report so they see what they *really* have in their account!
- Q:** Regarding SchoolBooks and Tracks Integration, if I use Tracks items in my Purchase Order, will it update the quantity on hand of matrix items (i.e. PE shirts)?
- A:** Not at this time. Only product type items will update the quantity on hand correctly.
- Q:** Can I batch print receipts in SchoolBooks?
- A:** Yes! If you enter lots of receipts and want to wait to print them, you can batch print receipts. Simply click "Cancel" when SchoolBooks asks to print each receipt. Then, when ready to print, go to the Entry Menu and choose Print Receipts. Every receipt that has not yet been printed will print.
- Q:** How do you do a reversal in receipt entry? Is it only after I print a journal?

**A:** Reversals for Receipts work like other reversals throughout SchoolBooks. The Reversal button only becomes active AFTER you have clicked "#" to enter a new receipt and AFTER you have entered a date (then press <Enter> on your keyboard). When you click the Reversal Button, SchoolBooks will display a lookup for all of the receipts that have been updated so you can pick the receipt that you want to reverse. SchoolBooks will load the transaction with all the signs reversed. In other words, if you want to reverse a \$500 receipt, the program will create a new entry for (\$500). The receipt amount of \$500 will be negative and all the detail lines that made up that receipt will also be negative. **Remember:** SchoolBooks does not keep track of which transactions you have reversed. (This means that you can feasibly reverse the same transaction more than once.)

**Q:** I'd like the ability to reprint all Bank Reconciliations after I've finished the Bank Reconciliation and the month is closed. The program only allows the last one to be printed again, but we reconcile both a petty cash and bank account.

**A:** Bank Rec History Reprint is available by going to the Management Menu and choosing Special Functions/Bank Rec History. If you are running version 5.7 at the time you complete a Bank Reconciliation, SchoolBooks will include both the statement date and the bank code in the file name. That means every Bank Reconciliation Report is accessible (but only in versions 5.7 and later)!

**Q:** Can I print multiple copies of my month end and year end reports?

**A:** Right now, the easiest way to do this would be to Preview the report and then choose the Print option from there. Then you can indicate the number of copies you would like to print. However, we will add the request to the enhancement list as well.

## Tracks Questions

**Q:** Can I give someone read-only access in Tracks?

**A:** Not quite. But you could give that user their own unique user code and then set them up to view only reports.

**Q:** Can student information and records be imported from Sasi XP to Tracks?

**A:** Yes! You can import information from almost all Student Information Databases. You can import basic student information (like name, address, emergency contact, parent's information, up to two user defined fields, and status) using Dr. Download and Student Update Utility. To import schedule information, you would use the Imports available under Management/Special Functions/Imports/Exports. To import fines and sales information, you would need to use Import Manager.

- Q:** I don't understand the single and double dance tickets. With double, I can put in the guest name but I need two ticket numbers (one for each person). What do I do?
- A:** It seems every school has a unique way of doing this. Many schools that use the "Double" Item only give one ticket to the couple. You can use Bonus Fields and modify the item description to your advantage. We would recommend setting up some items a few different ways (referencing what was covered in the "Ticket Options" class) in Play School and then running a few different reports (also referencing what was covered in the "Ticket Options" class) to see what will work best for your school. You could put both ticket numbers in the description line and use the bonus field for the guest name. Or, it may just be better for you to have only "Single" tickets set up and sell two.
- Q:** When selling prom tickets, a guest list is printed to take to the dance. It would be nice if there was a report that printed the customer name and bonus field entry only. Thanks!
- A:** You can always export your reports to Microsoft Word or Excel and then take out the columns you don't want. To export a report, first preview it. From the preview screen, click on the "Export" button (it is an envelope with a red arrow). Then choose how you want to export it (an Excel Spreadsheet would work nicely in this situation). From there you can get just the information you want on a report!
- Q:** For dances, students and parents must now sign a behavior contract. We would like to have one for the entire year. We are trying to find a way that, when we receive the signed contract, we can note that in Blue Bear. Any student who does not have the note in the system would not be permitted to buy dance tickets. Any ideas?
- A:** In this situation, we would recommend using a "Must" Item. Must Items allow you to limit the sale of one item to those who have already purchased another previously required item. You would first create this Behavior Contract as an Item in Tracks. The type is Service and the price is \$0. As students turn this form in, "receipt" it to them. Then, in Item Maintenance for each of your dance ticket items, go to the Additional tab and choose the Behavior Contract Item as the Must Item. Now, if a student hasn't turned in their Behavior Contract, Tracks will not let you sell them a dance ticket!
- Q:** I need to be able to specify what the pre-payment amount may be used for. For example, "Only use for AP tests, but not for dances."
- A:** When taking a pre-payment, you can enter a description! Bring the student up on the Work Screen and type "P" in the Command Line. Then, click the Pre-Pay button. With version 5.7, you have the ability to enter an optional description along with the pre-payment amount.

- Q:** How do I refund one item from a kit (just the yearbook) instead of the whole kit?
- A:** When you sell a kit to the customer, Tracks really sells the customer the individual items that make up that kit. So, to return the yearbook for a refund on the Work Screen, simply bring up the yearbook item, change the price (if necessary to whatever price the student paid for the yearbook when it was within the kit), and return it.
- Q:** I'd like an option in Form Letter Maintenance to include all transactions that have occurred on a student's account.
- A:** We'll add this one to the enhancement list. For now, send them a Customer Statement. That can show all transactions, you can print a statement message, and it's easy to read!
- Q:** How do I create balance due amounts on mailing labels?
- A:** If you want to print mailing labels for students who have a balance due, simply go to Modules, BarMaster, Printing, Customer Bar Codes, and select the "BALDUE" job (Hint: If you don't have the BALDUE job, you can copy it from Play School.) If you want to print the balance due amount on a mailing label, you'll have to change an existing Label or add a new Label. Go to Modules, BarMaster, Management, and select Label Layouts. You will need to add the Balance Due Field in one of the sections under "Data To Print" so that the Balance Due Amount prints on the label. Press <F3> on your keyboard to see a lookup of all fields you can add. To get the Balance Due to print, you'll use "<<BALANCEDUE>>".
- Q:** How do I print envelopes for the form letters? Currently I put it into Word and then one by one highlight addresses and go to Tools, Envelopes, and Print.
- A:** You can always print mailing labels for your form letters in BarMaster and then stick those on your envelopes. Better yet, modify your form letter so that the address fits in a window envelope!
- Q:** The star buttons freeze periodically. It seems the only way to clear it is to close the Work Screen and then reopen it. Why do they freeze? Is there a shortcut to unfreeze or a fix to avoid the freeze?
- A:** We've heard of this happening. If your star buttons aren't working when you click on them, try using the EVEN QUICKER method for Star Buttons. Type \*01 to sell the item on Star Button #1. We are working on the issue, but for now, this seems to correct and "re-set" your button. Now that you know the even quicker method, you could just always type the Star Button commands!
- Q:** How do I enter a deposit where \$75 was cash and \$75 was credit card (total \$150), but the deposit at the bank was only \$75?
- A:** Have your Closeouts set to split and separate on Payment Type (on the Closeout 2 Tab in School Settings). You will sell the item for \$150. Then press

<F9> to print the receipt. At this point, indicate that \$75 is Cash and \$75 is Credit Card. The receipt prints, but when you do your Closeout at the end of the day, \$75 will be included in your Credit Card Deposit amount and the other \$75 will be included in your Cash Deposit.

**Q:** Can you create a way to reprint the Sales by Receipt Report at the end of the day in addition to the one printed on the closeout?

**A:** We will add that one to the enhancement list. You should know that you can always re-print a Sales by Receipt Report for a specific Closeout. On the Sales By Receipt Report Selection Screen, check the box that says "Select Closeout No." and enter the Closeout Number of the report you'd like to print again.

**Q:** In FundRaiser, I have an item that was originally set up as a Service type but should have been a FundRaiser type. If we change the item to FundRaiser now, will it recognize the previously sold items?

**A:** Unfortunately, the system won't. This is because it doesn't know which FundRaiser code to use. For example, you could have one item (like Discount Card) that multiple clubs sell (that's multiple FundRaisers in FundRaiser Maintenance).

**Q:** The FundRaiser type Item grays out the GL Account in Item Maintenance. Please fix.

**A:** FundRaiser Items always pull the GL Account from the FundRaiser in FundRaiser Maintenance, not from Item Maintenance.

**Q:** For parking permits, can a student have multiple vehicles?

**A:** Yes! Simply sell the customer more than one vehicle type item (maybe you don't charge for the second one or maybe you do), then maintain the different vehicles in Vehicle Maintenance.

**Q:** I have a Web store, can I export to Tracks?

**A:** Check out the document available on our website called, "Web Store Import Information." If your export meets those specifications, you can import sales!

**Q:** By using FARS, will this totally or partially automate Tracks and SchoolBooks NSF check and refund issues?

**A:** Using FARS, you'll still want to process everything in Tracks the same way because it will show up on your Bank Statement as an NSF Check. Besides, you want to do that so that you remember to mark that student with "No Checks"! It will get you your money back; it won't do *all* the work for you.

**Q:** When moving from Check-In to Check-Out, we currently need to re-scan student ID cards, please change this!

**A:** In version 5.7, you now have the new Check-In/Check-Out Screen, which will keep that student on the screen!