Program Reference Guide
RecTrac 10.3

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RecTrac Overview

RecTrac by Vermont Systems, Inc. is a comprehensive computer software package that provides automated solutions to handle the many tasks faced by recreation and park managers. It offers extensive help in handling day-to-day operational functions, as well as managing program planning, marketing, and evaluation requirements.

RecTrac has twelve fully integrated modules that share the same database:

- Activity Registration
- Facility Reservations
- Pass Management
- Point of Sale
- League Scheduling
- Equipment/Site Rentals
- Personal Trainer Management/Scheduling
- Court Reservations
- Trip Booking
- Locker Rentals
- Golf Course Management
- Incident Processing & Reporting

The central database of households, activities, passes, facilities, etc. is used by all twelve modules. As transactions are processed, the database records are simultaneously updated in real time. Data is entered only once, and is shared by all modules for receipting, permitting, reporting, financial, and analysis functions.

Developed in Progress Open Edge, RecTrac is certified to run on Windows 2000 and XP operating systems, and in numerous network environments.

VSI Corporate and Executive Overview

VSI Corporate & Executive Overview Vermont Systems, Inc. (VSI) is a privately owned Vermont corporation founded in 1985 by Bob Willey and son Giles Willey. VSI's primary purpose is to provide total computer solutions for specific vertical markets including local government. Since 1989, VSI has specialized in developing and supporting software for Recreation and Parks Departments at the local, county, state, and federal levels.

VSI's primary software application products are:

- **GolfTrac** – POS Registering/Inventory & Membership System for golf courses
- **RecTrac** – For managing activities, facilities, passes, budgets, rentals, etc in a Parks and Recreation or Community setting
- **MainTrac** – For managing facility, vehicle, equipment, landscaping, and tree maintenance functions.
- **FinTrac** – For managing financial applications
- **TeleTrac** – Telephony interface to VSI applications WebTrac – Real-time web registration interface

For more information on any of these products, please contact VSI.

How to Contact VSI

Access to the Vermont Systems, Inc. customer support line is simply a toll-free phone call away. Active customers are eligible for unlimited phone support. Our support team is made up of trainers and installers who know the software. You may also visit our web site to find answers to frequently asked questions, as well as thoughts and hints on optimizing your use of VSI applications.

For further support with any current program, or any new process you would like to see added, please contact the Customer Support Team.

Toll-Free Customer Support:

(877) 883-8757
8:00am-8:00pm EST
Weekend hours (8am-5pm) and after hours on weekdays (8pm-10pm) are available at extra cost.

Mailing Address:

12 Market Place
Essex Junction, Vermont 05452 USA

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Sales:

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Backup Procedures

Refer to: Topic Doc - Scheduling Live Backups for Each Day of the Week which provides procedures for each online backup option.

Selecting a Backup Procedure

Before you continue any further in setting up and configuring RecTrac, you must select a backup procedure for your database. If a VSI Trainer visits your site, he/she will help you configure your backup routine and check to make sure that it is operational. It is YOUR responsibility to back up your database regularly. Remember that you can only restore the information that you have backed-up; the shorter the amount of time between backups, the better.

At this point in the installation process you should review the following backup options and decide on a method that works best for your organization. To discuss backup procedures in greater detail, call VSI customer support toll free at 1-877-883-8757.

Database Backups

VSI strongly recommends that you use a backup procedure that allows for multiple backup copies. If your department is open five days per week, then you should have backup disks or a tape for each day of the week (MON, TUE, WED, THU, and FRI). On each Monday, you would simply back up onto a disk or tape labeled MON, and so on. This procedure ensures that you have adequate backups should a system malfunction occur. Review the backup material included in your installation instructions for further details on different backup options.

It is EXTREMELY important that you back up your VSI databases. This point cannot be stressed enough. Furthermore, you should routinely TEST backups to verify that your backup procedure is functioning according to your plan (i.e., the intended data is readable on the backup media).

Backup and Restore Procedure Overview

1. If the customer is responsible for the installation of the network server, the VSI trainer's responsibility is only to ensure that you have completed the proper procedures.
2. If VSI is responsible for the installation of the network server, the VSI trainer is responsible for configuring and testing backup and restore procedures and to provide the customer with written instructions for each function.

   When the VSI trainer visits your site during the initial installation, it is his/her responsibility to ensure that acceptable database backup and restore procedures are operational and fully tested. The trainer will train the appropriate personnel at your site to initiate the proper backup procedures, test the validity of the backup data, and restore data from the backup media in the case of an emergency. In addition, the trainer will provide you with written instructions on performing each of these functions. These instructions will be customized based on your organization's selected backup and restore routine.

It is essential that you understand the importance of these procedures. Prior to the VSI trainer's arrival at your site, you should have some idea of the backup and restore procedure that you wish to implement. Review the following topics for additional information on your potential backup procedures.

If you are responsible for the implementation of backup and restore procedures and you fail to properly implement them after repeated requests to do so by the VSI trainer during the initial

installation and training, the VSI trainer will notify the VSI support managers as well as include this information on the VSI Installation Report.

Suggested Backup Procedure

- Use the Progress On-line Backup at least once per day (2–3 times per day at 4–6 hour intervals is preferable).
- Back up the entire VSI folder (excluding the rtdata and rtdemo directories assuming you are performing the On-Line Backup procedure) to external media every day.

Alternate or Temporary Backup Procedure

If you are not able to implement the Suggested Backup Procedure outlined above, the minimum acceptable Save/Backup Protection procedure is as follows:

- During initial on-site training, copy the contents of the VSI directory to another disk drive.
- Daily, or more often as needed, copy the rtdata directory to another disk drive. You will need to shut down the database engine before copying this directory. If you do shut down the database and use WebTrac or AppServers you will need to restart wsrtlive, asrtlive and asrtlivesch after you re-start the database.

Note: It is preferable to copy these directories to another disk drive. Copying this information on the same disk drive is better than nothing, however.

Online Backup Utility

The Online Backup Utility allows you to create a backup file on the database server for your live and demo databases without having to shut down your engines. This utility will be automatically installed on your server. This is a unique backup option because it can be performed quickly and with little or no disruption to your daily processing functions. The online backup can be automated via Windows Schedule Tasks. Perform the following steps to manually perform the live backup .

1. On the database server, using Windows Explorer, browse to the following directory: x:\vsi\rectrac\misc\batch files (where x is the drive on which RecTrac is installed).
2. Double click livebackup. This will create a file named LiveBackup in the x:\vsi\backup directory on the server.
3. You may schedule the livebackup.bat file using the Windows Scheduled Tasks Utility, OR by using the AppServer Scheduler and Backup device in RecTrac (Preferred Backup Method).

Refer to: Topic Doc - Scheduling Live Backups for Each Day of the Week which provides procedures for each online backup option.

How to Move Around

You can access any program on the menu or menu bar:

There are two mouse methods:

1. Click once with the left mouse button on the menu bar, and click on each of the successive desired menu items.
2. Move the mouse until the cursor (mouse pointer) is at the desired menu item, and hold down the left mouse button. Continuing to hold down the left mouse button, you can move the highlight bar across, up, or down the various menus. When the desired program name is highlighted, release the pressure on the left mouse button.

ALT+key sequences:

By pressing the ALT key + the underlined letter of the menu item desired, you can access any program on any of the pop down menus. If there is more than one program that begins with the same letter, then press the ALT key and press the underlined letter successively until the cursor moves to the desired program name.

Note: If you do not see any underlines in your drop down menus, you may need to first press the Alt key to display them. To display the underlines all the time, go to Control Panel-> Display and on the Effects tab, DE-select the option to 'Hide underlined letters for keyboard navigation until I press the Alt key.'

Keys and Their Functions

All of the application's programs can use standard keys (instead of or in addition to the mouse) to perform functions. Below are these keys with their functions:

Keys	Their Functions
Enter	On a highlighted Button, ENTER pushes the Button. When you are on the last field of a given screen, it also triggers the program to continue with either the next screen or the next process. When setup in Security File Maintenance to act like a TAB key, it will allow you to go from field to field on fill-in fields.
Escape	The universal exit in all VSI programs. If you decide not to continue in a program and wish to exit, then the ESC key will undo any current changes and then exit you from the program. **Note:** If you have made changes to a screen and you press the ESC key instead of F2 or ENTER, then all your changes will be lost.
F1	Press once for program and screen level VSI application HELP. Press twice for Windows HELP

Keys	Their Functions
F2	The F2 function key is called the GO key and acts just as the ENTER key does on the last field of a screen. It can be pressed at any field, and it will accept all changes made to that point. It allows you to make changes to the beginning of a screen and accept them without having to ENTER through all of the other fields on the screen.
F4	The F4 key acts just as the ESCAPE key and will reverse any process during data input. For example: If you started to add a new bank code to the system and found that you had entered a number of the fields incorrectly, it would be quicker to press the F4 key which will erase all input, and allow you to begin again.
F5	The F5 key refreshes all browsers and acts like the PAGE UP key if you want to move up on a picklist.
F6	The F6 key acts like the PAGE DOWN key if you want to move down on a picklist.
F7	The F7 acts like an UNDO key. It will revert newly entered contents of a field to the version that was previously saved. **Note:** SHIFT+ F7 allows you to spell check the current field, but requires that Microsoft Word is currently installed on your PC.
F8	The F8 key will delete the entire contents of a field on any screen throughout the VSI application.
F9	The F9 key is used to activate a picklist when choosing which records to process, or a pop-up calendar when on a date field.
F11	The F11 key pops up an information box about the VSI application program you are running. The Program ID, Version, Compile Date, and Compile Time are displayed.
F12	The F12 key is an alternate access to the Hot Key Selections. It can be pressed any time to access reports, inquiries, 5 user-defined programs (for each user ID), and more without having to exit the current process you are running.
TAB	The TAB key will advance you from one field to the next. It will *not* trigger the program to continue to either the next screen or the next process, even when you are on the last field of a given screen.
SHIFT+TAB	Moves the cursor from field to field in reverse order.

Keys	Their Functions
+ (Plus)	Pressing while on date and time fields will advance the date by one day, or the hour by one hour.
- (Minus)	Pressing while on date and time field will move the date backwards by one day, or the hour by one hour.

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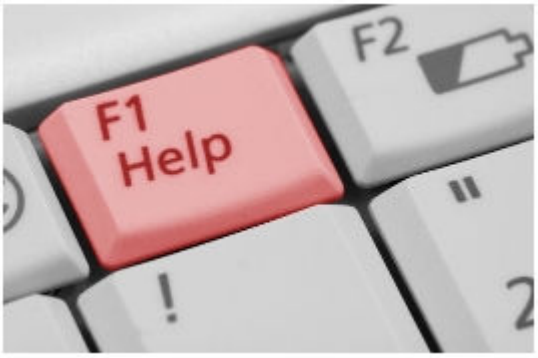
Using the Online Help System

The online Help system utilizes a dual-pane view that allows you to view the selected help text and Table of Contents or Index at the same time.



To access online Help you may use any one of the following methods:

- Press F1 from any program to view screen-level Help for that screen.
- Press the Help button on the Power Bar at the bottom of the Main Menu screen.
- Select *Function* from the drop down Menu Bar at the top of the screen and select **Help --> Contents**.

If you have any suggestions, comments or questions related to the F1 Help or Topic Documents, please email us at help@vermontsystems.com.

Optionally, you may click the link at the bottom of any help page (including this page) to automatically open a new message box (provided you use Outlook) with the topic title in the subject line and addressed to help@vermontsystems.com.

Screen Buttons and What They Do

Back Button

The Back button allows you to 'take a step back' to the topic you were previously viewing in the help file. You may move backward in your viewing sequence to as many screens as you have visited since last opening the help file.

Forward Button

The Forward button allows you to 'take a step forward' to the topic you were previously viewing in the help file. You may move forward in your viewing sequence to as many screens as you have visited since last opening the help file.

Print Button

Clicking the Print button will display a Windows Print dialog box where you are prompted to select the Printer, Print Range and Number of Copies to print. By selecting the print option from a help page, you will print all of the information contained on that one page, not including the table of contents or index feature.

Help Window Menu Options

File Menu

The File Menu offers the following options:

- Print - Select this option to open a Windows Print dialog box which prompts you to select the Printer, Print Range and Number of copies of the selected help page to print.
- Exit - Select this option to close the help file and return to the VSI application.

Edit Menu

The Edit Menu offers the following options:

- Copy - Select this option to copy the help page you are currently viewing. You may then paste this information into a document in any word processing system.
- Select All - Select this option to highlight the entire active help topic. You may then select Copy from the Edit menu to copy the highlighted area.
- Find in this Topic.... - You may use this option to search for specific words and/or phrases within the active help topic.

View Menu

The View Menu allows you to change the current help window view. For example you may switch between the Table of Contents, Index or Search tabs via the View drop-down menu.

Go Menu

The Go Menu allows you to go forward or backward via the Go drop-down menu.

Help Menu

The Help Menu offers you the following options:

- About HTML Help - Select this option to view the version number, copyright information and brief overview of the type of help program used to create the online help system.

Tabs and Their Functions

Table of Contents Tab

The Table of Contents tab allows you to display the 'TOC' while still viewing your current help window. To view only the help page, click the Help Topics button. The typical help system is made up of the following main table of contents items:

- Introduction
- Moving Around the Screen
- RecTrac Program Level Help
- RecTrac Reference Guide
- Printable Topic Documents

Index Tab

The Index tab allows you to display the index while still viewing your current help window. To navigate to a certain word within the index, either begin typing the word in the entry box at the top of the screen or click in the lower box and use your arrow keys or scroll bar to locate the correct keyword.

Search Tab

The Search tab allows you to display the find feature while still viewing your current help window. You will have the ability to find a topic based on the following options:

1. Type the word(s) you want to find.
2. Select matching words to narrow your search.
3. Choose a topic to display.

Setting Up RecTrac Files

System Files

Financial Files

Financial Overview

By default, RecTrac operates on a real-time cash basis method. This means that as money is received or disbursed, each transaction is recorded in a general ledger transaction file maintained by the RecTrac system. If a transaction in any module—Activity, Facility, Pass, etc.—is processed but no money is received or disbursed, no transaction is recorded in the general ledger transaction file. However, the household balance by module is updated so that there is complete control over the money that is due or owed.

At the end of the day/shift, all cash drawers within the RecTrac system are balanced to the RecTrac's cash reports. Once cash for the complete system is balanced, the RecTrac system generates a full GL Distribution Report which is a summary of each bill code and/or tran code reduced to a general ledger account number. This report provides the overall status of all activity processed during the day or shift for final management review. The GL Distribution Report is supported by various other more specific reports available within the Reports • System • System Financial Reports menu.

The RecTrac General Ledger Interface process creates an electronic file of data summarized the same as that provided by the GL Distribution Report. This transaction file can be imported into any financial system. The interface generates all journal entries automatically for subsequent GL account update. The RecTrac GL Interface eliminates the need to enter this data and ensures accuracy.

Other Highlights:

- Interface accommodates all RecTrac modules.
- Interface can handle single or multiple funds.
- Interface can be imported by any financial system on a batch basis.
- RecTrac provides some accrual processing functions and the results are included in the GL Interface.
- RecTrac allows for multiple refund options:
  - Refund Apply (credit household balance)
  - Refund Now (credit cash)
  - Refund Later by Finance (refund checks created by finance department)
  - Refund Later by RecTrac (refund checks created by RecTrac)
  - Refund Void
- All refund options are properly included in the interface for appropriate balance sheet and operating statement entries.

Financial Setup Steps

1. Review RecTrac's Financial Overview. Careful thought and consideration at this time will result in efficiencies and benefits as you go forward!
2. Review your organization’s current chart of accounts. What kind of detail do you want/need? What is the format of their general ledger account numbers?
3. If it doesn't already exist, your organization will need to create a new account in their general ledger for the RecTrac Credit Balance Control Account (a liability account).
4. Does your organization have a single fund or multiple funds? For a multi-fund organization, you will need to create an Inter-fund Control Account in each fund's general ledger (liability accounts). Review Using Funds in RecTrac.

5. In RecTrac, set up all GL Codes and Cost Centers. Don't forget that the FUND number must be incorporated into the GL and Cost Center Account number as two digits followed by a hyphen, followed by the GL or Cost Center account number.

   For example: 01-123456-9000 means Fund 1 GL Account 123456-9000. One exception to this is when setting up the GL code and Cost Center code for the inter-fund control account: you need to replace the Fund portion of the account number with XX. The XX acts as a wildcard and will be filled in with a legitimate fund number when entries are posted.

   For example: XX-123456-9000 means Account 123456-9000 in any fund XX.

6. In RecTrac, set up all Pay Codes.
7. In Static Parameters (Files • System • Parameter Codes Maintenance • Static Parameters Maintenance) there are several financial settings. Be sure to view F1 Help for detailed explanations.
8. In Device Assignments (Files • System • Device Maintenance • Device Assignments), there are other financial settings. Be sure to view F1 HELP for detailed explanations.
9. In G/L Interface Processing (Period End • System • GL/Cash Processing • G/L Interface Processing), there are other financial settings. Be sure to view F1 HELP for detailed explanations.
10. In Security Maintenance (Files • System • Users/Menus Maintenance • Security Maintenance), there are other financial settings. Be sure to view F1 HELP for detailed explanations.
11. Set up bill codes (Files • System • Financial Codes Maintenance) and Tran Codes (Files • POS).
12. Perform all other setup in Files • System • Financial Codes Maintenance—Discounts, Scholarships, Budget, GL Interface, etc.
13. Continue with all other RecTrac setup.

Adding a Payment Code

Payment Codes and Payment Types

RecTrac allows you to define up to eighty-six payment methods. Each payment method consists of a code and a type. You may use the numbers "4" through "89" as your user-defined payment codes. The payment codes 90 through 99 are reserved for system use and payment codes 1, 2, and 3 may only have minimal information revised.

1. Go to Files • System • Finance Codes Maintenance • Payment Code Maintenance.
2. Click the **Add** button at the bottom of the screen. You will continue to the Payment Code Core Information screen.
3. Enter a payment code consisting of two or fewer numeric characters.*For example, 19*.
4. Click **Next**. Enter the Pay Type for this payment code. *For example, Credit Card*.
5. Enter a description for this payment code. *For example, Diners Club.*
6. Complete the remaining fields. use F1 for field level Help as necessary.
7. Click **Next** to continue to the GL Information screen.
8. Enter the appropriate Normal, Cash Over, and Cash Under Offset accounts. Use F1 for field level Help as necessary.
9. Click **Done** to save your changes and return to the Payment Code Maintenance screen.
10. Repeat steps **2-9** for each new payment code you would like to create.
11. Click **Exit** to return to the main menu.

Payment codes are linked to one of eighteen payment types:

1. Check
2. Cash
3. Credit Card
4. Gift Certificate

5. Scholarship
6. Foreign Currency
7. Journal
8. System
9. Miscellaneous
10. Discount/Agency
11. Marine DPP (Deferred Payment Plan)
12. Account Transfer
13. Credit Book
14. Gift Card
15. Fidelio
16. UCharge
17. Reward Points
18. Coupon

Note below how payment types may be used more than once to create specific methods of payment:

Payment Code	Payment Type	Description
1	Check	Check
2	Cash	Cash
3	Credit Card	Visa/Master Card
4	Credit Card	American Express
5	Scholarship	Scholarship
6	Credit Card	Discover
7	Journal	Journal Payment
8	Foreign Currency	i.e., Canadian, Yen, etc.
9	Reward Points	Reward Points
10	Gift Certificate	Gift Certificate

Refund Types and What They Mean

Refund Type	GL Entries & What Happens When You Use It
Refund Later from RecTrac (RR) *This method is used if you are cutting checks directly from RecTrac.	DR Revenue - Pay type 99 CR Control Account - Pay type 99 DR Control Account - Pay type 97 During the cancellation refund process, the control account is debited. Therefore, the Refund Check Post process will not post a debit entry to the control account for the amount of each check being printed/posted.
Refund Later from Finance (RF) *This method is used if you are cutting checks from your financial software, NOT RecTrac.	DR Revenue - Pay type 99 CR Control Account - Pay type 99 DR Control Account - Pay type 98 During the cancellation refund process, the control account is automatically debited.

Refund Type	GL Entries & What Happens When You Use It
	We recommend that you do not interface the pay type 98s to Finance, as they will be posting debits to their RecTrac control account when they cut refund checks. If you interface the type 98 entry, it will result in a double-debit in Finance's G/L.

Apply to Household Balance (RA)	• DR Revenue - Pay type 99 • CR Control Account - Pay type 99 During the cancellation refund process, the control account is credited in anticipation of the funds being used for future enrollments, passes, reservations or purchases. If the customer does not use the funds, they may be refunded in the future by using the "Credit Balance Refund" program.
Refund from Cash Drawer Now (RN)	• DR Revenue - Pay type 99 • CR Control Account - Pay type 99 • DR Control Account - whatever pay type is being taken out of the cash drawer. During the cancellation refund process, the control account is debited using whatever Refund Code corresponds to the type of payment you are physically giving the customer (check, cash, voucher, etc.).
Refund Void (VD)	• DR Revenue - Pay type 99 • CR Control Account - Pay type 99 • DR Control Account - whatever pay type is being taken out of the cash drawer. If this refund type is selected the refund responds almost identically as a refund now. The Refund Void option was created to replace using the Refund Now option for when mistakes are made allowing you to determine if the refund was processed to correct an error, or if it was a true Refund Now. Refund reports can also report on Refund Void refund types. The difference between Refund now and Refund void is that the refund void will never debit the Refund GL code associated with the bill code only the original Revenue GL code will be debited.

Sales Tax in RecTrac

The following steps will guide you through setting up your own tax tables in the RecTrac database:

1. Go to Files • System • Finance Codes Maintenance • Tax Tables Maintenance.

2. For each tax table you may enter up to five different sales tax rates. For each tax rate entered, pick the general ledger code that you will post the tax revenue to. Optionally, for each tax rate entered, pick the cost center code that you will post the tax revenue to.
3. On the POS/Misc screen of Static Parameters (Files • System • Parameter Codes Maintenance • Static Parameters Maintenance), select whether you want to round the tax to nearest .05. Checking this option will round sales tax to the nearest nickel. Leave it blank to calculate to the nearest penny.
4. Go to Files • System • Finance Codes Maintenance • GL Codes Maintenance. For the general ledger codes linked to your tax tables in Step 1, go to the Core Information screen and select the GL Code Is Used For Tracking Sales Tax option.
5. Go to Files • System • Finance Codes Maintenance • Bill Code Maintenance. For each bill code that you set up, go to the Rate Information screen. Select which tax table it uses.
6. For each entity for which you set up fees (e.g., activity sections, facility IDs, pass types, leagues, rental items, courts, lockers, trips, etc.), link the applicable bill codes. You may link a combination of taxable and non-taxable bill codes to the same entity.

   For example, a snack fee may be non taxable, a t-shirt fee may be taxable at one rate and a lesson fee may be taxable at another rate.

7. Go to Files • POS • Trans Code Maintenance. For each transaction code that you set up, go to the Restrict/Features Screen. In the Tax Code field, select the appropriate tax table.
8. Go to Files • POS • Inventory Maintenance • Inventory Maintenance. For each inventory item that you set up, go to the Core Information screen. Select the appropriate tax table and link the applicable tran code.
9. Go to Files • POS • Ticket Maintenance. For each ticket code that you set up, go to the Core screen. Select the appropriate tax table and link the applicable revenue and remittal GL codes.
10. Go to Files • Activity (or Pass or Facility) • Household Maintenance. For each household or organization that you set up, go to the Core Information screen and select whether this household/organization is taxable or not taxable.

Daily Processing:

1. Simply rent, sell, reserve or enroll as you normally would. The tax will automatically calculate and charge as appropriate.
2. To find out how much tax revenue is being brought in, run the General Ledger Distribution Report for the GL codes that you linked to your tax tables in step 1.

Period End Processing (Optional):

When you remit the sales tax you have collected to the state, you may wish to debit the GL codes in RecTrac that you linked to your tax tables in step 1. Obviously, when Finance remits the tax, they will be taking care of their general ledger entries.

1. First, to find out how much tax revenue has been brought in since the last remittance, run the General Ledger Distribution Report for the GL codes that you linked to your tax tables in step 1. Use a date range that encompasses all activity since your last remittance to the state.
2. Next, go to Period End • Global • Global Misc Income/Exp Postings. Choose **Misc** as the module and then click **Post Details**. Click **Add**. Complete all fields, using the first GL code that you linked to your first tax table in step 1. Use the total amount for that GL code as printed in step 1. Be sure that you code the transaction as an Expense and choose a pay code that you would NOT be interfacing to Finance (e.g., 98) so that your Finance department does not double-debit the tax liability account. Repeat for each GL code for each tax table.
3. When you are done posting, check your work by re-running Step 1. If you posted correctly, the net debits/credits for your tax table GL codes should net to $0.00.

Tax Precedence Charts

Inventory & Tickets

When determining how you want tax to be applied there are three levels that you need to keep in mind. You may select a tax amount on the Tran Code and on the Inventory or Ticket level. In addition, you may also select whether a household can be taxed or not. The following flowchart depicts the outcome for each combination of selections.

For Full (or Global) POS, the precedence is 1) Household, 2) Tran Code, 3) Inventory or Ticket.

For Quick POS, the precedence is 1) Tran Code, 2) Inventory or Ticket.

Household	Tran Code	Inventory/Ticket	Quick POS Result	Full POS Result
Non-Taxable	No	No	No Tax	No tax
Non-Taxable	No	Yes	Inv/Ticket Tax Rate	No Tax
Non-Taxable	Yes	No	Tran Code Tax Rate	No Tax
Non-Taxable	Yes	Yes	Tran Code Tax Rate	No Tax
Taxable	No	No	No Tax	No Tax
Taxable	No	Yes	Inv/Ticket Tax Rate	Inv/Ticket Tax Rate
Taxable	Yes	No	Tran Code Tax Rate	Tran Code Tax Rate
Taxable	Yes	Yes	Tran Code Tax Rate	Tran Code Tax Rate

Tran Codes

When determining how you want tax to be applied there are two levels that you need to keep in mind. You may select a tax amount on the Tran Code. In addition, you may also select whether a household can be taxed or not. The following flowchart depicts the outcome for each combination of selections.

For Full (or Global) POS, the precedence is 1) Household, 2) Tran Code.

For Quick POS, the precedence is 1) Tran Code.

Household	Tran Code	Quick POS Result	Full POS Result
Non-Taxable	No	No Tax	No tax
Non-Taxable	Yes	Tran Code Tax Rate	No Tax
Taxable	No	No Tax	No Tax
Taxable	Yes	Tran Code Tax Rate	Tran Code Tax Rate

Trips

When determining how you want tax to be applied there are two levels that you need to keep in mind. You may select a tax amount on the Trip's Bill Code. In addition, you may also select whether a household can be taxed or not. The following flowchart depicts the outcome for each combination of selections.

For Full (or Global) POS, the precedence is 1) Household, 2) Trip Bill Code.

For Quick POS, the precedence is 1) Trip Bill Code.

Household	Trip Bill Code	Quick POS Result	Full POS Result
Non-Taxable	No	No Tax	No tax
Non-Taxable	Yes	Bill Code Tax Rate	No Tax
Taxable	No	No Tax	No Tax
Taxable	Yes	Bill Code Tax Rate	Bill Code Tax Rate

ACH and Installment Billing

Please refer to: Topic Doc - Installment Billing, Auto Debit and ACH 10.3 for complete documentation

Adding a Bill Code

Bill Codes are used throughout RecTrac to group like fees & charges in a standard format.

Please also refer to Topic Doc - Splitting Revenue on Bill Codes

For example: You may charge a usage fee for most of your facilities, with differing amounts for each facility rented. In the Bill Code Maintenance program you could add a code such as UF with a default charge and description linked to it. This bill code is then linked to each reservation line item for billing and reporting purposes.

1. Go to Files • System • Finance Codes Maintenance • Bill Code Maintenance.
2. Click the **Add** button at the bottom of the screen. You will continue to the Bill Code Core Information screen.
3. Select the Bill Code Type you would like to create. The module you select will determine where the system will allow this Bill Code to be used.
4. Enter a Bill Code consisting of five or fewer alphanumeric characters. *For example, AEROB*.
5. Click **Next** for the remaining fields to be available for data entry**.**
6. Enter a description and print description for this Bill Code.
7. Enter the Revenue GL Accounts that this Bill Code will contribute to when used. You may choose up to three separate revenue accounts, and then specify the percentage or amount for each.
8. Click **Next** to continue to the Rate Information screen.
9. Complete the remaining fields. Use F1 for field level Help as needed.
10. Click **Done** to save your changes and return to the Bill Code Maintenance screen.
11. Repeat steps **2-10** for each new Bill Code you would like to create.
12. Click **Exit** to return to the main menu.

Adding a Cost Center

Cost Centers are sub-sets of your G/L codes, or just another way to "slice" your data; therefore by setting up Cost Center codes, you will have the ability to report greater detail on your G/L accounts.

For example: You might have revenue at one activity under each of these G/L Code categories: 301-Resale Revenue, 501-Program Revenue, 592-Vending Commissions and 569-Other Revenue. By setting up a Cost Center code for "Beach" and linking it to the revenue posted, you may then run general ledger reports based on the breakdown of all revenue at the Beach.

1. Go to Files • System • Finance Codes Maintenance • Cost Center Maintenance.
2. Click the **Add** button at the bottom of the screen. You will continue to the Cost Center Core Information screen.

3. Enter a cost center consisting of six or fewer alphanumeric characters. *For example, BEACH1*.
4. Enter a description and account number for this cost center.
5. Enter or select the default pay code for cash back. By entering a pay code in this field, the system will look to the clerk's drawer device to find the wildcard cost center. The cash back pay code linked to that cost center will be the pay code used for all cash back transactions. If left blank, the cash back paycode (2=cash) will be used.
6. Complete the remaining fields. Use F1 for field level Help as necessary.
7. Click **Done** to save your changes and return to the Cost Center Maintenance screen.
8. Repeat steps **2-7** for each new Cost Center you would like to create.
9. Click **Exit** to return to the main menu.

Discount Codes

Discount codes allow for automatic discounting of fees based on the discount percent entered in this file. You can create up to 999 discount tables that can be selected when processing fees. If your department does not allow for any discounts, then you do not need to add any discount tables.

For example: Senior Citizen Discount, Family Discount, (Age-based) Student Discount, Employee Discount, Group Discount, etc.

To Create the Discount Code

1. Go to Files • System • Finance Codes Maintenance • Discount Code Maintenance.
2. Click the **Add** button at the bottom of the screen. You will continue to the Discount Code Core Information screen.
3. Enter a Discount Code consisting of three or fewer numeric characters. *For example, 123*.
4. Click **Next** for the remaining fields to be available for data entry**.**
5. Enter a description and discount percent for this Discount Code.
6. Complete the remaining fields. Use F1 for field level Help as needed.
7. Click **Done** to save your changes and return to the Discount Code Maintenance screen.
8. Repeat steps **2-7** for each new Discount Code you would like to create.
9. Click **Exit** to return to the main menu.

To Link the Discount Code

1. Go to Files • Activity (or Pass or Facility) • Household Maintenance
2. Select a household that you would like to link a discount code to.
3. Click the Financial Info radio set at the top of the screen.
4. Enter the applicable discounts within the Discount Tables by Module section.
5. Click **Done** to save your changes.
6. Now, for each transaction processed for this household the selected discount(s) will be reflected.

Adding a GL Code

The general ledger codes are used to group like transactions together for financial reporting purposes. These codes are linked to a corresponding general ledger account number so that the reports can perform a seamless translation from code related information to account related information. These codes store week-to-date, month-to-date, and year-to-date income and expense figures.

1. Go to Files • System • Finance Codes Maintenance • GL Code Maintenance.
2. Click the **Add** button at the bottom of the screen. You will continue to the GL Code Core Information screen.
3. Enter a GL code consisting of six or fewer numeric characters. *For example, 123456*.
4. Enter a description and account number for this GL Code.

5. Complete the remaining fields. Use F1 for field level Help as necessary.
6. Click **Done** to save your changes and return to the GL Code Maintenance screen.
7. Repeat steps **2-6** for each new GL Code you would like to create.
8. Click **Exit** to return to the main menu.

Cash to Receivables Conversion

The Cash to Receivables Conversion program can be run only ONE time, when your organization is switching from cash-based to receivables-based processing. This program posts a credit to the appropriate revenue GL accounts for all charges that have been made, but not fully paid. The receivables account is debited for the total amount credited to the revenue accounts.

See Also: Changing Accounting Methods from Cash Based to Receivables or Receivables and Accrual.pdf.

1. Go to Utilities • System • Custom Program Loader. In the Program to Run field, enter sa0634.r. Leave the Program Options field blank. Click **OK**.
2. Enter the drawer of the user posting to receivables.
3. Enter the user posting to receivables.
4. Enter the transaction date you want to use.
5. Click **Print** to print a journal of the revenue GL accounts that will be credited.
6. Click **Post** to post credits to revenue accounts and a corresponding debit to the receivables account.
7. Click **Exit** to return to the Main Menu.

Finding Out Who Owes You Money

1. Go to Reports • Global • Global Financial Reports • Global HH Trial Balance.
2. Click **Default Settings** to include all potential households and modules.
3. Make any changes to these default settings as required.
4. In the Minimum Balance to Show field, enter 0.01 to show any household that owes any amount.
5. Click **Print**.

Finding Out Who Your Organization Owes Money

1. Go to Reports • Global • Global Financial Reports • Global HH Trial Balance.
2. Click **Default Settings** to include all potential households and modules.
3. Make any changes to these default settings as required.
4. In the Minimum Balance to Show field, enter "-0.01" to show any household that is owed any amount.
5. Click **Print**.

Setting Up Coupons

Coupon codes are for use with RecTrac and WebTrac "discounts". While it is called a coupon, it actually creates a payment record of coupon. A corresponding Coupon type payment code must be created in Payment Code Maintenance (Files • System • Finance Codes Maintenance • Payment Code Maintenance), for this function to work properly.

Please refer to: Topic Doc - Coupons for a complete set of printable instructions.

Setting Up the Default Receivables GL Parameters

The Receivables GL Parameters Update program is used to specify global receivables GL codes to be used when the receivables GL code is not specified at the bill code/transaction code level.

1. Go to: Files • System • Finance Codes Maintenance • Receivables GL Parameters Update.
2. In the Global Receivables G/L Code field, enter the GL code to be used for global and/or tax accounts receivable.
3. In the Global Receivables Cost Center field, enter the cost center to be used for global and/or tax accounts receivable, if applicable.
4. In the Pass Visit Receivables G/L Code field, enter the GL code to be used for pass visit accounts receivable.
5. In the Pass Visit Receivables Cost Center field, enter the cost center to be used for pass visit accounts receivable, if applicable.
6. In the Deposit Receivables G/L Code field, enter the GL code to be used for deposit accounts receivable.
7. In the Deposit Receivables Cost Center field, enter the cost center to be used for deposit accounts receivable, if applicable.
8. Click **Done** to save your changes and exit to the Main Menu.

General Ledger Interfacing

Determining Your Interface:

1. Go to Files • System • Finance Codes Maintenance • GL Interface Maintenance.
2. Press **F1** and click the "GL Interface Data" link. Contact VSI Support for more information.

RecTrac Setup Steps:

1. In the *G/L Interface Program Suffix* field, enter the three character suffix that corresponds to your selected interface. *For example, enter MUN if you use Munis Systems.*
2. Fill in all other appropriate fields. Press **F1** for field-level help as necessary.
3. Click **Done**.

Offset Accounts:

If the finance department requires the offset entries to accompany the single line item entry in the RecTrac system, you must set up the offset accounts in RecTrac. RecTrac has the ability to create the offset ledger entries during the interface process so that the financial office will have the debit record and credit record required for each transaction.

To specify offset general ledger codes for each pay code in your system, go to Files • System • Finance Codes Maintenance • Payment Code Maintenance: GL Information screen.

Running the Selected Interface:

1. Go to Period End • System • GL/Cash Processing • GL Interface Processing.
2. You will proceed to the appropriate G/L Interface screen based on your previous interface selection.
3. Fill in all appropriate fields. Press **F1** for field-level help as needed.
4. After you have made all of your entries/selections, click **Process**. The interface process will begin.
5. When the process is complete, click **Exit** to return to the Main Menu.

This program will create an ASCII file in a predetermined location with the format specified by your interface type selection. Next, your finance department can import this file into their software system to include RecTrac financial information into their full financing package.

Using Funds in RecTrac

For customers who have multiple funds and interface their financial figures into FinTrac, the fund number MUST be incorporated into the GL and cost center account number as two digits followed by a hyphen, followed by the GL or Cost Center account number.

For example, 01-123456-9000 would mean "fund 1, gl account 123456-9000."

What is an Inter-Fund Control Account?

Note: This topic only applies if your organization operates with more than one fund.

An Inter-Fund Control account is a holding or suspense account for monies that are owed to/from other funds. The inter-fund control accounts are considered liability accounts (on multiple fund balance sheets).

This type of account is used for RecTrac refunds that come out of any fund other than the fund that contains the RecTrac Credit Balance Control Account. The inter-fund control accounts are posted to via manual journal entries by Finance; RecTrac does NOT post entries to it. However, the RecTrac Refund Report will print a summary of refunds by fund with suggested entries to help Finance.

Here are examples of how and when the inter-fund accounts should be used:

Refund Apply (RA) Entries

Here is a representation of how the refund type RA, Refund Apply would get posted to the RecTrac GL, and further how it should be treated when interfaced to you finance system. For illustrative purposes, we are showing a cancellation that affects multiple funds.

	Fund 1		Fund 2		Fund 3	
	Debit	**Credit**	**Debit**	**Credit**	**Debit**	**Credit**
Step 1a: Cancel 3 Items (Taxable)	Revenue 1 $22.50		Revenue 2 $3.60		Revenue 3 $14.25	
	Tax Liability $1.65					
		RecTrac Control $42.00				
Step 1b: Interface to XYZ Financial System	Interfund 1 Liability $17.85			Interfund 2 Liability $3.60		Interfund 3 Liability $14.25
Step 2a: In RecTrac use part of the household	RecTrac Control $37.32					

	Fund 1		Fund 2		Fund 3	
	Debit	**Credit**	**Debit**	**Credit**	**Debit**	**Credit**
balance to pay for 3 other taxable items						
		Revenue 1 $18.00		Revenue 2 $9.85		Revenue 3 $14.25
		Tax Liability $1.72				
Step 2b: Interface to XYZ Financial System	Cash 1 $0.40	Interfund 1 Liability $18.00	Interfund 2 Liability $3.75		Interfund 3 Liability $14.25	
			Cash 2 $6.10			

Refund Now (RN) or Refund Void (VD) Entries

Here is a representation of how the refund type RN, Refund Now would get posted to the RecTrac GL, and further how it should be treated when interfaced to you finance system. For illustrative purposes, we are showing a cancellation that affects multiple funds.

	Fund 1		Fund 2		Fund 3	
	Debit	**Credit**	**Debit**	**Credit**	**Debit**	**Credit**
Step 1a: Cancel 3 Items (Taxable)	Revenue 1 $17.10		Revenue 2 $16.20		Revenue 3 $14.25	
	Tax Liability $1.93					
		RecTrac Control $49.98				
	RecTrac Control $49.98					
Step 1b: Interface to XYZ Financial System		Cash 1 $49.98				
	Interfund 1 Liability $30.45			Interfund 3 Liability $16.20		Interfund 3 Liability $14.25
Step 2: Post manual journal entries in XYZ		Interfund 1 Liability $30.45	Interfund 2 Liability $16.20		Interfund 3 Liability $14.25	

	Fund 1		Fund 2		Fund 3	
	Debit	**Credit**	**Debit**	**Credit**	**Debit**	**Credit**
Financial System						
	Cash 1 $30.45			Cash 2 $16.20		Cash 3 $14.25

Refund Finance (RF) Entries

Here is a representation of how the refund type RF, Refund Later from Finance would get posted to the RecTrac GL, and further how it should be treated when interfaced to you finance system. For illustrative purposes, we are showing a cancellation that affects multiple funds.

	Fund 1		Fund 2		Fund 3	
	Debit	**Credit**	**Debit**	**Credit**	**Debit**	**Credit**
Step 1a: Cancel 3 Items (Taxable)	Revenue 1 $17.10		Revenue 2 $16.20		Revenue 3 $14.25	
	Tax Liability $1.93					
		RecTrac Control $49.98				
Step 1b: Interface to XYZ Financial System	Interfund 1 Liability $30.45			Interfund 2 Liability $16.20		Interfund 3 Liability $14.25
Step 2: In XYZ Financial System, Setup AP for RecTrac Refunds		AP $49.98				
	RecTrac Control $49.98					
Step 3: In XYZ Financial System, Print Refund Checks	AP $49.98					
		Cash 1 $49.98				
Step 4: Post Manual Journal Entries in XYZ Financial System		Interfund 1 Liability $30.45	Interfund 2 Liability $16.20		Interfund 3 Liability $14.25	

	Fund 1		Fund 2		Fund 3	
	Debit	**Credit**	**Debit**	**Credit**	**Debit**	**Credit**
	Cash 1 $30.45			Cash 2 $16.20		Cash 3 $14.25

Refund RecTrac (RR) Entries

Here is a representation of how the refund type RR, Refund Later from RecTrac would get posted to the RecTrac GL, and further how it should be treated when interfaced to you finance system. For illustrative purposes, we are showing a cancellation that affects multiple funds.

	Fund 1		Fund 2		Fund 3	
	Debit	**Credit**	**Debit**	**Credit**	**Debit**	**Credit**
Step 1a: Cancel 3 Items (Taxable)	Revenue 1 $17.10		Revenue 2 $16.20		Revenue 3 $14.25	
	Tax Liability $1.93					
		RecTrac Control $49.98				
Step 1b: Interface to XYZ Financial System	Interfund 1 Liability $30.45			Interfund 2 Liability $16.20		Interfund 3 Liability $14.25
Step 2a: RecTrac Prints Refund Checks	RecTrac Control $49.98					
Step 2b: Interface to XYZ Financial System		Cash 1 $49.98				
Step 3: Post Manual Journal Entries in XYZ Financial System		Interfund 1 Liability $30.45	Interfund 2 Liability $16.20		Interfund 3 Liability $14.25	
	Cash 1 $30.45			Cash 2 $16.20		Cash 3 $14.25

Using Scholarships

Please refer to: Topic Doc - Scholarships 10.3 for complete documentation on Scholarships.

What is the Credit Balance Control Account and How Does it Work?

Please refer to: Topic Doc - Credit Balance Control Accounts 10.3

System Integrity

Prudent data management should include the following system integrity precautions.

Backups

1. Back up the RecTrac database daily (the …\RTDATA directory).
2. Back up the full RecTrac system weekly (the …\VSI directory and all its subdirectories).
3. Backup your whole system at least monthly!
4. Cycle your backup tapes or disks so that you always have a whole week's worth. If you are open 7 days a week, then have 7 tapes each labeled with a different day of the week.
5. Make multiple copies of important month-end and year-end backups.
6. Store backup media off-site in a waterproof, fireproof safe! All the backup tapes in the world cannot help if they are stored right next to a computer system that is damaged by flood or fire!

Virus Protection

1. Scan all hard drives daily for viruses by running reputable virus detection/protection software.
2. Subscribe to a virus software update service, to stay current with new virus strains.

Power Failure Protection

1. All workstations should be plugged into power surge protection devices, to protect against variable power surges.
2. Servers and key workstations should be plugged into UPS (Uninterrupted Power Supply) devices to ensure that the whole system can be safely shut down in case of power failure.

System Security

The System Administrator should utilize the following precautions to ensure a secure RecTrac system.

RecTrac Login Controls

1. Create unique User Security IDs for each and every RecTrac user.
2. Use passwords and change them periodically.
3. Use the Blank Passwords in F/M option (Files • System • Parameter Codes Maintenance • Static Parameters Maintenance: Core Info screen) for privacy when entering new passwords during Security File Maintenance.
4. Set up Login Time Periods for permanent or full-time employees (Files • System • Users/Menus Maintenance • Security Maintenance). This won't work for employees who work a variable schedule.
5. Train all personnel to exit out of RecTrac completely at the end of a shift.

System Controls

1. Never divulge the Master password and change it periodically.
2. Periodically change the passwords found in Password Maintenance (Files • System • Parameter Codes Maintenance • Password Maintenance), and advise managers that need to know.

Program/Menu Controls

1. For each job position or group of employees, create a Menu Group. This limits the programs that these users are allowed to access.
2. Disallow users to edit menus (Files • System • Users/Menus Maintenance • Security Maintenance).
3. Customize Hot Buttons and Hot Key Selections for each menu group.
4. Periodically run the Audit Log Listing (Reports • System • Other Reports and Listings), and review for program access by unauthorized personnel.
5. Linking Permissions devices (Files • System • Device Maintenance • Device Assignments) that limit the items available to different users.

Financial Controls

1. Assign each user a unique cash drawer number via a Drawer device (Files • System • Device Maintenance • Device Assignments).
2. Develop end-of-day balancing procedures with accountability.
3. Train all personnel to exit out of RecTrac completely at the end of a shift.
4. Disallow users to view over/short amounts via the linked End-of-Shift device.

Adding New Users

The following steps assume that:

- You have access rights to the Security File Maintenance program.
- You have your menu groups established in Menu Group File Maintenance (Files • System • Users/Menus Maintenance).

1. Go to Files • System • Users/Menus Maintenance • Security Maintenance.
2. On the Password Signon screen, enter the Security File password.
3. Click **OK**. You will proceed to the Security Maintenance screen.
4. Click **Add**. You will continue to the Security Core Information screen.
5. Enter the new user's ID.
6. Click **Next**. All other fields will now be available for editing.
7. Enter this user's Password.
8. Enter the user's Name.
9. Select the Menu Group to which you wish to link this user. The menu group that you select will dictate which menus this user can access.
10. Enter information in all remaining fields, or leave their default settings. Press F1 for field-level Help as needed.
11. Click **Done** to save your changes and the newly added user and return to the Security Maintenance screen. Your newly added user will be listed in the browser box.
12. Click **Exit** to return to the Main Menu.

Editing Menu Permissions

To Edit Menu Permissions by Module:

1. Go to Files • System • Users/Menus Maintenance • Menu Group Maintenance.
2. Highlight the menu group that you wish to edit.
3. Click **Change**. You will continue to the Menu Group Core information screen.
4. Click **Menu Items** to alter the permission selections that already exist. You will proceed to the Menu Group Permissions screen.
5. Make all applicable permissions changes for the selected Menu Group. When you have finished, click **OK** to save your changes and return to the Menu Group Maintenance screen.

To Edit Menu Permissions by Program:

1. Select the Function (i.e., Files, Inquiry, Daily, etc.) in which you wish to work on Menu Permissions for from the Function pull-down menu.
2. If you have rights to Edit Menus (set in Security Maintenance), go to Files • System • Users/Menus Maintenance • Menu Group Maintenance. Choose the appropriate menu group and click **Change**.
3. Click **Pull Down Menu**.
4. Select an item from one of the pull-down menus. (Notice the items on the pull-down menus reflect the function type that you previously picked from the function pull-down menu.) When you click on the menu item it will appear in the Menu Permissions Edit dialog box.
5. All of the menu groups that exist within your system should be listed in the available column of the dual selection list.
6. Highlight the menu group(s) that you wish to restrict from accessing the selected menu item.
7. Click **Add>>** to move these menu groups to the Restricted Column. Users with a menu group listed in the restricted column will NOT have access to the selected menu item.
8. Click **OK**.
9. Repeat these steps for each menu item for which you wish to restrict access.

Note: To switch between functions: select the appropriate function from the Function menu.

10. Click **Exit** when you are finished. and then Click **Done** and **Exit** again to return to the main menu.

Limiting or Customizing Menus

Creating menu groups allows you to restrict users' access to certain programs. You link menu groups to particular users in Security File Maintenance. Certain menu groups (e.g., ZZZZZ) allow access to all programs within RecTrac. A system administrator might be linked to the ZZZZZ menu group, whereas a clerk might be linked to the CLERK menu group, which only allows access to a select module's daily processing, inquiry, or reports programs. Note: Another method of restricting user access to certain programs is by Editing Menu Permissions.

1. Go to Files • System • Users/Menus Maintenance • Menu Group Maintenance. You will proceed to the Menu Group Maintenance screen.
2. Click **Add** to add a new menu group. You will proceed to the Menu Group Core Information screen.
3. Enter the Menu Group name consisting of five or fewer alphanumeric characters.
4. Click **Next**. Enter the menu group Description and if desired, a Background Bitmap and custom Display Title.
5. Click **Menu Items.** You will continue to the Menu Group Permissions screen.
6. Select a Base Menu Group on which you wish to base your new group.
7. Select which hot buttons you want to clone from the base menu group, if any.

8. For each Module and Functional area, select whether you wish to allow access to this module's function, or leave blank if you do not. Hint: Click **All On** or **All Off** to quickly select or deselect all modules and functions.
9. When you have finished defining the menu group, click **OK**.
10. An informational message will display the name of your new menu group and the menu group on which it was based. The following question will display: "Continue with Menu Update?" Click **Yes** to begin the menu creation process. You will return to the Menu Group Maintenance screen where your newly added menu group will be added to the browser box. You can now link this menu group to one or more users using the Security File Maintenance program.
11. Click **Exit** to return to the Main Menu.

Device Hierarchy

You can assign devices to an individual user ID, (the users linked to) a menu group, (the users logged into) a workstation, or by default to every user. Devices can also be assigned in any combination of these four methods. The device hierarchy establishes the levels at which device assignment takes precedence.

See Also: Topic Doc - RecTrac Device Listing 10.3

- **User ID** – The "top" level. Any device linked at the user ID level will take precedence over any device of the same type linked at any other level.
- **Menu Groups** – The second level. Any device linked at the menu group level will take precedence over any device of the same type linked at any level other than the user ID level.
- **Workstation** – The third level. Any device linked at the workstation level will take precedence over any device of the same type linked at the defaults level.
- **Defaults** – The bottom level. Any device linked at the defaults level will not take precedence over any device of the same type linked at any other level.

Examples

1. Each individual user ID has a linked Household device. In this case, any Household devices that are linked to menu groups, workstations, or defaults with have no effect.
2. Each menu group has a linked Household device. In this case, any Household devices that are linked to workstations or defaults with have no effect, while any Household devices linked to individual user IDs will take precedence over the menu group device.
3. Each workstation has a linked Household device. In this case, any Household devices that are linked to defaults with have no effect, while any Household devices linked to individual user IDs or menu groups will take precedence—in that order—over the menu group device.
4. A Household device is linked to the defaults level. In this case, any Household devices linked to individual user IDs, menu groups, or workstations will take precedence—in that order—over the default device.

Using the Device Assignments Program

The Device Assignments program lets you view and change the devices linked to user IDs, menu groups, workstations, and defaults.

1. Go to Files • System • Device Maintenance • Device Assignments.
2. In the Device Assignment browser box, select a user ID, menu group, or work station (or the system defaults) by clicking the '+' (plus sign) next to User IDs, Menu Groups, Work Stations, or Defaults, and highlighting an individual entry. The linked devices are displayed in the bottom right browser.
3. To add a new device, select a device type from the Device Type drop-down list. Next, select <New> from the Device to Add drop-down list. The entries on this list will vary based on the device type selected in the previous field.

4. Click **Add To Linked Devs** to link the selected device to this user/menu group/workstation/default. Modify the new device settings as necessary. Use F1 for field level Help as necessary.
5. To remove a linked device, select the device in the bottom right browser and click **Remove Selected**.
6. To modify a device, select the device in the bottom right browser and click **Modify Device**. Or, to modify the device linked to the currently logged in user, select a Device Type and a Device to Add and click **Modify My…Device**.
7. To view the device assigned to a given user at a given workstation, in the Device by Workstation section, click on the workstation. The system will generate the device hierarchy for this workstation. Click the **'+'** (plus sign) that appears. Scroll down and click the pluses to see the devices linked by user. Click **Reset** to collapse the hierarchy.
8. Click **Done** to exit to the Main Menu.

Active Directory in RecTrac

Active Directory is Microsoft's trademarked directory service. It is a centralized and standardized system that automates network management of user data, security, and distributed resources, and enables inter-operation with other directories; designed especially for distributed networking environments.

Active Directory's main purpose is to provide central authentication and authorization services for Windows based computers. Active Directory also allows administrators to assign policies, deploy software, and apply critical updates to an organization.

Please refer to Topic Doc - Active Directory for complete setup instructions

Emailing in RecTrac

The email function within any VSI application was developed to simplify the process of sending receipts and reports as they are created within the application, rather then taking several steps to accomplish the same task. Once all of the appropriate components have been configured, you should never have to first print, then fax a receipt or report again. Nor should you have to save a receipt or report, and then send it as an attachment from your email account. Email functionality also enables customers who utilize the WebTrac application to automatically email receipts to customers that process transactions online.

Please refer to Topic Doc - Emailing 10.3 for complete instructions

Encryption in RecTrac

RecTrac versions 10.1 and above allow user-selectable encryption algorithms for 128-bit encryption. Encryption is set up and maintained by the Data Encryption device.

Please refer to Topic Doc - Encryption for complete instructions.

Setting Up Gift Certificates/Gift Cards

Please refer to: Topic Doc - Gift Cards-Gift Certificates 10.3 for a complete set of printable instructions

Setting Up a Question Group

The following set of instructions show you how to set up a grouping of questions that can be asked during daily processing functions as well as during household and family member maintenance. You can use these questions to store user-defined information about each household/member and/or transaction as well as to alter locker and rental fees.

See Also: Topic Doc - Using Question Groups to Charge Fees 10.3 for a complete set of instructions on setting up question groups to charge fees. **Applicable only to the Activity, Facility, Locker, Rental, and Trip modules.**

1. Go to Files • System • Other Maintenance • Question Group Maintenance.
2. Click the **Add** button at the bottom of the screen. You will continue to the Question Group Core Information screen.
3. Enter a question group code consisting of eight or fewer alphanumeric characters. *For example, HSEHLD*.
4. Click **Next**. Enter a question group description to accompany this code. *For example, Household Questions*.
5. Click the **Questions** button at the bottom of the screen. You will continue to the Household Questions - Question Group Maintenance screen.
6. The browser box will display all questions that currently exist in the selected question group. Click **Add** to continue to the Question Core Information screen to add a new question record.
7. The Question Group code will already be entered in the appropriate field. In the Question Number field, enter a question number. *For example, 1.*
8. Click **Next**. Select from one of the following answer types that you expect for this question:
    - **Character:** Best Used For: *Open-ended text answers that will be read one by one. Not so useful for gathering statistics (in a survey, for example).*

      Sample Question: *What is your name?*
      Sample Answer: *Jan Smithers*
      Displayed As: *A fill-in box*
      Answer String: *Leave blank*

    - **Number:** Best Used For: *Open-ended numeric answers that will be read one by one. Not so useful for gathering statistics (in a survey, for example).*

      Sample Question: *How many miles did you drive in the vehicle?*
      Sample Answer: *105*
      Displayed As: *A fill-in box*
      Answer String: *Leave blank*

    - **Logical:** Best Used For: *Determining the true/false status of a statement. Only gives you statistics on positive responses. Not so useful if you want to analyze both positive and negative responses.*

      Sample Question: *Are you certified in CPR?*
      Sample Answer: Yes
      Displayed As: *A check box*
      Answer String: *Leave blank (Not recommended as a Web Survey Type. Instead, we recommend using a Radio Set with Yes/No Answer String or a Selection List with Yes/No/Maybe Answer String)*

    - **Date**: Best Used For: *Open-ended date answers that will be read one by one. Not so useful for gathering statistics (in a survey, for example).*

      Sample Question: *When were you certified in CPR?*
      Sample Answer: *7/12/2007*
      Displayed As: *A fill-in box*
      Answer String: *Leave blank*Valid answers should use the syntax "MM/DD/YYYY". By typing the word today in the Default Answer field, the default answer will be the current date each time the question is asked.

    - **Radio Set:** Best Used For: *A question with a finite set of answers and requiring only a single response.*

      Sample Question: *How would you rate your service today?*
      Sample Answer: *Good*
      Displayed As: *A list of answers displayed vertically with a "push button" next to each one*
      Answer String:*Great|Good|Acceptable|Disappointing|Poor* Use a pipe "|" to

separate answers in the Answer String field.

- **Selection List:** Best Used For: *A question with a finite set of answers and requiring either a single or multiple responses.*

  Sample Question: *How did you hear about our classes?*
  Sample Answer: *Radio and Newspaper*
  Displayed As: *A multi-select drop-down or vertically-scrolling selection list.*
  Answer String: *Newspaper|Mailing| Word of Mouth| Community Center|Radio|Other* Use a pipe "|" to separate answers in the Answer String field.

- **User Code:** Best Used For: *A question with a multiple possible answers requiring a single response.*

  Sample Question: *Where would you like to be picked up?*
  Sample Answer: *PU*/BS (Pick Up/Bus Station)
  Displayed As: *A RecTrac picklist.*
  Answer String: *N/A*

Note: When setting up a question with a User Code answer type, you must link a User Code Type (below) to the question. In our example, you would select the *Transportation* type list. User Codes are for use with GUI and WebTrac Question Groups only. They cannot be used with TeleTrac Question Groups.

9. Enter the text of the question. *For example, How would you rate your service today?*
10. If applicable, enter or select the Question Fee Code that will be used to specify fees that should be charged based on the answer given.
11. Enter the default answer for the selected question. You may find this field helpful if customers answer a question the same way a majority of the time.
12. If you selected the *Radio Set* or *Sel List* Answer Type, enter the answer options for this question in the Answer String field. Answers should be separated by a pipe symbol ("|"). *For example, Excellent|Good|Poor.*
13. **The Question Group Branch if for TeleTrac only**. For Logical, Radio Set, and Selection List question groups, enter the question group you want the user to be branched/forwarded to when choosing the corresponding answer. The question group must be typed exactly as listed and pipe delimited ("|"). *For example, for a logical question group, you could enter the following: SIZE|QUICK* . This assumes that you have a question group with an ID of SIZE to which you want the user to be forwarded when choosing the first answer (in this case, "Yes," since this is a logical question group), and that you have a question group with an ID of QUICK to which you want the user to be forwarded when choosing the second answer (in this case, "No.").
14. If the selected Answer Type for your question is *User Code*, select the User Code Type you would like to use from the drop-down list.
15. If the selected Answer Type for this question is *User Code*, select the User Code Type you would like to use from the drop-down list. Then choose the "*Link User Code to HH/FM Record (Only for "User Code" Type Answers with HH or FM User Code Answers)*" option IF the selected User Code Type is either "Fam Mem Feature" or "H'Hold Feature".

Notes: Selecting *Fam Mem Feature (Family Member Feature)* as the User Code Type will allow the clerk that is processing the transaction to choose from a list of family member feature codes as an answer to the question. The selected answer/code will then be linked as a feature for that family member on the Family Member Update screen. This option will only work when processing transactions where a family member is linked, therefore trip booking, for example, would NOT work using the Family Member Feature option because you never select a specific family member when booking a trip, only a household.

Selecting *H'Hold Feature (Household Feature)* as the User Code Type will allow the clerk that is processing the transaction to choose from a list of household feature codes as an answer to the question. The selected answer/code will then be linked as a feature for that household on the Household Maintenance: Emerg/Misc Info. screen.

VERY IMPORTANT: This program will NEVER remove a code that has already been linked. If you change your original user code answer, it will simply link your new answer, but will not take away the old answer. You would therefore have to remove the incorrect code manually.

16. If the selected Answer Type for this question is *Number*, enter the minimum number that must be entered as an answer.
17. If the selected Answer Type for this question is *Number*, enter the maximum number that must be entered as an answer.
18. Select the "*Question Answer Determines Locker Expiration Date*" option if the answer to this question determines a locker expiration date. The Answer Type must be *Radio Set* and the possible answers must be a list of all the possible expiration dates. This will adjust the fee if your bill code is monthly, semester, etc. but will not automatically pick a bill code if you have multiple bill codes linked to a locker.
19. Click **Done**.
20. Repeat steps **6–19** for every question that you wish to add to this question group record.
21. Click **<<Back**. You will return to the Question Group Maintenance screen.
22. Click **Preview** to preview the questions currently set up for this question group.
23. Repeat steps **2–19** for every question group that you wish to add to the database.
24. Click **Exit**.

Linking Question Groups

To a Household or Family Member

The following steps assume that you have already set up your question groups using the Question Group Maintenance program.

1. Go to Files • System • Parameter Codes Maintenance • Static Parameters Maintenance.
2. In the Household Question Group field, enter or select the question group whose questions you wish to be able ask during Household File Maintenance.
3. In the Family Member Question Group field, enter or select the question group whose questions you wish to be able to ask during Family Member Maintenance.
4. Click **Done**.

To an Activity Section

The following instructions show you how to link a grouping of questions to a specific activity section in your database. It is important to note that different question groups can be linked to different sections within the same activity class. These questions will display during Activity Registration after the user clicks either the Select or Fees button.

The following steps assume that you have already set up your question groups using the Question Group Maintenance program.

1. Go to Files • Activity • Activity Maintenance.
2. Highlight the activity whose section you wish to link to a question group. Click **Sections**.
3. Highlight the section to which you wish to link the question group and click the **Core Info 2** button.
4. In the Question Group field, enter or select the question group that you would like to display during activity daily processing for enrollments in this section.
5. Click **Done**.
6. Repeat steps **3–5** for every section within the selected activity that you wish to link to a question group.

7. When you have finished linking question groups to these sections, click **<<BACK** to return to the Activity Listing screen.
8. Repeat steps **2–7** for every activity whose sections you wish to link to question groups.
9. When you are done linking question groups to activity sections, click **Exit**.

To a Facility

These instructions show you how to link a grouping of questions to a facility in your database. The linked questions will display during Facility Reservations Processing after the user clicks either the Select or Fees button.

The following steps assume that you have already set up your question groups using the Question Group Maintenance program.

1. Go to Files • Facility • Facility ID Maintenance.
2. Highlight the facility to which you wish to link a question group.
3. Click **Core Info 2**. You will continue to the Facility Core Information 2 screen.
4. In the Question Group field, enter or select the question group that you would like to display during facility daily processing for facility reservations.
5. Click **Done**.
6. Repeat steps **2–5** for every facility that you wish to link to a grouping of questions.
7. Click **Exit**.

To a Locker Room

These instructions show you how to link a grouping of questions to a locker room in your database. The linked questions will display during either Locker Reservation, Renewal, or Return processing, after the user clicks the Select or Fees button. In the locker module question groups can be used not only collect miscellaneous user-defined information but also to alter locker fees.

The following steps assume that you have already set up your question groups using the Question Group Maintenance program.

1. Go to Files • Locker • Locker Room Maintenance.
2. Highlight the locker room to which you wish to link a question group. Click **Core Info**.
3. You will continue to the Locker Room Core Information screen.
4. In the New Reservation Question Group field, enter or select the questions that you want to display during new locker reservation processing.
5. In the Renewal Question Group field, enter or select the questions that you want to display during locker renewal processing.
6. In the Return Question Group field, enter or select the questions that you want to display during locker return processing.
7. Click **Done**.
8. Repeat steps **2–7** for every locker room to which you wish to link question groups.
9. Click **Exit**.

To a Pass Type

These instructions show you how to link a grouping of questions to a pass type in your database. The linked questions will display during pass registration processing after the user clicks either the Select or Fees button.

The following steps assume that you have already set up your question groups using the Question Group Maintenance program.

1. Go to Files • Pass • Pass Type Maintenance.
2. Highlight the pass type to which you wish to link a question group. Click **Core Info**.
3. You will continue to the Pass Type Core Information screen.
4. In the Question Group field, enter or select the question group that you would like to display during pass registration processing.

5. Click **Done**.
6. Repeat steps **2–5** for every pass type that you wish to link to a grouping of questions.
7. Click **Exit**.

To a Personal Trainer

These instructions show you how to link a grouping of questions to a specific personal trainer record in your database. These questions will display during Personal Trainer Reservation Processing after the user clicks either the **Select** or **Fees** button. Please note that you can link a different question grouping to each trainer record linked to a personal trainer's record.

For example, a trainer possesses expertise in the areas of weight and distance running training. Therefore, there are two records linked to this Personal Trainer on the Trainer Links screen. Depending on the area that a customer wishes to train, the trainer needs to collect different information. For weight training, the trainer needs to know information about the customer's current weight lifting abilities. For distance running training, the trainer needs to know information about the customer's current running and stamina abilities.

The following steps assume that you have already set up your question groups using the Question Group Maintenance program.

1. Go to Files • PT • Trainer Maintenance.
2. Highlight the personal trainer to whom you wish to link a question group. Click **Change**.
3. Click the **PT Links** button at the bottom of the screen. You will continue to the Personal Trainer Links screen.
4. Highlight the Personal Trainer record to which you wish to link a question group. Click **Change**.
5. In the Question Group field, enter or select the grouping of questions that you would like to display during personal trainer reservation processing.
6. Click **Done**.
7. Repeat steps **4–6** for every record under the selected personal trainer for which you wish to link a question grouping.
8. Click **<<Trainer**.
9. Click **Done**.
10. Repeat steps **2–9** for every personal trainer to whom you wish to link a question grouping.
11. When you are done linking question groups to personal trainer records, click **Exit**.

To a Rental Class

These instructions show you how to link a grouping of questions to a rental class in your database. The linked questions will display during Rental Reservation processing after the user clicks either the **Select** or **Fees** button. In the Rental module, question groups can be used not only to collect miscellaneous user-defined information, but also to alter rental fees.

The following steps assume that you have already set up your question groups using the Question Group Maintenance program.

1. Go to Files • Rental • Rental Class Maintenance.
2. Highlight the rental class to which you wish to link a question group.
3. Click **Change**. You will continue to the Rental Class Core Information screen.
4. In the CheckIn Question Group or CheckOut Question Group field—depending on when you want the questions to be asked—enter or select the grouping of questions that you would like to display during rental reservation processing.
5. Click **Done**.
6. Repeat steps **2–5** for every rental class to which you wish to link a grouping of questions.
7. Click **Exit**.

In Question Group Maintenance, if you selected a Question Fee Type, you will need to go to the rental items linked to the rental class that is in turn linked to the question group on which the question fee type is specified. By completing the following steps, you will use the question fee type to control the fees that are charged based on the answers the customers give for your selected questions.

1. Go to Files • Rental • Rental Item Maintenance.
2. Highlight the first rental item for which you wish to alter the fees charged. Remember that this rental item has to be linked to the class that was linked to the question group.
3. Click **Fees**. You will continue to the Rental Item Fees/Charges screen.
4. Locate the fee line item that you wish to base on the answer to one of your questions.

   For example, you rent several different vehicles. In addition to charging a daily rental fee, you charge a fee based on the number of miles that they drove the vehicle. You might ask the following question in this situation: How many miles did you drive in this vehicle?

   Since you charge 25 cents per mile, you would want to have a bill code linked to this rental item that is used to charge for mileage. For this example, let's say the bill code is MILES. When you set up your questions in the question maintenance program, you would have selected a Question Fee Type code to associate with the question. In Rental Item Maintenance on the Fees/Charges screen you would link this same Question Fee Type in the Fee Codes screen next to the bill code MILES (in the Type box). You would then adjust the count as necessary. Using this example, you would set the bill code fee to $0.25 and the count to 1—for every 1 mile entered, 25 cents will be charged.

5. Enter the appropriate fee code type in the Fee Type field for the bill code that you wish to charge based on the answer to a specific question. See the example above for additional details.
6. Click **Done**.

To a Trip

These instructions show you how to link a grouping of questions to a trip in your database. The linked questions will display during trip registration processing after the user clicks either the **Select** or **Fees** button.

The following steps assume that you have already set up your question groups using the Question Group Maintenance program.

1. Go to Files • Trip • Trip Maintenance.
2. Highlight the trip to which you wish to link a question group. Click **Core Info**.
3. You will continue to the Trip Core Information screen.
4. In the Question Group field, enter or select the grouping of questions that you would like to display during trip registration processing.
5. Click **Done**.
6. Repeat steps **2–6** for every trip that you wish to link to a grouping of questions.
7. Click **Exit**.

Surveys and Promotions

Please refer to: Topic Doc - Surveys and Promotions for a complete set of printable instructions

Reward Points Setup/Use

Please refer to: Topic Doc - Reward Points for complete instructions

Setting Up a Ticket Template

The Ticket Template Maintenance program allows you to create and update ticket templates. You can also use this program to create special ticket templates for household information and payment information that can "sandwich" the tickets that are printed. Sandwich ticket templates are linked to the current user's Ticket device.

Please refer to: Topic Doc - Boca Ticket Printing for a complete set of printable instructions

Please refer to: Topic Doc - PDF Ticket Printing for a complete set of printable instructions

Assigning Ticket Templates to a Range of Trips/Tran Codes

Run the Bulk Ticket Template Update program (Utilities • System • Bulk Ticket Template Update). Press F1 for field-level Help as needed.

Setting Up RecTrac to Use Marine AFFES Tickets as Payment

In order to use Marine AFFES ticket numbers as payment for transactions processed in RecTrac, you will need to set up a corresponding payment code. To do so, complete the following steps.

1. Go to Files • System • Finance Code Maintenance • Payment Code Maintenance.
2. Click **Add**. You will continue to the Payment Code Core Information screen.
3. Enter a pay code consisting of two or fewer digits. Remember that:

    - Payment codes 4–89 are completely user-definable.
    - Six payment codes (1, 2, 3, 97, 98 & 99) are semi-fixed; they cannot be deleted and their descriptions cannot be edited. Their associated account number and other data can be edited.
    - Payment codes 90–96 are reserved by VSI for internal use.

4. Click **Next**.
5. Click the down arrow next to the Pay Type field. Select Marine DPP from the drop down list.
6. Enter a Description and Screen Description to accompany this pay code.
7. Click **Done**. You will return to the Payment Code Maintenance screen.
8. Click **Exit**.

Copying Your Live Database to Your Demo Database

For training purposes you may want to copy your live database files to the rtdemo directory. The VSI RestoreDB utility provides that functionality without requiring a shutdown of your Live database.

Please refer to: Copying Live to Demo for a complete set of printable instructions.

Global Files

Adding a Household to Your Database

Note: You only need to enter information in those fields that are listed. Press the Tab key to proceed through the fields that are not listed, or use your mouse to select those fields that are listed. At any point, you may press F1 for field-level Help.

1. Click the Household Maintenance hot button.

   OR

   Go to Files • Activity • Household Maintenance.

   OR

   Go to Files • Pass • Household Maintenance. You will proceed to the H/H Update Household Selection screen.

2. Click **New Household**. You will proceed to the Household Core Information screen.
3. Enter the Name, Address and Home Phone Number in the Primary Guardian fields.
4. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
5. Click **Next**. You will proceed to the Household Financial Info screen. You will only proceed to this screen if you have it linked to the household device linked to your user/menu group/workstation/defaults. If this screen is not linked, you will proceed directly to step 9.
6. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
7. Click **Next**. You will proceed to the Household Emerg/Misc Info screen. You will only proceed to this screen if you have it linked to the household device linked to your user/menu group/workstation/defaults. If this screen is not linked, you will proceed directly to step 9.
8. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
9. Click **Members**. You will proceed to the household's Family Member Listing screen.
10. If the family member(s) has already been created, highlight the family member you want to modify and click **Change**. Otherwise, click **Add**.

Important Note: RecTrac can automatically create the first one or two family members when a new household is created, depending on the status of the Auto Create F/M 1 and Auto Create F/M 2 toggles on the household device linked to your user/menu group/workstation/defaults.

11. In the Name field, enter the first name. The last name that you entered on the Household Core Information screen will already by entered.
12. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
13. Click **Done**. You will proceed to the household's Family Member Listing screen.
14. Click **Exit** to the Main Menu screen.

Adding a Family Member to a Household

The following steps assume that you have already added to your database the household to which you wish to add a new family member.

1. Click the Household Maintenance hot button.

   OR

Go to Files • Activity • Household Maintenance

OR

Go to Files • Pass • Household Maintenance. You will proceed to the H/H Update Household Selection screen.

2. In the Lookup field, type all or part of the household's last name and press the Enter key.

   OR

   Leave the Lookup field blank and press the **Enter** key. You will proceed to the Household Listing screen.

3. Highlight the household to which you wish to add a family member.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select** or press the Enter key. You will proceed to the Household Core Information screen.
5. Click **Members**.
6. You will proceed to the household's Family Member Listing screen. Click **Add**. You will proceed to the Family Member Update screen.
7. In the Name field, enter the first name. The last name that you entered on the Household Core Information screen will already by entered.
8. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
9. Click **Done**. You will return to the household's Family Member Listing screen where the newly added family member will be listed in the browser box.
10. Click **Exit** to return to the Main Menu screen.

Adding Emergency Contacts to a Household

The following steps assume that you have already added a household to your database to which you wish to add a new emergency contact.

1. Go to Files • Activity • Household Maintenance. You will proceed to the Activity H/H Update Household Selection screen.
2. In the Lookup field, type all or part of the primary guardian's last name and press the **Primary Name** button.

   OR

   Leave the Lookup field blank and press the **Enter** key. You will proceed to the Household Listing screen.

3. Highlight the household to which you wish to add an emergency contact.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select** or press the **Enter** key. You will proceed to the Household Core Information screen.
5. Click on the **Emerg/Misc Info** radio set on the top of the screen. You will proceed to the Household Maintenance – Emerg/Misc Information screen.
6. Click **Add Em**. You will continue to the Emergency Contact Update screen.

7. Enter the order in which you would like this emergency contact to be contacted.

   For example, 1 = contact first, 2 = contact second, etc.

8. Enter the contact's first and last names, mailing address, applicable phone numbers and relationship to the family.
9. Click **Update**.
10. Repeat steps **6–9** for every emergency contact that you wish to link to this household.
11. Click **Done**.

Adding a Household While in Global Sales

1. Click the Global Sales hot button

   OR

   Go to Daily • Global • Global Sales. You will proceed to the Global Sales Household Selection screen.

2. Click **New Household**. You will proceed to the Household Core Information screen.
3. Enter the Name, Address and Home Phone Number in the Primary Guardian fields.
4. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
5. Click **Done**. You will proceed to the Global Sales screen.
6. Continue with your Global Sales transactions as usual.

Adding a Family Member to a Household While in Global Sales

The following steps assume that you have already added to your database the household to which you wish to add a new family member.

1. Click the Global Sales hot button

   OR

   Go to Daily • Global • Global Sales. You will proceed to the Global Sales Household Selection screen.

2. In the Lookup field, enter the name of the household for which you wish to process a transaction and add a new family member.
3. Press the **Enter** key. You will proceed to the Household Listing screen.
4. Highlight the appropriate household and click Select or press the **Enter** key. You will proceed to the Global Sales screen.
5. Click the button for the transaction that you wish to process (Activity Registrations, Pass Memberships, etc.).

Note: You cannot add family members from the Facility Reservations or the Pass Renewal program.

6. If family members already exist for this household, you will proceed to the applicable registration or reservation screen. In the Family Member Selection frame, click **New**.

7. In the Name field, enter the first name. The last name entered on the Household Core Information screen will already by entered.
8. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.

9. Click **Done**. You will return (or proceed) to the appropriate registration or reservation screen, where the family member's name will be already be highlighted in the Family Member Selection browser box.
10. Continue with the Global Sales transaction as usual.

Adding an Organization to Your Database

1. Go to Files • Facility • Household Maintenance.
2. You will proceed to the Facility H/H Update Household Selection screen.
3. Click **New Household**. You will proceed to the Household Core Information screen.

Note: Depending on the settings of the current RecTrac users Household Device, these data fields may differ slightly. If the current users Household Device is set to use the *Facility Core Info* screen (rather than the Household Core Info screen), the user will enter the organization name in the field labeled *Name*. *For example, Boys and Girls Club of America*. The contacts would then be linked at the bottom of the screen in the *Reservation Contacts* section. (Typically, this would be the option used by those organizations that primarily use the Facility Module within RecTrac.) Otherwise, steps, 4-15 still apply to the standard RecTrac household screens.

4. Enter the organization's name and address.
5. In the Primary Guardian fields, enter the name of the contact person for the organization. Enter the first name and then last name.
6. In the HM Phone field, enter the contact person's phone number (this may be the same as the WK Phone number entered for the organization above).
7. In the WK Phone field, enter the phone number for the organization, if applicable.
8. The Organization field will be pre-filled with the last name of the contact person you entered in step 5 above. Change it as needed. This name is used for organization lookup purposes. You would typically enter the name of the organization in this field only.
9. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
10. Click **Next**. You will proceed to the Financial Info screen. You will only proceed to this screen if you have it linked to the household device linked to your user/menu group/workstation/defaults. If this screen is not linked, you will proceed directly to step 12.
11. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
12. Click **Next**. You will proceed to the Misc Information screen. You will only proceed to this screen if you have it linked to the household device linked to your user/menu group/workstation/defaults. If this screen is not linked, you will proceed directly to step 14.
13. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
14. Click **Done**. You will return to the Facility H/H Update Household Selection screen.
15. Click **Exit** to return to the Main Menu screen.

Adding a Manual Household ID Number

If you always want to add household ID numbers manually, you must deselect the Auto Assign H/H # option on the Household Device linked to the current user/menu group/workstation/defaults.

To manually add any household ID number:

1. Press the Household Maintenance hot button.

   OR

   Go to Files • Activity (or Pass, or Facility) • Household Maintenance. You will proceed to the Activity (or Pass, or Facility) H/H Update Household Selection screen.

2. Press the Enter key to proceed to the Household Listing screen.
3. Click **Manl New**. You will proceed to the Manual H/H Add screen.
4. Enter the New H/H Number. The number you enter here is typically the primary guardian's Social Security number, or an organization's tax ID number.
5. Click **Add**. You will proceed to the Household Core Information screen.
6. Enter the household and any applicable family member information as usual. Press F1 for field-level Help as needed.
7. Click **Done** to save your changes.
8. Click **Exit** to return to the Main Menu.

Linking a Child to More Than One Household

Use the steps referenced in the document below to link the same individual to more than one household. This feature can be helpful in situations where a separated or divorced couple has joint custody of a child and both households want to be able to register the child for activities. Linking the duplicate records together enables RecTrac to prevent duplicate registrations for the child.

Note: When registering someone for a secondary pass that requires a primary pass, any households to which the individual may have family member links will be checked to verify that a primary pass exists in at least one of the households.

Please refer to: Topic Doc - Family Member Links for a complete set of printable instructions

Linking Documents to Households and Family Members

RecTrac gives you the ability to link documents to households and family members. This is great for organizations that need to keep permission slips, birth certificates, waiver letters, proof of residency, etc. on file. Not only can you manually link documents to households and family members, but there is also functionality within the software that will link waivers, as well as rules and regulations letters to households and family members automatically at the end of a transaction. In addition, you can decide how often (in days) those documents need to be updated.

Please refer to Topic Doc - Linking Household & Family Member Documents for complete instructions

Adding/Changing Global Sales Buttons

The Global Sales Button Maintenance program allows you to select the global sales hot buttons that you wish to display for each menu group. Once global sales hot buttons are set up and linked to a menu group, their size and placement on the screen can be edited in this program.

Note: Whenever you change hot buttons, you are doing so for all users in the targeted menu group.

1. Go to: Files • Global • Global Sales Button Maintenance. Enter the menu group ID that you wish to add, change or delete global sales hot buttons.

   OR

   Press the **F9** key or right-click from within the field to select the appropriate menu group from the picklist.

2. Click on any button that you wish to move or resize. A black line will outline the button.
3. To **MOVE** a button 'drag & drop' it. Click on the button and hold the mouse key down while you drag the button. It will move to wherever you place it, until you release your mouse key.

4. To **RESIZE** a button, position the mouse pointer on the edge of the button, on any of the small black squares. Then stretch or shrink the box by holding the mouse key down while you drag the black square. When you are done resizing, release your mouse key.
5. Click **Add** to continue to the Global Sales Buttons Add/Change screen to add a new hot button to this menu group's global sales hot button screen.

   OR

   Click **Add All** if you would like to add all of the Global Sales buttons to the screen. Then, delete and change as necessary.

   OR

   Click **Change** to continue to the Global Sales Buttons Add/Change screen to change the hot buttons that are linked to this menu group's global sales hot button screen.

   OR

   Click **Delete** to remove the highlighted button from the selected menu group's global sales hot button screen.

   OR

   Click **Exit** to return to the Main Menu.

Adding/Changing Hot Buttons on the Hot Key Screen

Adding/Changing Buttons

Adding a Button to the Main Screen

1. Go to Files • System • Users/Menus Maintenance • Menu Group Maintenance.
2. Highlight the appropriate menu group in the browser and click **Change**.
3. Click **Home Screen** at the bottom of the screen.

Home Screen Maintenance allows you to add or update main menu buttons that are displayed on the Main Screen, as well as on any subsequent screens. Button layouts for the main screen are linked to selected menu groups. Whenever you change a button, you are doing so for all users in the targeted menu group.

To Add a new button - Double-click on any blank space on the screen.
To Change a button - Right-click on an existing button.
To Exit Home Screen Maintenance - Press the Escape key on the keyboard.

Menu Type Buttons

Fields for MENU type buttons	Enter the following information
Type	Choose Menu for menu type buttons.
Sub Group	Choose the appropriate Sub Group for the button you are creating. Currently the options available for Menu type buttons are: *Dashboard*, *Home*, *Reports*, and *Inquiries*. • **Dashboard** - buttons created as Dashboard type buttons remain on the screen at all times. • **Home** - the main menu are of the screen, located in the upper left-hand portion of the screen. Choosing

Fields for MENU type buttons	Enter the following information
	Home as the Sub Group will place the button on the Home Group screen. • **Reports** - choosing Reports as the Sub Group will place the button on the Reports Group screen. • **Inquiries** - choosing Inquiries as the Sub Group will place the button on the Inquiries Group screen.
Run Program	Right-click in this field to choose the program you wish to run when a clerk clicks the button.
Parameter	Some programs require parameters to be passed in order to run. Most buttons do NOT require a parameter; however, if you create a button and receive a message upon clicking the button saying that the button needs parameters in order to function properly, contact VSI for technical support.
Button Label	This field will populate automatically upon selecting a program from the Run Program listing. If you are creating a button for a custom program that is not listed in the Run Program list, you may populate this field with the text you wish to display on the button.
Image File	This field will populate automatically upon selecting a program from the Run Program listing. If you are creating a button for a custom program that is not listed in the Run Program list, you may populate this field with the .bmp you wish to display on the button (if applicable). If you have not created a .bmp file for the button a generic button will be created that displays the text entered in the Button Label field.

App Type Buttons

Fields for APPS type buttons	Enter the following information
Type	Choose Apps for app type buttons. App buttons run a specific program persistently from the screen on which you place them.
Sub Group	Choose the appropriate Sub Group for the button you are creating. Currently the options available for Menu type buttons are: *Dashboard*, *Home*, *Reports*, and *Inquiries*. • **Dashboard** - buttons created as Dashboard type buttons remain on the screen at all times. • **Home** - the main menu are of the screen, located in the upper left-hand portion of the screen. Choosing Home as the Sub Group will place the button on the Home Group screen. • **Reports** - choosing Reports as the Sub Group will place the button on the Reports Group screen. • **Inquiries** - choosing Inquiries as the Sub Group will place the button on the Inquiries Group screen.

Fields for APPS type buttons	Enter the following information
App	The the app you wish to run persistently. Currently the following apps are available: • **Receipts by Drawer** - Displays the drawer number for the selected drawer range, followed by the total dollar amount collected for the current date. • **Drawer Status** - Displays the drawer number for the selected drawer range, followed by an "In Balance" or "Out of Balance" status for the current date. • **Today's Reservation Monitor** - Displays the reservation time, facility, and reservee's name for the selected range of facilities. • **Today's Pass Visits** - Displays the facility (check-in) location, pass type, and number of visits for the selected range of passes. • **Tee Times Percent Full by Day** - Displays the percentage of tee times that are reserved for the range of golf courses and number of days selected. • **Web Batch Import HH's** - Displays households that have been added via WebTrac and are waiting to be imported into the database.
Drawer List	**This field is available only for the Receipts by Drawer and Drawer Status Apps.** Enter the Drawer Range for which you wish to display. You can use the syntax 1-5, or 1,2,3,4,5.
Location List	**This field is available only for the Today's Reservation Monitor and Today's Pass Visits Apps.** Enter the Location Range for which you wish to display results. For example, if the Facility Location code for Memorial Park is MP, then you would enter MP in this field. Separate multiple locations with commas.
Pass Type List	**This field is available only for the Today's Pass Visits App.** Enter the Pass Type Range for which you wish to display results. For example, if the Pass Type code for a Family Pass is FAMILY, then you would enter FAMILY in this field. Separate multiple pass types with commas.
Course List	**This field is available only for the Tee Times Percent Full by Day App.** Enter the Golf Course Range for which you wish to display results. For example, if the Golf Course code for East Hills Golf Course is 01, then you would enter 01 in this field. Separate multiple courses with

Fields for APPS type buttons	Enter the following information
	commas.
# of Days	**This field is available only for the Tee Times Percent Full by Day App.** Enter the number of days for the selected course(s) that you wish to display. For example, if you enter 5 in this field, then you will see the percentage of full reservations for the next consecutive fives days from the current date.

Function Type Buttons

Fields for FUNC type buttons	Enter the following information
Type	Choose Func for Function type buttons. Function buttons display at all times.
Function	Function buttons are predefined buttons that have a specific function, opposed to running a program, as Menu type buttons do. • **File Maintenance** - changes the drop-down menus to File Maintenance type programs. (i.e., Activity Maintenance, Facility Maintenance, etc.) • **Inquiry** - changes the drop-down menus to Inquiry type programs. (i.e., Activity Inquiry , Facility Inquiry, etc.) • **Daily Processing** - changes the drop-down menus to Daily Processing type programs. (i.e., Activity Registrations, Facility Reservations, etc.) • **Period End** - changes the drop-down menus to Period End type programs. (i.e., Activity Lottery Spin, Facility Attendance Post, etc.) • **Reports** - changes the drop-down menus to Report type programs. (i.e., Activity Roster, Facility Calendar, etc.) • **Utilities** - changes the drop-down menus to Utility type programs. (i.e., Activity Conversion, Facility Conversion, etc.) • **Exit RecTrac** - exits the RecTrac program completely. • **Website Link** - website link buttons allow you to link directly to any website (i.e., www.vermontsystems.com) • **Knowledge base** - links directly to the VSI knowledge base for information on documented errors and known issues. • **Launch Help** - launches the F1 Help in a new browser. • **Version info** - displays a window with the current

Fields for FUNC type buttons	Enter the following information
	version of RecTrac you are running. • **Logout** - logs out of RecTrac and returns to the login screen for the next user. • **About VSI** - displays the about VSI page from the F1 help. (Address, phone number, etc.) • **Image** - • **Search Menu** -
JPEG Image	**This option is only available when creating an Image type Function button.** Enter the image name that you would like to display when clicking on this button.
Bit Map File	Right-click in this field to choose the bitmap file you wish to use for this button.

Group Type Buttons

Fields for GROUP type buttons	Enter the following information
Type	Choose Group for Group type buttons. Group buttons allow you to jump to another group of buttons. For example, you might have a screen of report only buttons, and another screen of inquiry only buttons.
Group Name	Right-click in this field to the choose the group of buttons to which you wish to jump when clicking on this button.
Button Label	If you have not created a button image for this button, enter the text you would like to display on this button.
Bit Map File	Right-click in this field to choose the bit map image you wish to use for this button. If you do not choose a bit map image, the text entered in the Button Label field will be displayed on the button.

Activity Files

Day Care Setup

Setting Up RecTrac to Process Day Care/Camp Registrations

The Day Care/Camp Registration setup process allows you to set up more flexible and diverse fee schedules for classes based on a variety of user-defined criteria.

Please refer to: Topic Doc - Day Care for a complete set of printable instructions

Important Note: These instructions do NOT apply to CYMS day care/camp registration or setup. For information about these processes please look under the CYMS setup and daily processing sections of the Reference Guide or F1 Help.

Setting Up Activity Types, Subtypes, and Categories

Activity types, subtypes and categories allow you to group like activities together for reporting and searching purposes.

1. Go to Files • Activity • Activity Type Maintenance. You will proceed to the Activity Type Maintenance screen.
2. Click **Add**. You will proceed to the Core Information screen.
3. Select the Code Type you would like to create. (An *Activity Type*, or an *Activity Category*)
4. Enter a code consisting of five or fewer alphanumeric characters. *For example, YTH.*
5. Click **Next**. All other fields are now made available for entering data.
6. Enter the description for this code. *For example, Youth Programs.*
7. If you selected ***Type*** as this code type, you may optionally click **Subtype** at the bottom of the screen to create subtypes for this Activity Type. Continue to steps **8-11**.

   If you selected ***Category*** as this code type continue to steps **12 & 13**.

8. Click **Add** to create a new subtype for this activity type. Enter a code consisting of five or fewer alphanumeric characters in the Subtype Code field. Then enter a description for the subtype.

   For example, if you are creating a Youth Program activity type (such as in the example above) you might create: DANCE, EDUCA, SPORT, etc. as subtypes.

9. Click **Done**.
10. Repeat steps **8&9** for each subtype you would like to add to this activity type.
11. Click **<<Back** to return to the Core Information screen. Click **Done** then **Exit** to return to the main menu.
12. You may optionally enter an *Enrollment Limit* for this Activity Category. The number entered in this field reflects the number of programs that an individual may enroll in with this same category linked to it. **If left zero, this field is ignored.**
13. Click **Done** then **Exit** to return to the main menu.

Setting Up Activities and Sections

1. Go to Files • Activity • Activity Maintenance. You will proceed to the Activity Maintenance screen.
2. Click **Add**. You will proceed to the Activity File Maintenance Add screen.
3. Enter the activity number and then click **OK**. All other fields are now made available on the Core Information screen for entering data.
4. Fill in all other fields or press F1 for field-level Help as necessary. Click **Additional Info** to continue to the Additional Information screen. Fill in all other fields or press F1 for field-level Help as necessary.
5. If this is a CYS program, click **CYMS** to continue to the CYMS Information screen and complete steps 6–11. If this is not a CYS program, go to step 12.
6. Enter a CYS program type in the CYS Prog Type field. Or Press the F9 key or right-click from within the field to select the appropriate program type from the picklist.

7. Select the Use CYS Rate Calculations option to alter the CYS program fee based on the Family Income Category assigned to households. In addition, this selection will allow you to view CYS Staff Members when linking an instructor to this class.
8. If this is an FCC CYS class, select the Link to an FCC Provider option. This selection will allow you to view FCC Providers when linking an instructor/provider to this class. If this is an FCC class, skip to step 11.

9. Select the interval at which you wish to issue installment bills for this class. Select the most common interval of time for which you installment bill.
10. Highlight the applicable age group(s) in the available column and click the **Add>>** button in the dual selection list to link the selected age group(s) to the activity.
11. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
12. Click **Sections**, then click **Add** to add a section for this activity.
13. You will proceed to the Activity/Section File Maintenance Add screen.
14. Enter a section code (up to 2 alphanumeric characters) and click **OK**. All other fields are now made available for entering data.
15. In the Spec Desc field, enter a specific description for this section, or leave the default entry. In the Sec Status field, select the status for this section.
16. Enter the Facility Type, Location, and ID at which this activity is held.

Note: Your facility types, locations, and IDs should all be added prior to setting up your activity sections.

17. (Optional) Click the **Multiple** radio set button to link additional facilities to this activity/section.
18. Enter Beginning and Ending Dates for the activity/section.
19. Enter the Beginning and Ending Times for the activity/section.
20. Select the appropriate Meeting Days of the week. Optionally you may click **Custom Days**, and select random dates/times that this section meets.
21. Enter a Maximum Count.
22. Enter a Max Res Count (Maximum Resident Count) and/or Max N/R Count (Maximum Nonresident Count).
23. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
24. Click **Core Info 2**. You will continue to the Activity/Section Core 2 Information screen.
25. Complete all applicable fields or leave their default settings. Press F1 for field-level Help as needed. If this is a CYMS class, select the Require Current Pass Membership option.
26. Click **Fees**. You will continue to the Activity/Section Fees screen
27. In the BillCode field, press the F9 key or right-click from within the field to select the appropriate bill code for the activity/section.
28. In the Fee Codes field, press the F9 key or right-click from within the field to select the appropriate fee codes for this activity/section.
29. Complete the remaining fields, or leave their default settings. Press F1 for field-level Help as needed.
30. Click **Comments**. You will continue to the Comments screen
31. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
32. If you will be using either TeleTrac or WebTrac to process activity registrations, click **Web/Tele** to continue to the Web/Tele screen to specify registration criteria.
33. Click **Done**. You will proceed to the Section Listing screen where your newly added section will be listed in the browser box.
34. To add another section to this same activity, click **Add**.
35. Otherwise, click **<Back** to return to the Activity Maintenance screen.
36. Click **Exit** to return to the Main Menu screen.

Cloning Activity Sections

Bulk Section Clone

The Activity Section Clone program allows you to clone a new activity/section from a similar activity/section. This program can save a considerable amount of data entry time if many activities and sections are being created.

1. Go to Files • Activity • Activity Section Clone. You will proceed to the Activity Section Clone screen.

2. Enter or select the activity/section you would like to clone (copy) in the *Old Activity/Section* fields.
3. In the *New Activity* field, enter the activity number that you would like the newly cloned sections to fall under.

   For example, the New Activity number could be the same as the Old Activity number IF you are simply trying to create more sections beneath the same activity. (i.e., You already have one section of Winter Youth Basketball (123456-01), and you want to create two more identical sections, which might be: 123456-02 & 123456-03. Notice the activity number is exactly the same.)

   However, the New Activity number could be different if you are trying to clone your sections to fall beneath an activity which might be in a different season. (i.e., You have a Winter Youth Basketball program which has been setup with all of the same criteria that you would like the Youth Basketball program in the Summer to have. So, if the Winter activity/section you are cloning is 123456-01, then the New Activity number for the Summer might be 654321.)

4. Within the *New Sections* field, enter the sections that you would like to create. (Each section may be designated with a maximum of two alpha-numeric characters.) If you are creating more than one section, separate each section with a comma. **NO SPACES**. (i.e., 01,02,03,A1,A2).
5. Select each of the options you would like to clone (copy) from the Old Activity/Section:

   - Instructors
   - Budgets
   - Multiple Facilities
   - Class Status
   - Holidays
   - Fees
   - Registration Dates
   - Aging Dates
   - TeleTrac Settings
   - WebTrac Settings

6. Select if you would like to *Input New Dates/Times for the Newly Created Cloned Sections (Including WebTrac and TeleTrac Dates/Times)*. Selecting this option will allow you to enter new data for each section that is created.
7. Click **Clone**. Then, click **Yes** to continue.
8. If you selected the *Input New Dates/Times for the Newly Created Cloned Sections (Including WebTrac and TeleTrac Dates/Times)* option, you will proceed to the Section Clone Date/Time Update screen. If you did not select this option, your new sections will be created with the same exact information as the old activity/section.
9. The Section Clone Date/Time Update screen allows you to update the following information for each new activity/section that will be created:

   - Beginning/Ending Dates/Times
   - Resident/Non-Resident Begin/End Enrollment Dates
   - Print Description
   - Meeting Days
   - Section Status (Active, Inactive, Cancelled, Pending)
   - Aging Date

10. Once you have updated the information as necessary, click **OK** to continue to the Section Clone Web/Tele Date/Time Update screen for this section. Or, click **Skip** if you do not wish to change any of the information for this particular section.
11. If applicable, enter information as it applies to your TeleTrac and WebTrac registration rules.

12. Click **OK**. Or, click **Skip** if you do not wish to change any of the information for this particular section.
13. Repeat steps **9 & 10** for each section that you have chosen to create.
14. Once you have cycled through all of the screens for each of the sections you have created, you will receive the message: "Activity/Section Clone Complete! Cloned activities can be viewed and/or updated in normal activity maintenance."
15. Click **OK**.

Individual Section Clone

1. Go to Files • Activity • Activity Maintenance. You will proceed to the Activity Maintenance screen.
2. Highlight the activity for which you wish to clone sections for and click **Sections**. You will proceed to the Activity Sections Listing screen, where all of the previously created sections for the selected activity are listed.
3. Highlight the section you would like to clone, and click **Clone** at the bottom of the screen.
4. Enter up to a two character alpha numeric code in the New Section field. (*i.e., A1*) You may also create multiple sections at once by separating the new sections with commas. (*i.e., A1,A2,A3*)
5. You may leave the New Activity No(s) as the default, which is the activity that you selected on the previous screen, or you may enter a new activity number if you would like to clone the selected section to another activity (*i.e., An activity which falls within another season*).
6. Click **Process**. You will receive the message: "Clone Complete!"
7. Click **OK**.

Linking a Facility to an Activity

To view one or more Facilities Linked to an Activity:

1. Go to Files • Activity • Activity Maintenance.
2. Highlight the activity for which you wish to view the facility link.
3. Click **Sections** to proceed to the Section Listing screen.
4. Highlight the activity/section for which you wish to view the facility link.
5. Click **Core Info** to proceed to the Core 1 Section Detail screen.
6. If only one facility is linked to the activity/section (the One Fac option is selected in the *How Many?* field), it will be listed in the Facility Type/Location/ID field.

   OR

   If multiple facilities are linked to the activity/section (the Multiple option field is selected in the How Many field), continue with step 7.

7. Click **Facilities**, you will proceed to the Facility Link Listing screen, where all of the facilities linked to the activity/section may be viewed/changed.

Linking Multiple Facilities to an Activity

The following steps assume that:

- You have set up the applicable activity through the Activity Maintenance program.
- You have linked all applicable sections to the activity.

1. Go to Files • Activity • Activity Maintenance. You will proceed to the Activity Maintenance screen.
2. Highlight the activity to which you wish to link multiple facilities and click **Sections**. You will proceed to the Section Listing screen.

3. Highlight the section to which you wish to link multiple facilities and click **Core Info**. You will proceed to the Activity/Section Core 1 Information screen.
4. The first Facility Type, Location and ID at which this activity is held will already have been entered.
5. In the *How Many?* field, select Multiple.
6. Click the **Facilities** button. You will proceed to the Facility Link Listing screen.
7. Click **Add**. Select the Facility Type, Location and ID to which you wish to link this activity/section.
8. Enter the Beginning and Ending Dates that this facility will be used by this activity/section.
9. Enter the Begin and End Times that this facility will be used by this activity/section.
10. Click **Done**. You will return to the Facility Link Listing screen.
11. Click **Add** to link additional facilities to this activity/section.
12. When you have finished linking all appropriate facilities to this activity/section, click **<<Sec List** to return to the Section Maintenance screen.
13. Click **Done** and then click **<Back** to return to the Activity Maintenance screen.
14. Click **Exit** to return to the Main Menu.

Setting Up Instructors/Referees

1. Click the Referees/Instructors hot button.

   Or go to Files • Activity • Instructor Maintenance.
   Or go to Files • League • League Referee Maintenance.

2. Click **Add**. You will proceed to the Instructor Core Information screen.
3. Enter the Instructor ID (up to 8 alphanumeric characters) and then click **Next**. All other fields are now made available for entering data.
4. Enter the instructor's Social Security or Tax ID Number, Name, Address and Home Phone number.
5. Complete all remaining fields on this screen, or leave their default settings. Press F1 for field-level Help as needed.
6. Click **Next**. You will proceed to the Qualifications screen.
7. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
8. Click **Next**. You will proceed to the Notes screen.
9. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
10. Click **Done**.
11. The following question displays: "No rates have been setup for this instructor/referee. Do you want to assign rates now?" Click **Yes**. You will proceed to the Rate Table Update screen for the newly added instructor.
12. Click **Add**.
13. Enter the Table ID.
14. Enter the Description.
15. Enter the Tier 1 Rate.
16. Select the Tier 1 Pay Type.
17. Enter the Tier 1 Earnings Ceiling.
18. Select the Rate Type (Instructor/Referee/Trainer).
19. Enter rate, pay type, and earnings ceiling information for Tier 2, 3, and 4, if applicable.
20. Click **OK**.
21. Repeat steps 12 through 20 for as many rate tables as you wish to link to this instructor.
22. Click **<<Inst/Ref** to return to the Instructor Maintenance screen.
23. Click **Exit** to return to the Main Menu.

Setting Up Qualification Codes for Instructors, Referees and Trainers

1. Go to Files • Activity • Instructor Qualification ID Maintenance.

   Or go to Files • League • Referee Qualification Maintenance.
   Or go to Files • PT • Trainer Qualifications Maintenance.

2. Click **Add**. You will proceed to the Qualification ID Core Information screen.
3. Enter the Qual ID and click **Next**.
4. Enter the Description.
5. Click **Done**. You will return to the Qualification ID Maintenance screen.
6. Click **Exit** to return to the Main Menu.

Note: You can link qualification codes to instructors/referees in Instructor/Referee/Trainer Maintenance (Files • Activity or League) on the Qualifications screen.

Linking New Instructor to an Activity/Section (on-the-fly)

The following steps assume that your activity/sections have been set up using the Activity File Maintenance program.

Note: It is recommended that you carefully follow the steps listed below as this process accesses multiple screens.

1. Go to Files • Activity • Activity Maintenance. You will proceed to the Activity Maintenance screen.
2. Highlight the activity to which you wish to link an instructor.
3. Click **Sections**. You will proceed to the Section Listing screen.
4. Highlight the section to which you wish to link an instructor.
5. Click **Core Info 2**. You will proceed to the Core 2 screen.
6. Click **Instructors**. You will proceed to the Instructor Listing screen.
7. Click **Add**. Click **New**. You will proceed to the Instructor Core Info screen.
8. Enter the Instructor ID and press the Enter key. All other fields are now made available for entering data.
9. Enter the instructor's Social Security or Tax ID Number, Name, Address and Home Phone number.
10. Complete all remaining fields or leave their default settings. Press F1 for field-level Help as needed.
11. Click **Next**. You will proceed to the Qualifications screen.
12. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
13. Click **Next**. You will proceed to the Notes screen. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
14. When all information has been added, click **Done**.
15. Click **Add** again, and select the instructor that you just created.
16. The following question displays: "No rate tables exist for this instructor. Do you wish to add one?" Click **Yes**. You will proceed to the Rates Table Entry screen.
17. Enter the New Rate Table ID.
18. Click **OK** to save your changes and proceed to the Instructors Linked to Activity screen.
19. Highlight the newly added instructor that you have just linked to this activity/section and click **Change**. You will proceed to the Rate Table Update screen.
20. Enter the Rate, Pay Type, and Earnings Ceiling for this instructor to teach this activity/section.
21. Complete all remaining fields or leave their default settings. Press F1 for field-level Help as needed.
22. Click **Done**. You will return to the Instructors Linked to Activity screen.
23. Click **<<Section** to return to the Section Listing screen.
24. Click **Done** and click **<Back** to return to the Activity Maintenance screen.
25. Click **Exit** to return to the Main Menu.

Establishing Medical Record Questions

1. Go to Files • Activity • Medical Questions Maintenance. You will proceed to the Medical Record Question Maintenance screen.
2. Click **Add** to create a new medical record question.
3. Enter the question number in the Question field. Click **Next**.
4. Type the medical question in the Text field. *For example, "Are you allergic to peanuts?"*

5. Click **Done**.
6. Repeat steps **2-5** for each medical question you would like to add.
7. Click **Exit** to return to the main menu.

Setting Up for Activity Visits (Drop Ins)

Please refer to: Topic Doc - Activity Drop In Visit Processing 10.3 for a complete set of printable instructions

Setting Up RecTrac to Track Class Attendance

The following steps are required to set up your RecTrac database to track attendance in selected classes. This function uses the activity and pass modules in conjunction with one another to track this information.

Activity Module Setup Steps:

1. Make a list of all the activities for which you wish to track attendance.
2. Go to Files • Activity • Activity Maintenance.
3. Highlight the first activity for which you will be tracking class attendance.
4. Click the **Sections** button.
5. Highlight the section for which you will be tracking class attendance.
6. Click **Core Info 2**. You will continue to the Core Information 2 screen.
7. Select both the *Require Current Pass Membership* and *Record Class Attendance And Fees* options.

Note: Selecting the Require a Current Pass Membership option means you will not be able to process activity registrations in this section if the customer does NOT have a valid pass membership.

8. Click **Done**.
9. Repeat steps 5–8 for every section for which you wish to track class attendance.
10. Click **<Back**
11. Repeat steps 3–10 for every activity for which you wish to track class attendance.
12. Click **Exit**.

Pass Module Setup Steps:

Use the Pass Type Maintenance program to set up a Pass Type that can be used for tracking all class attendance figures.

1. Go to Files • Pass • Pass Type Maintenance.
2. Highlight the appropriate pass type.
3. Click **Core Info**. You will continue to the Pass Type Core Information screen.
4. Make sure to select the option labeled *Record Class Attendance and Fees*.
5. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
6. Click **Done**.

Preparing for Pass Visit Processing:

After you have set up all of your activities/sections to track attendance, created a membership to use to track attendance, sold passes, and processed the activity enrollments, make sure to also do the following:

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Visit device linked to the user(s) that will be processing pass visits. Click **Change**.

3. In the Default Location field, enter or select the location of the class for which you wish to track class attendance.
4. Choose the **Other Settings** radio-set at the top of the screen.
5. Using the dual selection lists, move the appropriate passes to the *Valid* and/or *Include* columns.
6. Click **Done** when finished.
7. Click **Exit**. You are now ready to being processing pass visits as usual.

Setting Up Wellness Activity User Codes

1. Go to Files • System • Other Maintenance • User Code Maintenance.
2. Click **Add**. You will continue to the User Code Core Information screen.
3. Select Fam Mem Feature from the Code Type drop-down list.
4. Enter a User code consisting of five or fewer alphanumeric characters. *For example, BA.*
5. Click **Next**. Enter a description for the User Code. *For example, Credits for your Wellness BA*.
6. Click **Done**. You will return to the User Code File Maintenance Screen.
7. Repeat steps 2–6 for each Wellness User Code that you wish to add.

Note: You must set up as many wellness user codes as you have different credit award systems for. For example, you have two wellness tracks, Blue Star and Gold Star. The Blue Star program is for enrollees who are just beginning the wellness program, the Gold Star program is for enrollees who are veterans of the wellness program. Blue Star enrollees receive a maximum of 2 credits per wellness type, while Gold Star enrollees receive a maximum of 4 credits per wellness type.

8. Click **Exit** to return to the Main Menu.

Linking Wellness User Codes to Family Members

1. Go to Files • Activity • Household Maintenance. You will continue to the Activity H/H Update Household Selection screen.
2. Enter the name of the household whom you wish to set up as a Wellness Incentive program participant. You will proceed to the Household Listing screen.
3. Highlight the appropriate household and click the **Select** button. You will continue to the Household Update screen.
4. Click the **Members** button on the bottom of the screen.
5. Highlight the family member whom you wish to set up as a Wellness Incentive program participant. Click **Change**.
6. Go to the User Code Dual Selection list on the right hand side of your screen. Highlight the appropriate wellness user code in the Available column and click **Add>>**.
7. Click **Done** to save your change and return to the Family Member Listing screen.
8. Click **Exit** to return to the Main Menu.

Setting Up Before Running Wellness Statement Reports

Before running the Wellness Statement Reports or Export, there are a few setup steps which must be completed in order for the report to generate the correct output. Complete the following steps before running the Wellness Statement Reports or Export.

Step 1: Set Up specific Wellness Program User Codes Step

1. Go to Files • System • Other Maintenance • User Code Maintenance.
2. Click **Add**. You will continue to the User Code Core Information screen.
3. Select Fam Mem Feature from the Code Type drop-down list.
4. Enter a User code consisting of five or fewer alphanumeric characters. *For example, BA*.
5. Click **Next**. Enter a description for the User Code. *For example, Credits for your Wellness BA*.

6. Click **Done**. You will return to the User Code File Maintenance Screen.
7. Repeat steps 2–6 for each Wellness User Code that you wish to add.

Note: You must set up as many wellness user codes as you have different credit award systems for. For example, you have two wellness tracks, Blue Star and Gold Star. The Blue Star program is for enrollees who are just beginning the wellness program, the Gold Star program is for enrollees who are veterans of the wellness program. Blue Star enrollees receive a maximum of 2 credits per wellness type, while Gold Star enrollees receive a maximum of 4 credits per wellness type.

8. Click **Exit** to return to the Main Menu.

Step 2: Link Wellness User Codes to Family Members Step

1. Go to Files • Activity • Household Maintenance. You will continue to the Activity H/H Update Household Selection screen.
2. Enter the name of the household whom you wish to set up as a Wellness Incentive program participant. You will proceed to the Household Listing screen.
3. Highlight the appropriate household and click the Select button. You will continue to the Household Update screen.
4. Click the **Members** button on the bottom of the screen.
5. Highlight the family member whom you wish to set up as a Wellness Incentive program participant. Click **Change**.
6. Go to the User Code Dual Selection list on the right hand side of your screen. Highlight the appropriate wellness user code in the Available column and click **Add>>**.
7. Click **Done** to save your change and return to the Family Member Listing screen.
8. Click **Exit** to return to the Main Menu.

Step 3: Add Credit Amounts to Wellness Activity Classes Step

1. Go to Files • Activity • Activity Maintenance.
2. Highlight the activity for which you wish to add wellness credits.
3. Click **Core Info** to continue to the Activity Class Maintenance Core Information screen.
4. In the Credits Given to Each Participant field, enter the applicable number of credits.

Note: This field is used in calculations performed when running either the Wellness Statements Report or the Wellness Report/Export.

5. Click **Done** to save your change and return to the Activity File Maintenance screen.
6. Click **Exit**.

Step 4: Register Family Members in Wellness Activity Classes Step

1. Click the Activity Registration hot button. OR Go to Daily • Activity • Activity Registrations. You will proceed to the Activity Registration Household Selection screen.
2. In the Lookup field, type all of part of the wellness household name for which you wish to process activity enrollments and press the Enter key OR Enter the household ID number, the primary guardian's home phone number, the primary guardian's work phone number or the family member's name and click the appropriate lookup button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
3. Highlight the household or family member for whom you wish to process wellness activity enrollments and press Enter or click Select. You will proceed to the Activity Registrations screen.

4. In the Family Member Selection Browser Box, highlight the family member for whom you wish to process wellness activity enrollment(s).
5. In the Actv No field, select the wellness activity/section for which you are registering the selected family member.
6. Click **Select** to add this activity registration to the Current Transaction Listing Browser Box.
7. Click **Payment** to process the registration(s) listed in the Current Transaction Listing Browser Box. You will proceed to the Payment Update screen.
8. In the New Amt (Amount) Paid field, enter the current amount being paid by the household. Press F1 for field-level Help as needed.
9. Click **Print** to continue to the Output Selection screen where you may elect to preview and/or print the resulting receipt.

Step 5: Set up Wellness Report Criteria

Adding Credit Amounts to Wellness Activities

1. Go to Files • Activity • Activity Maintenance.
2. Highlight the activity for which you wish to add wellness credits.
3. Click **Core Info** to continue to the Activity Maintenance Core Information screen.
4. In the Wellness Credits Given to Each Participant field, enter the applicable number of credits.

Note: This field is used in calculations performed when running either the Wellness Statements Report or the Wellness Report/Export.

5. Click **Done** to save your change and return to the Activity File Maintenance screen.
6. Click **Exit**.

Registering Family Members in Wellness Activity Classes

1. Click the **Activity Registration** hot button. OR Go to Daily • Activity • Activity Registrations. You will proceed to the Activity Registration Household Selection screen.
2. In the Lookup field, type all of part of the wellness household name for which you wish to process activity enrollments and press the **Enter** key OR Enter the household ID number, the primary guardian's home phone number, the primary guardian's work phone number or the family member's name and click the appropriate lookup button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
3. Highlight the household or family member for whom you wish to process wellness activity enrollments and press **Enter** or click **Select**. You will proceed to the Activity Registrations screen.
4. In the Family Member Selection Browser Box, highlight the family member for whom you wish to process wellness activity enrollment(s).
5. In the Actv No field, select the wellness activity/section for which you are registering the selected family member.
6. Click **Select** to add this activity registration to the Current Transaction Listing Browser Box.
7. Click **Payment** to process the registration(s) listed in the Current Transaction Listing Browser Box. You will proceed to the Payment Update screen.
8. In the New Amt (Amount) Paid field, enter the current amount being paid by the household. Press F1 for field-level Help as needed.
9. Click **Print** to continue to the Output Selection screen where you may elect to preview and/or print the resulting receipt.

Brochure Interface Overview

A custom Brochure Interface file is a formatted word processing file that includes all the activity information you may want in your Department Brochure. For a *generic* Brochure interface file, you can run the Brochure Generator Report which is found on the Reports - Activity menu.

See Also: Brochure Interfaces (Provides examples of all existing brochure interfaces.)

See Also: Topic Doc - Activity Brochure Interface 10.3 (Step by step instructions on how to setup a brochure interface.)

Post Card Confirmation Overview

To print post card confirmations for activity enrollments or lockers, complete the following steps:

1. Go to Files • System • Other Maintenance • Letter/Waiver/Rules Maintenance.
2. Click **Add**.
3. Select Labels/Letters as the Type.
4. Enter a Letter ID. Click **Next**. Enter a Description, and select the font size you want to use. Fill in all other fields or press F1 for field-level Help as necessary.
5. Click **Next** to advance to the Letter Body screen.
6. In the text editor on the Letter Body screen, enter the text that you want to appear on your Post Card/Letter Confirmations. You may also integrate key fields into the letter body by *right-clicking* in the letter body at the position you wish to insert them and navigating through the pop-up menu.
7. Click **Next** or **Done** or **Test Print** when you are finished typing in your letter body.
8. Click **Exit** to return to the Main Menu.
9. To print the Post Cards, load your post card stock into your printer.
10. Go to Reports • Activity (or Locker) • Labels/Letters • Post Card Confirmations.
11. Complete the selection criteria.
12. Click **Print**. You will continue to the RecTrac Labels & Letters Options screen.
13. Select the Process Letters option. Click **Letter Options**. You will continue to the RecTrac Letter Option Update screen.
14. In the Letter ID field, press the F9 key or right-click from within the field to choose the Letter ID that you created in steps 1–7 above. Fill in all other fields or press F1 for field-level Help as necessary.
15. Click **<<Back** to return to the RecTrac Labels & Letters Options screen.
16. Click **Process Selections** to create the post cards.

Here is a Sample Post Card Confirmation Letter Body:

<PRT-DATE>

Dear <FRSTNAME>,

This postcard is to confirm your registration in the following program:

Activity#: <ACTIVITY> Description: <ACTVDESC>
Dates: <DATES>
Times: <TIMES>
Days: <MEETDAYS>

Facility: <FACILITY>

Your current enrollment status is: <STATUS>
Your current balance for this program is: <BALANCE>

If you have any questions regarding this registration, please contact
our staff at 555-1234 during our normal business hours M-F 8:00-4:30.

Best regards,

Your friendly neighborhood Recreation Department

Assigning an Alternative Language Print Description In Bulk

Run the Activity Language Clone program (Files • Activity • Activity Language Clone). Press F1 for field-level Help as needed.

See Also: Topic Doc - Language Codes for a complete set of printable instructions on how to setup your own language code.

The Activity Record Clone program allows you to assign an alternative language print description and/or miscellaneous comment to a range of activity sections in bulk.

Setting Up an Address Code

Address codes allow you to verify the residency status of your customers based on their home address entered in RecTrac. By entering locations into this program you will be able to verify that your customers' residency status is correct based on their home addresses.

1. Go to Files • System • Other Maintenance • Address File Maintenance.
2. Click **Add**. You will continue to the Address Core Information screen.
3. Enter an Address Code consisting of twelve or fewer alphanumeric characters. Click **Next**.
4. Select whether customers who reside in this address code are considered residents or non-residents by your organization.
5. Enter the City for this address code.
6. Enter the two character State abbreviation for this address code.
7. Enter the Zip Code for this address code.
8. Click **Done**.
9. Repeat steps 2–8 for each address code that you wish to create.
10. Click **Exit**.

Facility Files

Setting Up a Facility Type

1. Go to Files • Facility • Facility Type Maintenance. The first screen you will visit is the Facility Type Maintenance Browser screen.
2. Click **Add**. You will proceed to the Facility Type Core Information screen.
3. Enter a Facility Type code consisting of five or fewer alpha-numeric characters. *For example, CLASS.*
4. Click **Next**. Enter a description for the type code you have just entered. Using the example above, this might be *Classroom*.
5. Select the *Allow This Facility Type in TeleTrac?* option if this facility will be available for reservations via TeleTrac.
6. Click **Exit** to return to the Main Menu.

Setting Up a Facility Location

1. Go to Files • Facility • Facility Location Maintenance. The first screen you will visit is the Facility Location Maintenance Browser screen.
2. Click **Add**. You will proceed to the Facility Location Core Information screen.
3. Enter a Facility Location code consisting of five or fewer alpha-numeric characters. *For example, MEMPK.*
4. Click **Next**. Enter a description for the location code you have just entered. Using the example above, this might be *Memorial Park*.
5. Complete all other fields using F1 for field-level help as needed.
6. Click **Exit** to return to the Main Menu.

Setting Up a Facility ID

The following steps assume that:

- You have already set up your facility types using the Facility Type File Maintenance program.
- You have already set up your facility locations using the Facility Location Maintenance program.

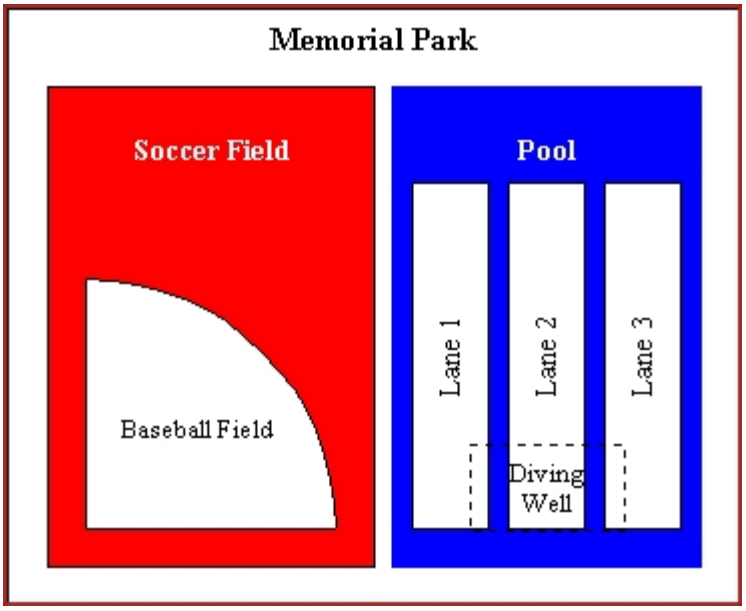
If you have not set up your types and/or locations, you will be able to add them "on the fly," although the steps for doing so are not described in detail.

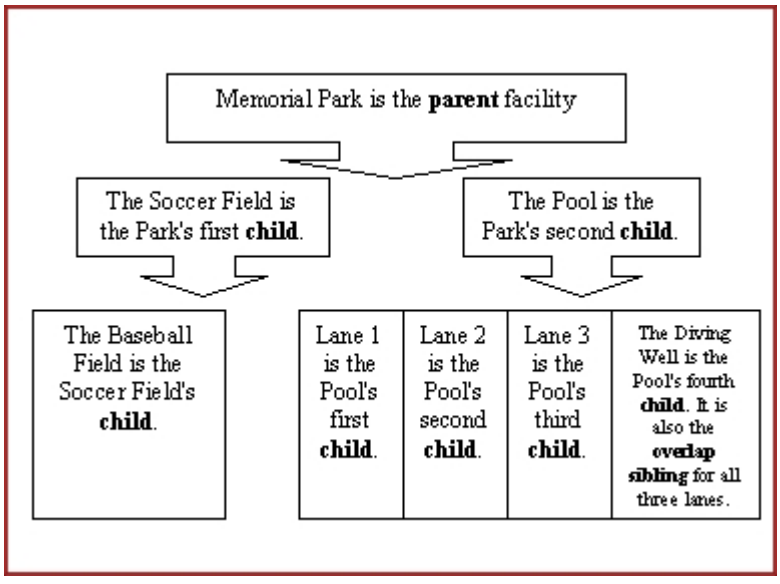
1. Go to Files • Facility • Facility Maintenance. The first screen you will visit is the Facility Maintenance Browser screen.
2. Click **Add**. You will proceed to the Facility File Maintenance Add screen.
3. Enter the Facility Type and Location. Or right-click or press F9 from within the field to select them from the picklist. If you have not yet added your Facility type or location, you will proceed to the Facility Type and Facility Location Core Information screens. These screens allow you to add the new Facility type and location "on the fly." Then, enter an ID.
4. Click **OK**. Complete all other fields on the Core Information screen or leave their default settings. Press F1 for field-level help as needed.
5. Click **Core Info 2**. You will proceed to the Core Information 2 screen.
6. Complete all fields or leave their default settings. Press F1 for field-level help as needed.
7. Click **Fees**. You will proceed to the Fees/Charges screen.
8. Complete all fields or leave their default settings. Press F1 for field-level help as needed.
9. Click **Done**. You will return to the Facility Maintenance Browser screen where your new facility will be added to the browser box.
10. Click **Exit** to return to the Main Menu.

Setting Up a Facility Tree

The Facility Tree Maintenance program allows you to set up parent/child facility relationships.

In the example below, Memorial Park would be the parent facility. The Pool and the Soccer Field would be the Park's two children. The Baseball Field would be the Soccer Field's child. And the three pool Lanes plus the Diving Well would be the Pool's children. Lastly, the Diving Well and the three pool Lanes would be overlap siblings.





Establishing Memorial Park as a Parent Facility

1. Go to Files • Facility • Facility Tree Maintenance. You will proceed to the Facility Tree Maintenance screen.
2. In the Current Facility field, select the parent facility.
3. Using the Facility Listing browser box, highlight the first facility that you wish to link to the current facility as a child facility. For this example, lets say the Soccer field at Memorial Park.

4. Click the **Add>>** button to the left of the Children Facility browser box.
5. Using the Facility Listing browser box, highlight the next facility that you wish to link to the current facility as a child facility. For this example, lets say the Pool at Memorial Park.
6. Click the **Add>>** button to the left of the Children Facility browser box.
7. Typically you would repeat steps 3 and 4 for every facility that you wish to link as a child to the current facility.

Establishing the Soccer Field as the Baseball Field's Overlap Sibling

1. Click **Next** Facility. The focus will to return to the Current Facility field.
2. Select the first child facility established in steps 1 through 6 above. Using the example above, this would be the Soccer field.
3. The Parent Facility defaults to the parent established in steps 1 through 6 above. Using the example above, this would be Memorial Park.
4. Using the Facility Listing browser box, highlight the first facility that you wish to link to the current facility as an overlap sibling. For this example, you will highlight the Baseball field.
5. Click the **Add>>** button to the left of the Overlap Siblings browser box.
6. Typically you would repeat steps 4 and 5 for every facility that you wish to link as an overlap sibling to the current facility. For this example, no other facilities will be linked to the Soccer field as overlap siblings.

Establishing the Pool as the Parent Facility to the Lanes and Diving Well

1. Click **Next** Facility. Your focus will return to the Current Facility field.
2. Select the Pool as the Current Facility.
3. The Parent Facility defaults to the parent established. Using the example above, this would be Memorial Park.
4. Using the Facility Listing browser box, highlight the first facility that you wish to link to the current facility as a child facility. For this example, this will be Pool Lane 1.
5. Click the **Add>>** button to the left of the Children browser box.
6. Repeat steps 4 and 5 for every facility that you wish to link as a child to the current facility. For this example, you will link Pool Lanes 2 and 3 and the Diving Well as the Pool's child facilities.

Establishing the Diving Well as the Overlap Sibling for All Three Pool Lanes

1. Click **Next** Facility. The focus will return to the Current Facility field.
2. Select the facility that you wish to create as an overlap sibling. For this example, you will select the Diving Well.
3. The Parent Facility defaults to the parent established previously. This will be the Pool.
4. Using the Facility Listing browser box, highlight the first facility that you wish to link to the Current Facility as an overlap sibling. Choose Pool Lane 1.
5. Click the **Add>>** button to the left of the Overlap Siblings browser box.
6. Repeat steps 4 and 5 for every facility that you wish to link as an overlap sibling to the Current Facility. Do this for Pool Lanes 2 and 3.

Running the Facility Links program

1. Click **Exit**.
2. The following message will display: "If you have made any changes you need to run the Facility Link Creation Procedure. Do you want to run it now?" Click **Yes** to proceed to the Facility Links Creation screen.
3. Click **Yes** to begin the facility link creation process.
4. Click **OK** when the process is complete to return to the Main Menu.

Setting Up a Facility Group

A Facility Group is a collection of unrelated facilities that are frequently rented together.

For example, you may have two facilities that are frequently rented together for birthday parties: the Recreation Center's GYM and POOL. You could then create a Facility Group called BDAY that has these two facilities linked to it.

1. Go to Files • Facility • Facility Group Maintenance. The will proceed to the Facility Group Maintenance screen.
2. Click **Add**. You will proceed to the Facility Type Core Information screen.
3. Enter a Facility Group ID consisting of eight or fewer alpha-numeric characters. *For example, BDAY.*
4. Click **Next**. Enter a description for the group you have just entered. Using the example above, this might be *Birthday Package*.
5. Click **Linked Facilities**. You will continue to the Group Facility Links screen.
6. Click **Add** to continue to the Facility Listing screen.
7. Highlight the facilities you would like to include in this group by holding the <Ctrl> key on your key board, and clicking the individual facilities. When you have selected all of the facilities you would like to include, click **Select**.
8. You will return to the Group Facility Links screen where each of the selected facilities will be listed.
9. Click **<<Groups** to return to the Facility Group Maintenance screen.
10. Click **Exit** to return to the Main Menu.

Setting Up a Facility Restriction

The Restriction Maintenance program allows you to create, change, and view restriction records for the Facility module. When linked to a Facility record, the restriction record specifies the minimum and maximum reservation length, maximum reservation by facility type per day per household, maximum hours per facility per day per household, and minimum and maximum days in advance a reservation can be made.

To set up a restriction:

1. Go to: Files • Facility • Facility Restriction Maintenance.
2. Click **Add** to continue to the Facility Restriction Core Information screen.
3. Enter a Restriction Code consisting of eight or fewer alpha-numeric characters.
4. Click **Next**, and then enter a description for this restriction.
5. Select if this restriction applies to *RecTrac*, *WebTrac*, and/or *TeleTrac* transactions involving facilities that this restriction is linked to.
6. Complete all remaining fields. Press F1 for field-level help as needed.
7. Click **Done** to return to the Restriction Maintenance screen.
8. Click **Exit** to return to the main menu.

To link the restriction to the applicable facility:

1. Go to Files • Facility • Facility ID Maintenance. You will proceed to the Facility Maintenance screen.
2. Highlight the facility to which you wish to link the restriction code.
3. Click **Core Info 2**. You will proceed to the Facility Core Information 2 screen.
4. In the Restriction Code field, press the F9 key or right-click to continue to the Restriction Code picklist.
5. Highlight the restriction code that you added in the previous section and click **Select**. You will return to the Facility Core Information 2 screen.
6. Click **Done** to save your changes and return to the Facility Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Setting Up Light Codes for Facilities

The following steps assume that:

- You are using the Musco or SkyLogix light interface program.
- You have already set up your facilities using the Facility File Maintenance program.
- You have already set up all of your bill codes using the Bill Codes Maintenance program (Files • System • Finance Codes Maintenance).

To Set Up Your Light Codes

1. Go to Files • Facility • Facility Maintenance. You will proceed to the Facility Maintenance screen.
2. Highlight the facility to which you wish to setup the light codes.
3. Click **Core Info 2**. You will proceed to the Facility Core Information 2 screen.
4. Select the "Lite Interface Fac?" option.
5. Enter the required light code(s). If you are unsure of the codes, refer to your light interface program's help manual.
6. Click **Done** to save your changes and return to the Facility Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Setting Up Premium Groups for Facilities

In order for premium groups to work properly, you must:

- Set up the premium group and its premium dates/times using the Premium Group File Maintenance program.
- Link the premium group to the facility on the Facility File Maintenance: Facility Core Information screen.
- Link the appropriate bill codes to the facility on the Facility File Maintenance: Facility Fees/Charges screen.
- Set up the bill codes that are linked to the facility to allow for premium billing in Bill Codes Maintenance (Files • System • Finance Codes Maintenance).

The following steps assume that your facilities and bill codes have already been set up using the Facility File Maintenance and Bill Codes File Maintenance programs, respectively. All other steps are described in detail.

To set up the premium group:

1. Go to Files • Facility • Facility Premium Maintenance. You will proceed to the Premium Group Maintenance screen.
2. Click **Add**. You will proceed to the Premium Group Core Information screen.
3. Enter the Premium Group ID consisting of eight or fewer alphanumeric characters. Click **Next**.
4. Enter a Description for the premium group.
5. Click **Done**.
6. The following question displays: "No premiums have been set up for this Premium Group. Do you want to set up Premiums now?" Click **Yes**. You will proceed to the Premium Update screen for the previously added premium group.
7. Select the appropriate day(s) to which this premium rate applies.
8. Enter the Begin Date and End Date range that this premium rate applies.
9. Enter the Begin Time and End Times in the range of times that this premium rate applies.
10. If you want the system to add a flat amount to the standard facility reservation fees, enter the Premium Amount.

OR

If you want the system to add a percentage amount to the standard facility reservation fees, enter a Premium Percentage.

11. Click **OK**. You will proceed to the Premium Listing screen for the premium group, where the newly added premium date and time will be added to the browser box.
12. To add another premium date/time, click **Add** and repeat steps **7-11**.
13. Click **<<Premium Group FM** to return to the Premium Group Maintenance screen.
14. Click **Exit** to return to the Main Menu.

To link the premium group to the applicable facility:

1. Go to Files • Facility • Facility ID Maintenance. You will proceed to the Facility Maintenance screen.
2. Highlight the facility to which you wish to link the premium group.
3. Click **Fees**. You will proceed to the Facility Fees/Charges screen.
4. In the Premium field, press the F9 key or right-click to continue to the Premium picklist.
5. Highlight the premium group that you added in the last section and click **Select**. You will return to the Facility Fees/Charges screen.
6. In the Bill Code field, link the appropriate bill codes to the facility. Change the related fields as needed, or leave the default settings.
7. Make a note of all bill codes linked to this facility.
8. Click **Done** to save your changes and return to the Facility Maintenance screen.
9. Click **Exit** to return to the Main Menu.

To allow premium billing for the applicable bill codes:

1. Go to Files • System • Finance Codes Maintenance • Bill Code Maintenance.
2. Highlight the first (if more than one) bill code linked to the facility from the previous section. The bill code you are looking for will have a Type of *FR*.
3. Click **Change**. You will proceed to the Bill Code Core Information screen.
4. Click **Next**. You will proceed to the Bill Code Rate Information screen.
5. Select the *Use PREMIUM BILLING Calculation When Using this Bill Code* option.
6. Click **Done** to save your changes and return to the Bill Codes Maintenance screen.
7. Repeat steps **2–6** for the rest of the bill codes.
8. Click **Exit** to return to the Main Menu.

Note: Facility premiums are NOT applicable to FLAT rate types.

Now when you process a reservation for this facility, if the reservation falls on a day of the week or holiday that is linked to the premium group, the charges will be altered by the flat amount or percentage that you specified.

Pass Files

Setting Up a Pass Type

Extensive planning must go into your pass type setup before adding your pass types to the database. A Vermont Systems representative will work closely with you to determine the best set up option for your organization.

For more information on designing a template for printing your passes see: Topic Doc - VSI Design Studio-w.pdf.

1. Go to Files • Pass • Pass Type Maintenance. You will proceed to the Pass Type Maintenance screen.
2. Click **Add**. You will proceed to the Pass Type File Maintenance Add screen.
3. In the Pass Type field, enter an ID consisting of eight or fewer alphanumeric characters.
4. Click **OK**. Select the appropriate status of this pass type on the Core Information screen.

5. Select whether this pass type can be categorized as Norm(al) CYS, or Secondary.

Notes: This selection will affect the screens/fields that you will visit as you set up this pass type.

For Example: Many organizations offer a "FAMILY" pass for a set price (this would be the Normal or "primary" pass), and then each "MEMBER" pass would be considered a secondary pass. (Typically secondary passes are free, as the fees are linked to the primary pass, however you may link fees to secondary passes if you wish.)

If creating a *Normal* pass type AND the pass will also considered a primary pass (see example above), enter or select any secondary passes within the *Add'l Fam Mem Type(s)* field, that you would like to be automatically assigned to additional family members in the same household when this pass type is purchased. Then, select if you would like to link the Additional Family Member pass type(s) to All Family Members, or if you would like to Exclude the Primary Pass Holder. Selecting the *All Family Members* option will result in the primary pass holder having both a primary pass and a secondary pass.

If this is a *Secondary* pass type, enter or select the appropriate Primary Pass Type(s) in the Primary Pass Type(s) field.

6. Review and select the options on the screen that are applicable for this pass type. Press F1 for field-level Help as necessary.
7. Complete all other fields or leave their default settings.
8. Click **Core Info 2**. You will proceed to the Pass Type Core Information 2 screen.
9. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
10. If this is a Golf pass, (see steps 11–14). If this is a CYS pass type, click **CYMS** to continue to the CYS screen (see steps 17-18). If this is a Normal pass type, click **Fees** or **Done** to return to the Pass Type Maintenance screen.

Complete steps 11–16 if this is a Golf pass

11. Select the appropriate Greens Fee T/C range and/or Add'l Greens Fee T/C(s).
12. Select or deselect the appropriate toggle box options in the bottom left hand corner of the screen.
13. Select the appropriate Golfer Inventory Discount %, and whether it is Discount or Cost Plus.
14. Click **Fees**. You will proceed to the Fees/Charges screen.
15. Complete all applicable fields, or leave their default settings. Press F1 for field-level Help as needed.
16. Click **Done**.

Complete steps 17-18 if this is a CYS pass type

17. Fill in all fields or leave their default settings. Press F1 for screen-level Help as necessary.
18. Click **Fees**. You will proceed to the Fees/Charges screen.
19. Complete all applicable fields, or leave their default settings. Press F1 for field-level Help as needed.
20. Click **Done** to return to the Pass Type Maintenance screen.

Setting Up a Daily Pass Type

A daily pass is a pass type that you sell at a pass check-in site for entry to that facility just for the day. You can link valid Daily Visit Pass Types to the Other Settings screen of the users' linked Visit device(s). Extensive planning must go into your pass type setup before adding your pass types to the database. A Vermont Systems representative will work closely with you to determine the best set up option for your organization.

1. Go to Files • Pass • Daily Pass Type Maintenance. You will proceed to the Daily Pass Type Maintenance screen.
2. Click **Add**. You will proceed to the Daily Pass Type File Maintenance Add screen.
3. In the Pass Type field, enter an ID consisting of eight or fewer alphanumeric characters.
4. Click **OK**. Select the appropriate pass type and status.
5. Complete all other fields or leave their default settings. Press F1 for field-level Help as necessary.
6. Click **Next**. You will proceed to the Daily Pass Type Core Information 2 screen.
7. Complete all other fields or leave their default settings. Press F1 for field-level Help as necessary.
8. Click **Done**.
9. Repeat steps **2–8** to add more daily pass types.
10. Click **Exit** to return to the Main Menu.

Setting Up an Allowance or Restriction Group for a Pass

To set up the Allowance or Restriction group:

1. Go to Files • Pass • Pass Restrictions/Allowances . You will proceed to the Restrictions/Allowances Group Maintenance screen.
2. Click **Add**. You will proceed to the Core Information screen.
3. Enter the Restriction Code consisting of eight or fewer alphanumeric characters. Click **Next**.
4. Enter a Description for the restriction or allowance group.
5. Select if this record is an *Allowance* or a *Restriction*.
6. Click **Done**.
7. The following question displays: "No detail records have been set up for this group. Do you want to set up detail records now?" Click **Yes**. You will proceed to the Restriction/Allowance Update screen for the previously added group.
8. Select the appropriate day(s) to which this allowance or restriction applies.
9. Enter the Begin Date and End Date range that this allowance or restriction applies.
10. Enter the Begin Time and End Times in the range of times that this allowance or restriction applies.
11. Click **OK**. You will proceed to the Allowance/Restriction Listing screen for the newly added group, where the allow or restrict date and time will be added to the browser box.
12. To add another date/time range, click **Add** and repeat steps **8-11**.
13. Click **<<Restrict/Allow Group FM** to return to the Restrictions/Allowances Group Maintenance screen.
14. Click **Exit** to return to the Main Menu.

To link the Allowance or Restriction group to a regular pass type:

1. Go to Files • Pass • Pass Type Maintenance. You will proceed to the Pass Type Maintenance screen.
2. Highlight the pass to which you wish to link the allowance or restriction group.
3. Click **Core Info 2**. You will proceed to the Pass Core Information 2 screen.
4. In the Date/Time Restriction field, link the appropriate allowance or restriction.
5. Click **Done** to save your changes and return to the Pass Type Maintenance screen.
6. Click **Exit** to return to the Main Menu.

To link the Allowance or Restriction group to a daily pass type:

1. Go to Files • Pass • Daily Pass Type Maintenance. You will proceed to the Daily Pass Type Maintenance screen.
2. Highlight the daily pass to which you wish to link the allowance or restriction group.
3. Click **Core Info**. You will proceed to the Daily Pass Core Information screen.
4. In the Date/Time Restriction field, link the appropriate allowance or restriction.
5. Click **Done** to save your changes and return to the Pass Type Maintenance screen.
6. Click **Exit** to return to the Main Menu.

Setting Up Pass Visit Fees

Setting up pass visit fees allows you to charge additional fees for pass visits. (This applies both to daily pass types and regular pass types.)

For example, you may require patrons to register for a pass, and then charge them a fee for each time they actually visit your facility.

1. Go to Files • Pass • Pass Visit Fees Maintenance.
2. Click **Add**. You will proceed to the Pass Visit Fee Update screen.
3. Fill in all of the applicable fields for this visit fee. Press F1 for field-level Help as necessary.
4. Click **OK**.
5. Click **Exit** to return to the main menu.

League Files

Setting Up a League

There are two required steps needed to set up a league:

- Create the league
- Link facilities to the league

All steps are described below. After the basic setup is completed, you may register teams for a league, add players to teams, and create a league schedule using the Schedule Generator program (Daily • League).

Creating the league

1. Click the **League Maintenance** hot button or go to Files • League • League Maintenance. You will proceed to the League Maintenance screen.
2. Click **Add**. You will continue to the League Core Information screen.
3. In the League field, enter the league ID consisting of eight or fewer alphanumeric characters. Click **Next**.
4. Select whether this is a Regular Season, Single Elimination, or Double Elimination league.
5. Enter the league's Name.
6. Enter the number of Total Teams.
7. Enter the number of League Games that each team will play.
8. Enter the Minutes/Game.
9. Enter the number of Practice Games that each team will play.
10. Enter the number of Setup Minutes.
11. In the Referee Count field, enter the number of referees that you wish to schedule for this league, if applicable.
12. In the Break Ties By dual selection list, link at least one tiebreaker you want to use to determine the standings for this league.
13. If you will be using RecTrac to schedule your referees, link the appropriate Referee Qualification IDs to the league.
14. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
15. Click **Next**. You will proceed to the League Additional Info screen. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
16. Click **Next**. You will proceed to the League Restrictions screen. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
17. Click **Next**. You will proceed to the League Fees/Charges screen. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
18. Click **Next**. You will proceed to the League Statistics screen. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.

19. Click **Done**. The following question will display: "No facilities have been set up for this league. Facilities are required before a schedule can be generated. Do you want to assign facilities now?"
20. Click **Yes**. You will proceed to the Facility File Maintenance for League screen.
21. Click **Add**. Select the Facility Type, Location, and ID of the first facility you want to link to the league (where the games or matches will be played).

    For example: Assume a softball league plays Saturdays 9-12 and 2-5.

    Enter 9:00a-12:00p in Saturday Time 1 slots. Enter 2:00p-5:00p in Saturday Time 2 slots.

22. Click **Done**. You will proceed to the Facility File Maintenance for League screen.
23. Click **Add** to link additional facilities to the league and repeat steps 1 through 4.
24. Otherwise, click **<<Back** to return to the League Maintenance screen.

Setting Up a Tournament

The basic steps required for setting up a tournament are:

- Create the tournament.
- Link facilities to the tournament.

All steps are described below. After the basic setup is completed, you may register teams for the tournament, add players to teams, and create the tournament schedule using the Schedule Generator program (Daily • League). Creating the tournament league

1. Click the League Maintenance hot button or go to Files • League • League Maintenance from the menu. You will proceed to the League Maintenance screen.
2. Click **Add**. You will continue to the League Core Information screen.
3. In the League field, enter the league ID consisting of eight or fewer alphanumeric characters. Click **Next**.
4. Select whether this is a Single Elimination or Double Elimination tournament.
5. Enter the League's Name.
6. Enter the number of Total Teams.
7. Enter the number of League Games (tournament games) each team will play.
8. Enter the Minutes/Game.
9. Enter the number of Practice Games each team will play.
10. Enter the number of Setup Minutes.
11. Select the method(s) you want to use to Break Ties By.
12. If you will be using RecTrac to schedule your referees, link the appropriate Referee Qualification IDs to the league.
13. In the Referee Count field, enter the number of referees that you wish to schedule for this league, if applicable.
14. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
15. Click **Next**. You will proceed to the League Additional Info screen. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
16. Click **Next**. You will proceed to the League Restrictions screen.Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
17. Click **Next**. You will continue to the League Fees/Charges screen. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
18. Click **Next**. You will continue to the League Statistics screen. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
19. Click **Done**. The following question will display: "No facilities have been set up for this league. Facilities are required before a schedule can be generated. Do you want to assign facilities now?"
20. Click **Yes**. You will proceed to the Facility File Maintenance for League screen.
21. Click **Add**. Select the Facility Type, Location, and ID of the first facility you want to link to the league (where the games or matches will be played).

For example: Assume the softball league plays Saturdays 9-12 and 2-5. Enter 9:00a-12:00p in Saturday Time 1 slots. Enter 2:00p-5:00p in Saturday Time 2 slots.

22. Click **Done**. You will proceed to the Facility File Maintenance for League screen.
23. Click **Add** to link additional facilities to the league and repeat steps 23 & 24.
24. Otherwise, click **<<Back** to return to the League Maintenance screen.

Linking a Facility to a League

1. Go to Files • League • League Maintenance. On the League Maintenance screen, highlight the appropriate league and click **Facilities**. The following question will display: "No Facilities Exist. Do you want to Add Facilities?"
2. Click **Yes** to proceed to the Facility File Maintenance for League screen.
3. Click **Add**. Select the Facility Type, Location, and ID of the first facility you want to link to the league (where the games or matches will be played).
4. On the appropriate day(s) of the week, enter the Beginning and Ending Times that the league will need to use the facility. If there are early games, followed by a break, and then more games, use the Beg and End Time 1 slots for the early game times and the Beg and End Time 2 slots for the games after the break.

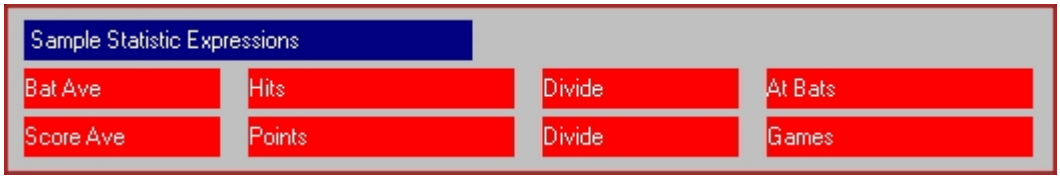
   For example: Assume the softball league plays Saturdays 9-12 and 2-5. Enter 9:00a-12:00p in Saturday Time 1 slots. Enter 2:00p-5:00p in Saturday Time 2 slots.

5. Click **Done**. You will proceed to the Facility File Maintenance for League screen.
6. Click **Add** to link additional facilities to the league and repeat steps 1 through 4.
7. Otherwise, click **<<Back** to return to the League Maintenance screen.

Setting Up League Players Statistics

The following steps assume that you have already set up your leagues in League File Maintenance.

1. Click the League Maintenance hot button, or go to Files • League • League Maintenance. You will proceed to the League Maintenance screen.
2. Highlight the league to which you wish to setup league player statistics. Click **Change**. You will continue to the League Core Info screen.
3. Click the **Statistics** radio set button at the top of the screen. You will proceed to the League Statistics screen.
4. Complete all applicable fields. Press F1 for field-level Help as needed.
5. Click **Done** to return to the League Maintenance screen.
6. Click **Exit** to return to the Main Menu.



Creating a Manual Template

The League Manual Template Maintenance program allows you to manually enter the games from a printed league schedule or to "auto-create" a template by copying another league's schedule from within the RecTrac database. This program is useful if you have a league schedule that you know works perfectly for your league and you would like to manually enter or copy this schedule instead of allowing RecTrac to generate a new one. This program also allows you to update any template that was previously created using this program.

1. Go to Files • League • Template Maintenance • Manual Template Maintenance
2. Click **Add**. You will proceed to the League Manual Template File Maintenance.
3. In the Template ID field, enter the name of the new league template that you wish to manually enter.
4. In the Template Desc field, enter description for this template.
5. In the Game Number field, enter 1.
6. Enter the Home Team number.
7. Enter the Away Team number.
8. Select whether this is a Game or Practice.
9. Click **OK**. This newly added game will be added to the browser box.
10. Your focus will return to the Game Number field and the entry will default to "2."
11. Repeat steps **3-8** until all games on your printed league schedule have been added to the browser box.

Note: At any time, you can highlight a game in the browser box and Change or Delete it.

12. In the Notes box, enter any applicable notes for this template.
13. When you have finished adding/reviewing/changing the template schedule, click Done, and/or optionally click **Print**, to print the manual template in pdf or excel format.

To copy a template from a pre-existing league schedule within RecTrac:

1. Go to Files • League • Template Maintenance • Manual Template Maintenance
2. Click **Add**. You will proceed to the League Manual Template File Maintenance.
3. In the Template ID field, enter the name of the new league template that you wish to auto-create from another league schedule.
4. In the Template Desc field, enter description for this template.
5. Click **Auto Create**. You will continue to the Auto Template Generator - League Selection screen.
6. Highlight the existing league's schedule template that you wish to copy and click **Create**.
7. When the process is complete the following message will display: "Auto Create Complete."
8. Click **OK**. You will return to League Manual Template Maintenance screen.

Note: At any time, you can highlight a game in the browser box and Change or Delete it.

9. In the Notes box, enter any applicable notes for this template.
10. When you have finished adding/reviewing/changing the template schedule, click **Done**.

Uploading Activity Rosters into the League Module

The Activity Roster Upload program is used in scenarios when team players do not register as a team, but as individuals (typically youth leagues), and are then split into teams.

Please refer to: Topic Doc - The League Scheduling Module for a complete set of printable instructions

Adding Players to Teams

1. Go to Files • League • League Team Maintenance. The first screen you will visit is the League Team Update Team Selection screen.
2. In the Lookup field, type the team name that you would like to add players to, and click **Team Name**. You will proceed to the League Team Listing screen. Highlight the appropriate team and click **Select**.
3. You will proceed to the League Core Info screen. Click **Players** in the lower right portion of the screen. You will proceed to the Player Listing screen for the selected team.
4. Click **Add** to proceed to the Player Details screen.

5. Click the **Family Member** button in the upper right hand corner of the screen. You will proceed to the Family Member Section Picklist screen. Highlight the family member that you wish to link as a player and click **Select**.
6. If the player does not exist in your database, manually enter the player's birthday, name, address, and any other information you require.
7. Click **Done**. You will return to the Player Listing screen.
8. Click **Add** to add another player to this team and repeat steps 4-7.
9. When you have finish linking all players to this team, click **<<Team** to return to the League Core Info screen.
10. Click **Done** to return to the League Team Update Team Selection screen.
11. Click **Exit** to return to the main menu.

POS Files

Setting Up a Tran Code

The following steps assume that:

- You have already set up your General Ledger codes using the GL Code Maintenance program (Files • System • Finance Codes Maintenance).
- You have already set up your Cost Center codes (if applicable) using the Cost Center Maintenance Program (Files • System • Finance Codes Maintenance).

If you have not set up your General Ledger or Cost Center codes, you will be able to add them "on the fly," although the steps for doing so are not described in detail.

1. Go to Files • POS • Trans Code Maintenance. You will proceed to the Tran Code Maintenance browser box screen.
2. Click **Add**. You will continue to the Tran Code File Maintenance Add screen.
3. Enter a Tran Code of up to six alphanumeric characters. *For example, 201000*.
4. Click **OK**. All other fields are now made available for entering data on the Core Information screen.
5. Enter a Print Description, Second Print Line, and Detail Description.
6. Select the appropriate Tran Code type from the drop down list.

- **Miscellaneous** - For miscellaneous sales, and discounts.
- **Inventory** - For inventory items.
- **Dues** - For paying dues.
- **Ticket** - For ticket sales.
- **Greens Fee** - For greens fees.
- **Gift Certificate** - For gift certificate sales (selling a gift certificate).
- **Punch Visit** - For punch visit sales (adding punches to a punch card).
- **Print Only** - For comments that you want to print on receipts. Used often for food sales, such as "Hold the onions" or "Extra pickles".
- **Tourney** - For golf tournament registrations.
- **Gift Card** - For gift card sales.
- **E-Range** - For e-range sales (calculates a unique range ball PIN that can then be entered on the range ball machine to get a bucket of balls). If you select this option, you must also select or type the Bucket Size.
- **Range Servant** - For range servant sales (calculates a unique range ball PIN that can then be entered on the range ball machine to get a bucket of balls). If you select this option, you must also select or type the Bucket Size.
- **Keyonix** - For keyonix sales. If you select his option you must also select the **Keyonix Type** (Admin or Golfer), **Keyonix Time**, number of **Players**, and number of **Carts**.
- **Timer** - For POS Open Ticket sales. Allows you to keep track of time used. For example, a customer rents a garage bay in POS at $X/hr, and the timer keeps track of hours the garage was used and then modifies the quantity (hours) to

calculate the correct fee. You can optionally change the unit of time by selecting or typing the **Timer Unit**.
- **Credit Book Add** - For putting an additional amount on an existing member credit book. (Only available in Touch POS.)
- **Hole-in-One** - For use with UniTrac and a 3rd party vendor. This Tran Code is sold through GolfTrac, and must be linked to a household. Used for gathering information about the golfer.

7. In the G/L Code fields for Revenue 1–3, enter the G/L codes where you want revenue from sales of this tran code to be deposited.
8. In the Rev Percent/Amount fields for Revenue 1–3, enter the percent/amount for each line item.
9. In the Discount G/L field, enter the G/L Code from which you want discounted amounts debited.

Important Note: If your organization ever allows partial payments (i.e., households can pay less than the full amount owed for a given transaction), you MUST select the same GL code that is in the Revenue 1 G/L Code field.

10. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
11. Click **Restrict** to continue to the Tran Code Restrictions/Features screen.
12. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
13. Click **Done** to save your changes and return to the Tran Code File Maintenance browser box screen.

Setting Up a Standard Inventory Item

The following steps assume that you have already set up your tran codes using the Trans Code Maintenance program.

If you have not set up your tran codes, you will be able to add them "on the fly," although the steps for doing so are not described in detail.

1. Go to Files • POS • Inventory Maintenance • Inventory Maintenance. You will proceed to the Inventory Maintenance browser box.
2. Click **Add**. You will proceed to the Inventory File Maintenance Add screen.
3. Enter an Item Number consisting of up to 15 alphanumeric characters. *For example, BAL-00000000001*.
4. Click **OK**. All other fields are now made available for entering data on the Core Information screen.
5. Enter a Print Description. *For example, Wilson Tennis Balls*.
6. Enter or select a transaction code from the picklist. If you wish to create your Tran Code "on the fly" enter the code that you wish to create and click **Yes** when the system asks you if you want to add it. You will proceed to the Tran Code Core Information screen.

Note: The linked tran code must be of Type Inventory.

7. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
8. If you will be scanning UPC codes, click **Update UPC's** to continue to the UPC update screen or click **Done** to save your changes and return to the Inventory Maintenance screen.

Setting Up a Child Inventory Item

Child Inventory items are used to create recipes for Regular Inventory Items within your database.

For example, you may sell cheeseburgers at one of your concession stands as a regular inventory item, however you may also like to track the "child" inventory that is required to make the cheeseburgers; such as the hamburger patty, bun, lettuce, tomato, etc.

1. Go to Files • POS • Inventory Maintenance • Child Inventory Maint. You will proceed to the Child Inventory Maintenance browser box.
2. Click **Add**. You will proceed to the Child Inventory Maintenance - Core Information screen.
3. Enter an Item Number consisting of 15 or fewer alphanumeric characters. *For example, Ketchup*.
4. Click **Next**. All other fields are now made available for entering data.
5. Enter a Print Description. *For example, Ketchup Packet*.
6. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
7. Click **Next**. You will continue to the Child Item Matrix screen.
8. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
9. Click **Next**. You will continue to the Inventory Sales Figures screen.
10. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
11. When you have finished filling in all appropriate fields, click **Done** to save your changes and return to the Child Inventory Item browser box.

Linking a Recipe to an Inventory Item

1. Go to Files • POS • Inventory Maintenance • Inventory Maintenance. You will proceed to the Inventory Maintenance screen.
2. Click **Add**. You will proceed to the Inventory File Maintenance Add screen.
3. Enter a Standard Inventory Number consisting of up to 15 alphanumeric characters. *For example, HAMB-0001*.
4. Click **OK**. All other fields are now made available for entering data on the Core Information screen.
5. Enter a Print Description. *For example, Hamburger.*
6. Select the appropriate sales tax table from the drop-down list.
7. Enter or select a transaction code from the picklist. If you wish to create your Tran Code "on the fly" enter the code that you wish to create and click **Yes** when the system asks you if you want to create the tran code. You will proceed to the Tran Code Core Information screen.

Note: The Tran Code must be an Inventory Type Tran Code.

8. Click **Update Recipe/Photo/Prep Instructions**. You will proceed to the Recipe Update screen. Select ***Link Item To A Recipe***.
9. Click **Add** to continue to the Recipe Item field. Enter the Recipe Item, or right-click or press F9 to choose an item from the picklist.
10. Enter the Quantity, and Print Order; then click **Done** to add the item to the browser on the left-hand side of the screen. (Optionally click Cancel to quit without saving your changes.)

Note: The Quantity is the amount of the item needed in the recipe, using the UOM shown. *For example: If the recipe calls for 2 of something and the UOM shown is EACH, then you'll enter 2. If the UOM shown is PAIR, then you'll enter 1.* The Print Order is the order in which you want the ingredient to print on a recipe card or to show on the recipe browser screen. If all ingredients in a recipe are labeled with Print Order = 1, then they will display/print in an alphabetic sort order.

11. Repeat steps **9** & **10** for each recipe item that this inventory item is comprised of.

12. Enter or browse to the Photo File that you would like to print on the recipe card for this inventory item. Note that this file must in **jpeg** format.
13. Enter the Preparation Instructions for this recipe in the Prep Instructions field. These instructions will print on the Inventory Recipe Report.
14. Click **Exit** to return to the Inventory Maintenance Core Information screen.
15. Click **Done** to return to the Inventory Maintenance screen.
16. Click **Exit** to return to the main menu.

Adding a Warehouse Link

The Warehouse Link program allows you to update warehouse links with quantity on hand and quantity on order for each link. These links then allow the Inventory Posting program to link postings to a warehouse.

1. Go to Files • POS • Inventory Maintenance • Inventory Maintenance. You will proceed to the Inventory Maintenance screen.
2. Highlight an inventory item and click **Core Info**.
3. On the Core Information screen, click the **Warehouse Links** button.
4. Click **Add** to link a new warehouse to the item. The fields on the bottom of the screen will be activated. Enter or select a warehouse. Enter a quantity on hand and quantity on order. Click **Done** to save your changes.
5. Repeat step **4** for each warehouse you would like to link to this inventory item.
6. Click **<<Back** to return to the Inventory Maintenance Core Info screen.
7. Click **Done** to save your changes and return to the Inventory Maintenance screen.
8. Click **Exit** to return to the main menu.

Setting Up a Vendor

1. Go to Files • POS • Vendor Maintenance.
2. Click **Add**. You will continue to the Vendor Maintenance - Core Information screen.
3. Enter a Vendor ID code consisting of ten or fewer alphanumeric characters. *For example, SGS.*
4. Click **Next**. Select the vendor status from the drop down list.
5. Enter the vendor's name and address.
6. Complete all other fields or leave their default settings. Press F1 for screen-level Help as necessary.
7. When you have finished filling in all applicable information, click **Next** or **Done** to save your changes and return to the Vendor Maintenance screen.

Setting Up a Ticket

The following steps assume that:

- You have already set up your Tran Codes using the Tran Code Maintenance Program.
- You have already set up your GL Codes using the G/L Code Maintenance program.
- You have already set up your Cost Center Codes using the Cost Center Maintenance Program

If you have not set up your tran codes, General Ledger codes, or cost center codes, you will be able to add them "on the fly," although the steps for doing so are not described in detail.

1. Go to Files • POS • Ticket Maintenance. You will proceed to the Ticket Maintenance screen.
2. Click **Add**. You will continue to the Ticket File Maintenance Add screen.
3. Enter a Ticket ID consisting of ten or fewer alphanumeric characters. *For example, WWORLD.*

4. Click **OK**. All other fields are now available for entering data on the Core Information screen.
5. Enter a Print Description. *For example, Water World (Adult).*
6. Select the appropriate tax table from the drop down list.
7. Enter or select a Trans Code from the picklist.
8. In the Revenue G/L Code field, enter or select a G/L code where you want revenue amounts posted.
9. In the Remittal G/L Code field, enter or select a G/L code where you want remittal amounts posted.
10. Complete all other fields or leave their default settings. Press F1 for field-level Help if necessary.
11. Click **Ticket Blocks**. You will continue to the Ticket Block Update screen.
12. Complete all other fields or leave their default settings. Press F1 for field-level Help if necessary.
13. (Optional) If you charge different fees for the same tickets, click **Ticket Blocks**, then click **Price**, to enter price codes for this ticket.

    For example, you may have different prices for adults, children, seniors, etc. Click Add. Then enter the following:

    - **Price Code**, such as *ADULT*
    - **Description**, such as *Adult Ticket*
    - **Price Assessed** - Amount that gets charged
    - **Remittal** - (for Ticket Sales Only) The amount you remit to the vendor.
    - **Gen Public Price** - (for Ticket Sales Only) Used to indicate the general public price on a ticket (for display purposes only)
    - **Savings** - (For ticket sales only) Used to indicate the amount saved on a ticket—for display only. The system will calculate this field based on the difference between the Price Assessed and Gen Pub Price.
    - **Begin/End Dates** - Enter the date range for which the price code is applicable.
    - **Status** - Active (able to be used) or Inactive (not able to be used)

    Click **Done,** then click **<<Back** to return to the Ticket Block Update screen. Click **<<Back** again to return to the Core Information screen.

14. Click **Done** to save your changes and return to the Ticket Maintenance screen.
15. Click **Exit** to return to the main menu.

Setting Up a Ticket Type

1. Go to Files • POS • Ticket Type Maintenance. You will proceed to the Ticket Type Maintenance screen.
2. Click **Add**. You will continue to the Ticket Type Maintenance - Core Information screen.
3. Enter a ticket type Code consisting of eight or fewer alphanumeric characters. *For example, Parks*.
4. Click **Next**.
5. Enter a Description. *For example, Parks.*
6. If applicable, click **Subtype** to create subtypes for this ticket type. Press F1 for field-level Help if necessary.
7. Click **Done** to save your changes and return to the Ticket Type Maintenance screen.
8. Repeat steps **2–7** for each additional ticket type you want to add.
9. Click **Exit** to return to the Main Menu.

Setting Up a Touchscreen Grouping

Please refer to: Topic Doc - Touch POS 10.3 for a complete set of printable instructions

Adding Buttons to a POS Touchscreen Grouping

Note: There are many different types of buttons to choose from, therefore the creation of each type of button and its functionality can be quite different, as will be outlined.

Please refer to: Topic Doc - Touch POS 10.3 for a complete set of printable instructions

Setting Up Venue Seating/Tickets

Venue tickets can be setup and used within RecTrac for scenarios which require the sale of specific seats.

For example, you may want to sell tickets for a basket ball game that is taking place in a gym with a maximum capacity of 1,000 people. In most cases, a situation such as this would require the sale of seats in a specific area, section and\or row, rather than general admission tickets where people may sit wherever they like.

Please refer to: Topic Doc - Venue Seating for a complete set of printable instructions

Open Ticket Tables

RecTrac Touch POS Open Ticket Tables is a complete solution to restaurant table management in touch screen processing. It allows you to create multiple seating charts (such as dining room, bar, patio, etc…) using .bmp images and lets you control which buttons (rooms and/or tables) are visible on screen to which users. Open Ticket Tables processing also allows for standard restaurant ticket/check functionality (opening tickets, closing tickets, splitting tickets, combining tickets, etc…) and can be configured to use RecTrac end of shift cash out or “standard” end of day close out procedures. With numerous set up and daily operation options available, Touch Open Ticket Tables can be customized to fit any restaurant scenario.

Please refer to Topic Doc - Open Ticket Tables for complete documentation

Cloning Existing Tickets

Primarily used for venue tickets, the Ticket Clone program allows you to make a copy of an existing set of tickets. The program copies the existing ticket information (including row, seat, and area for individual tickets), ticket blocks, and then creates new tickets with any number of user defined dates.

1. Go to Files • POS • Ticket Clone. You will continue to the Ticket Clone screen.
2. Select the Base Ticket you would like to clone (copy).
3. Enter all remaining data, using F1 for field-level Help as necessary.
4. Click **Process** to continue.

Setting Up an Allowance or Restriction Group for a Tran Code

To set up the Allowance or Restriction group:

1. Go to Files • POS • TC Restrictions/Allowances . You will proceed to the Restrictions/Allowances Group Maintenance screen.
2. Click **Add**. You will proceed to the Core Information screen.
3. Enter the Restriction Code consisting of eight or fewer alphanumeric characters. Click **Next**.
4. Enter a Description for the restriction or allowance group.
5. Select if this record is an *Allowance* or a *Restriction*.

6. Click **Done**.
7. The following question displays: "No detail records have been set up for this group. Do you want to set up detail records now?" Click **Yes**. You will proceed to the Restriction/Allowance Update screen for the previously added group.
8. Select the appropriate day(s) to which this allowance or restriction applies.
9. Enter the Begin Date and End Date range that this allowance or restriction applies.
10. Enter the Begin Time and End Times in the range of times that this allowance or restriction applies.
11. Click **OK**. You will proceed to the Allowance/Restriction Listing screen for the newly added group, where the allow or restrict date and time will be added to the browser box.
12. To add another date/time range, click **Add** and repeat steps **8-11**.
13. Click **<<Restrict/Allow Group FM** to return to the Restrictions/Allowances Group Maintenance screen.
14. Click **Exit** to return to the Main Menu.

To link the Allowance or Restriction group to a Tran Code:

1. Go to Files • POS • Trans Code Maintenance. You will proceed to the Tran Code Maintenance screen.
2. Highlight the tran code to which you wish to link the allowance or restriction group.
3. Click **Restrict**. You will proceed to the **Restrict/Features** screen.
4. In the Date/Time Restriction field, link the appropriate allowance or restriction.
5. Click **Done** to save your changes and return to the Trans Code Maintenance screen.
6. Click **Exit** to return to the Main Menu.

Rental Files

Setting Up a Rental Class

Rental Classes allow you to set up information for a group of rental items that share like information. A class that is linked to a rental item allows you to ask questions of the renter during the rental reservations process; recalculate early or late rental item return fees; charge the lowest fee applicable for a rental reservation; link default rental begin and end times, etc.

For example: You may have 150 campsites available for rent. During the rental reservation process, you may need to know the renter's RV license plate number, state, size, etc. You would select a group of questions such as this on the Rental Class File Maintenance: Rental Class Core Information screen and then link that class to any number of your RV campsites that have been setup within Rental Item Maintenance. These questions would then display during the rental reservation process for those specific campsites.

1. Go to Files • Rental • Rental Class Maintenance. You will proceed to the Rental Class Maintenance screen.
2. Click **Add**. You will continue to the Rental Class Core Information screen.
3. Enter the Rental Class name of up to five alphanumeric characters.*For example, CAMPS*.
4. Click **Next**. Note that all other fields will be made available for editing.
5. In the Description field, enter a description for the rental class. *For example, Campsites.*
6. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
7. Click **Next**. You will proceed to the Rental Class Additional Information screen.
8. Select the remaining options for this Rental Class. Press F1 for field-level Help with this screen as needed.
9. Click **Done** to save your newly added rental class and to return to the Rental Class Maintenance screen.
10. When you have finished adding all applicable rental classes, click **Exit** to return to the Main Menu.

Setting Up Quantity Rental Items

A Quantity Rental Item is a rental item that you set up just once in Rental Item File Maintenance, but for which you have multiple quantities.

For example: You may have two hundred folding chairs that you rent out. You would set up just one folding chair in Rental Item File Maintenance, with:

- A "Type" of "Quantity"
- A "Quantity" of "200"

During the rental reservations process, you would enter the number of chairs being rented. The system automatically tracks the number and assures that no more than two hundred are ever rented at the same time.

The following steps assume that you have:

- Set up any applicable bill codes that you wish to link to a rental item using the Bill Code Maintenance program (Files • System • Finance Codes Maintenance).
- Set up any applicable rental class that you wish to link to the rental item.

1. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
2. Click **Add**. You will continue to the Rental File Maintenance Add screen.
3. Enter the Rental Item name of up to ten alphanumeric characters.
4. Click **OK**. Note that all other fields will be made available for editing.
5. In the Type field, select **Quantity** from the drop-down list.
6. In the Print Description field, enter a description to be used on all picklists, reports and inquiry screens.
7. In the Quantity field, enter the capacity for this rental item. *For example, if you are setting up the rental item "CHAIRS" of which you have two hundred, you would enter 200 in the Quantity field.*
8. The Rental Class defaults to ZDFLT. You may change the class or delete the default one. The rental class allows you to link standard rental times and other features to your rental items. If you charge different daily, weekly or monthly rates for this rental item, you MUST select a rental class that has the Use Lowest Pricing Option option selected.
9. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
10. Click **Fees**. You will proceed to the Rental Fees/Charges screen.
11. Select all applicable Bill Code fees.
12. Put a check mark in the Quantity box if you would like the fee on this line to be charged according to the number entered in the Quantity/Capacity field on the Rental Item Reservations screen. Do not select this option if you do not want fees to be multiplied by the number entered in the Quantity/Capacity field on the Rental Item Reservations screen. *Using the chair example above: If this bill code fee were determined by the number of chairs getting rented, then you would select this option. This tells the system to multiply the number entered in the Quantity field during the rental reservations process by the bill code fee. Do not select this option if this bill code fee should not be multiplied by the number entered in the Quantity field during the rental reservations process.*

Note: Quantity and/or Fees can also be controlled by using question groups. **See Also**: Using Question Groups to Charge Fees
Installment Bill fees can also be based on answers to questions. For example, a marina slip may be charged out at $10 per foot. You could set up a question group to ask the length of the customer's boat in feet. The length of the boat would then be the quantity on the rental. You would then setup up the rental item (marina slip) to have an IB amount of $10 on the Rental Item Maintenance: Fees/Charges screen. When the question is answered on the Rental Item Reservations screen, the answer would be multiplied by $10, and charged at the interval of the linked Installment Billing template.

13. (Optional step) If the Bill Code fee is a flat late fee that is charged for this rental item if it is returned late, be sure to put a check mark in the Late column for that bill code fee.
14. (Optional step) Package Fee column: **Enter a P**: If this fee should be charged when the "Package Price" toggle is selected during the rental reservations process. *For example: You might set a fee to "P" if this rental item were part of a rental package (as established in Rental Package File Maintenance). Or, you might set a fee to "P" if when renting this rental item along with any other rental item(s), you wanted the option to charge a different rate when rented.* **Enter an N**: If this fee should not be charged when the "Package Price" toggle is selected during the rental reservations process. **Enter a B**: If this fee should be charged whether or not the "Package Price" toggle is selected during the rental reservations process.
15. Enter information in all remaining Bill Code fields, or leave their default settings.
16. Enter a Default Deposit, if applicable, and select whether it is a Flat or Percent amount. Press F1 for field-level Help with this screen as needed.
17. Click **Done** to save your newly added rental item and to return to the Rental Item Maintenance screen.
18. Click **Add** to continue adding other rental items.
19. When you have finished adding all applicable rental items, click **Exit** to return to the Main Menu.

Setting Up Capacity Rental Items

A Capacity Rental Item is any rental item for which there is a limited capacity for its rental.

Example 1: You might have a speed boat that you rent out that can only hold up to eight people. You would set up the boat in Rental Item File Maintenance with:

- A " Type" of "Capacity"
- A "Quantity" of "8"

During the rental reservations process, you would enter the number of persons renting the boat. A conflict would exist if more than eight people were renting the boat.

Example 2: A campsite has a capacity of 15 and is not limited to rental by a single household or organization. Household A books the campsite for four family members. Household B books the same campsite for 6 family members. The campsite is not considered 'booked' until the capacity limit of 15 people has been reached.

The following steps assume that you have:

- Set up any applicable bill codes that you wish to link to a rental item using the Bill Code Maintenance program (Files • System • Finance Codes Maintenance).
- Set up any applicable rental class that you wish to link to the rental item.

1. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
2. Click **Add**. You will continue to the Rental Item File Maintenance Add screen.
3. Enter the Rental Item name of up to ten alphanumeric characters.
4. Click **OK**. Note that all other fields will be made available for editing.
5. In the Type field, select **Capacity** from the drop-down list.
6. In the Print Description field, enter a description to be used on all picklists, reports and inquiry screens.
7. In the Quantity field, enter the capacity for this rental item. *For example, you are setting up a boat rental item that can only hold eight people. In the Quantity field, you would enter 8.*
8. The Rental Class defaults to ZDFLT. You may change the class or delete the default one. The rental class allows you to link standard rental times and other features to your rental items. If you charge different daily, weekly or monthly rates for this rental item, you MUST select a rental class that has the Use Lowest Pricing Option option selected.

9. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
10. Click **Core Info 2**. You will proceed to the Rental Core Information 2 screen.
11. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
12. Click **Fees**. You will continue to the Rental Fees/Charges screen.
13. Select all applicable Bill Code fees.
14. Put a check mark in the Quantity box if you would like the fee on this line to be charged according to the number entered in the Quantity/Capacity field on the Rental Item Reservations screen. Do not select this option if you do not want fees to be multiplied by the number entered in the Quantity/Capacity field on the Rental Item Reservations screen. *Using the boat example above: If this bill code fee were determined by the number of persons renting this boat, then you would select this option. This tells the system to multiply the number entered in the Capacity field during the rental reservations process by the bill code fee. Do not select this option if this bill code fee should not be multiplied by the number entered in the Quantity field during the rental reservations process.*
15. (Optional step) If the Bill Code fee is a flat late fee that is charged for this rental item if it is returned late, be sure to put a check mark in the Late column for that bill code fee.
16. (Optional step) Package Fee column: **Enter a P**: If this fee should be charged when the "Package Price" toggle is selected during the rental reservations process. *For example: You might set a fee to "P" if this rental item were part of a rental package (as established in Rental Package File Maintenance). Or, you might set a fee to "P" if when renting this rental item along with any other rental item(s), you wanted the option to charge a different rate when rented.* **Enter an N**: If this fee should not be charged when the "Package Price" toggle is selected during the rental reservations process. **Enter a B**: If this fee should be charged whether or not the "Package Price" toggle is selected during the rental reservations process.
17. Enter information in all remaining Bill Code fields, or leave their default settings.
18. Enter a Default Deposit, if applicable, and select whether it is a Flat or Percent amount. Press F1 for field-level Help with this screen as needed.
19. Click **Done** to save your newly added rental item and to return to the Rental Item Maintenance screen.
20. Click **Add** to continue adding other rental items.
21. When you have finished adding all applicable rental items, click **Exit** to return to the Main Menu.

Setting Up No Value Rental Items

A No Value Rental Item is a rental item that you "never run out of". Therefore the system will never check to see if the item is available.

For example: You might make towels at a gym a "No Val(ue)" rental item if you never run out of towels (because they are constantly washed/recycled), and therefore don't feel the need to check availability before processing a rental.

The following steps assume that you have:

- Set up any applicable bill codes that you wish to link to a rental item using the Bill Code Maintenance program (Files • System • Finance Codes Maintenance).
- Set up any applicable rental class that you wish to link to the rental item.

1. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
2. Click **Add**. You will continue to the Rental File Maintenance Add screen.
3. Enter the Rental Item name of up to ten alphanumeric characters.
4. Click **OK**. Note that all other fields will be made available for editing.
5. In the Type field, select **No Val** from the drop-down list.
6. In the Print Description field, enter a description to be used on all picklists, reports and inquiry screens.

7. In the Quantity field, leave the default setting of 1, as it will never be checked by the system during the rental process.
8. The Rental Class defaults to ZDFLT. You may change the class or delete the default one. The rental class allows you to link standard rental times and other features to your rental items. If you charge different daily, weekly or monthly rates for this rental item, you MUST select a rental class that has the Use Lowest Pricing Option option selected.
9. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
10. Click **Fees**. You will proceed to the Rental Fees/Charges screen.
11. Select all applicable Bill Code fees.
12. (Optional step) If the Bill Code fee is a flat late fee that is charged for this rental item if it is returned late, be sure to put a check mark in the Late column for that bill code fee.
13. (Optional step) Package Fee column: **Enter a P**: If this fee should be charged when the "Package Price" toggle is selected during the rental reservations process. *For example: You might set a fee to "P" if this rental item were part of a rental package (as established in Rental Package File Maintenance). Or, you might set a fee to "P" if when renting this rental item along with any other rental item(s), you wanted the option to charge a different rate when rented.* **Enter an N**: If this fee should not be charged when the "Package Price" toggle is selected during the rental reservations process. **Enter a B**: If this fee should be charged whether or not the "Package Price" toggle is selected during the rental reservations process.
14. Enter information in all remaining Bill Code fields, or leave their default settings.
15. Enter a Default Deposit, if applicable, and select whether it is a Flat or Percent amount. Press F1 for field-level Help with this screen as needed.
16. Click **Done** to save your newly added rental item and to return to the Rental Item Maintenance screen.
17. Click **Add** to continue adding other rental items.
18. When you have finished adding all applicable rental items, click **Exit** to return to the Main Menu.

Setting Up Individual Rental Items

An Individual Rental Item is a standard rental item that is set up with its own, unique information.

For example: You might have five canoes that you rent out, but you set up each of them as separate rental items in Rental Item File Maintenance. You would set up each canoe with:

- A "Type" of "Quantity"
- A "Quantity" equal to "1"

During the rental reservations process, this one item must be available for the selected dates and times in order to process the reservation.

The following steps assume that you have:

- Set up any applicable bill codes that you wish to link to a rental item using the Bill Code Maintenance program (Files • System • Finance Codes Maintenance).
- Set up any applicable rental class that you wish to link to the rental item.

1. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
2. Click **Add**. You will continue to the Rental File Maintenance Add screen.
3. Enter the Rental Item name of up to ten alphanumeric characters.
4. Click **OK**. Note that all other fields will be made available for editing.
5. In the Type field, select **Quantity** from the drop-down list.
6. In the Print Description field, enter a description to be used on all picklists, reports and inquiry screens.
7. In the Quantity field, leave the default setting of **1**.
8. The Rental Class defaults to ZDFLT. You may change the class or delete the default one. The rental class allows you to link standard rental times and other features to your

rental items. If you charge different daily, weekly or monthly rates for this rental item, you MUST select a rental class that has the Use Lowest Pricing Option option selected.

9. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
10. Click **Core Info 2**. You will proceed to the Rental Core Information 2 screen.
11. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
12. Click **Fees**. You will continue to the Rental Fees/Charges screen.
13. Select all applicable Bill Code fees.
14. (Optional step) If the Bill Code fee is a flat late fee that is charged for this rental item if it is returned late, be sure to put a check mark in the Late column for that bill code fee.
15. (Optional step) Package Fee column: **Enter a P**: If this fee should be charged when the "Package Price" toggle is selected during the rental reservations process. *For example: You might set a fee to "P" if this rental item were part of a rental package (as established in Rental Package File Maintenance). Or, you might set a fee to "P" if when renting this rental item along with any other rental item(s), you wanted the option to charge a different rate when rented.* **Enter an N**: If this fee should not be charged when the "Package Price" toggle is selected during the rental reservations process. **Enter a B**: If this fee should be charged whether or not the "Package Price" toggle is selected during the rental reservations process.
16. Enter information in all remaining Bill Code fields, or leave their default settings.
17. Enter a Default Deposit, if applicable, and select whether it is a Flat or Percent amount. Press F1 for field-level Help with this screen as needed.
18. Click **Done** to save your newly added rental item and to return to the Rental Item Maintenance screen.
19. Click **Add** to continue adding other rental items.
20. When you have finished adding all applicable rental items, click **Exit** to return to the Main Menu.

Setting Up Quick Rental Items

A Quick Rental item is any rental item for which no fees are charged .

For example: You might set up basketballs, volleyballs, tennis racquets, etc. as quick rental items. You would set up just one item, select "Quick" as the "Type" and enter the appropriate "Quantity" (if you had fifteen basketballs, you would enter 15 for your "Quantity").

The following steps assume that you have:

- Set up any applicable bill codes that you wish to link to a rental item using the Bill Code Maintenance program (Files • System • Finance Codes Maintenance).
- Set up any applicable rental class that you wish to link to the rental item.

1. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
2. Click **Add**. You will continue to the Rental File Maintenance Add screen.
3. Enter the Rental Item name of up to ten alphanumeric characters.
4. Click **OK**. Note that all other fields will be made available for editing.
5. In the Type field, select **Quick** from the drop-down list.
6. In the Print Description field, enter a description to be used on all picklists, reports and inquiry screens.
7. In the Quantity field, enter the quantity of this rental item.
8. The Rental Class defaults to ZDFLT. You may change the class or delete the default one. The rental class allows you to link standard rental times and other features to your rental items.
9. If you process quick rentals for daily users (users not in your household database), you may want to link your quick rental items to a "QUICK" rental class that asks up to four questions regarding your daily users (name, phone number, etc.).
10. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
11. Click **Done** to save your newly added rental item and to return to the Rental Item Maintenance screen.

12. Click **Add** to continue adding other rental items.
13. When you have finished adding all applicable rental items, click **Exit** to return to the Main Menu.

Setting Up Rental Items With Various Rates

The following steps are useful for those organizations that rent items such as campsites and have a limited capacity for the campsite. In addition, different rates are charged for adults, children, seniors, etc.

The following steps assume that:

- You do NOT charge different weekly, daily, or monthly rates for the capacity rental item that you are setting up using these steps.
- You do NOT link a rental class to this capacity/quantity rental item that has the Use Lowest Pricing option selected.

The following steps use an example that assumes:

- *Your organization runs a rental camping area that holds one hundred people.*
- *Your daily rate for adults is $10.00 and your daily rate for children (under eighteen) is $7.00.*

1. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
2. Click **Add**. You will continue to the Rental Item File Maintenance Add screen.
3. Enter a Rental Item name of up to ten alphanumeric characters.
4. Click **OK**. Note that all other fields will be made available for editing.
5. In the Type field, select **Capacity** from the drop-down list.
6. In the Print Description field, enter a description to be used on all picklists, reports and inquiry screens.
7. In the Quantity field, enter the capacity for this rental item. *Using the example above, you would enter 100.*
8. Right-click in the Rental Class field. If the rental class that you want to use already exists, select it and skip to step 26. To add a new rental class, continue with step 9.

Note: If you link a rental class to a rental item that charges different rates for adults, children, etc., the rental class must NOT have the Use Lowest Pricing Option option selected.

9. On the Rental Class Picklist screen, click **Add**. Enter a rental class code consisting of five or fewer alphanumeric characters. Click **Next**.
10. Enter a Description and enter or select a Deposit G/L Code.
11. Right-click in the CheckIn Question Group field. If the question group that you want to use already exists, select it and skip to step 22. To add a new question group, continue with step 12.
12. On the Question Group Picklist screen, click **Add**. Enter a question group code consisting of eight or fewer alphanumeric characters. Click **Next.**
13. Enter a Description.
14. Click **Questions**.
15. Click **Add**. In the Question Number field, enter 1. Click **Next**.
16. Select Number as the Answer Type.
17. *In the Question Text field, enter the text for the first question. For example, How many adults?*
18. In the Question Fee Group field, enter or select the fee code that will be linked to the corresponding fee for this question.*For example, ADULT.*
19. Click **Done**.
20. Repeat steps **15–19** for the next question, making the question number: *2*, the question: *How many children?,* and the question fee group*: CHILD.*
21. Click **<<Back**. Click **Done** to return to the Rental Class Core Information screen.

22. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
23. Click **Next**. You will continue to the Rental Class Additional Information screen.
24. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
25. Click **Done**. You will return to the Rental Item Core Information screen.
26. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
27. Click **Fees**. You will proceed to the Rental Fees/Charges screen.
28. Select the first appropriate Bill Code fee. Enter the amount to charge (for example, $10).
29. In the Fee Type field, enter or select the corresponding question fee code type for this bill code (from step 18: *ADULT*)
30. Select the second appropriate Bill Code fee. Enter the amount to charge (for example, $7).
31. In the Fee Type field, enter or select the corresponding question fee code type for this bill code (from step 20: *ADULT*)
32. Enter a Default Deposit, if applicable, and select whether it is a "Flat" or "Percent" amount. Press F1 for field-level Help with this screen as needed.
33. Click **Done** to save your newly added rental item and to return to the Rental Item Maintenance screen.
34. Click **Exit** to return to the Main Menu.

Setting Up Rental Packages

A rental package is a group of rental items that are typically rented together. You may optionally charge a lesser price to rent the items as a package. You indicate the package fees for the individual rental items on the Rental Item Maintenance: Fees/Charges screen in the "Pack" column.

If you rent a rental package, the system automatically charges the "P" (for package) or "B" (for package and non-package) bill code fees.

For example: You might have the following rental items: skis, poles and boots. You may rent each of these items individually for $20 a day. You may then set up a "SKIING" rental package that includes all three rental items. If these items are rented as part of the package, you may charge $10 a day for each item (for a total package cost of $30).

1. Go to Files • Rental • Rental Package Maintenance. You will proceed to the Rental Package Update screen.
2. Enter a new Package ID consisting of eight or fewer alphanumeric characters. Press the Tab key.
3. The following message will display: "The PACKAGE Entered Is Not On File. Do You Wish To Add It?" Click **Yes**.
4. Enter a Description.
5. Click **Next**.
6. The following message will display: "The PACKAGE Has No Linked Rental Items. Do You Wish To Add One?" Click **Yes**. You will proceed to the Update screen for the previously added package.
7. Highlight the item you want to link to this package. Hold the Control key down to select multiple items.
8. (Optional step) In the Wildcard Item field, type the first unique core letters of the rental item only.

   *For example: Assume that you have twenty-five sets of skis set up as rental items (SKI-01, SKI-02, SKI-03, etc.). You may have a "SKIING" package that has a set of skis linked to it, but you do not care which of the twenty-five pairs of skis is linked to the package during the reservations process. You could enter "***SKI-***" in the Wild Card Item field. During the rental reservations process for the SKIING rental package, the system finds the first available set of skis.*

9. Enter the Quantity of this rental item that is linked to this package (if it is more than one).

For example, if have a BOAT package that has four life preservers linked to it., you would enter 4 in the quantity field. Note that if you selected multiple items in step 7 above, the quantity you select will apply to each item.

10. Click **Links**. You will continue to the Rental Links screen, where the item or wildcard item that you just linked will be listed in the browser box.
11. Click **Add** to continue linking rental items to this package.
12. When you have finished linking all applicable rental items, click **<<Back** to return to the Rental Package Update screen.
13. Click **Exit** to return to the Main Menu.

Setting Up a Rental Restriction

The Restriction Maintenance program allows you to create, change, and view restriction records for the Rental module. When linked to a Rental record, the restriction record specifies the minimum and maximum reservation length in hours or days, minimum days in advance a reservation can be made, maximum rentals per restriction code, and pass requirement settings.

To set up a restriction:

1. Go to: Files • Rental • Rental Restriction Maintenance.
2. Click **Add** to continue to the Rental Restriction Core Information screen.
3. Enter a Restriction Code consisting of eight or fewer alpha-numeric characters.
4. Click **Next**, and then enter a description for this restriction.
5. Select if this restriction applies to *RecTrac*, *WebTrac*, and/or *TeleTrac* transactions involving rental items that this restriction is linked to.
6. Complete all remaining fields. Press F1 for field-level help as needed.
7. Click **Done** to return to the Restriction Maintenance screen.
8. Click **Exit** to return to the main menu.

To link the restriction to the applicable rental item:

1. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
2. Highlight the rental item to which you wish to link the restriction code.
3. Click **Core Info**. You will proceed to the Rental Item Core Information screen.
4. In the Restriction Code field, press the F9 key or right-click to continue to the Restriction Code picklist.
5. Highlight the restriction code that you added in the previous section and click **Select**. You will return to the Rental Item Features screen.
6. Click **Done** to save your changes and return to the Rental Item Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Setting Up Premium Groups for Rental Items

In order for premium groups to work properly, you must:

- Set up the premium group and its premium dates/times using the Premium Group File Maintenance program.
- Link the premium group to the rental class on the Rental Class Maintenance: Core Information screen.
- Link the appropriate bill codes to the rental item on the Rental Item Maintenance: Rental Fees/Charges screen.
- Set up the bill codes that are linked to the rental items to allow for premium billing in Bill Codes Maintenance (Files • System • Finance Codes Maintenance).

The following steps assume that your facilities and bill codes have already been set up using the Facility File Maintenance and Bill Codes File Maintenance programs, respectively. All other steps are described in detail.

To set up the premium group:

1. Go to Files • Rental • Rental Premium Maintenance. You will proceed to the Premium Group Maintenance screen.
2. Click **Add**. You will proceed to the Premium Group Core Information screen.
3. Enter the Premium Group ID consisting of eight or fewer alphanumeric characters. Click **Next**.
4. Enter a Description for the premium group.
5. Click **Done**.
6. The following question displays: "No premiums have been set up for this Premium Group. Do you want to set up Premiums now?" Click **Yes**. You will proceed to the Premium Update screen for the previously added premium group.
7. Select the appropriate day(s) to which this premium rate applies.
8. Enter the Begin Date and End Date range that this premium rate applies.
9. Enter the Begin Time and End Times in the range of times that this premium rate applies.
10. If you want the system to add a flat amount to the standard rental reservation fees, enter the Premium Amount.

    OR

    If you want the system to add a percentage amount to the standard rental reservation fees, enter a Premium Percentage.

11. Click **OK**. You will proceed to the Premium Listing screen for the premium group, where the newly added premium date and time will be added to the browser box.
12. To add another premium date/time, click **Add** and repeat steps **7-11**.
13. Click **<<Premium Group FM** to return to the Premium Group Maintenance screen.
14. Click **Exit** to return to the Main Menu.

To link the premium group to the applicable rental class:

1. Go to Files • Rental • Rental Class Maintenance. You will proceed to the Rental Class Maintenance screen.
2. Highlight the rental class to which you wish to link the premium group.
3. Click **Change**. You will proceed to the Rental Class Core Information screen.
4. In the Premium Table field, press the F9 key or right-click to continue to the Premium picklist.
5. Highlight the premium group that you added in the last section and click **Select**. You will return to the Rental Class Core Information screen.
6. Click **Done** to save your changes and return to the Rental Class Maintenance screen.
7. Click Exit to return to the Main Menu.
8. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
9. Highlight the rental item to which you wish to apply the premium group.
10. Click **Change**. You will proceed to the Rental Item File Maintenance screen.
11. Click the **Fees/Charges** radio set button at the top of your screen. You will proceed to the Rental Item Fee/Charges screen.
12. In the Bill Code field, link the appropriate bill codes to the rental item. Change the related fields as needed, or leave the default settings.
13. Make a note of all bill codes linked to this rental item.

To allow premium billing for the applicable bill codes:

1. Go to Files • System • Finance Codes Maintenance • Bill Code Maintenance.
2. Highlight the first (if more than one) bill code linked to the facility from the previous section. The bill code you are looking for will have a Type of *RN*.
3. Click **Change**. You will proceed to the Bill Code Core Information screen.
4. Click **Next**. You will proceed to the Bill Code Rate Information screen.
5. Select the *Use PREMIUM BILLING Calculation When Using this Bill Code* option.
6. Click **Done** to save your changes and return to the Bill Codes Maintenance screen.

7. Repeat steps **2–6** for the rest of the bill codes.
8. Click **Exit** to return to the Main Menu.

Note: Facility premiums are NOT applicable to FLAT rate types.

Now when you process a reservation for this rental item, if the reservation falls on a day of the week or holiday that is linked to the premium group, the charges will be altered by the flat amount or percentage that you specified.

Linking Additional Items to a Rental Item

You may link additional items to Rental Items that are NOT set up in your rental item database. Therefore, these linked items are never rented alone, only along with the rental item they are linked to.

The following steps assume that the rental item that you wish to link items to has already been set up in Rental Item File Maintenance.

1. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
2. Highlight the rental item to which you wish to link the items and click **Core Info**. You will proceed to the Rental Core Information screen.
3. Click the **Linked Items** button. If no other items have been linked to this rental item, the following message will display: "This Rental Item Has No Linked Items. Do You Wish To Add One?" Click **Yes**, or if other items have already been linked to this rental item, you will proceed to the Linked Item Listing screen. Click **Add**.
4. You will proceed to the Linked Item Update screen for the rental item.
5. Enter the name of the linked item. This name will print on the rental reservations receipt. *For example, if you were linking a cover to a racquet, you might enter Cover.*
6. In the Print Desc field, enter a description that will display during the rental reservations process and will print on the reservations, check-out or return receipt. *Using the example above: You might enter "Racquet Cover."*
7. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
8. Click **Done**.
9. You will proceed (or return) to the Linked Item Listing screen where the linked item that you just added will be listed in the browser box.
10. Click **Add** to continue adding linked items.
11. When you have finished linking all applicable items, click **<<Rentals**. You will return to the Rental Item Maintenance screen.
12. Click **Exit** to return to the Main Menu.

Setting Up Rental Item Late Fees

There are two types of fees that may be charged for rental items that are returned late. There are flat late fees that are charged if an item is returned late. You might charge a $25 late fee if a rental item is returned one hour or one day late. There are also recalculated fees. These are fees that are recalculated when the rental item is returned, based on how late it is. The following steps describe how to set up a flat late fee for your rental items. To recalculate the fees, the Recalculate Returns option must be selected on the rental class that is linked to the rental item for which you wish to recalculate fees for late returns.

The following steps assume that:

- You have set up any rental item (using the Rental Item File Maintenance program) to which you wish to link a flat late fee.
- Any bill code fee that you wish to link to a rental item has been set up in Bill Code Maintenance (Files • System • Finance Codes Maintenance) AND that bill code has been set up with a Flat rate type.

1. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
2. Highlight the rental item to which you wish to link the late fee and click **Fees**. You will proceed to the Rental Item Fees/Charges screen.
3. In the Bill Code column, press the F9 key or right-click from within the field to proceed to the Rental BillCode picklist.
4. Highlight the flat late rental fee (that you set up in Bill Codes Maintenance) and click **Select**.
5. You will return to the Rental Item Fees/Charges screen where the late fee bill code will be added to the appropriate field Bill Code column.
6. In that same bill code late fee row, put a check mark in the Late Fee column.
7. Click **Done** to return to the Rental Item Maintenance screen.
8. Click **Exit** to return to the Main Menu.

When you process a rental return (using the Rental Check Out/Check In program), this late fee will automatically be charged for this rental item if it is returned late. You may opt not to charge the late fee during the rental return process.

Setting Up Rentals to Recalculate Fees for Late Returns

The following steps assume that:

- You have set up any rental class (using the Rental Class File Maintenance program) that you wish to link to a rental item for which you wish to recalculate fees for late returns.
- You have set up any rental item (using the Rental Item File Maintenance program) to which you wish to recalculate fees for late returns.

To set up the rental class properly

1. Go to Files • Rental • Rental Class Maintenance. You will proceed to the Rental Class Maintenance screen.
2. Highlight the rental class that you will link to the rental item that you wish to recalculate fees for late returns.
3. Click **Change**. You will proceed to the Rental Class Core Information screen.
4. Select the Recalculate Late Returns option.
5. Click **Done** to return to the Rental Class Maintenance screen.
6. Click **Exit** to return to the Main Menu.

To set up the rental item

1. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
2. Highlight the rental item to which you wish to recalculate fees for late returns and click **Core Info**. You will proceed to the Rental Item Core Information screen.
3. In the Rental Class field, select the rental class for which you selected the Recalculate Late Returns toggle in the previous section.
4. Click **Done** to return to the Rental Item Maintenance screen.
5. Click **Exit** to return to the Main Menu.

When you process a rental return (using the Rental Check Out/Check In program), the fees for the rental item will automatically be recalculated if it is returned late. You may opt not to recalculate the fee during the rental return process.

Setting Up Rentals to Recalculate Fees for Early Returns

The following steps assume that you have:

- Set up any rental item (using the Rental Item File Maintenance program) for which you wish to recalculate early return fees.
- Set up any rental class (using the Rental Class File Maintenance program) that you wish to link to a rental item for which you wish to recalculate early return fees.

To first set up the rental class properly

1. Go to Files • Rental • Rental Class Maintenance. You will proceed to the Rental Class Maintenance screen.
2. Highlight the rental class that you will link to the rental item that you wish to recalculate fees for early returns.
3. Click **Change**. You will proceed to the Rental Class Core Information screen.
4. Select the *Recalculate Early Returns* option.
5. Click **Done** to return to the Rental Class Maintenance screen.
6. Click **Exit** to return to the Main Menu.

Next set up the rental item

1. Go to Files • Rental • Rental Item Maintenance. You will proceed to the Rental Item Maintenance screen.
2. Highlight the rental item to which you wish to recalculate fees for early returns and click **Core Info**. You will proceed to the Rental Item Core Information screen.
3. In the Rental Class field, select the rental class for which you selected the Recalculate Early Returns toggle in the previous section.
4. Click **Done** to return to the Rental Item Maintenance screen.
5. Click **Exit** to return to the Main Menu.

When you process a rental return (using the Rental Check Out/Check In program), the fees for the rental item will automatically be recalculated if it is returned early. You may opt not to recalculate the fee during the rental return process.

Setting Up Rental Groups

Rental Groups are REQUIRED for Graphical Campsite setups. Each Rental Group that is created will then be available within the Camp Site Screen Setup program where you may later add buttons which will represent various camp sites, marina slips, etc.

1. Go to Files • Rental • Rental Group Maintenance. You will proceed to the Rental Class Maintenance screen.
2. Click **Add**. Enter a Code and Description for this rental group, then enter or browse to a Group Background Image.
3. Click **Done** to return to the Rental Group Maintenance screen.
4. Repeat steps 2 & 3 for each Rental Group you would like to create.
5. Click **Exit** to return to the main menu.

Graphical/Super Grid Campsite Rentals

Please refer to: Topic Doc - Graphical/Super Grid Campsite Rentals for a complete set of printable instructions

Court Files

Setting Up Court and Court Time Slots

The following steps assume that you have already set up all applicable facility types and facility locations (for your courts) using the Facility Type File Maintenance and Facility Location File Maintenance programs, respectively. You may add facility types and locations "on the fly" as you are adding your new court(s). However, the following steps do not describe the "on the fly" process.

To add the court to the database

1. Go to Files • Facility • Facility ID Maintenance. You will proceed to the Facility Maintenance screen.
2. Click **Add**. You will proceed to the Facility File Maintenance Add screen.
3. Select the applicable Facility Type for this court.
4. Select the applicable Facility Location for this court.
5. Enter the Facility ID, which in this case is the court's ID.
6. Click **OK**. Note that all other fields are now made available for entry.
7. In the Prt Desc field, enter a print description for the court.
8. Select the *Court Module Facility* option.
9. Complete **Core Info 2**. You will proceed to the Core Info 2 screen.
10. Complete all fields or leave their default settings. Press F1 for field-level Help as required.
11. Click **Fees**. You will proceed to the Facility Fees/Charges screen.
12. Enter all applicable bill codes and complete each bill code's related fields.
13. Complete all other fields or leave their default settings. Press F1 for field-level Help as required.
14. Click **Done**. You will return to the Facility Maintenance screen, where the court facility that you just added will be listed in the browser box.
15. Click **Add** to continue adding court facilities.
16. When you have finished adding all court facilities, click **Exit** to return to the Main Menu.

To generate the court slots

1. Go to Period End • Court • Court Slot Generator. You will proceed to the Court Slot Generator screen.
2. In the Beginning Court and Ending Court fields, enter or select the court or range of courts for which you want to generate slots.
3. Complete all fields. Press F1 for field-level Help as needed.
4. Click **Generate**. The court slots will automatically be generated by the system.
5. After the slots have been created, you can view and/or update the court slots using the Court Slot Maintenance program (Files • Court).

Setting Up a Court Restriction

The Restriction Maintenance program allows you to create, change, and view restriction records for Courts. When linked to a Court record, the restriction record specifies the minimum and maximum reservation length in days, and pass requirement settings.

To set up a restriction:

1. Go to: Files • Court • Court Restriction Maintenance.
2. Click **Add** to continue to the Court Restriction Core Information screen.
3. Enter a Restriction Code consisting of eight or fewer alpha-numeric characters.
4. Click **Next**, and then enter a description for this restriction.
5. Select if this restriction applies to *RecTrac*, *WebTrac*, and/or *TeleTrac* transactions involving courts that this restriction is linked to.
6. Complete all remaining fields. Press F1 for field-level help as needed.
7. Click **Done** to return to the Restriction Maintenance screen.

8. Click **Exit** to return to the main menu.

To link the restriction to the applicable court:

1. Go to Files • Facility • Facility ID Maintenance. You will proceed to the Facility Maintenance screen.
2. Highlight the court facility to which you wish to link the restriction code.
3. Click **Core Info 2**. You will proceed to the Facility Core Information 2 screen.
4. In the Restriction Code field, press the F9 key or right-click to continue to the Restriction Code picklist.
5. Highlight the restriction code that you added in the previous section and click **Select**. You will return to the Facility Core Information 2 screen.
6. Click **Done** to save your changes and return to the Facility Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Setting Up Court Hot Buttons for Use with Express Courts

Court Hot buttons need to be created before you can use the Express Courts Reservation feature. The following presents the steps necessary to create a single Court Hot Button.

CYMS Users: Express Courts are used to manage your Hourly Care/Drop-In Care reservations. The steps presented here will walk you though process of creating a single Hourly Button.

Please refer to: Topic Doc - Express Courts for complete instructions

Locker Files

Setting Up a Locker Room

The following steps assume that you have already set up your general ledger codes using the G/L Code Maintenance program (Files • System • Finance Codes Maintenance). If you have not set up your general ledger codes, you will be able to add them "on the fly," although the steps for doing so are not described in detail.

1. Go to Files • Locker • Locker Room Maintenance. You will proceed to the Locker Room Maintenance screen.
2. Click **Add**. You will continue to the Locker Room File Maintenance Add screen.
3. Enter a locker room ID consisting of eight or fewer alphanumeric characters. *For example, Men1*.
4. Click **OK**. Enter a locker room description. *For example, Men's Locker Room 1*.
5. Enter a Facility Location.
6. Enter a Deposit G/L code. This points to the G/L account where you want to post credits for monies collected from locker deposits. When you refund locker deposits after lockers are returned, monies will be debited from this account.
7. Select this locker room's gender.
8. Enter information into the rest of the fields or leave their defaults. Press F1 for field-level Help as necessary.
9. Click **Comments**. You will continue to the Comments screen.
10. Enter any ticklers/comments that you want to attach to the locker room record.
11. Enter information into the rest of the fields or leave their defaults. Press F1 for field-level Help as necessary.
12. Click **Done** to save your changes and return to the Main Menu.

Setting Up a Locker

The following steps assume that:

- You have already set up your locker rooms (Files • Lockers).
- Any locks that you wish to link to a locker have already been established using the Lock Maintenance program (Files • Locker • Lock Maintenance). You may also link a lock to a locker when processing a locker rental or using the Lock Bulk Assignment program (Period End • Locker).

1. Go to Files • Locker • Locker Room Maintenance. You will proceed to the Locker Room Maintenance screen.
2. Highlight the locker room in which you with to add a locker and click **Lockers**.
3. You will continue to the Locker Maintenance screen for this locker room.
4. Click **Add**. You will continue to the Locker File Maintenance Add screen.
5. Enter the locker number. Click **OK**. Note that all other fields are now made available for editing.
6. Complete all other fields or leave their default settings. Press F1 for field-level Help as needed.
7. Select all applicable bill codes and set their parameters as required. Press F1 for field-level Help as needed.
8. If applicable, enter a Default Deposit and select whether it is a Flat or Percentage amount.
9. Click **Done**. You will return to the Locker Maintenance screen, where this newly added locker will be added to the browser box.
10. Click **Add** to continue adding lockers to the selected locker room.
11. When you have finished adding lockers, click **<<Back** to return to the Locker Room Maintenance screen. Click **Exit**.
12. Repeat steps **2–11** for every locker room in which you wish to add locker records.
13. Optionally you may Clone an existing locker, by highlighting the locker on the Locker Maintenance screen and clicking the **Clone** button at the bottom of the screen. You will proceed to the Record Clone screen.
14. In the New Locker(s) field, enter the new locker numbers. *For example if you were cloning locker number 5000, and wanted to created locker numbers 5001-5003 you would type: 5001,5002,5003 in the New Locker(s) field. (NO SPACES)*
15. Click **Clone** to create the new lockers.

Setting Up a Lock

To create a lock

1. Go to Files • Locker • Lock Maintenance. You will proceed to the Lock Maintenance screen.
2. Click **Add**. You will continue to the Lock Core Information screen.
3. Enter a Lock Number consisting of 10 or fewer alphanumeric characters.
4. Click **Next**. Enter all applicable information or leave the field defaults. Press F1 for screen-level Help as necessary.
5. Click **Done** to save your changes and return to the Main Menu.

To link a lock to a locker

1. Go to Files • Locker • Locker Room Maintenance. You will proceed to the Locker Room Maintenance browser box screen.
2. Highlight the locker room in which the locker can be found.
3. Click **Lockers**. You will continue to the Locker Maintenance screen.
4. Highlight the locker to which you wish to link a lock.
5. Click **Core Info**. You will continue to the Locker Core Information screen.
6. In the Lock Number field, press the F9 key or right-click. You will continue to the Lock picklist.

7. Highlight the lock you want to link to this locker on the picklist. Click **Select**. You will return to the Locker Core Information screen where the selected lock will now be linked to the locker.
8. Click **Done** to save your changes.
9. Click **<Back**.
10. Click **Exit** to return to the Main Menu.

Setting Up a Locker Restriction

The Restriction Maintenance program allows you to create, change, and view restriction records for Locker Rooms. When linked to a Locker Room record, the restriction record specifies any pass requirement settings.

To set up a restriction

1. Go to: Files • Locker • Locker Restrictions.
2. Click **Add** to continue to the Restriction Core Information screen.
3. Enter a Restriction Code consisting of eight or fewer alpha-numeric characters.
4. Click **Next**, and then enter a description for this restriction.
5. Select if this restriction applies to *RecTrac*, *WebTrac*, and/or *TeleTrac* transactions involving locker rooms that this restriction is linked to.
6. Complete all remaining fields. Press F1 for field-level help as needed.
7. Click **Done** to return to the Restriction Maintenance screen.
8. Click **Exit** to return to the main menu.

To link the restriction to the applicable locker room

1. Go to Files • Locker • Locker Room Maintenance. You will proceed to the Locker Room Maintenance screen.
2. Highlight the locker room to which you wish to link the restriction code.
3. Click **Core Info**. You will proceed to the Locker Room Core Information screen.
4. In the Restriction Code field, press the F9 key or right-click to continue to the Restriction Code picklist.
5. Highlight the restriction code that you added in the previous section and click **Select**. You will return to the Core Information screen.
6. Click **Done** to save your changes and return to the Locker Room Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Setting Up a Locker Deposit

1. Go to Files • Locker • Locker Room Maintenance. You will proceed to the Locker Room Maintenance browser box screen.
2. Highlight the locker room in which you wish to set up a locker deposit.
3. Click the **Lockers** button at the bottom of the screen. You will continue to the Locker Maintenance screen.
4. Highlight the locker that you wish to set up a deposit for and click **Core Info**. You will proceed to the Locker Core Information screen.
5. Enter an amount in the Default Deposit field. *For example: 25.*
6. Select whether this amount is a flat amount or a percentage of the locker rental fees. *For example: $25.00 or 25%*.
7. Click **Done**.
8. Click **<<Back**.
9. Click **Exit** to return to the Main Menu.

Setting Up Lockers with Grace Periods, and Impound Periods/Fees

The following steps assume that you have already:

- Set up all applicable locker rooms using the Locker Room File Maintenance program.
- Set up all applicable lockers using the Locker Maintenance program.
- Set up all applicable bill code(s) using the Bill Code Maintenance program

1. Go to Files • Locker • Locker Room Maintenance. You will proceed to the Locker Room File Maintenance program.
2. Highlight the locker room for which you wish to establish a grace and impound period.
3. Click **Core Info**. You will proceed to the Locker Room Core Information screen.
4. In the Impound Days field, enter the number of days after the grace period that apply to this locker room's lockers impound period. This is the number of days after the grace period that a locker may not be re-rented unless a special fee is paid.
5. In the Grace Days field, enter the number of days that apply to this locker room's lockers' grace period. This is the number of days after a rental period expires that a locker may be re-rented without any additional fees being applied to the rental (in addition to the normal locker rental fees).
6. Click **Lockers**.
7. Highlight the first locker to which you wish to set up impound fees.
8. Click **Core Info**. You will proceed to the Locker Core Information screen.
9. Select the Bill Code fee that you wish to charge for re-renting this locker during the impound period.
10. In the Fee Type field for the selected bill code, right-click or press F9 from within the field and select "I" (upper case letter i) Add this fee type if it doesn't already exist.
11. Update any of the other impound bill code fees fields.
12. Click **Done** to return to the Locker Maintenance program.
13. Click **<-Back.**
14. Click **Exit** to return to the Main Menu.

Note: During the locker rental processing, if this locker is being re-rented during the locker room's impound period, the impound fee will be charged. If you are using Impound Procedures and want to charge patrons an impound fee, you MUST add a Bill Code specific to that purpose. Further, you MUST create and link a Question Fee Type "I" (upper case "i") to the Impound Bill Code. If Question Fee Type "I" does not exist, you can add one from the picklist.

Trip Files

Setting Up Single Trips

1. Go to Files • Trip • Trip Maintenance. You will proceed to the Trip Maintenance screen.
2. Click **Add**. Enter a Trip ID consisting of eight or fewer alphanumeric characters. *For example, BRUIN1*.
3. Enter a Departure Date and Departure Time.
4. Click **OK**. All other fields are now available for entry.
5. Enter a Trip Description. *For example, Bruins vs. Islanders.*
6. Enter a Return Date and Return Time.
7. Select whether the trip is active or inactive.
8. Fill in all other fields or leave their default settings. Press F1 for screen-level Help if necessary.
9. Click **Fees**. You will continue to the Trip Fees/Charges screen.
10. Fill in all appropriate fields or leave their default settings. Press F1 for screen-level Help if necessary.
11. Click **Done** to save your changes and return to the Trip Maintenance screen.
12. Repeat steps ***2–11*** to add another trip.
13. Click **Exit** to return to the Main Menu.

Setting Up Multiple Trips in Bulk

The Trip Clone program allows you to create new trips in bulk. Unlike other cloning programs, this program does not require you to clone from a pre-existing trip. This program can save a considerable amount of data entry time if many similar trips are being created. The trips you create by this method will all share the same description, comments, fees, and permissions; the only thing varying among the trips you create are the departure days, dates and times.

1. Go to Files • Trip • Trip Clone. You will proceed to the Trip Clone screen.
2. Enter a trip ID consisting of eight or fewer alphanumeric characters or select an existing trip by right-clicking or press F9 from within the field.
3. Enter a description to print on trip tickets and receipts. *For example, Summer Garden Tours.*
4. Enter beginning and ending departure dates (the first and last departure dates for this group of trips). *For example, 06/19/2007 and 08/21/2007.*
5. Enter beginning and ending times (the earliest departure time and the latest return time for each day in this range of trips). *For example, 09:30a and 01:30p.*
6. Enter the length of the trip in hours and/or minutes.*For example, 4 hours and 0 minutes.*
7. Select the days of the week on which these trips will depart.
8. Select how often the trips will depart.
9. Enter or select the Permissions code(s) you want to link to the trips you are creating.
10. Enter information in all remaining fields, or leave their default settings. Press F1 for field-level Help as needed.
11. Click **Next**. You will continue to the Trip Clone: Fees & Comments screen.
12. Enter all appropriate information. Press F1 for field-level Help as necessary.
13. Click **Process**. The program will now clone the trip for the selected range of dates and times. When the process is complete, you will return to the Trip Clone screen.
14. Click **Exit** to return to the Main Menu.

Setting Up a Trip Restriction

The Restriction Maintenance program allows you to create, change, and view restriction records for Trips. When linked to a Trip record, the restriction record specifies any minimum and/or maximum days in advance that trips may be registered for.

To set up a restriction

1. Go to: Files • Trip • Trip Restrictions.
2. Click **Add** to continue to the Restriction Core Information screen.
3. Enter a Restriction Code consisting of eight or fewer alpha-numeric characters.
4. Click **Next**, and then enter a description for this restriction.
5. Select if this restriction applies to *RecTrac*, *WebTrac*, and/or *TeleTrac* transactions involving trips that this restriction is linked to.
6. Complete all remaining fields. Press F1 for field-level help as needed.
7. Click **Done** to return to the Restriction Maintenance screen.
8. Click **Exit** to return to the main menu.

To link the restriction to the applicable trip

1. Go to Files • Trip • Trip Maintenance. You will proceed to the Trip Maintenance screen.
2. Highlight the trip to which you wish to link the restriction code.
3. Click **Core Info**. You will proceed to the Trip Core Information screen.
4. In the Restr Code field, press the F9 key or right-click to continue to the Restriction Code picklist.
5. Highlight the restriction code that you added in the previous section and click **Select**. You will return to the Core Information screen.
6. Click **Done** to save your changes and return to the Trip Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Incident Files

Setting Up Incident Type Codes

An incident type allows you to set up information for a group of incidents that share like information. An incident type that is linked to an incident allows you to ask questions during the creation process.

See Also: Topic Document - Incident Reporting

TeleTrac Files

TeleTrac Overview

TeleTrac provides fully integrated touch-tone access to your VSI applications. Callers can reach your office 24 hours per day, 7 days per week. TeleTrac provides:

- Touch-tone activity registrations, facility/court reservations, rental reservations, and GolfTrac tee time reservations. You can also accept voice mail messages, call transfer and send outbound messages.

For more information about TeleTrac, call Vermont Systems, Inc. at 1-877-883-8757.

See Also: TeleTrac 10.3

Phone Line Requirements

- One or more dedicated analog loopstart dial-up phone lines with supervised disconnect.
- If you have more than one dial-up phone line, VSI recommends using a hunt group. Customers are required to know only one phone number to use the TeleTrac touch tone system. If the first line is busy, the hunt group will try the next line until an open line is found. Once an open line is located, the caller is connected to the TeleTrac touch-tone system.

Hardware and Software Requirements

In order to run TeleTrac, your PC must meet all of the following criteria. If you have any questions, please call VSI at 1-877-883-8757 to discuss these requirements with a VSI representative.

- The TeleTrac server PC must be dedicated.
- The operating system must be Windows 2000 Professional, Windows XP Professional or Windows 2003.
- PC minimum specifications:
  - Pentium 4 2.0 GHz processor
  - 512 MB of Ram
  - 512K of Cache
  - 40 GB Hard Drive
  - Sound Card
  - Speakers
- One or more multi-port Dialogic voice card (One PCI slot per Dialogic board)
- One dedicated dial-up phone line per port.
- In order to process credit card authorizations, you must have a MOTO (mail order/telephone order) credit card merchant license.
- Telephone line simulator and a telephone are required to record sound files and run periodic tests.
- The TeleTrac server must be on the same network as the RecTrac/GolfTrac database.

TeleTrac Activity Registration Features

- Customers register for programs via the phone
- Provides easy to follow registration prompts
- Grants real-time access to your RecTrac database
- Can process multiple registrations per call
- Immediately updates enrollments in RecTrac
- Validates callers using household ID/family member number, first and last name, social security number, or phone number
- Verifies class enrollment counts
- Checks age, gender, and grade requirements for enrollments
- Places callers directly onto class rosters or waitlists
- Processes standard system discounts
- Allows access to up-to-date class status on at any time

TeleTrac Facility/Court Reservation Features

- Customers sign up for Facility or Court slots via the phone
- Provides easy to follow reservation prompts
- Grants real-time access to your facility/court database
- Can reserve facilities for a specified begin and end time
- Can reserve consecutive court slots up to a user-defined maximum
- Checks facility/court status to prevent double bookings
- Validates callers using household ID/family member number, first and last name, social security number, or phone number
- Allows callers to cancel future facility/court reservations

TeleTrac Tee Time Reservation Features

- Customers sign up for golf tee times via the phone
- Provides easy to follow reservation prompts
- Grants real-time access to your database
- Controls the number of days in advance that reservations may be made
- Controls the number of tee times that a caller can reserve
- Allows callers to cancel their future tee times using TeleTrac
- Callers are validated using golfer ID number, first and last name, social security number, or phone number
- Validates non-member callers by credit card authorization (no fees charged)
- Tee times reserved through TeleTrac appear on receipts in GolfTrac
- View up to the second tee times in GolfTrac as the reservations occur in TeleTrac

TeleTrac Area/Rental Reservation Features

- Customers sign up for rental sites or equipment via the phone
- Provides easy to follow reservation prompts
- Grants real-time access to your RecTrac database
- Allows simultaneous rental reservation processing
- Patrons can check in and check out of specific rental areas via the phone
- Tracks the rental areas' maximum capacity
- Allows callers to reserve multiple rental areas in a single call
- Ideal for campsite rentals • Validates callers using household ID/family member number, first and last name, social security number, or phone number

TeleTrac Automated Secretary Features

- Automatically contact your customers to play pre-recorded messages (i.e., when a class is cancelled, TeleTrac can contact the enrollees)
- Can be programmed to re-try those customers that were not reached
- Can report on who was contacted and who was not
- Allows the creation of a user-defined calling period (when calls will be made)

TeleTrac Voice Mail Features

- Can operate as a voice mail system
- Processes phone calls
- Records incoming messages
- Callers can leave voice mail by typing the extension of the party they are calling
- Callers have the option to leave general messages (not directed to a specific party)
- Allows easy employee access to voice mail messages, through phone or computer (with a sound card and speakers)
- Voice mail messages are password protected for security
- Messages can be stored and replayed
- Prior to leaving voice mail messages, caller can be asked to provide household information.

Assigning TeleTrac Settings

The Bulk TeleTrac Settings program gives you an easy way to assign (or reassign) TeleTrac settings to any or all of your RecTrac activity sections. It is the equivalent of visiting the Activity Section File Maintenance - Web/Tele screen for each of your activity sections.

1. Go to Utilities • System • TeleTrac Utilities • Bulk TeleTrac Settings.
2. Enter a range of activity sections.
3. Select who can use TeleTrac to enroll: Residents only, Non-Residents only, Both residents and non-residents, or None (no one can use TeleTrac to register).
4. Select the Update TeleTrac Enrollment Counts? option if you want to make changes to enrollment counts.
5. Choose how you wish to set the enrollment max counts for enrollments done via TeleTrac: Use the section max counts for residents/non-residents, or use a percentage of the section max counts for residents/non-residents.

   For example, if the class max count for non-residents is 25 but you want to reserve 5 slots for walk-in enrollments only, then choose Use Pct of Section Count and enter 80 (80% of 25 = 20 slots open to Web enrollments).

6. Select the Update TeleTrac Enrollment Dates? option if you want to make changes to enrollment dates.
7. Choose how you wish to set the starting enrollment date for enrollments done via TeleTrac: Use the selected date you enter in the Resident/Non-Res Beg Date field, or use the section enrollment start date for residents/non-residents, or use the section enrollment start date plus or minus a certain number of days.

   For example, if class enrollments start on November 10th but you want to allow walk-in enrollments to have one day of lead time, then choose Beg Enroll Date +/- Days and enter 1 (November 10th plus 1 day = November 11th to start for Tele enrollments).

8. Choose how you wish to set the ending enrollment date for enrollments done via TeleTrac: Use the selected date you enter in the Resident/Non-Res End Date field, or use the section start date for residents/non-residents, or use the section start date plus or minus a certain number of days.

For example, if a class starts on June 8th but you want to close Web enrollments a week earlier, then choose Beg Enroll Date +/- Days and enter -7 (June 8th minus 7 days = June 1st to stop Tele enrollments).

9. Fill In the starting enrollment times for resident and non-resident enrollments done via TeleTrac:

   For example, if the doors to the Rec Department open at 8:00am and you want Tele enrollments to match this time, enter 08:00am here.

10. Click **Next** to continue to the Bulk TeleTrac Settings for Other Modules screen.
11. Enter a range to process for each module you want to change WebTrac settings.
12. Select who can use TeleTrac by module: Residents only, Non-Residents only, Both residents and non-residents, or None (no one can use TeleTrac).
13. Click **Process** to apply all the settings that you have chosen to the ranges of items you selected.
14. Click **Exit** to return to the Main Menu.

WebTrac Files

WebTrac Overview

WebTrac Integrated Web Software

VSI has designed and developed WebTrac real-time Internet software utilizing the Progress Version 9 WebSpeed V3.1E and OpenEdge Version10 development environments. WebSpeed and OpenEdge enable VSI to develop Web-enabled, next-generation applications purposely for deployment on the Internet. As previously mentioned, this requires changes to the existing applications, since the logic and the user interface are separated. Further, technology shifts in design, development, and deployment are required.

The current releases of WebTrac enable RecTrac users to offer their patrons real-time capability to:

- Self-register into classes/programs.
- Register and renew pass memberships.
- Reserve courts, facilities, golf tee times and personal trainer times.
- Reserve sites or rental items, locker rentals.
- Register for trips via the Web.
- Purchase tickets (9.5a5 & higher) .
- Purchase venue seating tickets (9.5a6 & higher) .
- Query the program listings.
- View league schedules and standings, update league scores.
- View/update their household and family member data.
- Change their PIN.
- After they reserve and/or register for items, they may pay by credit card or e-check.
- WebTrac gathers statistics including site-usage, demographics and registration/referral codes for enrollments.

WebTrac will be gradually integrated with the MainTrac software to enable department employees and the public to initiate work requests, report problems, and request information. The staff will be able to log work orders, enter inspection data, and schedule jobs.

For more information about WebTrac, call Vermont Systems, Inc. at 1-877-883-8757.

See Also: WebTrac Planning and Are You Ready for WebTrac.

WebTrac Features

Generally, new customers would register with the recreation department in person, or via mail, telephone, email, or fax, in order to enter Household/Family Member data into the RecTrac database and obtain a User ID and Password to allow access to the system for online registrations and other functions. Some organizations might allow new participants to enter this data using the WebTrac software, as a pre-requisite to the on-line registration process, while others might require that they provide this data in advance of the registration process.

Participants can query the on-line brochure, enroll in classes/activities and pay for their registrations by credit card or electronic checks.

Each organization has the option to allow customers to update their household and family member data online.

Each organization has the option to require a full payment or a partial payment based on a minimum percent. If partial payments are allowed, an organization can require full payment within a specified number of days, in order to avoid an automatic cancellation. If partial payments are allowed, any accounts receivable payments can use standard RecTrac payment types in person, or pay by credit card or e-check online.

Assigning WebTrac Settings

The Bulk WebTrac Settings program gives you an easy way to assign (or reassign) WebTrac settings to any or all of your RecTrac activity sections. It is the equivalent of visiting the Activity Section File Maintenance - Web/Tele screen for each of your activity sections.

1. Go to Utilities • System • WebTrac Utilities • Bulk WebTrac Settings.
2. Enter a range of activity sections.
3. Select who can use WebTrac to enroll: Residents only, Non-Residents only, Both residents and non-residents, or None (no one can use WebTrac to register).
4. Select who can use WebTrac to view program information: Residents only, Non-Residents only, Both residents and non-residents, or None (no one can use WebTrac to view program information).
5. Select whether you want to Allow Waitlist Enrollments on the Web.
6. Select the Update WebTrac Enrollment Counts? option if you want to make changes to enrollment counts.
7. Choose how you wish to set the enrollment max counts for enrollments done via WebTrac: Use the section max counts for residents/non-residents, or use a percentage of the section max counts for residents/non-residents.

   For example, if the class max count for non-residents is 25 but you want to reserve 5 slots for walk-in enrollments only, then choose Use Pct of Section Count and enter 80 (80% of 25 = 20 slots open to Web enrollments).

8. Select the Update WebTrac Enrollment Dates? option if you want to make changes to enrollment dates.
9. Choose how you wish to set the starting enrollment date for enrollments done via WebTrac: Use the selected date you enter in the Resident/Non-Res Beg Date field, or use the section enrollment start date for residents/non-residents, or use the section enrollment start date plus or minus a certain number of days.

   For example, if class enrollments start on November 10th but you want to allow walk-in enrollments to have one day of lead time, then choose Beg Enroll Date +/- Days and enter 1 (November 10th plus 1 day = November 11th to start for Web enrollments).

10. Choose how you wish to set the ending enrollment date for enrollments done via WebTrac: Use the selected date you enter in the Resident/Non-Res End Date field, or use the section start date for residents/non-residents, or use the section start date plus or minus a certain number of days.

For example, if a class starts on June 8th but you want to close Web enrollments a week earlier, then choose Beg Enroll Date +/- Days and enter -7 (June 8th minus 7 days = June 1st to stop Web enrollments).

11. Fill In the starting enrollment times for resident and non-resident enrollments done via WebTrac:

    For example, if the doors to the Rec Department open at 8:00am and you want Web enrollments to match this time, enter 08:00am here.

12. Click **Next** to continue to the Bulk WebTrac Settings for Other Modules screen.
13. Enter a range to process for each module you want to change WebTrac settings.
14. Select who can use WebTrac by module: Residents only, Non-Residents only, Both residents and non-residents, or None (no one can use WebTrac).
15. Click **Process** to apply all the settings that you have chosen to the ranges of items you selected.
16. Click **Exit** to return to the Main Menu.

Golf Files

GolfTrac Overview

What GolfTrac Is

GolfTrac is a comprehensive computer software package that provides automated solutions to handle the many tasks faced by golf course and/or club managers. It offers extensive help in handling day-to-day operational functions, as well as providing statistics and analysis for future planning.

GolfTrac is a fully integrated system consisting of the following capabilities:

- Membership Management
- Point-of-Sale (POS)
- Inventory Control
- Food and Beverage POS
- Tee Time Reservations
- Credit Book
- Gift Certificates
- Customized Statistical Reporting
- End of Day Processing
- Full Financial and Membership
- Reporting
- Local Handicapping
- Email Marketing and Statements
- Accts Receivable (including auto pay by credit card)
- Touch Screen Technology
- Integrated Credit Card and Gift Card Processing
- Rain Check Processing

All features use the central database of households, members, inventory, and financial codes. As transactions are processed, the database records are updated in real time. Data is entered only once, and is shared by all functions for receipting, memberships, reporting, financial, and analysis functions.

GolfTrac is certified to run on client workstations using Windows 2000, and XP operating systems, in numerous network environments.

What GolfTrac Does

With its fully integrated features, GolfTrac software provides the following capabilities:

- Custom, full-color membership/pass ID cards with photo for statistics and access control
- Food and beverage sales with user-defined touch screens, unlimited drill-down menus, and open tickets
- Point-of-Sale cash register functionality, regular and recipe inventory control, ticket sales, discounts, and sale pricing; complete barcode and UPC scanning ability
- Touch screen POS
- Membership/pass control through an unlimited number of golfer types
- Membership/pass photo capture and display options
- Allows for both local tee time reservations as well as for the optional touch tone tee time reservations through TeleTrac, and online tee time reservations through WebTrac
- Medical records, household and family member records, and liability waivers
- Incident tracking and reporting
- Bar code and address labels and mail merge for letters and forms
- Complete sales and inventory reporting
- Membership demographic tracking and statistics
- Produces statements, invoices, and installment bills
- Tracks income and expenses for each individual golfer type
- Financial distributions to general ledger and cost center codes
- Allows for installment billing and auto debit from credit card, savings, or checking accounts
- Keeps membership visit and daily visit statistics
- Supports cash drawers, bar code readers, 40/80 column receipt printers, programmable keyboards and keypads, magnetic stripe readers, and customer pole displays
- Allows golfers to input scores and calculate local handicaps
- Manage credit books
- Rain check processing

How GolfTrac Helps

The system benefits customers, clerks, and management in many ways, including:

- Single-receipt Global Sales feature makes delivery of your services faster and more accurate, and increases staff productivity and accountability.
- Combines many separate, manual, and repetitive operations into one highly automated process.
- Enables your organization to project a very professional image and maintain better public relations.
- Incorporates an easy to use touch screen and graphical user interface.
- Has extensive reporting, demographic, and analysis capabilities, providing you the tools needed for managing personnel, memberships, facilities, and other resources.
- Provides boards and commissions with extensive, accurate financial and analytical data, enabling them to make more informed decisions.
- Accident reporting and liability waivers empower your employees to monitor and assist participants with problems, as well as protect your employees in situations where customers might attempt to hold your organization responsible or liable.

GolfTrac Benefits

As a by-product of processing memberships, point-of-sale transactions, and other entries, GolfTrac provides these benefits:

- Ability to transfer financial data via reports, external storage media, and file transfer
- By retaining statistics, GolfTrac provides last year to current year comparisons

- Fast, efficient customer service with detailed transaction and payment histories by household
- Email member statements Automatically pay members' balances using Household Balance Auto Pay program
- Mail/email merge for previous customers or on specific market demographic segments; this function is built into the system—there's no additional system cost for producing mailing labels
- Household information, tee times, and inventory status available to staff at any time
- Receipts contain complete information about each transaction, including user-defined comments and rules & regulations
- System security by user and user group allows custom menus with restrictions on inventory numbers, memberships, touch screen menus, courses, transaction codes, and ticket numbers

Setting Up a Golf Course

RecTrac has the ability to handle a maximum of 99 courses. It can track up to seven tees per course. RecTrac will track lockers, club storage, handicaps and ratings by course. Each course can have its own receipt message customized. Reports may be run by a range of courses or for all courses. You must set up at least one course.

1. Go to Files • Golf • Golf Course Maintenance.
2. Click **Add**. You will continue to the Golf Course Core Information screen.
3. Enter a course number consisting of one or two digits.
4. Click **Next**. Enter the name of the golf course.
5. Enter all sets of tees as well as their lengths, course ratings, and slope ratings.
6. Select whether this course is active or inactive.
7. Enter the maximum number of players allowed in a group on this golf course.
8. Fill in all other fields. Press F1 for screen-level Help as necessary.
9. Click **Next**. You will continue to the Receipt/Pass Types screen.
10. Fill in all fields or leave their default settings. Press F1 for screen-level Help as necessary.
11. Click **Done**.
12. Click **Exit** to return to the Main Menu.

Setting Up a Golf Course Group

Golf course groups are used as the basis for the multi-course tee time dwell option in Golf Touch Point of Sale. To set up a golf course group:

1. Go to Files • Golf • Golf Course Group Maintenance.
2. Click **Add**. You will continue to the Golf Course Group Core Information screen.
3. Enter a course number consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a group description.
5. In the Golf Courses dual selection list, highlight the applicable courses in the Available column. Click the **Add>>** button to link the courses to this golf course group.
6. Click **Done**.
7. Click **Exit** to return to the Main Menu.

Setting Up Holes on a Golf Course

The following steps assume that you have already set up your golf courses using Golf Course Maintenance.

If you have not set up your Golf Courses you will be able to add them "on the fly," although the steps for doing so are not described in detail.

1. Go to Files • Golf • Golf Course Maintenance.
2. Select the golf course for which you wish to create holes.

3. Click **Change**. You will proceed to the Golf Course Core Information screen.
4. Click **Holes**.
5. If no holes currently exist for the course you will be prompted as to whether you wish to add one. Click **Yes**; or if holes do currently exist for the course you will proceed to Course Hole Maintenance. Click **Add**.
6. Enter the number of the hole. Click **Next**.
7. For each tee description that currently exists for this course, enter the hole length, par for hole, and the hole handicap rank (a rank of all the holes 1–18, easiest to most difficult).
8. Click **Done**.
9. Click **Exit** to return to the Main Menu.

Setting Up a Handicap Index for a Set of Tees

The following steps assume that:

- You have already set up your golf courses using Golf Course Maintenance.
- You have set up all holes at each golf course using Golf Course Maintenance. If you have not set up your Golf Courses you will be able to add them "on the fly," although the steps for doing so are not described in detail.

1. Go to Files • Golf • Golf Course Maintenance.
2. Select the golf course for which you wish to create a handicap index for. Highlight it in the browser box.
3. Click **Change**. You will proceed to the Golf Course Core Information screen.
4. Click **H'Cap Index**.
5. You will proceed to Handicap Index Listing screen. Click **Add**.
6. Enter the tee for which you are creating the index.
7. Enter the beginning handicap index to use. Click **Next**. Enter the ending handicap index and the resulting handicap for that range.
8. Click **Done**.
9. Click **Exit** to return to the Main Menu.

Assigning Default Tran Codes by Course, Pass Type, Date, Etc.

1. Go to Files • Golf • Default Golf Green Fees.
2. Click **Add**. You will proceed to the Fee Information for New Course screen.
3. Enter or select a course code.
4. Enter the description for this default greens fee record.
5. Select the days of the week on which you want this default green fee to apply.
6. Select the date range on which you want this default green fee to apply.
7. Select the time range on which you want this default green fee to apply.
8. Enter or select the pass types on which you want this default green fee to apply. **Note**: To select more than one code from the picklist, hold down the Control key.
9. Enter the default 18 hole tran code you want to use for GUI (GolfTrac), WebTrac, and TeleTrac.
10. Enter the default 9 hole tran code you want to use for GUI (GolfTrac), WebTrac, and TeleTrac.
11. Click **OK**.
12. Repeat steps 2–11 to enter more default golf green fees.
13. Click **Exit** to return to the Main Menu.

Setting Up a Weather Record

The following steps assume that you have already set up your golf courses using the Golf Course Maintenance program. If you have not set up your golf courses you will be able to add them "on the fly," although the steps for doing so are not described in detail.

1. Go to Files • Golf • Weather Maintenance.
2. Click **Add**. You will continue to the Weather Core Information screen.

3. Enter or select the golf course for which you wish to enter weather information.
4. Enter or select the date for which you wish to enter weather information.
5. Click **Next**. Select the appropriate Course Open Status, Temperature Rating, Humidity Rating, Wind Rating, and Precipitation Rating for the selected day and golf course.
6. Fill in all other fields or leave their default settings. Press F1 for screen-level Help as necessary.
7. Click **Done**.
8. Click **Exit**.

Setting Up a Player's Handicap

The following steps assume that:

- You have already set up your Golf Courses using Golf Course Maintenance.
- You have set up the player and his/her golf membership pass using Pass Member Maintenance. If you have not set up your Golf Courses you will be able to add them "on the fly," although the steps for doing so are not described in detail.

1. Go to Files • Pass • Pass Member Maintenance. You will proceed to the Pass Update Family Member Selection screen.
2. Enter the pass member's name, pass number (or swipe the ID card), or Social Security number. Click **Name Search**, Pass Number, or Soc Sec No. On the Family Member Listing screen, highlight the member golf pass and click **Select**. You will proceed to the Pass Member Core Info screen.
3. Click the **Golfer Info** radio button at the top of the screen. You will advance to the Golfer Info screen.
4. Click **Handicap**.
5. If no handicap scores currently exist for the golfer, you will be prompted as to whether you wish to add one. Click **Yes**. Or, if scores do currently exist for the golfer, you will proceed to Handicap Score Listing screen. Click **Add**.
6. Enter the course, tee, play date, and score that you are posting.
7. Fill in all fields or leave their default settings. Press F1 for screen-level Help as necessary.
8. Click **Done**.
9. Repeat steps **6-9** for more scores that need to be posted or click **Exit**. You will be asked if you want to recalculate the Trend Handicap Index. Click **Yes** to recalculate it.

Note: the Trend Handicap Index is only calculated for golfers with fiver or more posted scores.

10. Click **Exit** to return to the Main Menu.

Setting Up a Golf Tournament

The following steps assume that:

- You have already set up your golf courses using the Golf Course Maintenance program.
- You have already set up your tran codes using the Tran Code Maintenance program. If you have not set up your golf courses or tran codes you will be able to add them 'on the fly,' although the steps for doing so are not described in detail.

1. Go to Files • Golf • Tournament File Maintenance. You will continue to the Tournament Maintenance program.
2. Click **Add**. You will continue to the Tournament Core Information screen.
3. Enter a tournament code consisting of eight or fewer alphanumeric characters. *For example, GREEN*.
4. Click **Next**. Enter a title for this tournament. *For example, Green Mountain Classic.*

5. Enter a description for this tournament. This information will print on selected reports and inquiries.*For example, The Green Mountain Classic is played in June each year as a benefit event to raise funds for the American Cancer Society.*
6. Select the type of this tournament. Individual Stroke – The individual golfer with the fewest strokes wins the tournament. Individual Match – The individual golfer who wins the most holes wins the tournament. Team Match – The team that wins the most holes wins the tournament. Team Stroke – The team with the fewest strokes wins the tournament.
7. Select whether your players will tee off on the 1st tee, the 1st and 10th tees or shotgun (all tees).
8. Fill in all other fields on this screen to match the parameters of this tournament.
9. Click **Next**. You will continue to the Courses/Times screen.
10. For each day on which the tournament will be played, create a line item entry with the play date, golf course, and tee time ranges.
11. Click **Next**. You will continue to the Flights screen. Fill in all fields as appropriate for your organization's needs. Press F1 for field-level Help as necessary.
12. Click **Next** to continue to the Financials screen.
13. For each fee associated with this tournament, create a line item entry for that charge. Press F1 for field-level Help as necessary.
14. Click **Done**.
15. Repeat steps **2–14** for each tournament record that you wish to create.
16. Click **Exit**.

Adding a Player Record to a Tournament

The following steps assume that you have already set up your tournament records.

1. Go to Files • Golf • Tournament Player Maintenance.
2. Highlight the tournament to which you wish to add a player. Click the **Players** button at the bottom of the screen.
3. You will continue to the Player Listing screen. Click **Add**.
4. Right-click or press the F9 key from within the Pass Number field. You will continue to the Pass Number picklist screen. Highlight the pass for the player that you wish to add and click **Select**.
5. You will return to the Player Update screen where the player's family member number, pass number and name will now be entered on the screen.
6. Enter the flight, team number, and handicap for this player.
7. Click **Done**.
8. Repeat steps **3–7** for every player that you wish to add to the selected tournament.
9. Click **<<Back.**
10. Repeat steps **2–9** for each tournament to which you wish to add players.
11. Click **Exit**.

Generating Tee Time Slots for 9 or 18 Hole Reservations

If you allow 9 Hole reservations on an 18 Hole golf course, you will have to generate tee times using a 9 or 18 hole option.

If you allow golfers to make a 9 Hole reservation AND if you allow golfers to tee off on the Back 9, you will have to enable the Allow Booking of Back Nine First in 9/18 Reservation Format toggle on your Golf device To Generate 9 or 18 Hole Tee Times

1. Go to Period End • Golf • Tee Time Generator
2. Select the 9 or 18 Hole format you desire from the drop down list located at the top of the screen.
3. If this is a "9 or 18" format, determine whether you want to View Open Back Nine Tee Times. Enabling this toggle will allow you to book the Back Nine before booking the corresponding Front Nine. If you disable this toggle, corresponding Back Nine tee times will disappear from your tee sheet once you've booked the Front Nine.

4. Enter the range of courses for which you wish to generate tee times, or press the F9 key or right-click from within the field to select the courses from the picklist
5. Enter the range of dates for which you wish to generate tee times, or press the F9 key or right-click from within the field to select the dates from calendar.
6. Enter the range of times during which you wish to generate tee times.
7. Enter the interval in minutes between tee times. If you want uniform tee times, such as one tee time every 10 minutes, fill in this field only. If you want to stagger your intervals, you will enter a value here and another in the next field. *For example, tee times could be every 07 minutes, then every 08 minutes, thus making two tee times every 15 minutes.*
8. If you want to stagger your tee time intervals, enter the second interval in minutes in the Rsvn Hours/Min #2 field.
9. Enable Flag every and fill in a value for tee time as a Starter's Time if you have a Starter and allow him or her to squeeze golfers in. 'Starter' tee times display as booked on your Tee Sheets and Tee Sheet reports. Flagging consistent tee times throughout the day for the Starter is a good way to keep tee times on schedule regardless of whether you have a starter.
10. Select the days of the week on which you wish to create tee times.
11. In the Skip Dates fields, enter the dates within the selected date range on which you do not want to generate tee times, if applicable.
12. Click **Generate** to create tee time slots based on the designated criteria.
13. Click **Exit**.

Generating Tee Time Slots for Cross Over

1. Go to Period End • Golf • Tee Time Generator.
2. Select the Crossover format you desire from the drop down list located at the top of the screen.
3. Enter the range of courses for which you wish to generate tee times, or press the F9 key or right-click from within the field to select the courses from the picklist
4. Enter the range of dates for which you wish to generate tee times, or press the F9 key or right-click from within the field to select the dates from calendar.
5. Enter the range of times during which you wish to generate your first set of cross over tee times. This range should equal the total amount of time it takes to play 18 holes.

   For example, if it takes 4 hours and 30 minutes to play 18 holes on this course and you want to start your tee times at 7:00 am, you would enter 7:00 am in the Beginning Time field and 11:30 am in the Ending Time field. The system would then generate tee times on the 1st and 10th holes from 7:00–9:15. It would also then block out all tee times from 9:15–11:30 am to allow the golfers to finish the other nine holes (cross over). You may then wish to generate another cross over from 12:00pm–4:30pm or you could generate 9 or 18-hole tee time reservation slots for the remainder of the day.

6. Enter the interval in minutes between tee times. If you want uniform tee times, such as one tee time every 10 minutes, fill in this field only. If you want to stagger your intervals, you will enter a value here and another in the next field. *For example, tee times could be every 07 minutes, then every 08 minutes, thus making two tee times every 15 minutes.*
7. If you want to stagger your tee time intervals, enter the second interval in minutes in the Rsvn Hours/Min #2 field.
8. Enable Flag every and fill in a value for tee time as a Starter's Time if you have a Starter and allow him or her to squeeze golfers in. 'Starter' tee times display as booked on your Tee Sheets and Tee Sheet reports. Flagging consistent tee times throughout the day for the Starter is a good way to keep tee times on schedule regardless of whether you have a starter.
9. Select the days of the week on which you wish to create tee times.
10. In the Skip Dates fields, enter the dates within the selected date range on which you do not want to generate tee times, if applicable.
11. Click **Generate** to create tee time slots based on the designated criteria.
12. Click **Exit**.

Generating Tee Time Slots for a Shotgun Start

A Shotgun Tee Time reserves a block of time to allow multiple golfers to tee off from multiple holes simultaneously. Shotgun start is a popular format for single day tournaments but is also a good way to manage tee times during high volume days, as a shotgun allows more golfers to play than you would normally have tee times to accommodate.

Set up your Shotgun Groups per Hole allowed:

To maximize your shotgun tee slots, go to Golf Course Maintenance --> Hole Maintenance and enter a Group for Shotgun Start value for each hole on your golf course. Longer holes, such as Par 5s can typically accommodate 2 or even 3 groups. When you generate your Shotgun tee times, the number of slots available per hole will be determined from this number. Leaving the Groups for Shotgun Start value at the default "0" will allow for one (1) group per hole.

Purge existing Tee Times prior to generating Shotgun Tee Times:

Before generating tee times for your Shotgun Start, it is a good idea to purge any existing tee times that you may have for that day and time block. To purge existing tee times, go to Period End • Golf • Bulk Tee Time Delete. Press F1 for field help as needed.

Note: When deleting tee times for a Shotgun Start, purge far enough in advance of the start time to insure that no golfers will be on the course when the Shotgun begins.

For example: If your normal playing time is 4 hours, and if your Shotgun Start commences at 1:00pm, you will want to disallow tee times after 09:00am in order to have the course clear for your Shotgun.

To create Shotgun Tee Times

1. Go to Period End • Golf • Tee Time Generator
2. Select 'Shotgun' from the drop down list located at the top of the screen.
3. Enter the range of courses for which you wish to generate tee times. OR Press the F9 key or right-click from within the field to select the courses from the picklist
4. Enter the range of dates for which you wish to generate tee times. OR Press the F9 key or right-click from within the field to select the dates from calendar. **Note**: For a one-day event, insure your Beginning Date and Ending Date are the same.
5. Enter the range of times during which you wish to generate tee times. **Note**: Your Beginning Time is the Shotgun Start time. The Ending Time is when you expect all golfers to be off the course. Regular tee times will commence at regular intervals after the ending time, provided you only purged tee times for the time block needed to run the Shotgun.
6. Enter a time interval in the Rsv'n Min #1 field. You cannot generate tee times without entering a value in this field.
7. Leave the Rsv'n Min #2 field blank.
8. Leave the Flag every toggle unchecked and do not enter a value in the tee time as a Starter's Time
9. Enable Lottery Tee Times if you are using the Tee Time Lottery option to determine who gets tee times.
10. Select the days of the week on which you wish to create tee times.
11. In the Skip Dates fields, enter the dates within the selected date range on which you do not want to generate tee times, if applicable.
12. Click **Generate** to create tee time slots based on the designated criteria.
13. Click **Exit**.

Adding a Touchscreen Tee Time Icon to Your Desktop

Since touch screen capability is not available on the RecTrac signon screen, you will need to create an icon to allow your employees to be transported directly to the Touch Screen Tee Time Update screen without having to complete the RecTrac signon screen.

1. Copy the RecTrac live icon currently displayed on the Stealth display.
2. Right-click on the copied icon and select Rename.
3. Enter Tee Time Touch Screen as the new icon name.
4. Right-click on the POS Touch Screen icon and select **Properties**.
5. In the Target field find the text **-p rt1000**. Substitute the following text for this entry:**-p rt1000c -param gr0356**
6. Click **Apply**. Click **OK** to save your change and return to your desktop.

Bag Tags

Bag Tags can be set up in RecTrac to print when a customer pays for a greens fee tran code at a selected golf course. In order to use Bag Tags you will need to perform the following set up steps:

Creating a Bag Tag Pass Template

Using the VSI Design Studio, create a bag tag template. For more information on creating templates within the RecTrac Design Studio see: Template Design Studio .

Linking the Template to the Course(s) that Need bag Tags

1. Go to Files • Golf • Golf Course Maintenance
2. Click **Receipt/Pass Types**.
3. Right-click within the Bag Tag Template field to choose the appropriate bag tag template.

CYS Files

Provider Records

Setting Up a Provider

When setting up your Providers, you must complete all four file maintenance screens, as well as link codes on the Program Links, Program Types, Days and Hours, Special Requirements, and Age Groups screens in order for the Search for Care process to complete properly. After setting up all of your Providers you will need to revisit their records to update each provider's certifications, background checks, operational requirements, inspections, home visits, medical evaluations, and training requirements with valid dates and information.

1. Go to Files • CYS • CYS Provider Module.
2. You will proceed to the Provider Code Maintenance screen. Click **Add**.
3. Enter the provider's name ID in the Provider ID field. *For example, BROWN, K.*
4. Click **Next**. Select whether you wish to enter the provider's Social Security Number or Tax ID number.
5. Enter the provider's Social Security or tax ID number in the following field.
6. Enter the provider's Name, Street, Email Address, and Home Phone.
7. Select whether the provider's record holds a status of Active, Temporarily Inactive, or Permanently Inactive.
8. In the Rsv Min field, enter the time block length for which this provider will accept children in care. This information will be used during the Search for Care process.

9. In the Max Kids Overall field, enter the maximum number of children this provider can care for at any one time.
10. In the Max Under 2 field, enter the maximum number of children under the age of 2 that this provider can care for at any one time.
11. In the Date of Application field, enter the date that this provider turned in an application.
12. In the Last Home Visit field, enter the last date on which this provider's home was visited by the Provider Supervisor.
13. In the Provider Date of Birth field, enter the provider's date of birth.
14. In the Installation Name field, enter the name of this installation, or right-click or press F9 from within the field to select the installation from the picklist.
15. In the School District field, enter or select the school district in which this provider resides.
16. In the Housing Area field, enter or select the housing area in which this provider resides.
17. If this provider lives off post, enter or select the off post district in which the provider lives and select the Located Off Post toggle.
18. In the Home Type field, enter or select the home type in which this provider resides.
19. Click **Next**. You will continue to the Provider – History screen.
20. Fill in all fields on this screen. This information will be used during the background check process that the Provider supervisor performs. Press F1 for more detailed field explanations if necessary.
21. Click **Next**. You will continue to the Provider – Family screen.
22. Fill in all information on this screen for this provider's military sponsor. In addition, you must create a family member record for every individual who is living in the house. If the sponsor lives in the household, you must add the sponsor as a family member by clicking Link Sponsor. Then, click on the sponsor line in the family member browser box and click Update Member. Enter or select "Sponsor" in the Relationship field. Click **Update**. Click **Add** to add the remaining family members. Press F1 for more detailed field explanations if necessary.
23. Click **Next**. You will continue to the Provider – Meal Rates/Times screen.
24. Meal reimbursement rates and meal times will automatically fill with the default values entered on the Misc Rates/Fees (Files • CYS • CYS Financial Maint • USDA Misc Rate/Fee Maintenance) screen. Edit if necessary.
25. Click **Done**. You will return to the Provider File Maintenance main screen.
26. Click **Prog Type**. You will continue to the Provider Program Type Update screen. The program title bar lists the name of the currently selected Provider.
27. Click **Add**. Select the program type code for this provider. Hold down the Control key to select more than one program type code. Click **OK**. Enter all applicable comments in the Details box.
28. Click **Save**.
29. Repeat steps **27** and **28** for every program type that applies to this Provider.
30. Click **<<Provider**.
31. Click Days & Hours. You will continue to the Provider Days and Hours Update screen. The program title bar lists the name of the currently selected Provider.
32. Click **Add**. Select the days & hours code for this provider. Hold down the Control key to select more than one days & hours code. Click **OK**.
33. Alter the days and hours selected as necessary. Do NOT overlap times (e.g., Monday 8:00 am–5:00 pm and Monday Night 4:30 pm–9:00 pm). Enter all applicable comments in the Details box.
34. Click Save.
35. Repeat steps **32–34** for every days and hours code that applies to this provider.
36. Click **<<Provider**.
37. Click **Spec Req**. You will continue to the Provider Special Requirements Update screen. The program title bar lists the name of the currently selected Provider.
38. Click **Add**. Select the special requirements code for this provider. Hold down the Control key to select more than one special requirements code. Click **OK**.
39. Fill in any special comments of details necessary to clarify the service that this provider offers.
40. Click **Save**. Notice that this entry has been added to the browser box at the top of the screen.
41. Repeat steps 38–40 for every special requirements code that applies to this provider.
42. Click **<<Provider**.

43. Click Age Groups. You will continue to the Provider Age Group Update screen. The program title bar lists the name of the currently selected Provider.
44. Click **Add**. Select the age group code for this provider. Hold down the Control key to select more than one age group code. Click **OK**. Enter all applicable comments in the Details box.
45. Click **Save**. Notice that this entry has been added to the browser box at the top of the screen.
46. Repeat steps 44 and 45 for every age group for which your provider offers care.
47. Click **<<Provider**.
48. Repeat steps **3–47** for every Provider.
49. Click **Exit**.

Linking a Program to a Provider

The following steps assume that:

- You have already set up your Providers using the Provider Code Maintenance program.
- You have already set up your programs using the Activity Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. You will proceed to the Provider Code Maintenance screen. Highlight the Provider to which you wish to link a program.
3. Click **Program Links**. You will proceed to the Classes Linked screen.
4. Click **Add**. Notice that the fields at the bottom of the screen are now available for data entry.
5. In the Activity/Section field, press the F9 key or right-click from within the field to select the appropriate code from the picklist.
6. In the Activity Type field, enter or select the activity type.
7. In the Facility Type field, enter or select the facility type.
8. In the Location ID field, enter the location ID.
9. Select whether this link is active or inactive.
10. Click **OK**.
11. Repeat steps **4–10** for every program that you wish to link to the selected Provider record.
12. Click **<<Provider**.
13. Click **Exit**.

Linking a Provider to a Program

The following steps assume that:

- You have already set up your Provider or Staff Member Providers using either the Provider or Staff Member Code Maintenance program.
- You have already set up your programs using the Activity Maintenance program.

1. Go to Files • Activity • Activity Maintenance. You will proceed to the Activity Maintenance screen.
2. Highlight the activity to which you wish to link a provider.
3. Click **Change**. You will proceed to the Activity Core Information screen.
4. Click **Sections**. You will proceed to the Section Listing screen.
5. Highlight the section to which you wish to link providers.
6. Click **Change**. You will proceed to the Core 1 Section Detail screen.
7. Click **Instructors**.
8. To link a provider, click **Add**. Highlight the provider you want to add and click **Select**.
9. Select the appropriate rate table and click **Select**.
10. Repeat steps **8–9** for every provider that you wish to link to this program's record.
11. Click **<<Section** to return to the Section Listing screen.

Setting Up a Provider Certification Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Certification Maintenance.
2. Click **Add**. You will continue to the Provider Certification Code Core Information screen.
3. Enter a Provider Certification code consisting of eight or fewer alphanumeric characters.*For example, A-APPLIC*.
4. Enter a description to accompany the Provider certification code. *For example, Application Received*.
5. Select whether this code is a Standard Provider code or a Non-Standard Provider code.
6. In the Review Years field, enter the number of years between each review of this certification.
7. Click **Done**. You will return to the Provider Certification Code Maintenance screen.
8. Repeat steps **2–7** for every Provider Certification Code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Provider Certification Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up your Provider certification status codes using the Provider Certification Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link a certification.
3. Click **Certif**. You will continue to the Provider - Certification Update screen.
4. Click **Add**.
5. Highlight the certification(s) you want to add. Hold down the Control key to select more than one certification.
6. Click **OK**.
7. In the Certification Date field, enter the date on which the Provider received this certification.
8. Enter any applicable certification comments that you wish to link to this Provider.
9. Click **Save**.
10. Repeat steps **4–9** for each certification that you wish to link to this Provider's record.
11. Click **<<Provider**.
12. Click **Exit**.

Setting Up a Provider Administrative Action Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Admin Action Maintenance.
2. Click **Add**. You will continue to the Provider Administrative Action Code - Core Information screen.
3. Enter a Provider Administrative Action code consisting of eight or fewer alphanumeric characters. For example, A-Denied.
4. Click **Next**. Enter a Description to accompany the Provider Administrative Action code. *For example, Certification Denied.*
5. Select whether this code is a standard Provider code or a non-standard Provider code.
6. Click **Done**. You will return to the Provider Administrative Action Code Maintenance screen.
7. Repeat steps **2–6** for every Provider Administrative Action Code that you want to add to the system.
8. When you have finished adding codes, click **Exit**.

Setting Up a Provider Reason for Action Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Reason for Action Maint.
2. Click Add. You will continue to the Provider Reason for Action Code - Core Information screen.
3. Enter a Provider Reason for Action code consisting of eight or fewer alphanumeric characters.*For example, MT.*
4. Click **Next**. Enter a Description to accompany the Provider Reason for Action code. *For example, Maternity Leave.*
5. Select whether this code is a Standard Provider code.
6. Click **Done**. You will return to the Provider Reason for Action Code Maintenance screen.
7. Repeat steps **2–6** for every Provider Reason for Action Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Provider Administrative Action/Reason for Action

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program. · You have already set up your Provider administrative action codes using the Provider Administrative Action Code Maintenance program.
- You have already set up your Provider reason for action codes using the Provider Reason for action Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link an administrative action item.
3. Click **Admin Action**. You will continue to the Provider - Administrative Action Update screen.
4. Click **Add**.
5. Highlight the administrative action(s) you want to add. Hold down the Control key to select more than one administrative action. Click **OK**.
6. In the Effective Date field, press the F9 key or right-click from within the field to select the date on which this administrative action takes effect.
7. In the Through Date field, press the F9 key or right-click from within the field to select the date on which this administrative action will end. *For example, if the administrative action was a suspension, you would enter the last day or suspension in this field.*
8. In the Action Reason field press the F9 key or right-click from within the field to select the reason that this administrative action was taken.
9. Enter all applicable details/comments in the Administrative Action Details/Comments field.
10. Click **Save**.
11. Repeat steps **4–10** for each administrative action code that you wish to link to this Provider's record.
12. Click **<<Provider**.
13. Click **Exit**.

Setting Up a Provider Bio Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Bio Code Maintenance.
2. Click **Add**. You will continue to the Provider Bio – Core Information screen.
3. Enter a Provider Bio code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Bio code.
5. Click **Done**. You will return to the Provider Bio Maintenance screen.
6. Repeat steps **2–5** for every Provider Home Type code that you wish to add to the system.
7. When you have finished adding codes, click **Exit**.

Linking a Bio Code to a Provider

The following steps assume that:

- You have already set up your Providers using the Provider Code Maintenance program.
- You have already set up your Provider Bio codes using the Provider Bio Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. You will proceed to the Provider Code Maintenance screen. Highlight the Provider to which you wish to link a Bio code.
3. Click **Bio/Photos**. You will proceed to the Bio For • <Provider> screen.
4. Click **Add**.
5. Highlight the Bio code you want to add from the browser on the left.*For example, PLAYAREA (This Provider's Outdoor Play area).*
6. Add a Photo File, if applicable. Right-click or press F9 in the Photo File field to browse and select the appropriate file.
7. Add detailed comments regarding the code as if you were answering a question.

   For example: The Code may be DINING. You could then link a photo file of the Provider's dining room and, in the Details section, offer a description of typical meals served, special dietary needs met, and etc…

Note: You can Spell Check the text when finished by leaving the cursor in the Details field and pressing <Shift> + F7.

8. Click **OK**.
9. Repeat steps **4–8** for every Bio code that you wish to link to the selected Provider's record.
10. Click **<<Provider** to return to the Provider Module
11. Click **Exit** to return to the main CYMS menu.

Setting Up a Provider Background Check Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Background Check Maint.
2. Click **Add**. You will continue to the Provider Background Check Code - Core Information screen.
3. Enter a Provider Background Check code consisting of eight or fewer alphanumeric characters. *For example, ADAPCP.*
4. Click Next. Enter a Description to accompany the Background Check code. *For example, ADAPCP (Local Drug & Alcohol).*
5. Select whether this code is a Standard Provider code.
6. In the Review Years field, enter the number of years between each review of the background check code.
7. Click **Done**. You will return to the Provider Background Check Code Maintenance screen.
8. Repeat steps **2–7** for every Provider Background Check Code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Provider Background Check Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.

- You have already set up your Provider background check codes using the Provider Background Check Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link a background check.
3. Click **Background**. You will continue to the Provider - Background Check screen.
4. Click **Add**.
5. Highlight the background check code(s) you want to add. Hold down the Control key to select more than one background check code. Click **OK**.
6. In the Date Initiated field, enter the date on which this background check was initiated, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Due Date field, enter or select the date on which this background check will next be due.
8. In the Date Completed field, enter or select the date on which this background check was completed.
9. Select whether this background check holds a status of Pending, Satisfactory, or Derogatory.
10. Click the drop-down list in the Background Link field to select the appropriate family member to whom you want to link this background check code.
11. Enter any applicable comments in the background details field.
12. Click **Save**.
13. Repeat steps **4–12** for each background check that you wish to link to this Provider's record.
14. Click **<<Provider.**
15. Click **Exit**.

Setting Up a Provider Credential/Evaluation Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Cred/Eval Maintenance.
2. Click **Add**. You will continue to the Provider Evaluation Code - Core Information screen.
3. Enter a Provider Evaluation code consisting of eight or fewer alphanumeric characters. *For example, C-CDA.*
4. Click **Next**. Enter a Description to accompany the evaluation code. *For example, Child Development Associate.*
5. Select whether this code is a Standard Provider code.
6. In the Review Years field, enter the number of years between each review of this evaluation.
7. Click **Done**. You will return to the Provider Evaluation Code Maintenance screen.
8. Repeat steps **2–7** for every Provider Evaluation Code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Provider Credential/Evaluation Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up your Provider evaluation codes using the Provider Evaluation Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link an evaluation item.
3. Click **Cred/Eval**. You will continue to the Provider - Evaluation screen.
4. Click **Add**.
5. Highlight the evaluation/credential code(s) you want to add. Hold down the Control key to select more than one evaluation/credential code. Click **OK**.

6. In the Credential Date field, enter the date on which the credential was completed for this Provider, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Due Date field, enter the date on which this credential is due.
8. Enter all applicable comments in the Details box.
9. Click **Save**. Your new or edited credential item is now listed in the browser box at the top of the screen.
10. Repeat steps **4–9** for each evaluation code that you wish to link to this Provider's record.
11. Click **<<Provider**.
12. Click **Exit**.

Setting Up a Provider Days & Hours Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Days/Hours Maintenance.
2. Click **Add**. You will continue to the Provider Days & Hours Code - Core Information screen.
3. Enter a Provider Days & Hours code consisting of eight or fewer alphanumeric characters. *For example, WEEKDAY.*
4. Click **Next**. Enter a Description to accompany the Days & Hours code. *For example, Weekdays (During Duty Hours).*
5. Select whether this code is a Standard Provider code.
6. Enter the Beginning and Ending Hours that correspond to this Days and Hours code.
7. Click **Done**. You will return to the Provider Days & Hours Code Maintenance screen.
8. Repeat steps **2–7** for every Provider Days & Hours Code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Provider Days & Hours Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up your Provider days & hours codes using the Provider Days & Hours Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link a days & hours code.
3. Click **Days & Hours**. You will continue to the Provider - Days & Hours Update screen.
4. Click **Add**.
5. Highlight the Days & Hours code(s) you want to add. Hold down the Control key to select more than one Days & Hours code. Click **OK**.
6. Enter the time that the Provider is open during the selected Days & Hours code. *For example, 18:00.*
7. Enter the time that the Provider closes during the selected Days & Hours code. *For example, 21:00.*
8. Select the days of the week to which this code applies.
9. Click **Save**.
10. Repeat steps **4–9** for each days & hours code that you wish to link to this Provider's record.
11. Click **<<Provider**.
12. Click **Exit**.

Setting Up a Provider Home Type

1. Go to Files • CYS • CYS Provider Maintenance • Provider Home Type Maintenance.
2. Click **Add**. You will continue to the Provider Home Type – Core Information screen.
3. Enter a Provider Home Type code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Home Type code.

5. Click **Done**. You will return to the Provider Home Type Maintenance screen.
6. Repeat steps **2–5** for every Provider Home Type code that you wish to add to the system.
7. When you have finished adding codes, click **Exit**.

Linking a Provider Home Type to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up your home type codes using the Provider Type Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link a home type.
3. Click **Change**. You will proceed to the Provider – Core Information screen.
4. In the Home Type field, enter a home type, or press the F9 key or right-click from within the field to select the appropriate home type from the picklist.
5. Click **Done**.
6. Click **Exit**.

Setting Up a Provider Home Visit Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Home Visit Maintenance.
2. Click **Add**. You will continue to the Provider Home Visit Code - Core Information screen.
3. Enter a Provider Home Visit code consisting of eight or fewer alphanumeric characters.*For example, MHA.*
4. Click **Next**. Enter a Description to accompany the home visit code.*For example, Military Home Accreditation Visit.*
5. Select whether this code is a Standard Provider code.
6. In the Review Years field, enter the number of years between each review of the home visit.
7. Click **Done**. You will return to the Provider Home Visit Code Maintenance screen.
8. Repeat steps **2–7** for every Provider Home Visit Code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Provider Home Visit Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up your home visit codes using the Provider Home Visit Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link a home visit.
3. Click **Home Visits**. You will continue to the Provider - Home Visits screen.
4. Click **Add**.
5. Highlight the home visit code(s) you want to add. Hold down the Control key to select more than one home visit code. Click **OK**.
6. In the Visit Date field, enter the date that this Home Visit code was completed, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Beg Time field, enter the time that this Home Visit began.
8. In the End Time field, enter the time that this Home Visit ended.

9. Enter all applicable details in the Comments box.
10. Click **Save**.
11. Repeat steps **4–10** for each home visit code that you wish to link to this Provider's record.
12. Click **<<Provider**.
13. Click **Exit**.

Setting Up a Provider Inspection Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Inspection Maintenance.
2. Click **Add**. You will continue to the Provider Inspection Code - Core Information screen.
3. Enter a Provider Inspection code consisting of eight or fewer alphanumeric characters. *For example, FIRE-IN.*
4. Click **Next**. Enter a Description to accompany the inspection code. *For example, Fire Inspection.*
5. Select whether this code is a Standard Provider code.
6. In the Review Years field, enter the number of years between each review of this inspection.
7. Click **Done**. You will return to the Provider Inspection Code Maintenance screen.
8. Repeat steps **2–7** for every Provider Inspection Code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Provider Inspection Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up your inspection codes using the Provider Inspection Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link an inspection.
3. Click **Inspections**. You will continue to the Provider - Inspections screen.
4. Click **Add**.
5. Highlight the inspection code(s) you want to add. Hold down the Control key to select more than one operational inspection code. Click **OK.**
6. In the Due Date field, enter or select the date on which this inspection will next be due or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Date Completed field, enter the date that this Inspection code was completed.
8. Enter all applicable comments in the Details box.
9. Click **Save**.
10. Repeat steps **4–9** for each inspection code that you wish to link to this Provider's record.
11. Click **<<Provider**.
12. Click **Exit**.

Setting Up a Provider Location Record

In order to set up Provider classes, you must link a location to the program. This step may be performed 'on-the-fly' during activity setup or you may wish to set them all up at once. These instructions are targeted at the second scenario. Before completing this step you should have a complete list of the names of your Providers ready for reference.

1. Go to Files • Facility • Facility Location Maintenance.
2. Click **Add**. You will continue to the Facility Location Maintenance – Core Information screen.
3. In the Location field, enter as many characters of the provider's last name as possible.

4. Click **Next**. In the Description field, enter the provider's last name followed by a comma and then the provider's first name. *For example, Brown, Charlie Provider Home.*
5. Press the Tab key. Notice that the provider's name is now also listed in the Loc Name field.
6. Click **Done**.
7. Repeat steps **2–6** for every Provider.

Setting Up a Provider Medical Requirement Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Medical Requirements Maint.
2. Click **Add**. You will continue to the Provider Medical Requirements Code - Core Information screen.
3. Enter a Provider Medical Requirements code consisting of eight or fewer alphanumeric characters. *For example, SHOTS.*
4. Click **Next**. Enter a Description to accompany the Medical Requirement code. *For example, Immunizations.*
5. Select whether this code is a Standard Provider code.
6. Click **Done**. You will return to the Provider Medical Requirement Code Maintenance screen.
7. Repeat steps **2–6** for every Provider Medical Requirement Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Provider Medical Requirement to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up your medical requirement codes using the Provider Medical Requirement Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link a medical requirement.
3. Click **Medical**. You will continue to the Provider - Medical Information screen.
4. Click **Add**.
5. Highlight the medical requirement code(s) you want to add. Hold down the Control key to select more than one medical requirement code. Click **OK**.
6. In the Due Date field, enter or select the date on which this medical requirement will next be due to be performed, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Date Completed field, enter the date on which the Provider earned this medical requirement.
8. Enter any applicable comments in the details box.
9. Click **Save**.
10. Repeat steps **4–9** for each medical requirement that you wish to link to this Provider's record.
11. Click **<<Provider**.
12. Click **Exit**.

Setting Up a Provider Operational Requirement Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Operational Rqmts Maint.
2. Click **Add**. You will continue to the Provider Operational Requirements Code - Core Information screen.
3. Enter a Provider Operational Requirements code consisting of eight or fewer alphanumeric characters. *For example, CP-ACCID*.
4. Click **Next**. Enter a Description to accompany the Operational Requirements code. *For example, Contingency Plan - Accidents.*

5. Select whether this code is a Standard Provider code.
6. In the Review Years field, enter the number of years between each review of this operational requirement.
7. Click **Done**. You will return to the Provider Operational Requirement Code Maintenance screen.
8. Repeat steps **2–7** for every Provider Operational Requirement Code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Provider Operational Requirement to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up your operational requirement codes using the Provider Operational Requirement Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link an operational requirement.
3. Click **Operation**. You will continue to the Provider - Operational Requirements screen.
4. Click **Add**.
5. Highlight the operational requirement code(s) you want to add. Hold down the Control key to select more than one operational requirement code. Click **OK**.
6. In the Due Date field, enter or select the date on which this operational requirement will next be due, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Date Completed field, enter the date that this Operational Requirement code was completed.
8. Click **Save**.
9. Repeat steps **4–8** for each operational requirement code that you wish to link to this Provider's record.
10. Click **<<Provider**.
11. Click **Exit**.

Setting Up a Provider Pet Maintenance Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Pet Maintenance.
2. Click **Add**. You will continue to the Provider Pet Maintenance - Core Information screen.
3. Enter a Provider Pet Information code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Pet Information code.
5. Select whether this code is a Standard Provider code.
6. In the Web Help Text field, enter the text that you want to accompany this option during the Web Search for Care process. Press Shift + F7 key to spell check the text entered in this field.
7. Click **Done**. You will return to the Provider Pet Information Code Maintenance screen.
8. Repeat steps **2–7** for every Provider Pet Information code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Provider Pet Information Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.

- You have already set up your pet information codes using the Provider Pet Information Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link pet information.
3. Click **Pets**. You will continue to the Provider - Pet Information screen.
4. Click **Add**.
5. Highlight the pet information code(s) you want to add. Hold down the Control key to select more than one pet information code. Click **OK**.
6. In the Vet Approval Date field, enter the date that a veterinarian approved this pet, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Immunization Due field, enter or select the date on which this pet's next immunization is due.
8. In the Temperament Due field, enter or select the date on which this pet's next temperament check is due.
9. Enter any applicable comments in the Details box.
10. Click **Save**.
11. Repeat steps **4–10** for each pet that you wish to link to this Provider's record.
12. Click **<<Provider**.
13. Click **Exit**.

Setting Up a Provider Previous Experience Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Previous Experience.
2. Click **Add**. You will continue to the Provider Previous Experience Code - Core Information screen.
3. Enter a Provider Previous Experience code consisting of eight or fewer alphanumeric characters. *For example, A-CDC.*
4. Click **Next**. Enter a Description to accompany the previous experience code. *For example, Civilian CDC/Child Experience*.
5. Click **Done**. You will return to the Provider Previous Experience Code Maintenance screen.
6. Repeat steps **2–5** for every Provider Previous Experience Code that you wish to add to the system.
7. When you have finished adding codes, click **Exit**.

Linking a Previous Experience Code to a Provider

The following steps assume that:

- You have already set up your Provider Previous Experience codes using the Provider Previous Experience Code Maintenance program.
- You have already set up your Provider codes using the Provider Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link a previous experience item.
3. Click **Change**. You will proceed to the Provider Core Information screen.
4. Click **Next**. You will continue to the Provider – History screen.
5. Click the **Prev CYS Exper** button.
6. You will continue to the Provider – Previous Experience screen.
7. Click **Add**.
8. In the Work Code field, press the F9 key or right-click from within the field to select the appropriate work experience code from the picklist.
9. Enter the name of the Base/Employer where this experience was earned.
10. Enter appropriate details describing this work experience.

11. In the Starting Date field, enter the date on which this experience began. or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
12. In the Ending Date field, enter or select the date on which this experience ended.
13. Click **OK**. Your new or edited work experience information is now listed in the browser box at the top of the screen.
14. Click **Exit** to return to the Main Menu.

Setting Up a Provider Recognition Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Recognition Maintenance.
2. Click Add. You will continue to the Provider Recognition Code - Core Information screen.
3. Enter a Provider Recognition code consisting of eight or fewer alphanumeric characters. *For example, B-TOTE.*
4. Click **Next**. Enter a Description to accompany the Recognition code.*For example, Training Tote Bag.*
5. Select whether this code is a Standard Provider code.
6. Click **Done**. You will return to the Provider Recognition Code Maintenance screen.
7. Repeat steps **2–6** for every Provider Recognition Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Provider Recognition Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Staff Member Code Maintenance program.
- You have already set up your Provider recognition codes using the Provider Recognition Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the provider to whom you wish to link a recognition.
3. Click **Recognition**. You will continue to the Provider - Recognition Information screen.
4. Click **Add**.
5. Highlight the recognition code(s) you want to add. Hold down the Control key to select more than one recognition code. Click **OK**.
6. Enter the date on which the Provider received this recognition in the recognition date field or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. Click **Save**.
8. Repeat steps **4–7** for each recognition that you wish to link to this Provider's record.
9. Click **<<Provider**.
10. Click **Exit**.

Setting Up a Provider Special Requirement Code

The steps below explain how to add a special requirement code to your CYS database. HOWEVER, before adding any codes to this system you must first speak to your VSI trainer who will forward your request to CFSC. In order to standardize reporting functions and make every base as uniform as possible, certain codes must be restricted.

1. Go to Files • CYS • CYS Provider Maintenance • Provider Spec Requirements Maint.
2. Click **Add**. You will continue to the Provider Special Requirement Code - Core Information screen.
3. Enter a Provider Special Requirement code consisting of eight or fewer alphanumeric characters. *For example, BI-FRENCH.*

4. Click **Next**. Enter a Description to accompany the Special Requirement code.*For example, Bilingual - French.*
5. Select whether this code is a Standard Provider code.
6. Select whether you wish to Include this special requirement in the criteria used during the Web Search for Care process.
7. If you selected to use this criteria during the Web Search for Care process, enter the text that you wish to accompany this option. Press Shift + F7 key to spell check the text entered in this field.
8. Click **Done**. You will return to the Provider Special Requirement Code Maintenance screen.
9. Repeat steps **2–8** for every Provider Special Requirement Code that you wish to add to the system.
10. When you have finished adding codes, click **Exit**.

Linking a Provider Special Requirement Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up your Provider special requirement codes using the Provider Special Requirement Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link a special requirement code.
3. Click **Spec Req**. You will continue to the Provider - Special Requirement Update screen.
4. Click **Add**.
5. Highlight the Special Requirement code(s) you want to add. Hold down the Control key to select more than one Special Requirement code. Click **OK**.
6. Enter any applicable comments in the Comments/Details field.
7. Click **Save**.
8. Repeat steps **4–7** for each special requirements code that you wish to link to this Provider's record.
9. Click **<<Provider**.
10. Click **Exit**.

Setting Up a Provider Subsidy Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Subsidy Maintenance.
2. Click **Add**. You will continue to the Provider Subsidy Code - Core Information screen.
3. Enter a Provider Subsidy code consisting of eight or fewer alphanumeric characters. *For example, RESPITE*.
4. Click **Next**. Enter a Description to accompany the subsidy code. *For example, Respite Care*.
5. Select whether this code is a Standard Provider code.
6. In the Review Years field, enter the number of years between each review of this subsidy.
7. In the Default Amount field, enter the default amount of this Provider Subsidy.
8. Click **Done**. You will return to the Provider Subsidy Code Maintenance screen.
9. Repeat steps **2–8** for every Provider Subsidy Code that you wish to add to the system.
10. When you have finished adding codes, click **Exit**.

Linking a Provider Subsidy Code to a Provider

The following steps assume that you have already set up your Provider codes using the Provider Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link a subsidy.
3. Click **Subsidies**. You will continue to the Provider - Subsidy Update screen.
4. Click **Add**.
5. Highlight the subsidy code(s) you want to add. Hold down the Control key to select more than one subsidy code. Click **OK**.
6. In the Subsidy Amount field, enter the amount of the subsidy.
7. In the Approval Date field, enter the date when this subsidy was approved, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
8. In the Beg Date field, enter or select the date on which the requisite enrollment period began that resulted in the Subsides being applied.
9. In the End Date field, enter the date on which the enrollment period ended for which the Subsidies are being applied.
10. Click **Save**.
11. Repeat steps **4–10** for each subsidy that you wish to link to this Provider's record.
12. Click **<<Provider**.
13. Click **Exit**.

Setting Up a Provider Training Code

1. Go to Files • CYS • CYS Provider Maintenance • Provider Training Maintenance.
2. Click **Add**. You will continue to the Provider Training Information Code - Core Information screen.
3. Enter a Provider Training Information code consisting of eight or fewer alphanumeric characters. *For example, 01-WKSHP.*
4. Click **Next**. Enter a Description to accompany the training information code. *For example, Annual - Workshop.*
5. Select whether this code is a Standard Provider code.
6. Enter the number of Credit Hours and Clock Hours for this training code.
7. Click **Done**. You will return to the Provider Training Information Code Maintenance screen.
8. Repeat steps **2–7** for every Provider Training Information Code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Provider Training Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up your Provider training codes using the Provider Training Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link a training item.
3. Click **Training**. You will continue to the Provider - Training screen.
4. Click **Add**.
5. Highlight the training code(s) you want to add. Hold down the Control key to select more than one training code. Click **OK**.
6. In the Due Date field, press the F9 key or right-click to select the date on which this training item is due to be completed.

7. In the Date Completed field, press the F9 key or right-click to select the date on which this training item was completed.
8. In the Credit Hours field, enter the number of "training" hours logged for this provider for this training code.
9. In the Clock Hours field, enter the number of actual hours logged for this provider for this training code.
10. Enter all applicable comments in the Details box.
11. Click **Save**. Your new or edited training item is now listed in the browser box at the top of the screen.
12. Repeat steps **1–1**1 for every training item that you wish to add to this provider's record.
13. Click **<<Provider**.
14. Click **Exit**.

Adding a Family Member to a Provider's Record

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to which you wish to add a family member.
3. Click **Change**. You will proceed to the Provider Maintenance - Core Information screen.
4. Click **Next** twice to proceed to the Provider Maintenance - Family screen.
5. Click **Add Member**. You will proceed to the Family Member Update screen.
6. Fill in all fields or leave their default settings. Press F1 for field-level Help as necessary.
7. Click **Update**. You will return to the Provider Maintenance - Family screen. Notice that the family member you just added is now listed in the family member browser box at the bottom of the screen.
8. Repeat steps **5–7** for each family member that you wish to add to the Provider's record.
9. Click **Done**.
10. Click **Exit**.

Linking an Endorsement Code to a Provider

The following steps assume that:

- You have already set up your Providers using the Provider Code Maintenance program.
- You have already set up your Endorsement codes using the Provider Endorsement Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. You will proceed to the Provider Code Maintenance screen. Highlight the Provider to which you wish to link an Endorsement code.
3. Click **Endorse**. You will proceed to the Endorsement Information screen.
4. Click **Add**.
5. Highlight the endorsement code(s) you want to add. Hold down the Control key to select more than one endorsement code. Click **OK**. *For example, INF/TOD (Infant/Toddler Care).*
6. In the Endorsement Date field, enter the date of this endorsement, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. Enter any applicable comments in the Details box.
8. Click **Save**.
9. Repeat steps **4–8** for every endorsement that you wish to link to the selected Provider record.
10. Click **<<Provider**.
11. Click **Exit**.

Linking Multiple Providers to a Single Subsidy

The following steps assume that you have already set up your Provider codes using the Provider Code Maintenance program.

1. Go to Period End • CYS • CYS Bulk Subsidy Update.
2. Choose the Multiple Providers/One Subsidy option located on the lower-left of the screen.
3. Select which Providers you wish to see based on their status(es) in the Show field in the middle of the screen.
4. Highlight the Providers to whom you want to link a subsidy. Hold down the Control key to select more than one Provider.
5. Select the Subsidy you will link the subsidies. Right-click or press F9 in the Subsidy field to choose from the Picklist.
6. In the Approval Date field, enter the date when these subsidies were approved or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Beg Date field, enter or select the date on which the requisite enrollment period began that resulted in the Subsides being applied.
8. In the End Date field, enter the date on which the enrollment period ended for which the Subsidies are being applied.
9. In the Subsidy Amount field, enter a rate. Subsidies with a Default Amount linked will use their default amounts.
10. Enter comments about the subsidies as needed.
11. Determine whether you wish to cycle through all providers selected to change dates and amounts for the Subsidy being linked.
12. Click **Update**.
13. Click **Yes** at the message.
14. Change the information presented for each Provider, as necessary, and/or click **Next** to approve. You will cycle through all Providers, based on your answer to Step 11 above.
15. Click **OK** at the Bulk Subsidy Update Now Complete Message.
16. Repeat Steps **4-15** to link multiple Providers to other Subsidies or click **Exit** to quit the program.

Linking Multiple Subsidies to a Provider

The following steps assume that you have already set up your Provider codes using the Provider Code Maintenance program.

1. Go to Period End • CYS • CYS Bulk Subsidy Update.
2. Choose the Multiple Subsidies/One Provider option located on the lower-left of the screen.
3. Select which Providers you wish to see based on their status(es) in the Show field in the middle of the screen.
4. Highlight the subsidy code(s) you want to link. Hold down the Control key to select more than one code.
5. Select the Provider to whom you will link the subsidies. Right-click or press F9 in the Provider field to choose from the Picklist
6. In the Approval Date field, enter the date when these subsidies were approved, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Beg Date field, enter or select the date on which the requisite enrollment period began that resulted in the Subsides being applied.
8. In the End Date field, enter the date on which the enrollment period ended for which the Subsidies are being applied.
9. In the Subsidy Amount field, enter a rate. Subsidies with a Default Amount linked will use their default amounts.
10. Enter comments about the subsidies as needed.
11. Click **Update**.
12. Click **Yes** at the message.

13. Change the information presented for each Subsidy being linked, as necessary, and/or click **Next** to approve. You will cycle through all subsidies being applied.
14. Click **OK** at the Bulk Subsidy Update Now Complete Message.
15. Repeat Steps **4-14** to link multiple Subsidies to other Providers or click **Exit** to quit the program.

Linking a School District Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up school district codes using the School District Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link a school district code.
3. Click **Change**. You will proceed to the Provider Core Information screen.
4. In the School Dist field, press the F9 key or right-click from within the field to select the appropriate school district from the picklist.
5. Click **Done**.
6. Click **Exit** to return to the Main Menu.

Linking a Staffing Backup Code to a Provider

The following steps assume that you have already set up your Providers using the Provider Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. You will proceed to the Provider Code Maintenance screen. Highlight the Provider to which you wish to link a staffing backup.
3. Click **Backup**. You will proceed to the Backup Information screen.
4. Click **Add**. Notice that the fields at the bottom of the screen are now available for data entry.
5. Enter the Backup Staff Member's First and Last Name, Address, City/State/Zip, and Phone Number.
6. Click **Save**.
7. Repeat steps **4–6** for every backup staff member that you wish to link to the selected Provider.
8. Click **<<Provider**.
9. Click **Exit**.

CDC/SAS/Provider Programs

Setting Up CDC/SAS Programs

1. Go to Files • Activity • Activity Maintenance. You will proceed to the Activity Maintenance screen.
2. Click **Add**. You will proceed to the Activity Core Information screen.
3. Enter an activity number that begins with 9000. Begin your numbering scheme with 01, 02, etc. By using this numbering scheme, you will ensure that all CDC/SAS programs are grouped together in your database. Click **Next**. All other fields are now available for entering data.
4. Enter a Class Description for this activity.

   For example, 3352 FD Inf. Typically your class description will encompass the following information: Building #, Care Type, and Age Range. Using this information you can tell

that the activity described above is located in building number 3352, and it is a full day infant care class.

5. Enter CDC or SAS as the activity type.
6. Select the Allow Installment Billing toggle.
7. Click Next. You will continue to the Activity Maintenance • CYMS Information screen.
8. Select the CYS Program Type that corresponds to this activity.
9. Select the Use CYS Rate Calculations? toggle.

Note: Typically, this option is NOT selected for day care classes that do not allow the 2nd rate 2nd child discount (e.g., day camps).

10. Select the CYS Default Installment Billing Frequency for this program.
11. Highlight the Age Group(s) in the Available column for which this program offers care. Click the **Add>>** button to add this code(s) to the Linked Age Group column.
12. Click the Sections button. You will need to add a section for every classroom that exists at your center for the selected age group(s).
13. Click **Yes** when asked if you want to add a new section. You will continue to the Section Core Information 1 screen.
14. Enter a section code of 01. Section numbering should always begin with 01 and continue sequentially.
15. Click **Next**. Enter a description for the section that will be identifiable in a picklist.

    For example, 3352, Rm 4, FD Inf. Typically, your section description will encompass the following information: Building #, Room #, Care Type, and Age Range. Using this information, you can tell that the activity described above is located in building number 3352, Room #4, and it is a full day infant care class.

16. In the Fac Type field, enter CDC.
17. In the Fac Loc field, enter or select the building number.
18. In the Fac ID field, enter or select the room number.
19. In the Beg Date field, enter the first date that this class is offered.
20. In the End Date field, enter 12/31/2099. Since CYS classes are ongoing, you don't want this class to end.
21. In the Beg Time field, enter the time at which the first child can be cared for in this room.
22. In the End Time field, enter the time at which the last child must leave care.
23. Select the days on which this class meets.
24. **Click Next**. You will continue to the Section Maintenance – Core Information 2 screen.
25. Enter the age range of children that can be accepted into this program.
26. Enter the maximum number of children that can be enrolled in this class.
27. Select the Require Current Pass Membership toggle.
28. Select the Child Care Activity toggle.
29. Click **Next** twice to continue to the Fees screen.
30. Enter all bill codes that apply to the activity. Make sure that the entry in the Amount field is 0.00. (Fees will be determined using the CYS Rate table set up earlier.)
31. Select whether or not you want late fees to be charged multiple times if left unpaid.
32. Click **Done**.
33. Repeat steps **13–32** for every room that offers care for the selected age group.
34. Click **<<Class List**.
35. Repeat steps 2–34 for each separate program that your organization offers.
36. Click **Exit**.

Setting Up Provider Programs

1. Go to Files • Activity • Activity Maintenance. You will proceed to the Activity Maintenance screen.
2. Click **Add**. You will proceed to the Activity Core Information screen.

3. Enter an activity number that begins with 94. Begin your numbering scheme with 0020 and increase in increments of 20 (940020, 940040, 940060, etc.). Click **Next**. All other fields are now available for entering data.
4. In the Class Description field, enter a description consisting of the last name of the provider followed by a comma and the first name of the provider (e.g., smith,roy).
5. In the Activity Type field, enter Provider.
6. Click **Next**. You will continue to the CYMS Information screen.
7. Select the Link to a Provider toggle.
8. Click **Sections**.
9. Click **Yes**. You will continue to the Section Core Information 1 screen.
10. Enter a section code of 01. (The first section should always be 01.)
11. Click **Next**. In the Spec Desc field, enter the provider's last name, followed by a comma, followed by the first initial as the description. *For example, Allen, M.*
12. In the Facility Type field, enter Provider.
13. In the Facility Location field, enter or select the provider's location code.
14. In the Facility ID field, enter Provider.
15. In the Begin Date field, enter the first date that this class is offered.
16. In the End Date field, enter 12/31/2099. Since CYS classes are ongoing, you don't want this class to end.
17. In the Beg Time field, enter the time at which the first child can be cared for by this provider.
18. In the End Time field, enter the time at which the last child must leave this provider's care.
19. Select the days on which this class meets.
20. Click **Next**. You will continue to the Section Maintenance – Core 2 Information screen.
21. Enter the age and grade range of children that can be accepted into this provider's care.
22. In the Maximum Count field, enter the maximum number of children that can be enrolled in this provider's care. This entry should usually be 50.
23. Select the Require Current Pass Membership toggle.
24. Click **Done**.
25. Click **<<Class List**.
26. Repeat steps **2–25** for every Provider.
27. Click **Exit**.

HH/Member Records

Setting Up a CYS Family Member Age Group Code

1. Go to Files • CYS • CYS HH/Program Maintenance • CYS Age Group Maintenance.
2. Click **Add**. You will continue to the CYS Family Member Age Group Code - Core Information screen.
3. Enter a CYS Family Member Age Group code consisting of eight or fewer alphanumeric characters. *For example, SA*.
4. Click **Next**. Enter a Description to accompany the Family Member Age Group code. *For example, School Age*.
5. De-select the option labeled Flag As A 'Non-Specific' Age Group.
6. Select the option labeled Include On Web Search For Care if you want to include this age group in the WebTrac Search for Care process.
7. In the Beginning Age and Ending Age fields, enter the youngest and oldest ages that will be included in this age grouping.
8. If you selected to include this code in the Web Search for Care process, enter the text that you wish to accompany this option. Press Shift + F7 to spell check the text entered in this field.
9. Click **Done**. You will return to the Family Member Age Group Code Maintenance screen.
10. Repeat steps **2–9** for every CYS Family Member Age Group Code that you wish to add to the system.
11. When you have finished adding codes, click **Exit**.

Linking a CYS Family Member Age Group to a Family Member

The following steps assume that:

- You have already set up family member age group codes using the Family Member Age Group Code Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Selection screen. Click **Sponsor Name** to proceed to the Household Listing screen.
3. Highlight the household of the family member to which you wish to link a family member age group code. Click **Select**. You will proceed to the Household Maintenance screen.
4. Click **Members**. You will proceed to the Family Member Listing screen. Select a family member and click **Change**.
5. In the Birthdate field, enter the family member's birth date. Based on this entry, a family member age group code will be displayed in the Age Group field listed above the Birthdate field.
6. Click **Done**. You will return to the Family Member Listing screen.
7. Click **Exit**.

Setting Up Military Branch Codes

1. Go to Files • CYS • CYS HH/Program Maintenance • CYS Military Branch Maintenance.
2. Click **Add**. You will continue to the CYS Military Branch Code - Core Information screen.
3. Enter a CYS Military Branch code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Military Branch code.
5. Click **Done**. You will return to the Military Branch Code Maintenance screen.
6. Repeat steps **2–5** for every CYS Military Branch Code that you wish to add to the system.
7. When you have finished adding codes, click **Exit**.

Linking a CYS Military Branch Code to a Sponsor/Spouse

The following steps assume that:

- You have already set up military branch codes using the Military Branch Code Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Lookup screen. Type in the name of the household or Family Member and press Enter. You will proceed to the Family Member Listing screen.
3. Highlight the household of the family member to which you wish to link a military branch code. Click **Select**. You will proceed to the Household Maintenance/Sponsor Info screen.
4. In the Branch field, press the F9 key or right-click from within the field to select the appropriate military branch code from the picklist.
5. Click the **Spouse Info** radial dial, located at the top of the screen.
6. If a Spouse exists and if the Spouse is affiliated with the Military, repeat Step 4 above. If there is no Spouse or if the Spouse is not in the Military, you may skip this step.
7. Click **Done**. You will proceed to the Activity Household Lookup screen.
8. Click **Exit**.

Time Saver Note: Right-click or press F9 in the Mil Rank field to make your selection. Doing this will fill in the following fields automatically: Branch, Mil Grade and Mil Rank.

Setting Up a CYS Housing Area Code

1. Go to Files • CYS • CYS HH/Program Maintenance • CYS Housing Area Maintenance.
2. Click **Add**. You will continue to the CYS Housing Area Code - Core Information screen.
3. Enter a CYS Housing Area code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Housing Area code.
5. 5 In the Web Help Text field, enter the text that you wish to accompany this option when displayed in WebTrac. Press Shift + F7 to spell check the text entered in this field.
6. Click **Done**. You will return to the Housing Area Code Maintenance screen.
7. Repeat steps **2–6** for every CYS Housing Area Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Setting Up a CYS Installation Code

1. Go to Files • CYS • CYS HH/Program Maint • CYS Installation Name Maint.
2. Click **Add**. You will continue to the CYS Installation Code - Core Information screen.
3. Enter a CYS Installation code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Installation code.
5. Click **Done**. You will return to the CYS Installation Code Maintenance screen.
6. Repeat steps **2–5** for every CYS Installation Code that you wish to add to the system.
7. When you have finished adding codes, click **Exit**.

Setting Up a National Origin Code

1. Go to Files • CYS • CYS HH/Program Maintenance • CYS Ethnicity Maintenance.
2. Click **Add**. You will continue to the Ethnicity Code - Core Information screen.
3. Enter an Ethnicity code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Ethnicity code.
5. Click **Done**. You will return to the Ethnicity Code Maintenance screen.
6. Repeat steps **2–5** for every Ethnicity Code that you wish to add to the system.
7. When you have finished adding codes, click **Exit**.

Setting Up a CYS Program Type

1. Go to Files • CYS • CYS HH/Program Maintenance • CYS Program Type Maintenance.
2. Click **Add**. You will continue to the Program Type Code - Core Information screen.
3. Enter a Program Type code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Program Type code.
5. Select the Include on Web Search for Care option if you want to include this program in the WebTrac Search for Care process.
6. If you selected to include this code in the Web Search for Care process, enter the text that you wish to accompany this option. Press Shift + F7 to spell check the text entered in this field.
7. Click **Done**. You will return to the Program Type Code Maintenance screen.
8. Repeat steps **2–7** for every Program Type Code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Program to a Staff Member

The following steps assume that:

- You have already set up your Staff Members using the CYS Staff Maintenance program.

- You have already set up your programs using the Activity Maintenance program.

1. Go to Files • CYS • CYS Staff Module.
2. You will proceed to the CYS Staff Maintenance screen. Highlight the staff member to which you wish to link a program.
3. Click **Assignments**. You will proceed to the Linked Program screen.
4. Click **Add**. Notice that the fields at the bottom of the screen are now available for data entry.
5. In the Activity/Section field, press the F9 key or right-click from within the field to select the appropriate activity and section from the picklist.
6. In the Activity Type field, enter or select the activity type.
7. In the Facility Type field, enter or select the facility type.
8. In the Location ID field, enter the location ID.
9. Select whether this link is active or inactive.
10. Click **OK**.
11. Repeat steps **4–10** for every program that you wish to link to the selected staff member record.
12. Click **<<Staff**.
13. Click **Exit**.

Linking a Program Type Code to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up your program type codes using the Program Type Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link an program type item.
3. Click **Prog Type**. You will continue to the Provider - Program Type screen.
4. Click **Add**.
5. Highlight the program type code(s) you want to add. Hold down the Control key to select more than one program type code. Click **OK**.
6. Enter all applicable comments in the Details box.
7. Click **OK.**
8. Repeat steps **4–7** for each program type code that you wish to link to this Provider's record.
9. Click **<<Provider**.
10. Click **Exit**.

Setting Up a CYS Relationship Code

1. Go to Files • CYS • CYS HH/Program Maintenance • CYS Relationship Maintenance.
2. Click **Add**. You will continue to the CYS Relationship to Sponsor Code - Core Information screen.
3. Enter a CYS Relationship to Sponsor code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Relationship to Sponsor code.
5. Click **Done**. You will return to the Relationship to Sponsor Code Maintenance screen.
6. Repeat steps **2–5** for every CYS Relationship to Sponsor Code that you wish to add to the system.
7. When you have finished adding codes, click **Exit**.

Linking a CYS Relationship to a Household/Family Member

The following steps assume that:

- You have already set up relationship to sponsor codes using the CYS Relationship Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Selection screen. Click **Sponsor Name** to proceed to the Household Listing screen.
3. Highlight the household of the family member to which you wish to link a relationship to sponsor code. Click **Select**. You will proceed to the Household Maintenance screen.
4. Click **Members**. You will proceed to the Family Listing screen.
5. Highlight a family member and click **Change**.
6. In the Relation field, press the F9 key or right-click to select the appropriate relationship to sponsor code from the picklist.
7. Click **Done**. You will return to the Family Listing screen.
8. Repeat steps **5–7** for each family member to whom you wish to link a relationship code.
9. Click **Exit**.

Linking a Family Member Age Group to a Provider

The following steps assume that:

- You have already set up your Provider codes using the Provider Code Maintenance program.
- You have already set up family member age group codes using the Family Member Age Group Code Maintenance program.

1. Go to Files • CYS • CYS Provider Module.
2. Highlight the Provider to whom you wish to link an evaluation item.
3. Click **Age Groups**. You will continue to the Provider - Age Group Information screen.
4. Click **Add**.
5. Highlight the age group information code(s) you want to add. Hold down the Control key to select more than one age group information code. Click **OK**.
6. Enter all applicable comments in the Details box.
7. Click **Save**. Your new or edited credential item is now listed in the browser box at the top of the screen.
8. Repeat steps **4–7** for each evaluation code that you wish to link to this Provider's record.
9. Click **<<Provider**.
10. Click **Exit**.

Linking a National Origin to a Family Member

The following steps assume that:

- You have already set up national origin codes using the National Origin Code Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Selection screen. Click **Sponsor Name** to proceed to the Household Listing screen.
3. Highlight the household of the family member to which you wish to link an ethnicity code. Click **Select**. You will proceed to the Household Maintenance screen.

4. Click **Members**. You will proceed to the Family Listing screen. Select a family member and click **Change**.
5. In the Ethnicity field, press the F9 key or right-click from within the field to select the appropriate national origin from the picklist.
6. Click **Done**. You will return to the Family Listing screen.
7. Click **Exit**.

Setting Up a CYS School District Code

School district codes are used to match children in search of care with Providers in their school district. It is very important that you make sure to enter school district information and not school names.

1. Go to Files • CYS • CYS Provider Maintenance • Provider School Districts Maintenance.
2. Click **Add**. You will continue to the CYS School District Code - Core Information screen.
3. Enter a School District code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the School District code.
5. Click **Done**. You will return to the CYS School District Code Maintenance screen.
6. Repeat steps **2–5** for every CYS School District Code that you wish to add to the system.
7. When you have finished adding codes, click **Exit**.

Setting Up a Waitlist Priority Code

1. Go to Files • CYS • CYS HH/Program Maintenance • CYS Wait List Priority Maint.
2. Click **Add**. You will continue to the Waitlist Priority Code - Core Information screen.
3. Enter a Waitlist Priority code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Waitlist Priority code.
5. In the Priority field, enter a priority number.
6. Click **Done**. You will return to the Waitlist Priority Code Maintenance screen.
7. Repeat steps **2–6** for every Waitlist Priority Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Setting Up a Military Rank and Grade Code

1. Go to Files • CYS • CYS HH/Program Maintenance • CYS Military Grade/Rank Maint.
2. Click **Add**. You will continue to the Military Rank Code - Core Information screen.
3. Press the F9 key or right-click from within the field to select the appropriate branch of the military from the picklist.
4. Enter a Grade.
5. Enter a Rank code consisting of eight or fewer alphanumeric characters.
6. Click **Next**. Enter a Description to accompany the military rank code.
7. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
8. Click **Done**. You will return to the Military Rank Code Maintenance screen.
9. Repeat steps **2–8** for every Military Rank Code that you wish to add to the system.
10. When you have finished adding codes, click **Exit**.

Linking a Military Rank and Grade Code to a Sponsor/Spouse

The following steps assume that:

- You have already set up your military rank codes using the Military Rank Code Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.

2. You will proceed to the Activity Household Lookup screen. Type in the name of the household or Family Member and press Enter. You will proceed to the Family Member Listing screen.
3. Highlight the household of the family member to which you wish to link a military branch code. Click **Select**. You will proceed to the Household Maintenance/Sponsor Info screen.
4. In the Mil Rank field, press the F9 key or right-click from within the field to select the appropriate militaryrank code from the picklist.
5. Click the **Spouse Info** radial dial, located at the top of the screen.
6. If a Spouse exists and if the Spouse is affiliated with the Military, repeat Step 4 above. If there is no Spouse or if the Spouse is not in the Military, you may skip this step.
7. Click **Done**. You will proceed to the Activity Household Lookup screen.
8. Click **Exit**. Time Saver

Note: Right-click or press F9 in the Mil Rank field to make your selection. Doing this will fill in the following fields automatically: Branch, Mil Grade and Mil Rank.

Setting Up a Military Status Code

1. Go to Files • CYS • CYS HH/Program Maintenance • CYS Military Status Maintenance.
2. Click **Add**. You will continue to the Military Status Code – Core Information screen.
3. Enter a CYS Military Status code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Military Status code.
5. Decide whether this status code can be classified as either 'Military' or 'DoD' and then select the appropriate toggle box.
6. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
7. Click **Done**. You will return to the Military Status Code Maintenance screen.
8. Repeat steps **2–7** for every CYS Military Status Code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Military Status Code to a Sponsor/Spouse

The following steps assume that:

- You have already set up military status codes using the Military Status Code Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Lookup screen. Type in the name of the household or Family Member and press **Enter**. You will proceed to the Family Member Listing screen.
3. Highlight the household of the family member to which you wish to link a military branch code. Click **Select**. You will proceed to the Household Maintenance/Sponsor Info screen.
4. In the Status field, press the F9 key or right-click from within the field to select the appropriate Status code from the picklist.
5. Click the **Spouse Info** radial dial, located at the top of the screen.
6. If a Spouse exists and if the Spouse is affiliated with the Military, repeat Step 4 above. If there is no Spouse or if the Spouse is not in the Military, you may skip this step.
7. Click **Done**. You will proceed to the Activity Household Lookup screen.
8. Click **Exit**.

Time Saver Note: If the Sponsor or Spouse has a Military Status you may right-click or press F9 in the Mil Rank field to make your next selection. Doing this will fill in the following fields automatically: Branch, Mil Grade and Mil Rank.

Setting Up a Unit Code

1. Go to Files • CYS • CYS HH/Program Maintenance • CYS Unit Maintenance.
2. Click **Add**. You will continue to the Unit Code – Core Information screen.
3. Enter a CYS Unit code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Unit code.
5. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
6. Click **Done**. You will return to the Military Status Code Maintenance screen.
7. Repeat steps **2–6** for every CYS Unit Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Unit Code to a Sponsor/Spouse

The following steps assume that:

- You have already set up Unit codes using the Unid Code Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Lookup screen. Type in the name of the household or Family Member and press Enter. You will proceed to the Family Member Listing screen.
3. Highlight the household of the family member to which you wish to link a military branch code. Click **Select**. You will proceed to the Household Maintenance/Sponsor Info screen.
4. In the Employer/Unit(s) field, press the F9 key or right-click from within the field to select the appropriate Unit code(s) to which the Sponsor is assigned from the picklist.
5. Click the **Spouse Info** radial dial, located at the top of the screen.
6. If a Spouse exists and if the Spouse is affiliated with the Military, repeat Step 4 above. If there is no Spouse or if the Spouse is not in the Military, you may skip this step.
7. Click **Done**. You will proceed to the Activity Household Lookup screen.
8. Click **Exit**.

Medical Records

Setting Up an Allergy Code

1. Go to Files • CYS • CYS Medical Maintenance • Allergy Maintenance.
2. Click **Add**. You will continue to the Allergy Code Core Information screen.
3. Enter an Allergy code consisting of eight or fewer alphanumeric characters. *For example, A-BEES.*
4. Click **Next**. Enter a Description to accompany the allergy code. *For example, Bee Sting Allergy.*
5. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
6. Click **Done**. You will return to the Allergy Code Maintenance screen.
7. Repeat steps **2–6** for every Allergy Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking an Allergy Code to a Family Member

The following steps assume that:

- You have already set up allergy codes using the Allergy Code Maintenance program.

- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Selection screen. Click **Sponsor Name** to proceed to the Household Listing screen.
3. Highlight the household of the family member to which you wish to link an allergy code. Click **Select**. You will proceed to the Household Maintenance screen.
4. Click **Members**. You will proceed to the Family Listing screen.
5. Highlight the family member to which you wish to link an allergy code. Click **Change**. You will proceed to the Family Member Maintenance - Core Information screen.
6. Select the Allergies radio set option at the top of the screen. You will proceed to the Family Member Maintenance - Allergies screen.
7. Click **Add Allergy**. You will proceed to the Allergy Update screen.
8. In the Allergy Code field, press the F9 key or right-click from within the field to select the appropriate allergy code from the picklist.
9. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
10. Click **Update**. You will return to the Family Member Maintenance - Allergies screen.
11. Repeat steps **7–10** for every allergy code that you wish to add to this family member record.
12. Click **Done**. You will return to the Family Member Listing screen.
13. Click **Exit**.

Setting Up a Basic Care Code

1. Go to Files • CYS • CYS Medical Maintenance • Basic Care Maintenance.
2. Click **Add**. You will continue to the Basic Care Code Core Information screen.
3. Enter a Medical code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the basic care code.
5. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
6. Click **Done**. You will return to the Basic Care Code Maintenance screen.
7. Repeat steps **2–6** for every Basic Care Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Basic Care Code to a Family Member Record

The following steps assume that:

- You have already set up basic care codes using the Basic Care Code Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Selection screen. Click **Sponsor Name** to proceed to the Household Listing screen.
3. Highlight the household of the family member to which you wish to link a basic care code. Click **Select**. You will proceed to the Household Maintenance screen.
4. Click **Members**. You will proceed to the Family Listing screen.
5. Highlight the family member to which you wish to link a basic care code. Click **Change**. You will proceed to the Family Member Maintenance - Core Information screen.
6. Select the Medical radio set option at the top of the screen. You will proceed to the Family Member Maintenance - Medical screen.
7. Click **Add Med**. You will proceed to the Medical Record Update screen.
8. Select the Basic Care toggle option.
9. In the Med Code field, press the F9 key or right-click to select the appropriate basic care code from the picklist.

10. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
11. Click **Update**. You will return to the Family Member Maintenance - Basic Care screen.
12. Repeat steps **7–11** for every basic care code that you wish to add to this family member record.
13. Click **Done**. You will return to the Family Member Listing screen.
14. Click **Exit** to return to the Household Selection screen.
15. Click **Exit** to return to the Main Menu.

Setting Up an Illness Code

1. Go to Files • CYS • CYS Medical Maintenance • Illness Maintenance.
2. Click **Add**. You will continue to the Illness Code Core Information screen.
3. Enter an Illness code consisting of eight or fewer alphanumeric characters. *For example, FEVER.*
4. Click **Next**. Enter a Description to accompany the illness code. *For example, Fever of over 100 degrees.*
5. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
6. Click **Done**. You will return to the Illness Code Maintenance screen.
7. Repeat steps **2–6** for every Illness Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking an Illness Code to a Family Member

The following steps assume that:

- You have already set up illness codes using the Illness Code Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Selection screen. Click **Sponsor Name** to proceed to the Household Listing screen.
3. Highlight the household of the family member to which you wish to link an illness code. Click **Select**. You will proceed to the Household Maintenance screen.
4. Click **Members**. You will proceed to the Family Listing screen.
5. Highlight the family member to which you wish to link an illness code. Click **Change**. You will proceed to the Family Member Maintenance - Core Information screen.
6. Select the Illnesses radio set option at the top of the screen. You will proceed to the Family Member Maintenance - Illness screen.
7. Click **Add Illness**. You will proceed to the Illness Update screen.
8. In the Illness Code field, press the F9 key or right-click from within the field to select the appropriate illness code from the picklist.
9. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
10. Click **Update**. You will return to the Family Member Maintenance - Illness screen.
11. Repeat steps **7–10** for every illness code that you wish to add to this family member record.
12. Click **Done**. You will return to the Family Member Listing screen.
13. Click **Exit** to return to the Household Selection screen.
14. Click **Exit** to return to the Main Menu.

Setting Up a Medication Code

1. Go to Files • CYS • CYS Medical Maintenance • Medications Maintenance.
2. Click **Add**. You will continue to the Medication Code Core Information screen.
3. Enter a Medication code consisting of eight or fewer alphanumeric characters. *For example, INSULIN.*
4. Click **Next**. Enter a Description to accompany the medication code. *For example, Insulin Injection.*
5. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
6. Click **Done**. You will return to the Medication Code Maintenance screen.
7. Repeat steps **2–6** for every Medication Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Medication Code to a Family Member

The following steps assume that:

- You have already set up medication codes using the Medication Code Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Selection screen. Click **Sponsor Name** to proceed to the Household Listing screen.
3. Highlight the household of the family member to which you wish to link a medication code. Click **Select**. You will proceed to the Household Maintenance screen.
4. Click **Members**. You will proceed to the Family Listing screen.
5. Highlight the family member to which you wish to link a medication code. Click **Change**. You will proceed to the Family Member Maintenance - Core Information screen.
6. Select the Medical radio set option at the top of the screen. You will proceed to the Family Member Maintenance - Medical screen.
7. Click **Add Med**. You will proceed to the Medical Record Update screen.
8. Select the Medication toggle.
9. In the Med Code field, press the F9 key or right-click from within the field to select the appropriate medication code from the picklist.
10. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
11. Click **Update**. You will return to the Family Member Maintenance - Medical screen.
12. Repeat steps **7–11** for every medication code that you wish to add to this family member record.
13. Click **Done**. You will return to the Family Member Listing screen.
14. Click **Exit** to return to the Household Selection screen.
15. Click **Exit** to return to the Main Menu.

Setting Up a Medical Condition Code

1. Go to Files • CYS • CYS Medical Maintenance • Medical Condition Maintenance.
2. Click **Add**. You will continue to the Medical Condition Code Core Information screen.
3. Enter a Medical Condition code consisting of eight or fewer alphanumeric characters. *For example, DDELAY.*
4. Click **Next**. Enter a Description to accompany the medical condition code. *For example, Developmental Delay.*
5. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
6. Click **Done**. You will return to the Medical Condition Code Maintenance screen.
7. Repeat steps **2–6** for every Medical Condition Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Medical Condition Code to a Family Member

The following steps assume that:

- You have already set up medical condition codes using the Medical Condition Code Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Selection screen. Click **Sponsor Name** to proceed to the Household Listing screen.
3. Highlight the household of the family member to which you wish to link a medical condition code. Click **Select**. You will proceed to the Household Maintenance screen.
4. Click **Members**. You will proceed to the Family Listing screen.
5. Highlight the family member to which you wish to link a medical condition code. Click **Change**. You will proceed to the Family Member Maintenance - Core Information screen.
6. Select the Medical radio set option at the top of the screen. You will proceed to the Family Member Maintenance - Medical screen.
7. Click **Add Med**. You will proceed to the Medical Record Update screen.
8. Select the Med Condition toggle.
9. In the Med Code field, press the F9 key or right-click from within the field to select the appropriate medical condition code from the picklist.
10. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
11. Click **Update**. You will return to the Family Member Maintenance - Medical screen.
12. Repeat steps **7–11** for every medical condition code that you wish to add to this family member record.
13. Click **Done**. You will return to the Family Member Listing screen.
14. Click **Exit** to return to the Household Selection screen.
15. Click **Exit** to return to the Main Menu.

Staff Records

Setting Up a Staff Member Record

When setting up your staff member records, you MUST complete all three file maintenance screens in order for daily processing functions to complete properly. After setting up all of your staff members, you will need to revisit their records to update each member's background checks, medical evaluations, and training requirements with valid dates and information.

1. Go to Files • CYS • CYS Staff Module
2. You will proceed to the Staff Member Code Maintenance screen. Click **Add**.
3. Enter the staff member's last name in the Staff ID field. *For example, RILEY.*
4. Click **Next**. Enter the staff member's social security number.
5. Enter the staff member's full name, street address, email address and phone number.
6. Select whether this staff member's status is Active, LWOP (Leave Without Pay), or Resigned.
7. Select whether this staff member's appointment is Full, Part, Flex, or Seasonal.
8. In the Ethnic field, select this staff member's ethnicity from the drop-down list.
9. Enter the date that this staff member was hired in the Date Staff Hired field.
10. Enter this staff member's date of birth in the Staff Person Date of Birth field.
11. Enter or select the name of this installation.
12. Enter or select this staff member's pay plan, grade and assignment.
13. Enter or select this staff member's job series and title.
14. Click **Next**. You will continue to the Staff Member – History screen.
15. Fill in all fields on this screen. This information will be used during the background check process. Press F1 for more detailed field explanations if necessary.
16. Click **Next**. You will continue to the Staff Member – Emergency screen.

17. Enter this staff member's sponsor's name, address, and Social Security number.
18. Enter or select the staff member's sponsor's military status, branch, grade, rank and work phone number.
19. Select whether this sponsor is a spouse or dependent of this staff member.
20. Click **Done**. You will return to the Staff Member File Maintenance main screen.
21. Click the **Load Std Codes** button to update all the "button" data.
22. Repeat steps **2–21** for every staff member employed by your center.
23. Click **Exit**.

Adding a Comment to a Staff Member's Record

The following steps assume that you have already set up your staff member codes using the Staff Member Code Maintenance program.

1. Go to Files • CYS • CYS Staff Module.
2. Highlight the staff member to whom you wish to add a comment.
3. Click **Comments**. You will continue to the Staff Member - Comment Update screen.
4. Click **Add**.
5. In the Comment Date field, leave the default date or enter the date for this comment or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
6. Enter the comment text that you wish to link to this staff member.
7. Click **Save**.
8. Repeat steps **4–7** for each comment that you wish to add to this staff member's record.
9. Click **<<Staff**.
10. Click **Exit**.

Setting Up a Staff Paygrade Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Pay Grade Maintenance.
2. Click **Add**. You will continue to the Staff Paygrade Code - Core Information screen.
3. Enter a Staff Paygrade code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Staff Paygrade code.
5. Fill in all other fields or leave their default settings. Press F1 for screen-level Help as necessary.
6. Click **Done**. You will return to the Staff Paygrade Code Maintenance screen.
7. Repeat steps **2–6** for every Staff Paygrade Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Setting Up a Staff Pay Assignment Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Pay Assignment Maint.
2. Click **Add**. You will continue to the Staff Pay Level Code - Core Information screen.
3. Enter a Staff Pay Level code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Staff Pay Level code.
5. Click **Done**. You will return to the Staff Pay Level Code Maintenance screen.
6. Repeat steps **2–5** for every Staff Pay Level Code that you wish to add to the system.
7. When you have finished adding codes, click **Exit**.

Setting Up a Staff Job Series Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Job Series Maintenance.
2. Click **Add**. You will continue to the Staff Job Series Code - Core Information screen.
3. Enter a Staff Job Series code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Staff Job Series code.
5. Click **Done**. You will return to the Staff Job Series Code Maintenance screen.
6. Repeat steps **2–5** for every Staff Job Series Code that you wish to add to the system.
7. When you have finished adding codes, click **Exit**.

Setting Up a Staff Job Title Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Job Title Maintenance
2. Click **Add**. You will continue to the Staff Job Title Code - Core Information screen.
3. Enter a Staff Job Title code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Staff Job Title code.
5. Enter a Subtotal Field entry if needed.
6. Click **Done**. You will return to the Staff Job Title Code Maintenance screen.
7. Repeat steps **2–6** for every Staff Job Title Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit.**

Setting Up a Staff Credentials/Evaluation Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Cred/Eval Maintenance.
2. Click **Add**. You will continue to the Staff Credentials Code - Core Information screen.
3. Enter a Staff Credentials code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Staff Credentials code.
5. Select the option labeled Standard Staff Code if this staff code is generally required for staff member records. Staff codes with this option selected can be linked to a staff member record by clicking the Load Std Codes button on the CYS Staff Maintenance screen instead of having to link each code individually.
6. Click **Done**. You will return to the Staff Cred/Evaluation Code Maintenance screen.
7. Repeat steps **2–6** for every Staff Cred/Evaluation Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Staff Credentials/Evaluation Code to a Staff Member

The following steps assume that:

- You have already set up your staff member codes using the Staff Member Code Maintenance program.
- You have already set up your staff cred/evaluation codes using the CYS Staff Cred/Evaluation code Maintenance program.

1. Go to Files • CYS • CYS Staff Module.
2. Highlight the staff member to whom you wish to link a certification.
3. Click **Credential/Eval**. You will continue to the Credential/Evaluations screen.
4. Click **Add**.
5. Highlight the credential code(s) you want to add. Hold down the Control key to select more than one credential code. Click **OK**.
6. In the Credential Date field, enter the date on which the staff member received this certification, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Due Date field, enter or select the next due date for this credential/evaluation.
8. Enter any applicable credential/evaluation comments in the Details box.
9. Click **Save**.
10. Repeat steps **4–9** for each certification that you wish to link to this staff member's record.
11. Click **<<Staff**.
12. Click **Exit**.

Setting Up a Staff Administrative Action Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Admin Action Maintenance.
2. Click **Add**. You will continue to the Staff Administrative Action Code - Core Information screen.
3. Enter a Staff Administrative Action code consisting of eight or fewer alphanumeric characters.

4. Click **Next**. Enter a Description to accompany the Staff Administrative Action code.
5. Select whether this code is a standard or non-standard staff code.
6. Click **Done**. You will return to the Staff Admin Action Maintenance screen.
7. Repeat steps **2–6** for every Staff Administrative Action Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Staff Administrative Action Code to a Staff Member

The following steps assume that:

- You have already set up your staff member codes using the Staff Member Code Maintenance program.
- You have already set up your staff administrative action codes using the CYS Staff Administrative Action Code Maintenance program.

1. Go to Files • CYS • CYS Staff Module.
2. Highlight the staff member to whom you wish to link an administrative action item.
3. Click **Admin Action**. You will continue to the Admin Actions screen.
4. Click **Add**.
5. Highlight the administrative action code(s) you want to add. Hold down the Control key to select more than one administrative action code. Click **OK**.
6. In the Effective Date field, press the F9 key or right-click to select the date on which this administrative action takes effect.
7. In the Through Date field, press the F9 key or right-click to select the date on which this administrative action will end.

   For example, if the administrative action was a suspension, you would enter the last day or suspension in this field.

8. In the Action Reason field press the F9 key or right-click to select the reason that this administrative action was taken.
9. Enter all applicable details/comments in the Details box.
10. Click **Save**.
11. Repeat steps **4–10** for each administrative action code that you wish to link to this staff member's record.
12. Click **<<Staff**.
13. Click **Exit**.

Setting Up a Staff Reason for Action Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Reason for Action Maint.
2. Click **Add**. You will continue to the Staff Reason for Action Code - Core Information screen.
3. Enter a Staff Reason for Action code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Staff Reason for Action code.
5. Select whether this code is a standard staff code.
6. Click **Done**. You will return to the Staff Reason for Action Maintenance screen.
7. Repeat steps **2–6** for every Staff Reason for Action Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Setting Up a Staff Background Check Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Background Check Maint.
2. Click **Add**. You will continue to the Staff Background Check Code - Core Information screen.

3. Enter a Staff Background Check code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Staff Background Check code.
5. Select whether this code is a standard staff code.
6. Click **Done**. You will return to the Staff Background Checks Maintenance screen.
7. Repeat steps **2–6** for every Staff Background Check Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Staff Background Check Code to a Staff Member

The following steps assume that:

- You have already set up your staff member codes using the Staff Member Code Maintenance program.
- You have already set up your staff background check codes using the CYS Staff Background Check Maintenance program.

1. Go to Files • CYS • CYS Staff Module.
2. Highlight the staff member to whom you wish to link a background check.
3. Click **Background**. You will continue to the Background Checks screen.
4. Click **Add**.
5. Highlight the background code(s) you want to add. Hold down the Control key to select more than one background code. Click **OK**.
6. In the Due Date field, enter or select the date on which this background check will next be due, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Date Initiated field, enter the date on which this background check was initiated.
8. In the Date Completed field, enter or select the date on which this background check was completed.
9. Select whether this background check holds a status of Pend(ing), Satis(factory), or Derog(atory).
10. Enter any applicable comments in the Details box.
11. Click **Save**.
12. Repeat steps **4–11** for each background check that you wish to link to this staff member's record.
13. Click **<<Staff.**
14. Click **Exit**.

Setting Up a Staff Medical Requirement Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Medical Rqmts Maint.
2. Click **Add**. You will continue to the Staff Medical Requirement Code - Core Information screen.
3. Enter a Staff Medical Requirement code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Staff Medical Requirement code.
5. Select whether this code is a standard staff code.
6. Click **Done**. You will return to the Staff Medical Requirements Maintenance screen.
7. Repeat steps **2–6** for every Staff Medical Requirement Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Staff Medical Requirement Code to a Staff Member

The following steps assume that:

- You have already set up your staff member codes using the Staff Member Code Maintenance program.
- You have already set up your staff medical requirement codes using the CYS Staff Medical Requirement Code Maintenance program.

1. Go to Files • CYS • CYS Staff Module.
2. Highlight the staff member to whom you wish to link a medical requirement.
3. Click **Medical**. You will continue to the Medical Requirements screen.
4. Click **Add**.
5. Highlight the medical requirement code(s) you want to add. Hold down the Control key to select more than one medical requirement code. Click **OK**.
6. In the Due Date field, enter the date on which this medical requirement will next be due to be completed, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. In the Date Completed field, enter or select the date on which the staff member earned this medical requirement.
8. Enter any applicable comments in the Details box.
9. Click **Save**.
10. Repeat steps **4–9** for each medical requirement that you wish to link to this staff member's record.
11. Click **<<Staff**.
12. Click **Exit**.

Setting Up a Staff Recognition Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Recognition Maintenance.
2. Click **Add**. You will continue to the Staff Recognition Code - Core Information screen.
3. Enter a Staff Recognition code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Staff Recognition code.
5. Select whether this code is a standard staff code.
6. Click **Done**. You will return to the Staff Recognition Code Maintenance screen.
7. Repeat steps **2–6** for every Staff Recognition Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Staff Recognition Code to a Staff Member

The following steps assume that:

- You have already set up your staff member codes using the Staff Member Code Maintenance program.
- You have already set up your staff recognition codes using the CYS Staff Recognition Maintenance program.

1. Go to Files • CYS • CYS Staff Module.
2. Highlight the staff member to whom you wish to link a recognition.
3. Click **Recognition**. You will continue to the Recognitions screen.
4. Click **Add**.
5. Highlight the recognition code(s) you want to add. Hold down the Control key to select more than one recognition code. Click **OK**.
6. In the Recognition Date field, enter the date on which the staff member received this recognition or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
7. Enter any applicable comments in the Details box.
8. Click **Save**.

9. Repeat steps **4–8** for each recognition that you wish to link to this staff member's record.
10. Click **<<Staff**.
11. Click **Exit**.

Setting Up a Staff Member Previous Experience Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Previous Experience.
2. Click Add. You will continue to the Staff Member Previous Experience Code - Core Information screen.
3. Enter a Previous Experience code consisting of eight or fewer alphanumeric characters. *For example, OUTSIDE.*
4. Click **Next**. Enter a Description to accompany the Previous Experience code. *For example, Outside CYS Work Experience*.
5. Click **Done**. You will return to the Staff member Previous Experience Code Maintenance screen.
6. Repeat steps **2–5** for every Previous Experience Code that you wish to add to the system.
7. When you have finished adding codes, click **Exit**.

Linking a Previous Experience Code to a Staff Member

The following steps assume that:

- You have already set up your Staff Member Previous Experience codes using the Staff Member Previous Experience Code Maintenance program.
- You have already set up your Staff Member codes using the Staff Member Code Maintenance program.

1. Go to Files • CYS • CYS Staff Module.
2. Highlight the CYS Staff member to whom you wish to link a previous experience item.
3. Click **Change**. You will proceed to the Staff Member Core Information screen.
4. Click **Next**. You will continue to the Staff Member – History screen.
5. Click the Prev Exper button.
6. You will continue to the Previous Work Experience screen.
7. Click **Add**.
8. In the Work Code field, press the F9 key or right-click from within the field to select the appropriate work experience code from the picklist.
9. Enter the name of the Base/Employer where this experience was earned.
10. In the Work Detail box, enter all applicable comments.
11. In the Starting Date field, enter the date on which this experience began, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
12. In the Ending Date field, enter or select the date on which this experience ended.
13. Click **OK**. Your new or edited work experience information is now listed in the browser box at the top of the screen.
14. Click **Exit** twice to return to the Main Menu.

Setting Up a Staff Benefit Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Benefits Maintenance.
2. Click **Add**. You will continue to the Staff Benefit Code - Core Information screen.
3. Enter a Staff Benefit code consisting of eight or fewer alphanumeric characters. *For example, 401K.*
4. Click **Next**. Enter a Description to accompany the Staff Benefit code. *For example, 401K Plan - 50/50 up to 10%*.
5. Select whether this code is a standard staff code.
6. Click **Done**. You will return to the Staff Benefits Maintenance screen.
7. Repeat steps **2–6** for every Staff Benefit Code that you wish to add to the system.

8. When you have finished adding codes, click **Exit**.

Linking a Benefit Code to a Staff Member

The following steps assume that:

- You have already set up your staff member codes using the Staff Member Code Maintenance program.
- You have already set up your benefit codes using the Benefit Code Maintenance program.

1. Go to Files • CYS • CYS Staff Module.
2. Highlight the staff member to whom you wish to link a benefit.
3. Click **Funding/Benefits**. You will continue to the Staff Member – Funding/Benefit Update screen.
4. Click **Add**.
5. Highlight the benefit code(s) you want to add. Hold down the Control key to select more than one benefit code. Click **OK**.
6. Enter any applicable comments in the Details box.
7. Click **Save**.
8. Repeat steps **4–7** for each benefit code that you wish to link to this staff member's record.
9. Click **<<Staff**.
10. Click **Exit**.

Setting Up a Staff Training Information Code

1. Go to Files • CYS • CYS Staff Maintenance • Staff Training Maintenance.
2. Click **Add**. You will continue to the Staff Training Info Core Information screen.
3. Enter a Staff Training Information code consisting of eight or fewer alphanumeric characters.
4. Click **Next**. Enter a Description to accompany the Staff Training Information code.
5. Select whether this code is a standard staff code.
6. Enter the number of Credit Hours and Clock Hours for this training code.
7. Click **Done**. You will return to the Staff Training Info Maintenance screen.
8. Repeat steps **2–7** for every Staff Training Information Code that you wish to add to the system.
9. When you have finished adding codes, click **Exit**.

Linking a Staff Training Information Code to a Staff Member

The following steps assume that:

- You have already set up your staff member codes using the Staff Member Code Maintenance program.
- You have already set up your staff training codes using the CYS Staff Training Code Maintenance program.

1. Go to Files • CYS • CYS Staff Module.
2. Highlight the staff member to whom you wish to link a training item.
3. Click **Training**. You will continue to the Training Requirements screen.
4. Click **Add**.
5. Highlight the training requirement code(s) you want to add. Hold down the Control key to select more than one training requirement code. Click **OK**.
6. In the Due Date field, press the F9 key or right-click from within the field to select the date on which this training item will next be due to be completed.
7. In the Date Completed field, press the F9 key or right-click from within the field to select the date on which this training item was completed.

8. In the Credit Hours field, enter the number of "training" hours logged for this provider for this training code.
9. In the Clock Hours field, enter the number of actual hours logged for this provider for this training code.
10. Enter all applicable comments in the Details box.
11. Click **Save**. Your new or edited training item is now listed in the browser box at the top of the screen.
12. Repeat steps 1–11 for every training item that you wish to add to this provider's record.
13. Click **<<Staff** to return to the Staff Member Maintenance screen.
14. Click **Exit**.

Assigning Training Codes to Staff Members/Providers

1. Go to Period End • CYS • CYS Bulk Training Update (Prov)or go to Period End • CYS • CYS Bulk Training Update (Staff).
2. Select the training code you want to assign.
3. Select the due date you want to use for the training update.
4. Select the completion date you want to use for the training update.
5. Enter the number of credit hours logged for this provider for this training code.
6. Enter the number of clock (actual) hours logged for this provider for this training code.
7. Enter any comments you want to associate with this training code.
8. In the browser box, select the staff member(s) or provider(s) to whom you want to assign the training code.
9. Click **Update** to assign the training code. Then skip to step 17, or click **Multi-Class** to continue to the Bulk Training Update - Multiple Classes screen to select multiple training codes for a single staff member or provider.
10. Enter the staff or provider ID.
11. Enter the due date for the training code.
12. Enter the completion date for the training code.
13. Enter any comments you want to associate with this training code.
14. In the browser box, select the training code(s) you want to assign
15. Click **Update** to assign the training codes.
16. Click **Single Class** to return to the previous screen.
17. Click **Exit** to return to the Main Menu.

DoD Income Categories

Updating DoD Income Categories

Your CYS database will come pre-loaded with all of the current DoD income categories that will be used to determine applicable rates to be charged for each household's children in care. Use the following steps to update your DoD Income categories on an annual basis.

1. Go to Files • CYS • CYS Financial Maint • DoD Income Category Maintenance.
2. Highlight the first DoD Income Category in the browser box.
3. Click **Change**. You will continue to the DoD Income Category - Core Information screen.
4. Enter the effective date for this rate.
5. Enter the lower and upper income limits for this DoD Income Category.
6. Click **Done**. You will return to the DoD Income Category Maintenance screen. Notice that the next consecutive DoD Income Category is already highlighted in the browser box.
7. Repeat steps **2–6** for every DoD Income Category that you wish to update.
8. When you have finished updating all of the categories, click **Exit**.

Shots,Immunizations

Setting Up a Shot/Immunization Code

1. Go to Files • CYS • Medical Maintenance • Shots Maintenance.
2. Click **Add**. You will continue to the Shot/Immunization Code - Core Information screen.
3. Enter a Shot/Immunization code consisting of eight or fewer alphanumeric characters. *For example, DPT02.*
4. Click **Next**. Enter a Description to accompany the shot/immunization code. *For example, 2 Mo DPT and TOPV*.
5. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
6. Click **Done**. You will return to the Shot/Immunization Code Maintenance screen.
7. Repeat steps **2–6** for every Shot/Immunization Code that you wish to add to the system.
8. When you have finished adding codes, click **Exit**.

Linking a Shot/Immunization Code to a Family Member

The following steps assume that:

- You have already set up shot/immunization codes using the Shot/Immunization Code Maintenance program.
- You have already set up your households and family members using the Household and Family Member Maintenance programs.

1. Go to Files • Activity • Household Maintenance.
2. You will proceed to the Activity Household Selection screen. Click **Sponsor Name** to proceed to the Household Listing screen.
3. Highlight the household of the family member to which you wish to link a shot/immunization code. Click **Select**. You will proceed to the Household Maintenance screen.
4. Click **Members**. You will proceed to the Family Listing screen.
5. Highlight the family member to which you wish to link a shot/immunization code. Click **Change**. You will proceed to the Family Member Maintenance - Core Information screen.
6. Select the Shots radio set option at the top of the screen. You will proceed to the Family Member Maintenance - Shots screen.
7. Click **Add Shot**. You will proceed to the Shot Update screen.
8. In the Shot Code field, press the F9 key or right-click from within the field to select the appropriate shot/immunization code from the picklist.
9. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
10. Click **Update**. You will return to the Family Member Maintenance - Shots screen.
11. Repeat steps **7–10** for every shot/immunization code that you wish to add to this family member record.
12. Click **Done**. You will return to the Family Member Listing screen.
13. Click **Exit**.

USDA Income Categories

Updating USDA Income Categories

Your CYS database will come pre-loaded with all of the current USDA income categories that will be used to determine applicable meal reimbursement categories for each household's children in care. Use the following steps to update your USDA Income categories on an annual basis.

1. Go do Files • CYS • CYS Financial Maint • USDA Category Maintenance.
2. Highlight the first USDA Income Category in the browser box.

3. Click **Change**. You will continue to the USDA Income Category – Core Information screen.
4. Enter the effective date for this category.
5. Enter the family size for this income category.
6. Enter the income limits for free and reduced fee services categories.
7. Click **Done**. You will return to the USDA Income Category Maintenance screen. Notice that the next consecutive USDA Income Category is already highlighted in the browser box.
8. Repeat steps **2–7** for every USDA Income Category.
9. Click **Exit**.

Hourly Care

Setting Up CYS Hourly Visit Fees

1. Go to Files • Pass • Pass Type Maintenance.
2. Highlight the Pass Type for which you wish to setup up CYS Hourly visit fees. Click Change.
3. Select the CYS radio set, or click **Next** four times to continue to the Pass Type Maintenance - CYS Features screen.
4. Enter the hourly fees for the first, second, third and fourth child. Even if the same fee is used you MUST enter a fee in each field.
5. In the Hourly Time Block in Minutes field, enter a time block that indicates how often each fee is charged (e.g., 30 minutes, 60 minutes, etc.).
6. If there is a minimum amount that can be charged for hourly fees, enter this amount in the Minimum Hourly Fee To Charge field. If there is not a maximum amount enter 999,999.00.
7. Select the toggle option labeled Round Hourly Fees UP Based on Time Blocks if you want CYMS to charge a member for the next full time block after the swipe out if the swipe out does not take place at the very end of a specified time block.

   For example, if someone logged 1.5 time blocks (90 minutes) and you selected this toggle you would charge the pass holder for 2 time blocks. If you did not select this toggle you would charge the customer for 1 time block.

8. Select the appropriate Visit Fee Rounding Factor option for your needs.
9. Select the Include Registrations For This Pass On Annual Report toggle to include registrations linked to this pass on the CYMS annual report.
10. If hourly late fees apply after a certain time, enter the time(s) into the Hrly Late Start fields.
11. If full day late fees apply after a certain time, enter the time(s) into the Full Late Start fields.
12. In the Late Fee Amount (by the block) field, enter the late fee to be charged per time block.
13. In the Late Fee Time Block in Minutes field, enter how often the late fee should be charged.

    For example, if you enter 15 in this field the late fee will be charged every 15 minutes.

14. If there is a maximum late fee that can be charged, enter this amount in the Maximum Late Fee to Charge field.
15. Select the option labeled Round Late Fees UP Based on Time Blocks if you want CYMS to charge a member for the next full time block after the swipe out if the swipe out does not take place at the very end of a specified time block.
16. Click **Done**.
17. Repeat steps **2–16** for every Pass Type for which you wish to set up an hourly fee.
18. Click **Exit**.

Setting Up CYS Hourly Care Slots

In order to track and organize hourly care slots, you will use a feature in RecTrac that was originally intended to track court reservations. This procedure should be run consistently at selected intervals to create hourly time slots so that you are always able to process hourly care reservations for a selected period of time in the future. The following steps assume that you have already set up your facilities (rooms).

1. Go to Period End • Court • Court Slot Generator.
2. In the Beginning Court field, enter the first CYS room in the range of rooms for which you wish to generate hourly care slots, or press the F9 key or right-click from within the field to select the appropriate room from the picklist.

Note: In order for CYS facilities to be displayed in these picklists, the 'Is this a Court Facility?' toggle must be selected on the Facility Maintenance - Core Information screen.

3. In the Ending Court field, enter or select the last CYS facility in the range of facilities for which you wish to generate hourly care slots.
4. In the Beginning Date and Ending Date fields, enter the range of dates for which you wish to generate hourly care slots, or press the F9 key or right-click from within the field to select the appropriate dates from the calendar.
5. In the Beginning Time and Ending Time fields, enter the range of times for which you wish to generate hourly care slots for the date range selected.

Note: The ending time is the last time block for which reservations will be accepted.

6. In the Rsv'n Hrs/Min field, enter the size of the time block in minutes for which you wish to generate hourly care time slots. This entry should be the minimum amount of time for which you accept hourly care reservations. Typically this entry will be either 15 or 30 minutes.
7. In the Max Booking Count field, enter the maximum number of hourly care slots available for each of the rooms selected above.
8. Select the days of the week for which you wish to generate hourly care slots.
9. In the Skip Dates fields, enter any days in the selected range for which you do not wish to generate hourly care slots.
10. Click **Generate**. You will proceed to a question box that will ask you to confirm your wish to generate hourly care slots.
11. Click **Yes**. When the generator is finished, you will return to the Court Slot Generator screen.
12. Click **Exit**.
13. To validate the time slots that you created go to Inquiry • Court • Court Reservation Inquiry.

Patron Self Registration

Setting Up Patron Self Registration for Use

In order to use the Patron Self Registration feature, you will need to enter information into each of the different categories that is specific to your base's CYS program. In order to do this you will need to complete the following steps.

Make a Backup Copy of the Pre-Loaded Documents. The CYS program comes preloaded with documents for each of the view options listed on the Child Development Services - Information screen. Before creating your own specific documents to replace these documents, you may want to backup the generic documents for use when you may decide to edit your own specific documents.

To do so, complete these steps:

1. In Windows Explorer, go to the location of the RecTrac CYMISC directory (…vsi\rectrac\cymisc).
2. Copy all of the files listed in this directory.
3. Paste the files copied from the CYMSMISC directory into your predetermined location for backup documentation. The following files should now be saved into your backup directory:

    - button.btn (CYS hot buttons)
    - CDCinfo.doc (CDC information Word document)
    - CDCinfo.rtf (CDC information RTF file)
    - Events.doc (Upcoming events Word document)
    - Events.rtf (Upcoming events RTF file)
    - Providerinfo.doc (Provider information Word document)
    - Providerinfo.rtf (Provider information RTF file)
    - GenInfo.doc (General information Word document)
    - GenInfo.rtf (General information RTF file)
    - LoclInfo.doc (Local policies/offerings Word document)
    - LoclInfo.rtf (Local policies/offerings RTF file)
    - Patron.doc (Patron info Word document)
    - Patron.rtf (Patron info RTF file)
    - SASinfo.doc (SAS information Word document)
    - SASinfo.rtf (SAS information RTF file)
    - SPSinfo.doc (SPS information Word document)
    - SPSinfo.rtf (SPS information RTF file)
    - SPSopt.doc (SPS child care options Word document)
    - SPSopt.rtf (SPS child care options RTF file)
    - SPSsuprt.doc (SPS support services Word document)
    - SPSsuprt.rtf (SPS support services RTF file)
    - WaitList.doc (Wait list information Word document)
    - WaitList.rtf (Wait list information RTF file)

Creating the Document to View:

1. In MS Word open a new document. Enter all applicable information for the selected topic.
2. When you have finished writing the document click File • Save As.
3. Select the Save In location as the location where you originally located the \cymisc directory.
4. In the File Name field, enter the name of the file. This entry should exactly match the entries listed above based on the information that the document outlines.

    For example, if you just wrote a document concerning your military base's local policies and offerings, you would save the document as 'LoclInfo.rtf'. If you do not use the same file names as designated above the system will be unable to find the correct document during the Patron Self Registration - Information Viewing process.

5. In the Save As Type field select *.rtf.
6. Click **Save**.

Setting the Document Location for the Applicable User ID:

In addition to the steps outlined above, you will need to set the Patron Self Registration Work Station's user ID to look for the documents in the appropriate location.

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Location device linked to the User ID that you use on the work station that displays the Patron Self Registration screens.

3. Click **Change**.
4. In the Misc CYS Loc field, enter the location of the cymisc directory that contains the documents that you wish to display during the Patron Self Registration - Information Viewing process. For example, c:\vsi\rectrac\cymisc\
5. Click **Done**.
6. Click **Exit**.

CYS Pass Types

Setting Up a CYS/Youth Center Pass Type

Your CYS database comes pre-loaded with all the passes that you will issue to either CDC, Provider or Youth Center services enrollees. The following passes currently exist in your new CYS database: Pass Type Sell to:

- **CY-CHILD** (Child Pass) Children from **0 – 5** years of age
- **CY-SAS** (School Age Pass) Children from **6 – 12** years of age
- **CY-MST** (MS/Teen Pass) Children from **13 – 18** years of age
- **CY-MZZ** (YS Privilege) All children with CY-CDS or CY-SAS passes

Complete the following steps to customize these pass types for your installation.

1. Go to Files • Pass • Pass Type Maintenance.
2. Highlight the CY-CHILD pass type in the browser box.
3. Click **Change**. You will continue to the Pass Type Maintenance – Core Information screen.
4. Click **Next** four times or select the CYS radio button at the top of the screen to continue to the Pass Type – CYS Features screen.
5. Enter the hourly fees for the first, second, third and fourth child. Even if the same fee is used, you MUST enter a fee in each field.
6. In the Hourly Time Block in Minutes field, enter a time block which indicates how often each fee is charged (e.g., 30 minutes, 60 minutes, etc.).
7. If there is a minimum amount that can be charged for hourly fees, enter this amount in the Minimum Hourly Fee To Charge field. If there is not a maximum amount enter 999,999.00.
8. Select the toggle option labeled Round Hourly Fees UP Based on Time Blocks if you want CYMS to charge a member for the next full time block after the swipe out if the swipe out does not take place at the very end of a specified time block.

   For example, if someone logged 1.5 time blocks (90 minutes) and you selected this toggle you would charge the pass holder for 2 time blocks. If you did not select this toggle you would charge the customer for 1 time block.

9. Select the toggle option labeled Round Hourly Fees UP Based on Time Blocks if you want CYMS to charge a member for the next full time block after the swipe out if the swipe out does not take place at the very end of a specified time block.

   For example, if someone logged 1.5 time blocks (90 minutes) and you selected this toggle you would charge the pass holder for 2 time blocks. If you did not select this toggle you would charge the customer for 1 time block.

10. Select the appropriate visit rounding fee option for your needs.
11. Select the Include Registrations For This Pass On Annual Report toggle to include registrations linked to this pass on the CYMS annual report.
12. If hourly late fees apply after a certain time, enter the time(s) into the Hrly Late Start fields.
13. If full day late fees apply after a certain time, enter the time(s) into the Full Late Start fields.

14. In the Late Fee Amount (by the block) field, enter the late fee to be charged per time block.
15. In the Late Fee Time Block in Minutes field, enter how often the late fee should be charged.

    For example, if you enter 15 in this field the late fee will be charged every 15 minutes.

16. If there is a maximum late fee that can be charged, enter this amount in the Maximum Late Fee to Charge field.
17. Select the option labeled Round Late Fees UP Based on Time Blocks if you want CYMS to charge a member for the next full time block after the swipe out if the swipe out does not take place at the very end of a specified time block.
18. Click **Done**.
19. Repeat steps **2–18** for the CY-SAS and CY-MST pass types.
20. Click **Exit**.

CYS Financial Settings

Setting Up CYS Rates

Your new CYS database comes preloaded with all of the rate categories that will be required for CYS daily processing. You will need to adjust the fee values for each rate type to reflect the fees charged at your specific installation. Complete the following steps to update this information.

1. Go to Files • CYS • CYS Financial Maint • CYS Rates Maintenance.
2. Highlight the first rate that appears in your browser.
3. Click **Change**. You will proceed to the CYS Rate Maintenance – Core Information screen.
4. Enter the amount charged per month for a first child in his first program, a first child enrolled in his second program, a second child enrolled in his first program, and a second child enrolled in his second program. Note: For third, fourth, fifth, etc. children, the second child rates are used.

Note: Fees MUST be rounded to the nearest dollar.

5. Click **Done**.
6. Repeat steps **3–5** for all Rate codes listed in the browser box.
7. Click **Exit**.

Setting Up CYS Parameters Entries

The CYS Parameter File holds miscellaneous fee information that is used throughout the CYS system for multiple purposes. You will need to visit this program to customize USDA reimbursement rates, administrative tier rates, late payment fees, and meal serving times for your installation. In some instances, these entries are merely defaults and you will have the opportunity to change them during processing functions. In these cases you should enter the value that applies to the majority of centers/Providers at your installation.

Complete the following steps to customize CYS parameters for your installation:

1. Go to Files • CYS • CYS Financial Maint • USDA Reimb Rate Maint.
2. For CDC centers and Providers, enter the amount that the center or provider is reimbursed for each meal in the designated reimbursement type.
3. Typically, the USDA will reimburse CDC and/or Provider a set amount for every facility/provider. It is usually set up such that ‘x’ amount of providers/centers get a reimbursement amount for ‘x’ number of providers/centers.

For example, suppose the following tier setup is used to determine the amount of reimbursement.

Tier	'X' Centers	Flat Amount
1	10	$50.00
2	15	$40.00
3	20	$30.00
4	25	$20.00

Using this tier setup for 18 centers, we can determine that the following reimbursements would take place each month:

- Tier 1 = $500.00 (10 x 50)
- Tier 2 = $200.00 (5 x 40)
- Tier 3 = $90.00 (3 x 30)
- Tier 4 = 0

4. Enter the default times at which each meal/snack is charged. This information will be used in conjunction with attendance tracking features to determine which children were present when each meal was served.
5. Click **Next**.
6. If you plan to charge parents of your enrollees when their payment has not been received before a selected date, enter the aging date(s) and fee(s) that you wish to charge based on how late the payment arrives.
7. Enter the number of grace days before the late fee will be charged as well as whether you wish to include weekends or holidays in the number of aging days.

Note: You may also just update charges during fee processing for the households that you wish to charge late fees.

8. Click **Done**.

Setting Up an Agency Pay Code

In order to use agency vouchers as payment for CYS care, you will need to set up a corresponding payment type. You will need to set up an agency pay code for every agency from which you accept vouchers as payment.

1. Go to Files • System • Finance Codes Maintenance • Payment Code Maintenance.
2. Click Add. You will continue to the Payment Code Maintenance - Core Information screen.
3. Enter a unique pay code consisting of two or fewer digits.
4. Click **Next**. Click the down arrow in the pay type field. Select Disc/Agency.
5. Select Active as the status.
6. Enter a description for this Agency Pay Code. *For example, Red Cross.*
7. Enter a screen description for the pay code.
8. Click **Next**. You will continue to the Payment Code Maintenance – G/L Information screen.
9. If you will be interfacing your financial information into another financial software package, enter the appropriate offset accounts for this pay type.
10. Click **Done**.
11. Repeat **2–10** for every agency from which you accept vouchers as payment.
12. Click **Exit**.

Personal Trainer Files

Setting Up a Personal Trainer Record

1. Go to Files • PT • Trainer Maintenance.
2. Click **Add**. You will continue to the Instructor Core Information screen.
3. In the Instructor ID field, enter a personal trainer ID consisting of eight or fewer alphanumeric characters. *For example, BROWN, D*
4. Click **Next**. Enter the personal trainer's Social Security or Tax ID Number, Name, Address and Home, Work, and Emergency Phone numbers.
5. Complete all remaining fields on this screen, or leave their default settings. Press F1 for field-level Help as needed.
6. Select the *Is This a Personal Trainer?* toggle.
7. Click **Next**. You will proceed to the Qualifications screen.
8. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
9. Click the **PT Links** button at the bottom of the screen.
10. You will be prompted with the following message: "No Trainer Links Have Been Created! Do You Want To Add One?" Click **Yes**. You will continue to the Personal Trainer Links screen, where you will specify the purpose, facility, questions, fees, etc. linked to this personal trainer.
11. In the Purpose field, press the F9 key or right-click from within the field to select the appropriate qualification code from the picklist.
12. In the Facility field, enter or select the facility in which this personal trainer typically works.

Note: If you did NOT select the Do NOT reserve a Facility with P/T Reservations? option on your linked Daily Processing device, when you make a personal trainer reservation RecTrac will check for facility conflicts, and if none exist reserve the facility during the personal trainer reservation block.

13. In the Bill Code fields, enter or select the bill codes that are charged for working with this personal trainer. Adjust the Amount, Count, Required Flag (Req), Fee Codes, Discount (Dsc) and Instructor Pay (Ins) fields as needed.

Entering a 'Y' (Yes) or an 'N' (No) in the Req field indicates that the fee is REQUIRED.

Entering a 'Y' (Yes) or an 'N' (No) in the Dsc field indicates that the fee may be discounted (when applicable.)

Entering a 'Y' (Yes) or an 'N' (No) in the Ins field indicates that the fee may be included in the payment for which the trainer receives for his/her services.

14. Click **Rate Info** at the bottom of the screen to link the appropriate rate table information to this Personal Trainer Link. This option is necessary if this personal trainer will be paid via the RecTrac application. Click **OK**.
15. Click **Done**. You will return to the Personal Trainer Links screen. Click **Add** and repeat steps **11–14** for each link that you wish to create for this personal trainer.
16. Click **<<Trainer** to return to the Instructor Maintenance program.
17. Click **Next**. You will proceed to the Qualifications screen. Complete all applicable fields. Press F1 for field level Help as needed.
18. Click **Next**. You will proceed to the Notes screen.
19. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
20. Click **Done**. Repeat steps **2–19** for each personal trainer record that you wish to create.
21. Click **Exit**.

Setting Up Personal Trainer Rate Tables

Personal Trainers must have rate tables setup and linked to them in order to be paid through the RecTrac application.

1. Go to Files • PT • Trainer Maintenance.
2. Highlight the Instructor for which you would like to setup and link rates.
3. Click **Add** to enter a new rate table for the selected Personal Trainer.
4. Enter the Table ID and a Description for this table.

   For example, a trainer could be paid on a percentage basis for tennis instruction, and then on an hourly basis for weight training. In a case such as this you might create two different rate tables for the trainer. One with an ID of PERCENT, and another with an ID of HOURLY.

   Another example for separate rates tables would be if a Personal Trainer is ALSO an Instructor for Activities setup within the RecTrac database. A trainer such as this could make 25% when acting as a Personal Trainer, and then only 10% when working as an Activity Instructor for the same organization. In this case your IDs might be PERCENT25 and PERCENT10.

5. Enter the Tier 1 Rate, Pay Type, and Earnings Ceiling.

> ***Note**: You will rarely use the Tier field. This field is linked to the Earnings Ceiling field. The multiple lines for the Tier field allow you to pay an instructor one rate up to a certain Earnings Ceiling and then another rate after that, and so on.*
>
> *For example: An instructor might be paid $10.00 per hour up to $5,000 worth of earnings. The instructor is then paid $8.50 per hour for $5,001 to $10,000 worth of earnings. After $10,000, the instructor might be paid $5.00 an hour.*

6. Select the Rate Type (Instructor/Referee/Trainer).
7. If applicable, enter a rate, pay type, and earnings ceiling for Tier 2, 3, and 4.
8. Click **OK**.

Creating Personal Trainer Links

The Personal Trainer Links program allows you to link qualifications, facilities and fees to personal trainer records in bulk. You can also perform this function on each individual personal trainer record through the Instructor Maintenance program. It would be helpful to run this program when you have multiple personal trainers with similar setup criteria.

For example, if you employ several personal trainers with a focus on weight training that work at the main sports complex you may wish to use this program to shorten the amount of time needed to link these features (qualifications and facilities) to each individual trainer.

Please refer to Topic Doc - PT 10.3 for a complete set of instructions

Setting Up an Allowance or Restriction Group for a Personal Trainer

To set up the Allowance or Restriction group:

1. Go to Files • PT • Trainer Restrictions/Allowances . You will proceed to the Restrictions/Allowances Group Maintenance screen.
2. Click **Add**. You will proceed to the Core Information screen.
3. Enter the Restriction Code consisting of eight or fewer alphanumeric characters. Click **Next**.
4. Enter a Description for the restriction or allowance group.

5. Select if this record is an *Allowance* or a *Restriction*.
6. Click **Done**.
7. The following question displays: "No detail records have been set up for this group. Do you want to set up detail records now?" Click **Yes**. You will proceed to the Restriction/Allowance Update screen for the previously added group.
8. Select the appropriate day(s) to which this allowance or restriction applies.
9. Enter the Begin Date and End Date range that this allowance or restriction applies.
10. Enter the Begin Time and End Times in the range of times that this allowance or restriction applies.
11. Click **OK**. You will proceed to the Allowance/Restriction Listing screen for the newly added group, where the allow or restrict date and time will be added to the browser box.
12. To add another date/time range, click **Add** and repeat steps **8-11**.
13. Click **<<Restrict/Allow Group FM** to return to the Restrictions/Allowances Group Maintenance screen.
14. Click **Exit** to return to the Main Menu.

To link the Allowance or Restriction group to a trainer:

1. Go to Files • PT • Trainer Maintenance. You will proceed to the Instructor/Referee/Trainer Maintenance screen.
2. Highlight the personal trainer to which you wish to link the allowance or restriction group.
3. Click **Change**. You will proceed to the Trainer Core Information screen.
4. Click the **Qualifications** radio set button at the top of your screen. You will proceed to the Trainer Qualifications screen.
5. In the Date/Time Restriction field, link the appropriate allowance or restriction.
6. Click **Done** to save your changes and return to the Instructor/Referee/Trainer Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Generating Personal Trainer Slots

The Personal Trainer Slot Generator program allows you to quickly generate personal trainer slots. You would reserve these slots in the Personal Trainer Reservations program.

Please refer to Topic Doc - PT 10.3 for a complete set of instructions

Updating Trainer Notes/No Show Statuses

Complete the following steps to add trainer notes and/or update the no-show status linked to a selected trainer reservation.

1. Go to Files • PT • Trainer Note/No Show Update.
2. Enter the personal trainer ID for which you wish to update the notes/no show status, or press the F9 key or right-click from within the field to select the appropriate personal trainer ID from the picklist.
3. In the Purpose field, enter or select the personal trainer qualification ID for which you wish to update the notes/no show status.
4. Enter the range of reservation dates for which you wish to update the notes/no show status, or press the F9 key or right-click from within the field to select the appropriate dates from the calendar.
5. Click **Next**. You will continue to the Trainer Reservation Selection screen.
6. Highlight the Trainer Reservation in the browser box for which you wish to update the notes/no show status.
7. Click **Update**. You will continue to the Trainer Note/No Show Record Update screen.
8. Enter the notes that you wish to link to this personal trainer reservation in the Notes field.
9. Select whether you wish to flag this reservation as a no-show.
10. Click **Done**.
11. Click **<<Back**.
12. Click **Exit**.

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Processing Daily Work

Global/Household Daily Work

Updating Household/Family Member Info

Updating Household Information While in Global Sales

1. Press the applicable registration, reservation, or Global Sales hot button, or go to Daily • Activity/Facility/Pass • Activity/Facility/Pass Registrations or Reservations or go to Daily • Global • Global Sales. You will proceed to that module's Household Selection screen (or the Global Sales Household Selection screen).
2. In the Lookup field, type all or part of the household's name and press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the appropriate household and click **Update** at the bottom of the screen. You will proceed to the Household Core Information screen.
4. Make any necessary changes to this screen, and to any other screens by clicking **Next**.
5. Click **Done** to save your changes. You will proceed to the applicable registration or reservation screen (or to the Global Sales screen).
6. Process the registration or reservation as usual.

Updating a Family Member While in Global Sales

The following steps assume that you have already added to your database the household to which you wish to update a family member.

1. Click the **Global Sales** hot button or go to Daily • Global • Global Sales. You will proceed to the Global Sales Household Selection screen.
2. In the **Lookup** field, enter the name of the household for which you wish to process a transaction and update a family member.
3. Press the **Enter** key. You will proceed to the Household Listing screen.
4. Highlight the appropriate household and click **Select** or press the **Enter** key. You will proceed to the Global Sales screen.
5. Click the button for the transaction type that you wish to process (Activity Registrations, Pass Memberships, etc.).

Note: You cannot update family members from the Facility Reservations program.

6. If family members already exist for this household, you will proceed to the applicable registration or reservation screen.
7. In the Family Member Selection frame, highlight the family member you would like to make changes to and click **Update**.
8. Make any necessary changes and click **Done** to save your changes and return to the previous screen.
9. Process the transaction as usual.

Answering Medical Record Questions for Family Members

Note: This option is not available for CYMS users.

The following steps assume that you have:

- Selected the Track Med Records option selected on your linked Household device (on the Household Core screen).
- Set up all applicable households using the Activity or Pass Household Maintenance programs.
- Established your medical record questions using the Medical Question Maintenance program (Files • Activity).

1. Press the **H/H Member Update** hot button, or go to Files • Activity (or Pass) • Household Maintenance. You will proceed to the Activity (or Pass) H/H Update Household Selection screen.
2. In the Lookup field, type all of part of the household name for which you wish to update the medical record and press the **Enter** key. You will proceed to the Household or Family Member Listing screen.
3. Highlight the applicable household and press Enter or click **Select**. You will continue to the Household Core Information screen.
4. Click **Members**. You will continue to the Family Member Listing screen.
5. Highlight the family member for whom you wish to update the medical record and click **Change**. You will continue to the Family Member Update screen.
6. Click **Med Record** at the bottom of the screen. You will continue to the Medical Record Update screen. Enter your override password, if prompted.
7. Enter information in all applicable fields or leave their default settings. Press F1 for field-level Help as needed.
8. Click **Details**. You will continue to the Medical Record Detail Update screen.
9. Highlight the medical record question that you wish to update and click Update. You will continue to the Question Update screen.
10. Enter the Answer to the question and click **OK**. You will return to the Medical Record Detail Update screen.
11. Repeat steps 9 and 10 for all medical record questions that you wish to update.
12. Enter any detailed explanations in the text box, as applicable.
13. Click **Print** if you want to print the record.
14. Click **Done** to save your changes.
15. Click **Done** to return to the Family Member Listing screen.
16. Click **<<Household** to return to the H/H Update Selection screen.
17. Click **Done** and **Exit** to return to the Main Menu.

Tracking Households by Street Address

If your organization sells or distributes passes, memberships, or some other option based on members' street addresses, you may wish to make sure that no one is falsifying their legal residence in an effort to receive a residence based benefit. This procedure will walk you through the steps required to adequately track households by street address.

Uploading Address Information - One Time Only

If you upgraded to RecTrac from 9.5a5 or earlier (9.5a4, etc.) and did NOT have the Track HH By Street Address option selected in Static Parameters; in order to be able to correctly query household street address information, the data must initially be copied to another table. To do so:

1. Go to Utilities • System • Household Utilities • Household Street Address Upload.
2. Select the Upload Addresses for All Households option.
3. Select the appropriate zip code upload option. Press F1 for screen-level Help as necessary.
4. Click **Process**.

5. New households added to the database after this step will automatically be added to the proper tables for tracking.

Querying Household Address Information

1. Go to Inquiry • Global • Global Street Address HH Inquiry.
2. Enter the Street Name for which you wish to view all current residents. (You may also optionally enter a zip code.)

Note: Enter street names only—not street numbers.

3. Click **Process**.
4. Select the Household for which you wish to view additional information. Highlight it in the browser box.
5. Click **Fam Members**.
6. Select the Family Member for which you wish to view additional information.
7. Click **Details**.
8. Click **Exit** to return to the Main Menu.

Updating a Family Member's Credit Book

The Credit Book Maintenance program allows you to update the current credit book balance for the selected family member. To be eligible for a credit book balance, the family member must have the Allow Credit Book option selected in Family Member Maintenance.

1. Go to Daily • POS • Credit Book Family Member Processing.
2. Highlight the family member whose credit book you want to update and click **Select**. The Current Credit Book Amount field lists the selected family member's current credit book balance.
3. In the Credit Book Change Amount field, enter the amount by which you want to change the selected family member's current credit book balance. To decrease the balance, enter a negative number.
4. In the Reference field, enter a reference note for this transaction.
5. Click **Process** to change the selected family member's credit book balance by the amount in the Credit Book Change Amount field.
6. Click **Exit** to return to the Main Menu.

Fees Payments

Paying Off a Balance with a Credit

The following steps assume that:

- The applicable household has a credit balance in any module.
- You are processing a payment or another transaction globally on the Global Payment Update screen.

1. Process the registration(s) and/or reservation(s) through the Global Sales program as usual.
2. After you click **Payment** from any reservation or registration screen, you will receive the message: "This Household has an existing Credit Balance. You will be brought to the payment update screen where you should review the credit balance and determine the amount you wish to pay." Click **OK** to continue. You will proceed to the Global Payment Update screen, and then the Module Details frame.
3. Select the Auto Balance toggle box in the lower left hand corner of the Module Details frame. **Do NOT confuse the Auto Balance field with the Auto toggle box located next to each module's New Amt Paid field.**

4. A Net Paids button will appear. The Net Paids button allows the system to automatically calculate the new balance for each module after the system uses one (or more) module's credit balance to pay off any fees due in another module.
5. Click **Net Paids**. The exact amount that the household now owes for each applicable module will display in each module's New Amt Paid field.
6. Enter the correct amount being paid by the household for each applicable module in the New Amt Paid field. Click **OK**.
7. Click **Print** to proceed to the Output Selection screen where you may elect to print or preview the resulting receipt.

Refunding or Applying Damage Fees to a Deposit

The following steps describe the process of refunding a deposit, either in full or in part, or charging extra deposit fees, if applicable for Facility Reservations, Rentals and/or Locker Room Rentals. The following also assumes that the at least one of the following is true:

- Your organization processes Facility Reservations and charges deposits based on the value entered in the Default Deposit field which is located on the Fees/Charges screen of Facility ID Maintenance (Files • Facility • Facility ID Maintenance • Fees/Charges).
- Your organization processes Rentals (Equipment or Campsite) and charges deposits based on the value entered in the Default Deposit field which is located on the Fees/Charges screen of Rental Item Maintenance (Files • Rental • Rental Maintenance • Fees/Charges).
- Your organization processes Locker Rentals and charges deposits based on the value entered in the Default Deposit field which is located on the Fees and Features screen of Lockers Maintenance (Files • Locker • Locker Room Maintenance • <select Locker Room> • <select Lockers> • <select individual locker> • Fees and Features).

1. Click the **Global Deposit Update** hot button OR Go to Daily • Global • Global Deposit Changes
2. Enter the last name of the household for which you wish to process the deposit change and press **Enter**. You will proceed to the Household Listing screen
3. Highlight the household for which you wish to process the payment press **Enter** or click **Select**. You will proceed to the <Household> Global Deposit Changes screen. This screen displays any transactions (Facility Rentals, Equipment/Camp Rentals or Locker Rentals) for which a deposit was charged.

Note: The New HH Balance field located in the bottom right-hand corner of the screen displays the current household balance when you first access this screen. This field updates automatically as changes are made to deposit line items.

4. Optional: Click the **Revise Modules** button located at the top of the screen to limit the modules you wish to view, if applicable.
5. Select the deposit line item you wish to update and click **Update Deposits.** You will proceed to the Deposit Revision screen. The transaction item will appear at the top of this screen followed by the following fields: Deposit Charged, Deposit Paid, Damage Fee, Amount Due and Damage Bill Code.
6. Decrease the value displayed in Deposit Charged field as necessary until the Amount Due field displays the amount you want to refund or further charge.

*Example: You charged a $20 deposit and now want to refund the full amount. The Deposit Charged and Deposit Paid fields both display $20. The Amount Due field displays $0.00. To refund the entire $20, you would change the "20.00" in Deposit Charged field to "0.00". When you do this, the Amount Due field will automatically update to "**20.00-**"*

7. Then, to apply Damage Fees (if applicable), enter the amount in the Damage Fee field then right-click or press F9 from within the Damage Bill Code field to select the appropriate Damage Bill Code. (A Damage Bill Code is required if you enter an amount in the Damage Fee field.)
8. Click **OK** to return to the Global Deposit Changes screen and continue the transaction, or click **Cancel** to return to the Global Deposit Changes screen without saving your changes.
9. Repeat Steps **5-8** to make changes to additional deposits as necessary.
10. Click **Payment/Refund** to proceed to the Global Payment or Global Refund screen.
11. Select the appropriate refund or payment method, and click **Print** or **No Print** to complete the transaction.

Manually Applying Household Payments

Manual Payments occur whenever a Household makes a payment that is less than the total amount due for a specific module or less than the total Household balance due if you're using Global Sales to make payments.

1. Process the registration(s), reservation(s) or other sales as usual or click **Global Sales** and proceed to the Payment Update screen for the Household you've selected.

Note: If you are not processing a new transaction, and only paying towards an existing balance you may proceed to the Payment Update screen by clicking **Payment**, and then click **Yes** to acknowledge that you would like to proceed to the Payment Update screen even though you are not currently processing a new transaction.

2. Enter the amount being paid in the Pay Amt field. To make a manual payment, this amount must be less than the total amount due for the module or Household balance.
3. Enter or select an appropriate Pay Code
4. Enter any applicable payment references in the Pay Ref 1 and Pay Ref 2 fields.
5. Enter information in any other applicable fields or leave their default settings. Press F1 for field-level Help as needed.
6. Click **Print** or **No Print** to proceed to the Manual Apply screen. You will receive a challenge message which reads "You have selected to Manual Apply a payment of <dollar amount>. Once you are on the Manual Apply screen you will not be able to cancel this transaction without damaging the database. Do you want to continue to the Manual Apply screen?" Answer **Yes** to proceed.

Note: IF you are using Global Sales to make this payment and IF the household has balances in multiple modules, such as Activity Registrations and Pass Management, you will proceed to the Global Payment Update screen first, BEFORE visiting the Manual Apply Screen. The Global Payment Update screen will show the Household' s balances in the various modules. Enter the amounts you want to pay toward the modules where balances are owed on this screen and click **OK** when done. Then click **Print** or **No Print** to proceed to the Manual Apply screen message.

7. You will proceed to the Manual Apply <Module> with Balances screen for the module where money is owed, or to the first applicable module, if the household has balances on more than one. This screen displays separate line items for all balances due in the module.
8. Select the line item towards which you want to apply a payment.
9. The amount that you must apply is listed in the Original Amount field, located I the lower right hand corner of the screen.
10. Click **Full Pay** to apply as much of the Original Amount as possible toward the selected line item. If the Original Amount to apply is more than the Amount Due on the selected line item, you must select another line item and apply money toward that balance. Or, click **Partial Payment** to apply a portion of the Original Amount toward the selected line item. You will proceed to the Partial Apply screen, where you can choose the appropriate amount to be paid for each bill code.

11. Click **Done** to return to the Manual Apply screen.

Note: You MUST apply payments toward line items, using either Full Pay or Partial Pay until the Amount Left To Apply = $0.00.

Note: Reset Paid will remove any amounts you've applied and reset the Original Amount back to what it was. Auto Apply will automatically apply 100% of the Original Amount to the line items beginning with the oldest balance first.

12. When you are finished making your full and/or partial manual payments, click **Done**. If you are making manual payments in more than one module, you will proceed to a Manual Apply <Module> With Balances screen. Repeat Step 10 above until all applicable manual payments are complete.
13. Your receipt will then be sent directly to the printer or you will proceed to the Print Preview screen, depending on your previous choice on the Output Selection screen.

Payment Reversals

Payment Reversals are done to remove payments that have been made by a Household toward a specific balance. When you process a Payment Reversal, you create a Household balance. Payment Reversals are not refunds and they are not cancellations.

1. Click the **Payment Reversal** hot button, or go to Daily • Global • Global Payment Reversals. You will proceed to the Global Payment Reversal Household Selection screen.
2. In the Lookup field, enter the last name of the household for which you wish to reverse the payment.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the name of the household for which you wish to reverse the payment.
5. Click **Select**. You will proceed to the Payment Reversal Module Selection screen.
6. Optionally, you can deselect any modules that do not apply.
7. Click **OK**. You will proceed to the Payment Reversal screen.
8. In the Reversal Amount field on the appropriate module line, enter the amount that you wish to reverse for that module. You may reverse payments from multiple modules, if applicable.
9. Enter a pay code in the Rev Code field. This must be the same pay code that was used to make the original payment that you are now reversing.

   For example, if you processed the payment using check (Pay Code 1), then you would select check when reversing the payment (Reversal Code 1).

10. Enter any relevant reversal notes in the Rev Ref fields.
11. Click **Print** or **No Print** to proceed to the Output Selection screen.
12. IF you are reversing 100% of the amount paid toward that module, you are done. If you are not, you will receive the following message: "You have selected to Manually Reverse a payment of <dollar amount>. Once you are on the Manual Reversal screen you will not be able to cancel this transaction without damaging the database. Do you want to continue to the Manual Reversal screen?" Select **Yes** to continue. You will proceed to the Payment Reversal screen for the first applicable module (if more than one).
13. Highlight the registration or reservation transaction towards which you are reversing the payment amount entered on the Payment Reversal screen.
14. The amount that you are reversing is listed in the Original Amount field in the bottom left hand corner of your screen.
15. Click **Full Rev** to reverse as much of the Original Amount as possible toward the selected line item. If the Original Amount to reverse is more than the Amount Paid toward the selected line item, you must select another line item and reverse money against that balance, or click **Partial Rev** to reverse a portion of the Original Amount against the selected line item. You will proceed to the Partial Reversal screen, where you can

choose the appropriate amount to be reversed for each bill code. Click **Done** to return to the Manual Reversal screen.

Note: You MUST reverse payments against line items, using either Full Rev or Partial Rev until the Amount Left To Rev = $0.00.

Note: Reset Rev will remove any amounts you've applied and reset the Original Amount back to what it was. Auto Apply will automatically reverse 100% of the Original Amount against the line items beginning with the oldest balance first.

16. When you are finished making your full and/or partial payment reversals, click **Done**.
17. If you are making payment reversals in more than one module, you will proceed to the next module's Payment Reversal screen. Continue to make changes until all applicable module's payment reversals are complete.
18. Your reversal receipt will then be sent directly to the printer or you will proceed to the Print Preview screen, depending on your previous choice on the Output Selection screen.

Previous Year Payments

Previous Year Payments may be necessary if a household has an outstanding balance for a transaction that has been transferred to history.

1. Go to Daily • Global • Global Prev Year Payments . You will proceed to the Global Previous Year Payments Household Selection screen.
2. In the Lookup field, enter the last name of the household for which you to reverse the payment.
3. Highlight the name of the household for which you wish to reverse the payment.
4. Click **Select** or press **Enter**. You will proceed to the Previous Year Global Payment Update screen.
5. Enter the payment amount in the New Amt Paid field for the applicable module(s).
6. Enter the appropriate Pay Code in the lower left-hand portion of the screen. Press F1 for field-lavel Help as necessary.
7. Click **Print** or **No Print** to complete the transaction.

Processing Global Payments

1. Click the **Global Sales** hot button or go to Daily • Global • Global Sales. You will proceed to the Global Sales Household Selection screen.
2. In the Lookup field, type the last name of the household or individual for which you wish to process a payment and press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the household or individual for which you wish to process a payment and press **Enter** or click **Select**. You will proceed to your default sales screen, such as Activity Registrations.
4. Click the **Payment** button located under the browser in the middle of the screen. You will receive a pop-up challenge message which reads, "There are no Transactions to Process. Are you sure you want to go to the payment screen?" Select **Yes** and proceed to the Global Payment Update screen.
5. The total amount due for the household you've selected will appear in the Previous Balance field located in the upper left. Enter the amount being paid toward that balance in the New Amt Paid field.

Note: Click the Module Details button located on the right to see a listing of balances for the household by Module. You may enter a payment toward a specific module on this screen by entering a dollar amount in New Amt Paid field for the corresponding module. Click **OK** when done or Cancel to return to the Global Payment Update screen.

6. Select the appropriate Pay Code.
7. Enter any applicable payment reference notes in Pay Ref 1 and Pay Ref 2 fields.
8. Enter information in any other applicable fields or leave their default settings. Press F1 for field-level Help as needed.
9. Click **Print** to continue to the Output Selection screen to preview and/or print the resulting payment receipt.

   Click **No Print** to complete the transaction without printing or previewing the receipt. A receipt will be generated and stored in your Common Receipt location even if you choose not to print/preview it.

   Click **Exit** to leave the payment screen without processing the payment.

Redeeming a Gift Certificate

Please refer to: Topic Doc - Gift Cards-Gift Certificates 10.3 for a complete set of printable instructions

Split Payments

Spilt Payments occur whenever you use two or more pay codes to process one payment.

For example, A household makes a $200 payment for a registration and the customer gives you a check for $100 (pay code 1) and $100 in cash (pay code 2).

1. Process any transaction that results in a payment for the household. You will proceed to the Payment Update screen for that module or to the Global Payment Update screen.
2. Enter the first pay code being used in the Pay Code field and the amount being remitted using that pay code in the Pay Amt field.
3. Enter any pay references in the Pay Ref 1 and Pay Ref 2 fields.
4. Click **Add Split Pmt**. A line item will appear in the Split Payment Detail browser, located in the upper right-hand corner of the screen.
5. Repeat Steps **2-4** for the additional amounts being remitted using other pay codes.

   For example:

   Pay Code 1 (Check), Pay Amt 100.00, Pay Ref 1: Ck# 1701, <Click 'Add Split Pmt'>

   Pay Code 2 (Cash), Pay Amt 100.00, Pay Ref 1: <blank>, <Click 'Add Split Pmt'>

6. Click **Print** to continue to the Output Selection screen to preview and/or print the resulting payment receipt.

   Click **No Print** to complete the transaction without printing or previewing the receipt. A receipt will be generated and stored in your Common Receipt location even if you choose not to print/preview it.

   Click **Exit** to leave the payment screen without processing the payment.

Swapping Payments Between Transactions in Same Module

1. Go to Daily • <Module Name> • Transaction Payment Swap.
2. In the Lookup field, type all of part of the household name for which you wish to swap payment and press **Enter**, or enter the household ID number, the primary guardian's home phone number, the primary guardian's work phone number, or the family member's name, and click the appropriate lookup button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.

3. Highlight the household or family member for whom you wish to process activity enrollments and press **Enter** or click **Select**. You will proceed to the Payment Swap screen.
4. Highlight the transaction(s) in the From Transaction browser box that has a Fee Paid amount you want to swap *TO* another transaction.
5. In the To Transaction browser box, highlight the transaction with the Net Due amount that you wish to pay for using the selected transaction(s) in the From Transaction browser box.
6. Enter the User ID in the Swap User field that you want to be associated with this transaction. This information will be linked to all associated general ledger entries, or press the F9 key or right-click from within the field to select the appropriate user ID from the picklist.
7. Enter a Swap Reference to link to the general ledger entries.
8. In the Swap Drawer field, enter the cash drawer number you want to link to the swap transaction's general ledger entries.
9. In the Date field, enter the date on which the pay swap is taking place, or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
10. Click **Swap** to complete the transaction payment swap process.
11. Click **Exit** to return to the Main Menu.

Updating Fees During a Transaction

1. Proceed to the appropriate registration, reservation, renewal, or transfer screen.
2. In the Family Member Selection frame, highlight the appropriate family member. (This step does not apply to facility reservations or rental reservations.)
3. Select the applicable activity, pass, facility, etc.
4. Click the **Fees** button. You will proceed to the applicable module's Fee Update screen.
5. Enter the appropriate fee changes. Press F1 for field-level Help as needed.
6. Click **OK**. Your registration will automatically be added to the Current Transaction Listing Browser Box on the previous screen.
7. Process the transaction(s) as usual.

Using a Marine AFFES Ticket Number as Payment

The following steps assumes that: · You have already set up RecTrac to use a Marine AFFES ticket as payment.

- You are currently on the Payment Update screen.

1. Enter the amount that the customer is paying in the New Amt Paid field.
2. In the Pay Code field enter the pay code you created with the Marine DPP type or press the F9 key or double click from within the field to select the correct pay code from the picklist.
3. Click **Print**. You will continue to the AFFES Ticket Number entry screen.
4. Enter the AFFES ticket number that will be used as payment for this transaction. Remember that ticket numbers must be at least 8 digits in length.
5. Click **OK**. You will continue to the Output Selection screen.
6. Click **Print** to print a receipt for this transaction.

Cancellations Refunds

Canceling Transactions

1. Click the **Global Cancel/Changes** hot button or go to Daily • Global • Global Cancel/Changes. You will proceed to the Global Cancels/Changes Household Selection screen.
2. In the Lookup field, enter the last name of the household for which you wish to cancel multiple transactions and press **Enter**. You will proceed to the Household Listing screen.

3. Highlight the household for which you wish to cancel multiple transactions and press the **Enter** key or click **Select**. You will proceed to the Global Cancel/Changes screen.
4. In the Household Transaction Listing browser box, highlight the transaction that you wish to cancel.
5. Click **Cancellation/Void**. You will proceed to the Cancellation screen for the applicable module.
6. Complete all fields or leave their default settings. Press F1 for field-level Help as needed.
7. Click **OK**. You will receive a question box asking if you agree with the specified surcharge bill code (even if you are not charging a surcharge for the cancellation.) Click **Yes** to return to the Global Cancel/Change screen, where the transaction will be cancelled from the Household Transaction Listing Browser Box.
8. Repeat steps **4-7** for all applicable transactions.
9. When you have changed/cancelled all applicable transactions, note the amount listed in the New H/H Balance field in the lower right hand corner of your screen. If this amount is greater than or equal to zero, you will next proceed to the Global Payment Update screen. If this amount is less than zero, you will next proceed to the Global Refund Update screen.

Note: Select the Include Other Balances toggle box at the top of the screen if you want to factor in previous household credit or debit balances when processing the refund for this cancellation. If you select this option and you owe money for another transaction, the refund amount would be applied against your debit balance(s). De-select this option if you do not wish to factor in other balances in your refund for this cancellation transaction.

10. Click **Payment/Refund**. An informational message will appear which details all changes that have been made.
11. Click **Yes** when you have confirmed that the information is correct. You will proceed to the Global Payment or Global Refund Update screen, depending on the amount listed in the New H/H Balance field (and described above).
12. If you are on the Global Refund Update screen, be sure to select the correct Refund Type, refund Pay Code and enter any appropriate refund reference notes. Or if you are on the Global Payment Update screen, be sure to enter the correct Pay Amt, if any, the correct Pay Code, and any appropriate payment reference notes (in the Pay Ref 1 and 2 fields).
13. Click **Print** or **No Print**.

Changing the Address for Refund Check Recipient

Note: These steps only apply if you select the "Refund Later from RecTrac" or "Refund Later from Finance" refund type options on the Refund (or Global Refund) Update screen.

1. Process any changes from any module's Cancel/Change program (or the Global Cancel/Change program) that result in a refund for a household.
2. On the Refund (or Global Refund) Update screen, select the **Free Form** Ref Address option. The Alternate Refund Address screen will display.
3. Enter the Name, Address, City, State and Zip Code.
4. Click **OK** to save your changes and return to the Refund (or Global Refund) Update screen.
5. Click **Print** or **No Print** to process the refund as normal.

Refunding a Household Credit Balance

1. Go to Daily • Global • Global Credit Balance Refunds. You will proceed to the Global Credit Balance Refund Household Selection screen.
2. In the Lookup field, type all of part of the household name for which you wish to issue a credit refund and press **Enter**. Or enter the household ID number, the primary guardian's home phone number, the primary guardian's work phone number, or the family member's name, and click the appropriate lookup button. You will proceed to the Household or

Family Member Listing screen, depending on the lookup option selected on the previous screen.
3. Highlight the household or family member for whom you wish to process a credit balance refund and press Enter or click **Select**. You will proceed to the Credit Balance Refund screen.
4. Enter the Refund Amount on the appropriate module line(s).
5. In the Refund Type area, select whether you wish to: *Apply the Refund to the Household Balance*, *Refund from the Cash Drawer Now*, *Refund Later from RecTrac*, or *Refund Later from Finance*.
6. If selecting Refund from Cash Drawer Now, enter the appropriate Pay Code in the Ref Code field in the lower left-hand portion of the screen. *For example, 2 (cash), 1 (check), etc.*
7. Select whether you want to print the receipt in mailer format.
8. Select whether you want to print the household balance on the receipt.
9. Fill in all other fields of leave their default settings. Press F1 for screen-level Help as needed.
10. Click **Print** or **No Print** to complete the transaction.

Processing Refunds Due to Cancellations or Fee Changes

The following steps describe how to process a refund due to a cancellation or any transaction, such as a fee adjustment, that results in a credit for the Household in question. For information on how to process refund checks within RecTrac, see Processing Refund Checks within RecTrac.

1. Click the **Global Cancellation/Changes** hot button.

   Or go to Daily • Global • Global Cancel/Changes.
   Or go to Daily • Activity • Activity Cancel/Changes (Indiv)
   Or go to Daily • Facility • Facility Cancel/Changes
   Or go to Daily • Pass • Pass Cancel/Changes, etc…

2. You will proceed to the Global Cancel/Changes Household Selection screen (or the applicable module's Household Selection screen).
3. In the Lookup field, enter the last name of the applicable household and press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the applicable household and press **Enter** or click **Select**. You will proceed to the Cancel/Changes screen.
5. In the Household Transaction Listing browser box, highlight the transaction you wish to cancel or for which you wish to update the fees.
6. Click **Cancellation/Void** or **Update Charges**. Depending on what you are changing, you will proceed to the Cancellation screen or the Fee Update screen for the applicable module.
7. Complete all applicable fields or leave their default settings. Press F1 for field-level Help as needed.
8. Click **OK**. You will return to the Cancel/Changes screen, where the transaction will be cancelled from the Household Transaction Listing browser box or the fees will be altered for the transaction.
9. Repeat Steps **4–8** for all applicable transactions.
10. When you have cancelled/changed all applicable transactions, note the amount listed in the New H/H Balance field, located at the bottom right-hand corner of the screen. If this amount is less than zero, the household will be due a refund.
11. Click **Refund**. A message will appear that details all changes that have been made.
12. Click **Yes** when you have confirmed that the information is correct. You will proceed to the Refund Update screen.
13. Select the correct Refund Type, based on your organization's refund policy and procedures.
14. In the Ref 1 and 2 fields, enter any appropriate refund reference notes.
15. Click **Print** to continue to the Output Selection screen to preview and/or print the resulting payment receipt.

Click **No Print** to complete the transaction without printing or previewing the receipt. A receipt will be generated and stored in your Common Receipt location even if you choose not to print/preview it.

Click **Cancel** to leave the Refund Update screen without processing the payment.

Activity Daily Work

Processing an Activity Registration

These instructions list the minimum information required to process an Activity Registration for a single Household. Press F1 for field-level Help and more detailed information as needed.

1. Press the **Activity Registration** hot button.

   Or go to Daily • Activity • Activity Registrations.
   Or click the Global Sales hot button
   Or go to Daily • Global • Global Sales

2. In the Lookup field, type all or part of the household name for which you wish to process activity enrollments and press the **Enter** key. Or enter the appropriate information for any of the other available search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
3. Highlight the household or family member for whom you wish to process activity enrollments and press **Enter** or click **Select**. You will proceed to the Activity Registrations screen.

   Or if using Global Sales, highlight the household or family member for whom you wish to process the registration and click **Select**. Then click the Activity Registrations button located at the bottom of the screen to proceed to the Activity Registrations screen.

4. In the Family Member Selection browser box, located in the upper left-hand corner of the screen, highlight the family member for whom you wish to process activity enrollment(s).

Note: The Update button allows you to edit Family Member information for the selected individual "on the fly." The New button will allow you to add a new Family Member to the selected Household.

5. In the Actv No field, right-click or press F9 to select the activity/section for which you are registering the selected family member.

Note: You can select multiple activities/sections if the individual wants to sign up for more than one activity. Once on the Section Listing screen, hold the <Ctrl> key down on your keyboard and use the mouse to select the desired Activity Sections. Click **Select** when done and all classes will move to the Transaction Listing browser box. You will get a pop-up message allowing you to accept or skip a range of billing methods if the Activity/Section is set up to allow ACH Withdrawal, Auto-Debit from Credit Card or Installment Billing. Any comments associated with the Section will appear in the browser box once you have an Activity Number/Section in the Act No field. To remove these from view, click **Hide Notes**, which is located on the right-hand side of the screen. To view the selected activity's details, click **Details** located beneath the Act No field. To add roster notes for the Family Member, click the **Roster Note** button located beneath the Act No field.

6. Click **Select** to add this activity registration to the Transaction Listing browser box, or click **Fees** if charges need to be updated.

Note: If a question group has been linked to this section, these questions will display at this time.

7. Repeat Steps **4-6** as needed to register the same Family Member or other Family Members for additional activities.

Note: The Update button removes the Activity from the browser and places it back in the Act No field, allowing you to edit information entered in Steps **5** and **6** above. The Remove button removes the Activity from the transaction completely.

8. Click **Payment** to process the registration(s) listed in the Current Transaction Listing browser box. You will proceed to the Activity (or Global) Payment Update screen.
9. Complete the transaction as usual by entering the appropriate pay code and any pay references, then click **Print** or **No Print**.

Click **Exit** to return to the main RecTrac screen without processing the enrollment.

Note: If you are using Global Sales, you can process transactions for this Household from other modules before clicking the Payment button, by clicking any of the module buttons listed at the bottom of the screen, such as Rental Reservations, Pass Renewal and etc…

Processing Bulk Activity Registrations

The Activity Bulk Registration program allows you to continually process activity registrations for multiple households without having to exit the program between transactions. This is a great way to process mail-in registration forms which will save you time and keystrokes.

1. Go to Daily • Activity • Activity Bulk Registrations. You will proceed to the Bulk Activity Enrollment screen.
2. Highlight the first activity/section for which you wish to begin processing bulk activity enrollments. The activity/section information is listed in the appropriate boxes at the bottom of the screen.
3. Click **Continue**. You will be prompted with a message asking if you want to continue.
4. Click **Yes**. You will continue to the Bulk Activity Registration Household Selection screen.
5. Enter the last name of the first household for which you wish to process an activity registration for the selected activity. Press **Enter**. You will continue to the Household Listing screen.
6. Highlight the household for which you wish to process an activity registration and click **Select**. You will continue to the Activity Registration screen. The selected activity information is listed in the upper right hand section of the screen.
7. Highlight the family member you want to enroll, and click **Select** to move this information to the current transaction listing browser box at the bottom of your screen.
8. Click **Payment** to proceed to the Activity Payment Update screen.
9. Click **Print** to print the Activity Registration receipt. After the receipt has printed, you will be prompted with a message asking if you want to enroll another person in this activity.
10. Click **Yes**. You will return to the Household Selection screen.
11. Repeat Steps **5–10** for each household for which you wish to process a registration for the selected activity.
12. When you wish to begin processing bulk enrollments for another activity, click **No** when prompted with the message asking if you want to enroll another person in this activity. You will return to the Bulk Activity Enrollment Activity Selection screen.
13. Repeat Steps **2–12** for each activity/section for which you wish to process bulk activity enrollments.
14. When you have completed processing bulk activity enrollments, click **Exit**.

Processing Activity Payments After the Registration Process

1. Go to Daily • Activity • Activity Payments. You will proceed to the Activity Payment Household Selection screen.
2. Enter the Household Name and press **Enter** or locate household through another available search option. Press F1 for field-level Help as necessary.
3. You will continue to the Household Listing screen. Select the appropriate household and click **Select**. You will proceed to the Payment Update screen.
4. Enter the amount paid in the Total Amount Paid field. *For example, 5.00*.
5. Enter the appropriate pay code in the Pay Code field. *For example, 2 (Cash)*.
6. If the customer is paying with a check, you might enter the check number (or the customer's driver's license number, etc.) in the pay reference field(s), depending on your office policies.
7. Click **Print** to save the payment information and proceed to the Output Selection screen.
8. Click **Print** to print the receipt.

Activity Lottery

Lottery enrollments allow you to register enrollees for an activity through a process of random assignment from those who signed up versus the first-come, first-served 'Normal' enrollment process. The lottery enrollment is a viable alternative for filling rosters of popular activities where demand exceeds capacity.

Please refer to: Topic Doc - Activity Lottery Spin 10.3 for a complete set of printable instructions

Processing Waitlist Enrollments

These instructions list the minimum information required to complete an enrollment for an individual on a Waiting List for an Activity/Section and assume that the bulleted items below are true. Press F1 for field-level Help and more detailed information as needed.

- You have set up your Activity Sections to allow for a maximum number of enrollees and identified the maximum number of resident and non-residents allowed.
- You have at least one individual on the Waitlist for an Activity Section.
- You have an open slot that Activity Section, created by increasing the maximum count or because of a cancellation, and you wish to fill it. Run the Activity Waiting List Report (Reports • Activity • Activity Waiting List Report) to identify the individuals on your Waitlist for a selected range of activities. Note to CYMS users: This is NOT the CYMS Waitlist. The CYMS Waitlist and Search For Care processes are discussed in the CYS Procedures booklet.

To Process An Enrollment From the Waitlist:

1. Go Daily • Activity • Activity Waitlist Enrollment. You will proceed to the Waitlist Enrollment - Activity Selection screen.
2. Right-click or press F9 in the field to select the activity and section for which you wish to process wait list enrollments.
3. Click **OK**. You will proceed to the Waitlist Enrollment screen for the selected activity/section. Note that the total number of Slot(s) Available, and the Max(imum) slots available for Residents and Nonresidents are display at the top of the browser box.
4. Highlight the person that you wish to enroll in the activity/section. Selecting a name other than the first on the list will result in a Challenge Message asking whether you wish to continue.
5. Click **Enroll** to proceed to the Payment Update screen. (Skip to Step 7). Or click **Enroll/Fees** to proceed to the Fee Update screen. Enter any applicable changes to the fees.
6. Click **OK**. You will proceed to the Payment Update screen.
7. Enter the correct payment amount.

Note: Fees charged on this screen will vary depending on your fee policy for Waitlisted patrons. You should be certain of that policy before proceeding. Examples include, but are not limited to, the following scenarios: 1.) If fees were charged at the time of enrollment to the Waitlist, the patron will owe nothing for this Activity. 2.) If fees were charged and subsequently Refund-Applied to the Household because the patron was placed on the Waitlist after a Lottery Spin, the Household will owe for the Activity but may have a credit balance equal to the enrollment fee. 3.) If no fees were charged due to the patron being placed on the Waitlist, the individual will owe the enrollment fee.

8. Click **Print** or **No Print** to complete the enrollment. You will return to the Waitlist Enrollment screen. The individual you selected in Step 4 above will no longer be on this list.

Note: Click Cancel to terminate the enrollment. You will be returned to the Waitlist Enrollment screen and the individual you selected in Step 4 above will still be there.

9. Repeat Steps **4–8** for as many wait listed enrollees as you wish to enroll.
10. Click **<<Activity** to return to the Waitlist Enrollment - Activity Selection screen to select another activity for which you wish to enroll wait listed persons.

Click **Exit** to return to the main RecTrac screen.

Creating a Roster Note

To create a roster note during the activity registration or transfer process:

1. On the Activity Registrations or Transfer screen, click **Add Roster Information**.
2. You will proceed to the Additional Roster Information screen.
3. Enter the notes in the *Roster Note* field.
4. Click **OK**. You will return to the Activity Registrations screen.

You may then chose to print roster notes on your Activity Rosters. (Reports • Activity • Roster Reports • Activity Rosters)

Adding or Updating Roster Notes After the Activity Registration

You can add or update roster notes through file maintenance or daily processing. To add or update roster notes through file maintenance:

1. Go to Files • Activity • Roster Update.
2. In the Activity Number field, enter or select the activity/section for the activity in which the family member is enrolled and for whom you wish to add or change a roster note.
3. Click **Next**. You will proceed to the Enrollee Selection screen.
4. Highlight the enrollee for whom you wish to add or change a roster note.
5. Click **Class Note**. You will proceed to the Roster Note/Billing Detail Update screen.
6. In the Notes field, enter the new or update the existing roster notes.
7. Click **Done** to save your changes and return to the previous screen.
8. Click **<<Class Select** to return to the Roster Update screen.
9. Click **Exit** to return to the Main Menu.

To add or update roster notes through daily processing:

For the following steps, it is assumed that the household has no debit or credit balance.

1. Go to Daily • Activity • Activity Cancel/Changes (Indiv). You will proceed to the Activity Registration Cancels/Changes Household Selection screen.

2. In the Lookup field, type the name of the applicable household and press the **Enter** key. You will proceed to the Household Listing screen.
3. Highlight the applicable household and press the **Enter** key or click **Select**. You will proceed to the Activity Cancel/Changes screen.
4. Highlight the activity registration to which you wish to add or change a roster note.
5. Click **Detail Changes**.
6. In the Roster Note field, enter the new or update the existing roster notes.
7. Click **OK** to return to the Activity Registration Cancel/Changes screen.
8. Click **Payment/Refund**. Even though no payment is due, you must click the Payment/Refund button to save the new roster notes. An informational message with the zero balance changes will display along with the following question: "Do you wish to continue?"
9. Click **Yes**. You will proceed to the Payment Update screen.
10. Click **No Print** (no payment is being processed—no receipt is required). The roster note changes will be saved.
11. Click **Exit** to return to the Main Menu.

Linking a Referral Code to an Activity Registration

Referral codes allow you to track how an enrollee learned about an activity, so that you may better track the efficacy of your advertising dollars. For this option to work properly you must:

- Select the *Track AR/PM Reg/Ref Source* option in your linked Daily Processing device.
- Have Ref/Reg code types established in User Codes Maintenance. (Files • System • Other Maintenance • User Code Maintenance)

1. On the Activity Registrations or Transfer screen, click **Roster Note** in the Activity Selection frame. You will proceed to the Roster Options screen.
2. Enter or select the appropriate Ref/Reg Type.
3. Click **OK**. You will return to the Activity Registrations screen.
4. Complete the transaction as usual.

Creating a Tickler for an Activity

Ticklers are reminders of things you or staff members need to do, notices of upcoming events that are module specific, or general messages. The system will automatically display a tickler when users first log into the system. Each tickler that displays:

- Has an action date range.
- Has a user ID and/or menu group that matches the current user's.

1. Go to Files • Activity • Activity Tickler Maintenance. You will proceed to the Activity Tickler Message Update screen.
2. Enter or select the activity number to which you wish to add a tickler.
3. Click **Next**.
4. If no other ticklers have been linked to this activity, the following message will display: "No ticklers exist for this activity on or after this date. Do you wish to add one?" Click **Yes**.
5. If other ticklers already exist, you will proceed to the Activity Tickler Listing screen. Click **Add**. You will proceed to the Activity Tickler Detail Update screen.
6. Enter the date range for which you would like this tickler to appear when registrations are processed for this activity.
7. (Optional) In the Brief Desc field, add a brief description.
8. Enter the Tickler Note. Press F1 for field-level Help as needed.
9. Click **Done** to save the tickler and proceed (or return) to the Activity Tickler Listing screen.
10. Click **Add** to add another tickler to this activity.
11. When you have finished adding ticklers to this activity, click **<<Activity** to return to the Activity Tickler Message Update screen.

12. Click **Exit** to return to the Main Menu.

Processing a Day Care/Camp Registration

Please refer to: Topic Doc - Day Care for a complete set of printable instructions

Posting Attendance for Activities

The Activity Bulk Attendance Post program allows you to post activity visits for a particular class on a particular day by entire roster or individuals selected.

1. Go to Daily • Activity • Activity Bulk Attendance Post.
2. Press the F9 key or right-click from within the Activity field to select the activity section for which you wish to post attendance.
3. Press the F9 key or right-click from within the Post Date field to select the date for which you wish to post attendance.
4. Press the F9 key or right-click from within the Location field to select the location at which you wish to post attendance.
5. Click **Post** to continue to the Activity Roster Listing screen
6. Select an individual from the browser and click **Post Indiv** to post attendance for this person, or click **Post Roster** to post attendance for all the individuals listed in the browser box.
7. Click **<<Back** to post attendance for another activity, or click **Exit** to return to the main menu.

Reducing Roster Fees in Bulk

The Bulk Roster Fee Reduction program allows you to reduce the fees charged to every roster for a selected range of activity sections.

1. Go to Daily • Activity • Activity Bulk Fee Reduction.
2. Press the F9 key or right-click from within the Activity fields to select the activity section(s) for which you wish to adjust fees. The corresponding bill codes for the beginning activity section you chose will appear in the Bill Code column.
3. Choose whether the amount you will enter is the New Fee Amount you want to charge or the amount of the Fee Reduction you want to make to the corresponding bill code.
4. Enter the new fee amount or fee reduction amount on the appropriate bill code lines.
5. You may optionally *Require an Answer Match* to apply the specified fee changes.

   To do so, select the appropriate question code, question number and a required answer. (This question code must have been previously linked to the activity, and enrollees must have also answered those questions during their initial registration.) Then, all of those who are currently on the roster(s) for the selected activity section(s) AND who have submitted the equivalent Required Answer will receive the fee adjustment.

6. Click **Continue** to continue to the next screen
7. Select the appropriate refund type at the top of the screen.
8. If you chose Refund Now in step 7, select the pay type you want to use for refunds. All other refund options will automatically select the appropriate refund pay type.
9. Select the user, drawer, and date to process refunds.
10. Select if you want to print a refund voucher for every enrollee.
11. Select if you want to print the refund vouchers in a mailer format.
12. Right-click or press F9 from within the Refund Cmnt field to select a refund comment from the picklist, if applicable.
13. In the Misc Ref Cmt field, enter a miscellaneous comment that want to print on the refund receipts, if applicable.
14. Click **Process** to process your fee reductions.

Canceling an Activity Registration

The following steps detail the minimum information needed to cancel a single enrollment from a single Activity. For more detailed information, or for information about canceling an entire Activity and/or Section (Daily • Activity • Activity Cancellations (All)), press F1 for field level help.

1. Go to Daily • Activity • Activity Cancel/Changes (Indiv). You will proceed to the Activity Registration Cancels/Changes Household Selection screen.

   Or click the Global Cancel/Change hot button.
   Or go to Daily • Global • Global Cancel/Changes.

2. In the Lookup field, enter the last name of the household for which you wish to cancel the activity registration and press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the appropriate household and press **Enter** or click **Select**. You will proceed to the Activity Cancel/Changes screen. You will proceed to the Global Cancel/Changes screen, if using Global Cancel/Changes.
4. In the Household Transaction Listing browser box, highlight the activity registration that you want to cancel.
5. Click **Cancellation/Void**. You will proceed to the Cancel Activity screen.
6. Type any applicable Cancellation Reason.
7. Select a Cancellation Code, if applicable.
8. Enter a Surcharge Amount and Surcharge Bill Code, if applicable.
9. Determine whether you wish to prorate the Refund, if applicable. Leave the default prorate percent (determined by class time remaining) in the Prorate Percent field or enter a new prorate percentage amount. Select the *Apply Proration to Refund* option and click **Adjust**. The amount to be charged will display immediately below.

Note: The Refund Amount field will NOT change until you enable the Apply Proration to Refund toggle.

10. Select whether or not you wish to delete the record. Records should only be deleted if they are the result of a mistake.

Note: You cannot delete a record if you are applying a Surcharge or Prorating the refund.

11. Click **OK**. You will be given a message displaying the amount of the surcharge, the amount of the refund and asking whether you are sure. Click **Yes** to return to the Activity Cancel/Change screen. The transaction will display as 'Cancelled' in the browser. Note the amount listed in the New H/H Balance field in the lower right hand corner of your screen. If this amount is greater than or equal to zero, you will next proceed to the Payment Update screen. If this amount is less than zero, you will next proceed to the Refund Update screen.
12. From here you may make changes/cancellations to additional enrolments (or line items associated with other modules, if using Global) for this Household.
13. Click **Payment/Refund** to complete the cancellation. An informational message will appear that details all changes you have made. Click **Yes** to complete the transaction.
14. Process the remaining steps as usual.

Canceling an Activity

The Activity Cancel screen allows you to remove all enrollees from an activity/section and print refund vouchers for each participant. This program will automatically purge the roster, reset the enrollee counts and handle the general ledger adjustments.

For example: You might have offered an activity with a minimum enrollment requirement of ten. If only three people signed up for this activity, you may want to cancel it.

1. Go to Daily • Activity • Activity Cancellations (All).
2. You will continue to the Activity Cancel screen. In the Activity field, enter or select the activity that you are canceling.
3. Select a Refund Proc(essing) Option. If you choose to Refund Now, you must also select the appropriate refund pay code. All other refund selections will automatically update the pay code for you.
4. Enter the Refund User ID, Drawer and Date.
5. Select if you would like to Change the Class Status to Cancelled, and if you would like to Print Refund Vouchers for Each Enrollee.
6. Press **F1** for field-level Help as necessary for the remaining fields.
7. Click **Continue** to complete the cancellation. Then click **Yes.**
8. Click **Print** or **Preview** if you selected to print receipts for each enrollee.

Transferring an Individual from One Activity to Another

1. Go to Daily • Activity • Activity Transfers (Indiv).
2. You will continue to the Activity Transfer Household Selection screen. In the Lookup field, type all or part of the household name for which you wish to process activity enrollments and press the **Enter** key or enter the household ID number, the primary guardian's home phone number, the primary guardian's work phone number or the family member's name and click the appropriate lookup button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
3. Highlight the household or family member for whom you wish to process activity enrollments and press **Enter** or click **Select**. You will proceed to the Activity Transfers screen.
4. In the Family Member Selection Browser Box, highlight the family member/activity/section that you wish to transfer FROM.
5. Enter the activity number and section in the Actv No field that you want to transfer the family member TO, or press the F9 key or right click from within the field to select the appropriate activity/section from the picklist.
6. Adjust the Surcharge Amount entry and Surcharge Bill code as necessary.
7. The amount in the Net Fees field is calculated by subtracting the 'Old Fees Paid' from the 'New Fees'. Click **Select** to add the transfer to the Current Transaction Listing browser box at the bottom of the screen.
8. Repeat steps **4–7** for every activity transfer that you would like to process for this household.
9. Click **Payment** (or Refund). You will continue to either the Payment Update or Refund Update screen to either process an additional payment or refund for this activity transfer transaction.

Transferring All Enrollees from One Activity to Another

The Activity Transfer - All (Enrollees) program allows you to consolidate multiple small activity/sections into one larger activity/section.

For example: You might offer three aerobics classes that have a maximum enrollment count of twenty. Only five enrollees have signed up for each activity/section. You could combine the enrollments of the three activity/sections into one activity/section with fifteen enrollees.

Note: The fees in the activity/section from which you are making the transfer must be the same as the fees in the activity/section to which you are making the transfer. If the fees are different, you must manually update the charges for each person on the roster.

1. Go to Daily • Activity • Activity Transfers (All).
2. You will continue to the Activity Transfer - All screen. In the From Activity field, enter or select the activity that you are transferring enrollees FROM.
3. In the To Activity field, enter or select the activity that you are transferring the enrollees TO.
4. Enter or select a Transfer Comment if necessary.

5. Enter the Transfer User ID, and Transfer Date.
6. Press **F1** for field-level Help as necessary for the remaining fields.
7. Click **Continue** to complete the transfer. Then click **Yes** once you have confirmed the information is correct.
8. Click **Print** or **Preview** if you selected to print receipts for each enrollee.

Updating Activity Visits for an Individual

1. Go to Daily • Activity • Activity Visit Update. You will proceed to the Activity Visit Update - Search Criteria screen. This screen allows you to narrow the range of visits you see by activity/section and/or visit date range. Press F1 for field-level Help as needed.
2. Click **Continue** to accept your selections and proceed to the Activity Visits Household Selection screen.
3. Enter the household name, ID, etc. for whom you want to update visit records. Press F1 for field-level Help as needed.
4. Once the household is selected, you will proceed to the Activity Visit Update screen, where all the visit records matching your criteria will be listed.
5. Highlight the visit you would like to update and click **Update Visit** to update the visit amount charged for the selected visit. Make any necessary changes and click **OK**.
6. Click **Payment** to continue to the Global Payment Update screen for the selected household and complete the transaction as usual.

Reserving a Facility for an Activity

The following steps assume that:

- Any existing rosters have been sent to history using the Roster Transfer to History program (Period End • Activity • Roster Maintenance). This does not apply for first-time RecTrac users.
- If rosters have not been sent to history and when you are running the Activity Reservations program, the section dates are the same as those for any existing reservations, the system assumes that you are recreating reservations for an activity. Any existing reservations for the section dates will be overwritten.
- Any applicable activities have been set up, along with their section(s) using the Activity File Maintenance program.
- Any applicable facilities have been linked to each activity/section on the Section Maintenance - Core 1 screen (and on the Multi-Facility Update screen if more than one facility is linked).

To create facility reservations for all sections linked to an activity:

1. Go to Files • Activity • Activity Maintenance. You will proceed to the Activity Maintenance screen.
2. Highlight the activity for which you wish to make facility reservations and click **Reserve Facility**. You will proceed to the Activity Reservations screen, where the activity and all sections linked to it will be listed in the title bar.
3. Enter or select the appropriate reservation categories, if applicable.
4. Select **Print Only** to print potential reservations only.
5. Choose whether or not you wish to override warnings. Checking this option will allow activity facility reservations to be booked beyond a facility's open and close times, on a holiday or during a facility location lock. Make your selection based on your organization's policies.
6. Select **Print Conflicts Only**. Checking this option will only print the activity facility reservations with conflicts. If you are creating reservations for a small range of activity/sections, you may deselect this option and print all reservations as well.
7. Click **Process** to begin the process of printing the potential reservations.
8. When the process is complete, you will proceed to the Output Selection screen where you can preview and then print the resulting reservation report.

9. After you have previewed and/or printed the report, an information message will alert you that the "Reservation process is Complete."
10. Click **OK** to return to the Activity Core Information screen.
11. If any conflicts existed, you must resolve the conflicts through the Activity Maintenance program for the applicable activity (or activities) by changing the activity/section dates, times, meeting days or the facility (or facilities) to which the activity/sections are linked. After the changes have been made, repeat steps 1 through 13 until no conflicts exist on the reservation report.
12. To now make the reservations, click **Reserve Facility** from the Activity Core Information screen.
13. On the Activity Reservations screen, select **Print and Update**.
14. Choose whether or not you wish to override warnings.
15. Select **Print Conflicts Only**.
16. Click **Process**.
17. An informational message will display regarding the activity rosters begin sent to history along with the following question: "Do you want to continue?" Assuming that you have sent any previous season's rosters to history, click **Yes**.
18. The reservations process will begin. After the process is complete, you will proceed to the Output Selection screen where you may elect to preview and/or print the resulting reservation report. The report should not have any conflicts.
19. After printing or previewing, the following message will display: "Reservation process is complete."
20. Click **OK** to return to the Activity Core Information screen.
21. Click **Done** to return to the Activity Maintenance screen.
22. Click **Exit** to return to the Main Menu.

To create reservations for one section linked to a selected activity:

1. Go to Files • Activity • Activity Maintenance. You will proceed to the Activity Maintenance screen.
2. Highlight the activity for the section you wish to create facility reservations.
3. Click **Sections**. You will proceed to the Section Listing screen.
4. Highlight the section for which you wish to create facility reservations.
5. Click **Reserve Facility**. You will proceed to the Activity Reservations screen, where the single activity/section will be listed in the title bar.
6. Enter or select the appropriate reservation categories, if applicable.
7. Select **Print Only** to print potential reservations only.
8. Choose whether or not you wish to override warnings. Checking this option will allow activity facility reservations to be booked beyond a facility's open and close times, on a holiday or during a facility location lock. Make your selection based on your organization's policies.
9. Select **Print Conflicts Only**.
10. Checking this option will only print the activity facility reservations with conflicts. If you are creating reservations for a small range of dates, you may deselect this option and print all reservations as well.
11. Click **Process** to begin the process of printing the potential reservations.
12. When the process is complete, you will proceed to the Output Selection screen where you may opt to preview and then print the resulting reservation report. After you have previewed and/or printed the report, an information message will alert you that the "Reservation process is Complete."
13. Click **OK** to return to the Section Listing screen.
14. If any conflicts existed, you must resolve the conflicts through the Activity Maintenance program for the applicable activity/section by change the activity/section dates, times, meeting days or the facility (or facilities) to which the activity/section is linked. After the changes have been made, repeat steps 1 through 15 until no conflicts exist on the reservation report.
15. To now make the reservations, click **Reserve Facility** from the Section Listing screen.
16. On the Activity Reservations screen, select **Print and Update**.
17. Choose whether or not you wish to override warnings.
18. Select **Print Conflicts Only**.
19. Click **Process**.

20. An informational message will display regarding the activity rosters begin sent to history along with the following question: "Do you want to continue?" Assuming that you have sent any previous season's rosters to history, click **Yes**.
21. The reservations process will begin. After the process is complete, you will proceed to the Output Selection screen where you may elect to preview and/or print the resulting reservation report. The report should not have any conflicts.
22. After printing or previewing, the following message will display: "Reservation process is complete."
23. Click **OK** to return to the Section Listing screen.
24. Click **<<Class List** to return to the Activity the Activity Maintenance screen.
25. Click **Exit** to return to the Main Menu.

To create reservations for a range of activities and associated sections:

1. Go to Daily • Facility • Activity Reservations. You will proceed to the Activity Reservations screen.
2. In the Beg and End Actv/Sec fields, select a range of activity/sections for which you wish to process facility reservations.
3. In the Date Range field, enter a range of activity/section start dates.
4. Enter or select the appropriate reservation categories, if applicable.
5. Select **Print Only** to print potential reservations only.
6. Choose whether or not you wish to override warnings. Checking this option will allow activity facility reservations to be booked beyond a facility's open and close times, on a holiday or during a facility location lock. Make your selection based on your organization's policies.
7. Select Print Conflicts Only. Checking this option will only print the activity facility reservations with conflicts. If you are creating reservations for a small range of dates, you may deselect this option and print all reservations as well.
8. Click **Process** to begin the process of printing the potential reservations.
9. When the process is complete, you will proceed to the Output Selection screen where you may opt to preview and then print the resulting reservation report.
10. After you have previewed and/or printed the report, an information message will alert you that the "Reservation process is Complete."
11. Click **OK** to return to the Activity Reservations screen.
12. If any conflicts existed, you must resolve the conflicts through the Activity Maintenance program for the applicable activity/section by change the activity/section dates, times, meeting days or the facility (or facilities) to which the activity/section is linked. After the changes have been made, repeat steps 1 through 13 until no conflicts exist on the reservation report.
13. To now make the reservations, go to Daily • Facility • Activity Reservations.
14. On the Activity Reservations screen, select Print and Update.
15. Choose whether or not you wish to override warnings.
16. Select **Print Conflicts Only**.
17. Click **Process**.
18. An informational message will display regarding the activity rosters begin sent to history along with the following question: "Do you want to continue?" Assuming that you have sent any previous season's rosters to history, click **Yes**.
19. The reservations process will begin. After the process is complete, you will proceed to the Output Selection screen where you may elect to preview and/or print the resulting reservation report. The report should not have any conflicts.
20. After printing or previewing, the following message will display: "Reservation process is complete."
21. Click **OK** to return to the Activity Reservations screen.
22. Click **Exit** to return to the Main Menu.

Activity Enrollment, Cancellation, etc. Failed to Complete

Run the Special Roster Update program (Utilities • Activity • Roster Utilities • Special Roster Update). Press F1 for field-level Help as needed.

Facility Daily Work

Facility Reservations

These instructions list the minimum information required to process a Facility Reservation for a single Household. Press F1 for field-level Help and more detailed information as needed.

1. Click the **Facility Reservations** hot button.

   Or go to Daily • Facility • Facility Reservations.
   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales.

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Facility Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Facility Reservations*, you will proceed to the Facility Reservations Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process facility reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process a reservation and press **Enter** or click **Select**. You will proceed to the Facility Reservations screen. Or, if using Global Sales, highlight the household or family member for whom you wish to process the reservation and click **Select**. Then click the **Facility Reservations** button located at the bottom of the screen to proceed to the Facility Registrations screen.
5. Insure the radial dial is set to Facility and not Group.
6. Right-click or press F9 in the Facility field to select the facility for which you wish to create the reservation.

Note: You can select multiple facilities by holding the <Ctrl> key down and using the mouse to select the desired Facilities. Click **Select** when done. All subsequent information entered will apply to ALL facilities selected in this manner unless you Update individual line items once they're in the Transaction Browser. Any comments or tickler associated with the Facility will appear in the browser box once you have a facility in the Facility field. To remove these from view, click **Hide Notes**, which is located on the right-hand side of the screen.

7. In the From field, enter the starting date of the reservation.
8. In the To field, enter the ending date of the reservation.
9. In the Start field, enter the starting time of the reservation.
10. In the End field, enter the ending time of the reservation.
11. Select the appropriate reservation Status.
12. To enter an expected headcount figure, enter a number in the Head Cnt field.
13. To add reservation purpose notes, enter notes in the Purpose field.
14. Click **Add Info** add any additional information.
15. Click **Select** to add this facility reservation to the Transaction Listing browser box, or click **Fees** if charges need to be updated.

Note: If a question group has been linked to this facility, these questions will display at this time.

16. Repeat steps **4–14** as needed for this household or organization.

Note: The Update button removes the Facility from the browser and places it back in the Facility field, allowing you to edit information entered in Steps 4 through 13 above. The Remove button removes the Facility from the transaction completely.

17. Click **Payment** to process the reservations listed in the Transaction Listing browser box. You will proceed to the Payment Update screen.
18. Complete the transaction as usual by entering the appropriate pay code and any pay references, then click **Print** or **No Print**.

Note: If you are using Global Sales, you can process transactions for this Household from other modules before clicking the Payment button by clicking any of the module buttons listed at the bottom of the screen, such as Rental Reservations, Pass Renewal and etc…

Processing Facility Payments After the Reservation Process

1. Go to Daily • Facility • Facility Payments. You will proceed to the Facility Payment Household Selection screen.
2. Enter the Household Name and press **Enter** or locate household through another available search option. Press F1 for field-level Help as necessary.
3. You will continue to the Household Listing screen. Select the appropriate household and click **Select**. You will proceed to the Court Payment Update screen.
4. Enter the amount paid in the Total Amount Paid field. *For example, 5.00*.
5. Enter the appropriate pay code in the Pay Code field. *For example, 2 (Cash)*.
6. If the customer is paying with a check, you might enter the check number (or the customer's driver's license number, etc.) in the pay reference field(s), depending on your office policies.
7. Click **Print** to save the payment information and proceed to the Output Selection screen.
8. Click **Print** to print the receipt.

Pattern Facility Reservations

The Pattern Reservations feature allows you to create a reservation that utilizes the same facility and time block over a number of days (consecutive or not), weeks or months. Multiple Pattern Reservations are required if multiple time blocks are needed, even if the time blocks fall on the same days. A Pattern Reservation is also required for the same time block over consecutive days, unless the party wants the location reserved around the clock for the length of the reservation.

For example, a group requires a reservation every Monday and Wednesday of every week, for 2 months (April 30 through June 30) from 11:00 am to 02:00 pm.

To Make a Pattern Reservation:

1. Click the Facility Reservations hot button.

   Or go to Daily • Facility • Facility Reservations.
   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales.

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Facility Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Facility Reservations*, you will proceed to the Facility Reservations Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process facility reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process a reservation and press **Enter** or click **Select**. You will proceed to the Facility Reservations screen. Or, if using Global Sales, highlight the household or family member for whom you wish to process the reservation and click **Select**. Then click the **Facility Reservations** button located at the bottom of the screen to proceed to the Facility Reservations screen.
5. Insure the radial dial is set to Facility (not Group).
6. Right-click or press F9 in the Facility field to select the facility for which you wish to create the reservation.

Note: You can select multiple facilities by holding the <Ctrl> key down and using the mouse to select the desired Facilities. Click **Select** when done. All subsequent information entered will apply to ALL facilities selected in this manner unless you Update individual line items once they're in the Transaction Browser. Any comments or tickler associated with the Facility will appear in the browser box once you have a facility in the Facility field. To remove these from view, click **Hide Notes**, which is located on the right-hand side of the screen.

7. In the From field, enter the starting date of the reservation.
8. In the To field, enter the ending date of the reservation.
9. In the Start field, enter the starting time of the reservation.
10. In the End field, enter the ending time of the reservation.
11. Select the **Pattern Detail** time interval you want from the Daily, Weekly, Monthly and Random selections located in the Pattern Detail field on the right-hand side of the screen and then enter an *Every* increment.

    *For example, in the scenario above, you would select **Monthly** as your time interval and enter Every **1** Month(s) for your increment, because you want the group to meet every month for the specified date range. Then, select **Mon** & **Wed** as the days of the week, and the **1st**, **2nd**, **3rd**, **4th**, **5th**, **6th** weeks, because the pattern is for every week of the month.*

    The date range would be from 04/30/20XX to 06/30/20XX. The time range 11:00a - 02:00p.

Note: For Random patterns, you must select the days from the Calendar pop-up. Press F1 for additional field-level Help as needed.

12. If applicable, you can enter skip dates by clicking the **Skip Dates** button and entering them on the Skip Dates screen. Click **OK** when finished, to return to the Facility Reservation screen.
13. Click **Select** or **Fees** when you are ready. You will proceed to the Pattern Reservation Update/Delete screen.
14. Edit the pattern reservation as required. Press F1 for help as needed.
15. When you have finished editing the pattern reservation, click **Select**. You will return to the Facility Reservations screen where your pattern reservation will appear in the Transaction Listing browser. Or click **Fees** to update charges, if necessary.
16. Repeat steps **4–14** as needed for additional pattern reservation for the Household or Organization.

Note: The Update button removes the Facility from the browser and places it back in the Facility field, allowing you to edit information entered in Steps 4 through 13 above. The Remove button removes the Facility from the transaction completely.

17. Click **Payment** to process the reservations listed in the Transaction Listing browser box. You will proceed to the Payment Update screen.
18. Complete the transaction as usual by entering the appropriate pay code and any pay references, then click **Print** or **No Print**.

Note: If you are using Global Sales, you can process transactions for this Household from other modules before clicking the Payment button by clicking any of the module buttons listed at the bottom of the screen, such as Rental Reservations, Pass Renewal and etc…

Facility Reservations for a Facility Group

1. Click the **Facility Reservations** hot button. Or go to Daily • Facility • Facility Reservations. You will proceed to the Facility Reservation Household Selection screen.
2. If your Daily Processing device has NOT been setup to *Prompt for Household in Facility Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Facility Reservations*, you will proceed to the Facility Reservations Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process facility reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process a reservation and press **Enter** or click **Select**. You will proceed to the Facility Reservations screen. Or, if using Global Sales, highlight the household or family member for whom you wish to process the reservation and click **Select**. Then click the **Facility Reservations** button located at the bottom of the screen to proceed to the Facility Registrations screen.
5. Select the Group radio set button.
6. Press the F9 key or right-click from within the Group field.
7. Make your selection from the Facility Group Picklist screen and click **Select**.
8. You will return to the Facility Reservations screen and the name of the facility group will automatically display in the Group field.
9. Enter the dates and times for the facility group reservation.
10. Click **Select** to add the facility group reservation to the Current Transaction Listing browser box.
11. Repeat steps **4–10** as necessary.
12. Click **Payment** to process the facility group reservation(s) listed in the Current Transaction Listing browser box. You will proceed to the Payment Update screen.
13. In the Pay Amt field, enter the current amount begin paid by the household. Press F1 for field-level Help as needed.
14. Click **Print** to continue to the Output Selection screen where you may elect to preview and/or print the resulting receipt.

Internal Facility Reservations

You may want to create a reservation for your organization if you need to schedule a staff meeting or schedule a facility for maintenance work.

1. Click the **Facility Reservations** hot button. Or go to Daily • Facility • Facility Reservations. You will proceed to the Facility Reservation Household Selection screen.
2. If your Daily Processing device has been setup to *Prompt for Household in Facility Reservations*, you will proceed to the Facility Reservations Household Selection screen. Continue to step 3.

If your Daily Processing device has NOT been setup to *Prompt for Household in Facility Reservations*, you will now skip to step 4, then select the Internal Household AFTER you have entered the appropriate reservation information and you have clicked **Select**.

3. Click **Internal Household**. You will proceed to the Facility Reservations screen.
4. Select the facility, dates, and times for which you wish to create the reservation.
5. Select Internal, Maintenance or Activity Hold, depending on the type of internal reservation you are making.
6. Click **Select** to add the reservation to the Current Transaction Listing Browser Box.
7. Repeat steps **2–6** for as many internal reservations as are required.
8. Click **Payment** to continue to the Payment Update screen. No fees will be associated with the reservation, only the reservation will be made.
9. Click **Print** to continue to the Output Selection screen where you may opt to print or preview the resulting receipt.

Reserving a Facility Through Closed Hours

The 24 Hour option on the Facility Reservations screen allows you to reserve a facility through its closed hours.

For example, assume that you were reserving a facility that had normal operating hours from 8:00am to 11:00pm (the facility is closed from 11:00pm to 8:00am) and you were creating a reservation from 01/01/20XX, 10:00am to 01/02/20XX, 06:00pm.

If the 24 Hour option was NOT Checked:

- The reservation would run from 10:00am to 11:00pm (the closing time) on 01/01.
- And then again from 8:00am (the opening time) to 6:00pm on 01/02. ·

If the 24 Hour option IS Checked:

The reservation would run from 10:00am on 01/01 **through** 6:00pm on 01/02. The reservation would run through the facility's closed hours.

1. Click the **Facility Reservations** hot button. Or go to Daily • Facility • Facility Reservations. You will proceed to the Facility Reservation Household Selection screen.
2. If your Daily Processing device has NOT been setup to *Prompt for Household in Facility Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Facility Reservations*, you will proceed to the Facility Reservations Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process facility reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process a reservation and press **Enter** or click **Select**. You will proceed to the Facility Reservations screen. Or, if using Global Sales, highlight the household or family member for whom you wish to process the reservation and click **Select**. Then click the **Facility Reservations** button located at the bottom of the screen to proceed to the Facility Registrations screen.
5. In the Facility field, select the facility that you wish to reserve.
6. Enter the dates for which you wish to create the reservation.
7. Enter the times that run through the facility's closing times.
8. Select the **24 Hrs** option. Depending on the hours that you establish for your reservation, the 24 Hrs field may be automatically selected by the system.
9. Click **Select** to add this reservation to the Current Transaction Listing Browser Box.

10. Click **Payment** to process the reservations listed in the Browser Box. You will proceed to the Payment Update screen.
11. In the Pay Amt field, enter the current amount begin paid by the household. Press F1 for field-level Help as needed.
12. Click **Print** to continue to the Output Selection screen where you may elect to preview and/or print the resulting receipt.

Creating a New Reservation Based on an Existing Reservation

1. Go to Daily • Facility • Event Processing/Reservations Clone. You will proceed to the Event Processing/Reservations Clone Household Selection screen.
2. Type the name of the household or organization for which you wish create a new reservation and press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the applicable household or organization and press **Enter** or click **Select**. You will proceed to the Event Processing/Reservations Clone screen.
4. Choose whether you want to include facility reservations in your search criteria.
5. Choose whether you want to include rental reservations in your search criteria.
6. Select the Update Fees option if you want to charge fees other than what was charged for the original transaction.
7. Select the **Recalc Fees** if you want to recalculate fees for the new reservations. You would typically select this option if your organization's reservations fees change from year to year. If they are static, recalculating the fees has no effect.
8. Select whether you want to Re-ask Questions, Keep the Same Answers, or have No Answers associated with the new transaction.
9. Enter the range of dates to determine the results that display in the Transaction Listing browser on the next screen.
10. Enter a new starting date for the reservation you are creating.
11. Click **Process** to proceed to the next screen and choose from the selected transactions.
12. Select a transaction from the browser.
13. Click **Process** to create a new transaction based on this transaction. If you chose to update fees or questions and answers on the previous screen, you will be prompted to review and/or change them. You will then visit the Payment Update screen.
14. Click **<<Back** to return to the previous screen.
15. Optionally, click **Delete** to remove the highlighted transaction from the browser.

Allowing the System to Resolve Reservation Conflicts

The Reservation Conflict Resolution feature allows the system to automatically search for an available facility if a conflict exists with the original facility reservation parameters. The system will search for other facilities of the same facility type that have the same dates and times available.

Note: The setup of parent and child facilities and the setup of sibling facilities that cannot be reserved at the same time (or the set up of overlap sibling facilities) affect the results of the system's facility conflict resolution process. See the Facility Overlap Maintenance program description (or the Facility Tree Maintenance program description, depending on the program that your organization utilizes) for more detailed information on the limitations of reserving parents, children and siblings.

1. Click the **Facility Reservations** hot button, or go to Daily • Facility • Facility Reservations. You will proceed to the Facility Reservation Household Selection screen.
2. If your Daily Processing device has NOT been setup to *Prompt for Household in Facility Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Facility Reservations*, you will proceed to the Facility Reservations Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process facility reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process a reservation and press **Enter** or click **Select**. You will proceed to the Facility Reservations screen. Or, if using Global Sales, highlight the household or family member for whom you wish to process the reservation and click **Select**. Then click the **Facility Reservations** button located at the bottom of the screen to proceed to the Facility Registrations screen.
5. In the Facility field, select the facility for which you wish to create the pattern reservation.
6. In the From field, enter the starting date of the pattern reservation.
7. In the To field, enter the ending date of the pattern reservation.
8. In the Start field, enter the starting time of the pattern reservation.
9. In the End field, enter the ending time of the pattern reservation.
10. Click **Select**.
11. If a reservation conflict exists, the system will display the following question: "Reservation Rejected. Do you want RecTrac to resolve the conflict?" Click **Yes**. The system will search for other facility types that are available for the same dates and times. If other facility types are found, you will proceed to the Facility Conflict Resolution Results screen. If no other facility types are found, you must manually select a new facility, date or time on the Facility Reservations screen
12. Highlight another facility that meets your reservation needs.
13. Click **OK**. You will return to the Facility Reservations screen where the information that you selected will automatically be entered in the applicable fields.
14. Click **Select** to add the facility reservation to the Current Transaction Listing browser box.
15. Click **Payment** to process the facility reservation(s) listed in the Current Transaction Listing browser box.
16. Process the reservation payment as usual.

Searching for a Facility that Meets Specified Criteria

The Facility Reservation (Search) program allows you to automatically search for and reserve a facility that meets a pre-set selection of criteria.

For example, you may need an auditorium that has a maximum capacity of 1,000, an audio system and bleachers and is available between 1:00p and 4:00p on the second Saturday of every month from April through June. Facility Reservations (Search) allows you to find a facility or facilities that meet those requirements and make the reservations.

1. Click the **Facility Reservations (Search)** hot button.

   Or go to Daily • Facility • Facility Reservations (Search).
   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Facility Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Facility Reservations*, you will proceed to the Facility Reservations Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process facility reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.

4. Highlight the household or family member for whom you wish to process a reservation and press **Enter** or click **Select**. You will proceed to the Facility Reservations screen. Or, if using Global Sales, highlight the household or family member for whom you wish to process the reservation and click **Select**. Then click the **Facility Search** button located at the bottom of the screen to proceed to the Facility Reservation Search screen.
5. Fill in your search criteria in the fields provided in the upper portion of the screen. The more information you enter, the more detailed your search will be.

Note: Click **Reset** to reset your search criteria, if necessary. The Time Block field counts time in minutes. Press F1 for field level help as needed.

6. Enter any keywords and use the Dual Selection List to search for selected features, if applicable. Press F1 for field level help as needed.
7. Click **Search Matrix** to search for facilities that meet your criteria. You will proceed to Mult-Day/Multi-Facility Search screen.
8. Select the reservation(s) slot(s) you would like to reserve in the results matrix by clicking in the field(s) where the time going across to the right meets the facility coming down. Once you click in the field, it will turn pink and display '**RSV**.' Click in additional fields to make additional reservations as necessary. Click in a field again to remove the reservation. Click **Facility Res** to complete the reservation. Or click **<<Back** or **Cancel** to return to the Facility Reservation Search screen and refine your search

Note: The Multi-Day/Multi-Facility results matrix displays a column of information down the left-hand side that includes the Date, Weekday, (Facility) Type, Location and ID as well as rows for each time block requested. Matching facilities appear in columns to the right. IF you only see the left-hand Date column and no facility column to the right, then your search has yielded 0 results. Click **<<Back** to refine your search.

9. After clicking **Facility Res**, you will receive two (2) questions asking if you'd like to update certain information. Answer those to proceed to the Pattern Reservation Update/Delete screen.
10. Use the buttons on this screen to resolve any reservation conflicts or update/delete potential reservations. Click **Select** to return to the Facility Reservation Search screen and complete the transaction. The reservations will appear in the Transaction Listing browser box in the middle of the screen. Or click **Fees** to update charges on the reservations before completing the transaction.

Note: Press F1 for field level help on resolving conflicts or making changes to reservations on this screen.

11. Repeat steps **4–9** as needed for additional searches/reservations.

Note: The Update button removes the Facility line item from the browser and places it back in the Facility field, allowing you to edit selected information entered in Steps 4 through 9 above. The Remove button removes the Facility from the transaction completely.

12. Click **Payment** to process the reservations listed in the Transaction Listing browser box. You will proceed to the Payment Update screen.
13. Complete the transaction. For assistance with taking payments, see Processing a Module Payment for a Household and/or Processing a Global Payment for a Household. Or click **Exit** to return to the main RecTrac screen without processing the reservation.

Search and Select Available Slots During a Facility Reservation

The Availability Calendar feature allows you to view a facility's availability by the day, week or month. You can then select the facility and its corresponding open date and times for your reservation. Additionally, you can view the availability for multiple facilities and select their corresponding open date and times. Note: You may view a facility's availability in the Facility Inquiry (Inquiry • Facility) as well. The inquiry program does not allow you to select an available time block for a reservation.

1. Click the **Facility Reservations** hot button. Or go to Daily • Facility • Facility Reservations. You will proceed to the Facility Reservation Household Selection screen.

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Facility Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Facility Reservations*, you will proceed to the Facility Reservations Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process facility reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process a reservation and press **Enter** or click **Select**. You will proceed to the Facility Reservations screen. Or, if using Global Sales, highlight the household or family member for whom you wish to process the reservation and click **Select**. Then click the **Facility Reservations** button located at the bottom of the screen to proceed to the Facility Registrations screen.
5. Click **Avail Calendar**. You will proceed to the Facility Inquiry screen.

Note: Specification of the facility, reservation dates and times on the Facility Reservations screen is not required.

6. Highlight the facility for which you wish to check availability (or select the Multi-Facility Schedule option). Press F1 from the Facility Inquiry screen for screen-specific Help.
7. Select the mode in which you wish to view the facility's availability (by the week, month, day, etc.). This step is not required for multi-facilities. You will proceed through one or more screens, the last of which will display the facility's available time block(s). For more specific help, press F1 from each of the inquiry screens.
8. Highlight the open date and time(s) for which you wish to make a reservation and click **OK**. You will return to the Facility Reservations screen where the information that you select will automatically be entered in the appropriate fields.
9. Click **Select** to add the reservation to the Current Transaction Listing browser box.
10. Repeat steps 2 through 8 as necessary.
11. Click **Payment** to process the facility reservation(s) listed in the Current Transaction Listing browser box. You will proceed to the Facility Payment Update screen.
12. In the Pay Amt field, enter the current amount begin paid by the household. Press F1 for field-level Help as needed.
13. Click **Print** to continue to the Output Selection screen where you may elect to preview and/or print the resulting receipt.

Facility Deposits

You can make deposits at two different points—during the reservation or after a reservation has been made.

To make a deposit during the reservation

1. Click the **Facility Reservations** hot button. Or go to Daily • Facility • Facility Reservations.

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Facility Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Facility Reservations*, you will proceed to the Facility Reservations Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process facility reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process a reservation and press **Enter** or click **Select**. You will proceed to the Facility Reservations screen. Or, if using Global Sales, highlight the household or family member for whom you wish to process the reservation and click **Select**. Then click the **Facility Reservations** button located at the bottom of the screen to proceed to the Facility Registrations screen.
5. In the Facility field, select the facility for which you wish to create the reservation.
6. In the From field, enter the starting date of the reservation.
7. In the To field, enter the ending date of the reservation.
8. In the Start field, enter the starting time of the reservation.
9. In the End field, enter the ending time of the reservation.
10. Click **Fees**. You will proceed to the Facility Fees Update screen.
11. In the Deposit Amount field, enter any deposit required.
12. Any default amount in this field is established in Facility File Maintenance on the Facility Fees/Charges screen.
13. Click **OK** to return the Facility Reservations screen where the reservation and applicable deposit will be added to the Current Transaction Listing Browser Box.
14. Repeat steps **2-11** as needed.
15. Click **Payment** to process the reservation(s) listed in the Current Transaction Listing browser box. You will proceed to the Payment Update screen.
16. In the Pay Amt field, enter the amount paid for the reservation and deposit combined.
17. Click **Print** or **No Print**.

To charge a deposit after the reservation has been made

1. Go to Daily • Facility • Facility Deposit Changes. You will proceed to the Facility Reservation Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to charge a deposit.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the household or organization for which you wish to charge a deposit.
5. Click **Select**. You will proceed to the Facility Deposit Changes screen.
6. Highlight the facility reservation transaction for which you wish to charge a deposit.
7. Click **Update Deposits**. You will proceed to the Deposit Revision screen.
8. In the Deposit Charged field, enter the amount of the deposit that you wish to charge.
9. Click **OK**. You will return to the Facility Deposit Changes screen. Note the amount in the Amount Due field. If this amount is greater than or equal to zero, you will proceed to the

Payment Update screen. If this amount is less than zero, you will proceed to the Refund Update screen.
10. Click **Payment/Refund** to proceed to the Payment Update screen (if the New Deposit Balance is greater than or equal to zero).
11. In the Deposit Paid field, enter the amount of the deposit being paid.
12. Select the appropriate Pay Code.
13. Click **Print** or **No Print**.

Refunding a Facility Deposit

1. Go to Daily • Facility • Facility Deposit Changes. You will proceed to the Facility Reservation Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to apply a deposit to a reservation balance.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the household or organization for which you wish to apply a deposit to a reservation balance.
5. Click **Select**. You will proceed to the Facility Deposit Changes screen.
6. Highlight the deposit transaction that you wish to update and click **Update Deposits**. You will proceed to the Deposit Revision screen.
7. Enter 0.00 in the Deposit Charged field and click **OK**. You will return to the Deposit Changes screen. Note the amount in the Amount Due field. If this amount is greater than or equal to zero, you will proceed to the Payment Update screen. If this amount is less than zero, you will proceed to the Refund Update screen.
8. Click **Payment/Refund** to proceed to the Refund Update screen (if the New Deposit Balance is less than zero).
9. Select the appropriate Refund Type.
10. Select the appropriate Refund Code.
11. Click **Print** or **No Print**.

Applying a Deposit Refund to a Facility Reservation Balance

The following steps can be used to apply a household's or organization's deposit refund to facility, rental, or locker reservation fees balance (or any other module balance).

For example, household paid a $50 facility deposit and still owes $250 for their facility reservation fee. The following steps would allow you to "refund" the $50 deposit in cash, which you could then use as a payment towards the $250 facility reservations fee balance.

1. Go to Daily • Facility • Facility Deposit Changes. You will proceed to the Facility Reservation Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to apply a deposit to a reservation balance.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the household or organization for which you wish to apply a deposit to a reservation balance.
5. Click **Select**. You will proceed to the Facility Deposit Changes screen.
6. Highlight the deposit transaction that you wish to update and click **Update Deposits**. You will proceed to the Deposit Revision screen.
7. Enter 0.00 in the Deposit Charged field and click **OK**. You will return to the Deposit Change program.
8. Click **Payment** (or Refund, depending on whether your changes result in a balance owed or a credit balance). You will proceed to the Payment (or Refund) Update screen. You will only proceed to the Refund Update screen if the total New Deposit Balance for the household is less than zero.

   If you are on the Payment screen, go to **step 9**.

   If you are on the Refund screen, go to **step 10**.

9. If the household is paying more money in addition to their refund amount toward their balance, you will receive the message: "There is a Credit Balance in one or more modules. You will be brought to the payment update screen where you should review the credit and determine the amount you wish to pay." Click **OK**. Select the "Auto Balance Module/Deposits" option to apply the deposit refund amount to the previous balance. The amount in the New Amt Paid field should now reflect the difference. You may select the appropriate pay code the customer is using to pay the balance. Click **Print** or **No Print.** You will NOT continue with the next steps.
10. On the Refund screen, select the Refund Now refund type and select a Refund Pay Code of 2 (or your Refund Code that equals "Cash"). Click **Print** to print a refund receipt.
11. Next, go to Daily • Global • Global Sales. You will proceed to the Global Sales Household Selection screen.
12. In the Lookup field, enter the name of the household or organization for which you wish to apply a deposit to a reservation balance.
13. Press **Enter**. You will proceed to the Household Listing screen.
14. Highlight the household or organization for which you wish to apply a deposit to a reservation balance.
15. Click **Select**. You will proceed to the Global Sales screen.
16. Click **Payment**. You will receive a question: "There are no transactions to process. Are you sure you want to go to the payment screen?" Click **Yes**, and you will proceed to the Global Payment Update screen.
17. In the Pay Amt field, enter a payment amount equal to the amount of the deposit that you just refunded and enter a Pay Code of 2 (or your Pay Code that equals "Cash").
18. You will be prompted to continue to the Manual Apply screen if there are multiple items for which the household has a balance. Click **Yes**, then select the item(s) that you would like to make the payment against.
19. Click **Print** to print a payment receipt.

Charging a Damage Fee for a Facility Reservation

1. Go to Daily • Facility • Facility Deposit Changes. You will proceed to the Facility Reservation Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to charge a damage fee.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the household or organization for which you wish to charge a damage fee.
5. Click **Select**. You will proceed to the Deposit Changes screen.
6. Highlight the facility reservation transaction for which you wish to charge a damage fee.
7. Click **Update Deposits**. You will proceed to the Deposit Revision screen.
8. Decrease the Deposit Charged value to 0.00. This will automatically update the Amount Due field with the same dollar amount, as though you were going to refund the entire amount.
9. Then, to apply any incurred Damage Fees, enter an amount in the Damage Fee field then right-click or press F9 from within the Damage Bill Code field to select the appropriate Damage Bill Code.

Note: A Damage Bill Code is required if you enter an amount in the Damage Fee field.

10. Click **OK**. You will return to the Deposit Changes screen. Note the amount in the New Mod/Dep Balance field. If this amount is now greater than or equal to zero, you will proceed to the Payment Update screen. If this amount is less than zero, you will proceed to the Refund Update screen.
11. Click **Payment/Refund** to proceed to the Payment Update screen (if the New Deposit Balance is greater than or equal to zero).
12. In the Pay Amt field, enter the damage fee being paid at this time.
13. Select the appropriate Pay Code.
14. Click **Print** or **No Print.**

Entering Additional Info, Contacts, Etc. for a Facility Reservation

The following steps assume that you have set up your F/R Event Type, F/R Site Type and F/R Print Opt user codes in User Code Maintenance (File Maintenance • System • Other Maintenance).

1. Click the **Facility Reservations** hot button. Or go to Daily • Facility • Facility Reservations. You will proceed to the Facility Reservation Household Selection screen.
2. Type the name of the household or organization for which you wish to process a facility reservation and press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the applicable household or organization and press **Enter** or click **Select**. You will proceed to the Facility Reservations screen.
4. Select the appropriate facility in the Facility field.
5. Enter the beginning and ending reservation dates in the From and To fields.
6. Enter the reservation times in the Start and End fields.
7. Click **Add Info** to proceed to the Facility Reservation Additional Information screen.
8. Enter any additional reservation and/or maintenance comments. You may select pre-defined comments from the **Maintenance ID** and **Reservation ID** fields, or you may enter unique comments in the **Maint. Comments** and **Reserv. Comments** boxes.
9. Select the appropriate Event Type, Site Type, and Print Options.
10. Enter any Setup or Cleanup Minutes for this reservation.
11. If this reservation needs to be linked to a pre-existing reservation, enter the reservation number in the Link to Reserv. # field.
12. To add a new contact person to this facility reservation, click **New Contact,** then enter the contact's information and click **Update**. If the contact already exists, simply highlight the appropriate contact.
13. Click **OK**.
14. You will return to the Facility Reservations screen.
15. Click **Select** to add the reservation to the Current Transaction Listing Browser Box.
16. Click **Payment** to process the reservation(s) listed in the Current Transaction Listing browser box. You will proceed to the Global Payment Update screen.
17. In the Pay Amt field, enter the current amount begin paid by the household. Press F1 for field-level Help as needed.
18. Click **Print** or **No Print**.

Posting Headcount Figures to a Facility

To post headcount figures to facilities, you can use either of the following programs:

- Auto Facility Attendance Post
- Facility Attendance Post

To use the Auto Facility Attendance program:

The Auto Facility Attendance program allows you to automatically post the facility reservation headcount figures that you added on the Facility Reservations screen or that you updated in the Facility (or Global) Cancel/Change program. The Auto Facility Attendance program allows you to automatically post these headcount figures to a selected range of facilities for a specified range of dates.

1. Go to Period End • Facility • Facility Auto Attend Post. You will proceed to the Automatic Facility Attendance Posting program.
2. Enter a range of facilities for which you wish to post headcount figures.
3. Enter a range of dates for which you wish to post headcount figures.
4. Press F1 for field level Help as necessary.
5. Click **Post** to post the figures to the selected facilities.
6. Click **Print Log** to print a posting log or click **Exit** to return to the Main Menu.

To use the Facility Attendance Posting program:

The Facility Attendance Posting program allows you to post headcount figures to your facilities. You would use this program if the headcount numbers you entered during the facility reservations or the facility cancel/change process differed from your current headcount figures.

1. Go to Period End • Facility • Facility Attendance Post. You will proceed to the Facility Attendance Posting program.
2. In the Facility field, select the facility for which you wish to post headcount figure.
3. In the Attendance field, enter the head count figure.
4. In the Posting Date field, enter the date to which you wish to post the headcount figure.
5. Click **Post** to post the figures to the selected facilities.
6. Click **Print Log** to print a posting log. Or click **Exit** to return to the Main Menu.

Changes to a Facility Reservation

1. Go to Daily • Facility • Facility Cancel/Changes. You will proceed to the Facility/Rental Search Criteria screen.
2. In the Reservation Number field, enter the reservation number that you are changing or Click **Name Lookup** to proceed to the Facility Reservation Cancel/Changes Household Selection screen to search for the household or organization that has the reservation you are changing. In the Lookup field, enter the first few letters of the last name of the household for which you wish to change the reservation and press **Enter**. You will proceed to the Household Listing screen. Highlight the appropriate household or organization and click **Select**. You will proceed to the Facility Cancel/Change screen.
3. In the Household Transaction Listing browser box, highlight the facility registration that you want to change.
4. Click **Detail Changes**. You will proceed to the Detail Change for Reservation screen. Press F1 for field-level Help as needed.
5. You can change any of the information listed on the screen. If you make changes to the facility, date, or times, the system will automatically check that the facility is available for the newly selected criteria.
6. Click **OK**. You will return to the Facility Cancel/Change screen. Note the amount listed in the New H/H Balance field in the lower right hand corner of your screen. If this amount is greater than or equal to zero, you will next proceed to the Payment Update screen. If this amount is less than zero, you will next proceed to the Refund Update screen.
7. Click **Payment/Refund**.
8. You MUST click the Payment/Refund button, even if the changes you have made do not result in any payment or refund for the selected household. An informational message will appear which details all changes that have been made.
9. Click **Yes** when you have confirmed that the information is correct. You will proceed to the Payment or Refund Update screen, depending on the amount listed in the New H/H Balance field (and described above).
10. If you are on the Refund Update screen, be sure to select the correct Refund Type, Refund Code and enter any appropriate refund reference notes (in the Ref 1 and 2 fields). If you are on the Payment Update screen, be sure to enter the correct Pay Amt, if any, and select a Pay Code and any appropriate payment reference notes (in the Pay Ref 1 and 2 fields).
11. Click **Print** or **No Print**.

Adding a New Facility Reservation to an Existing Reservation

1. Click the **Facility Reservations** hot button. Or go to Daily • Facility • Facility Reservations. You will proceed to the Facility Reservation Household Selection screen.

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Facility Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

Or, if your Daily Processing device has been setup to *Prompt for Household in Facility Reservations*, you will proceed to the Facility Reservations Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process facility reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process a reservation and press **Enter** or click **Select**. You will proceed to the Facility Reservations screen.
5. Select the appropriate facility in the Facility field.
6. Enter the appropriate beginning and ending reservation dates in the From and To fields.
7. Enter the appropriate reservation times in the Start and End fields.
8. Click **Add Info** to proceed to the Additional Information screen.
9. Enter the existing reservation number in the Link to Reservation # field.
10. Click **OK**. You will return to the Facility Reservations screen.
11. Click **Select** to add the reservation to the Current Transaction Listing Browser Box.
12. Click **Payment** to process the reservation(s) listed in the Current Transaction Listing browser box. You will proceed to the Facility Payment Update screen.
13. In the Pay Amt field, enter the current amount begin paid by the household. Press F1 for field-level Help as needed.
14. Click **Print** to continue to the Output Selection screen where you may elect to preview and/or print the resulting receipt.

Canceling a Facility Reservation

The following steps detail the minimum information needed to cancel a single Facility reservation. For more detailed information, or for information about canceling a range of Facility reservations, press F1 for field level help.

1. Go to Daily • Facility • Facility Cancel/Changes. You will proceed to the Search Criteria screen. Click **Name Lookup**.

   Or click the Global Cancel/Change hot button.
   Or go to Daily • Global • Global Cancel/Changes.

2. In the Lookup field, enter the last name of the household for which you wish to cancel the reservation and press Enter. You will proceed to the Household Listing screen.
3. Highlight the appropriate household and press **Enter** or click **Select**. You will proceed to the Facility Cancel/Changes screen. You will proceed to the Global Cancel/Changes screen, if using Global Cancel/Changes.
4. Highlight the facility reservation that you wish to cancel.
5. Click **Cancellation/Void**. You will proceed to the Cancel screen. Press F1 for field-level Help for this screen as needed.
6. Type any applicable Cancellation Reason.
7. Select a Cancellation Code, if applicable.
8. Enter a Surcharge Amount and Surcharge Bill Code, if applicable.
9. Select whether you wish to include the Deposit Paid in the Refund, if applicable.
10. Select whether you wish to cancel the entire reservation and/or pattern, if applicable.
11. Determine whether you wish to prorate the Refund, if applicable. Leave the default prorate percent in the Prorate Percent field or enter a new prorate percentage amount and click **Adjust**. The amount to be charged will display immediately below. Select the **Apply Proration to Refund** option.

Note: The Refund Amount field will NOT change until you select the Apply Proration to Refund toggle.

12. Select whether or not you wish to delete the record. Records should only be deleted if they are the result of a mistake.

Note: You cannot delete a record if you are applying a Surcharge OR Prorating the refund.

13. Click **OK**. You will be given a challenge message displaying the amount of the surcharge, the amount of the refund and asking whether you are sure. Click **Yes** to return to the Facility Cancel/Change screen. The transaction will display as 'Cancelled' in the browser. Note the amount listed in the New H/H Balance field in the lower right hand corner of your screen. If this amount is greater than or equal to zero, you will next proceed to the Payment Update screen. If this amount is less than zero, you will next proceed to the Refund Update screen.
14. From here you may make changes/cancellations to additional enrolments (or line items associated with other modules, if using Global) for this Household or click **Payment/Refund** to complete the cancellation.

    An informational message will appear that details all changes you have made. Click **Yes** and complete the transaction. Or click **Cancel Changes** to exit the screen and return to the appropriate Household Selection screen without saving your changes.

Creating a Tickler for a Facility

Ticklers are reminders of things you or staff members need to do, notices of upcoming events that are module specific, or general messages. The system will automatically display a tickler when users first log into the system. Each tickler that displays:

- Has an action date range.
- Has a user ID and/or menu group that matches the current user's.

1. Go to Files • Facility • Facility Tickler Maintenance. You will proceed to the Facility Tickler Message Update screen.
2. Select the facility type, location, and ID to which you wish to add a tickler.
3. Click **Next**.
4. If no other ticklers have been linked to this activity, on or after the action date entered, the following message will display: "No ticklers exist for this facility on or after this date… Add one?" Click **Yes** or If other ticklers already exist, you will proceed to the Facility Tickler Listing screen. Click **Add**. You will proceed to the Facility Tickler Update screen.
5. Enter the beginning and ending action dates for this tickler.
6. You may optionally add a brief description.
7. Enter the tickler note. Press F1 for field-level Help as needed.
8. Click **Done** to save the tickler and proceed (or return) to the Facility Tickler Listing screen.
9. Click **Add** to add another tickler to this facility.
10. When you have finished adding ticklers to this facility, click **<<Facility** to return to the Facility Tickler Message Update screen.
11. Click **Exit** to return to the Main Menu.

Adding a Facility Waitlist Entry for a Household

To set up facility waitlist records for households, go to Daily • Facility • Facility Waitlist Processing.

Note: These records are used when your linked Daily Processing device has the Check Facility Waitlist after Cancellations option selected and you perform a facility cancellation. If the cancelled reservation matches the facility type and date (and, optionally, the facility location and/or ID if these are linked on the waitlist), the system will display a message showing the first waitlist match.

1. Click **Add**. You will proceed to the Facility Waitlist Household Selection screen.

2. Enter the name of the household for which you wish to add a facility waitlist entry or use one of the other lookup options on this screen.
3. Once you select the household record for which you wish to add a facility waitlist entry, you will continue to the Facility Waitlist Update screen.
4. Enter the facility Type, Location, and ID for this waitlist entry. Or Right-click or press F9 from within the ID field to select the appropriate facility.
5. Enter or select the date for this waitlist entry.
6. Click **OK**. Or click **Update Household** to select a different household for this record. Or click **Cancel** to return to the Facility Waitlist Processing screen without saving your changes.

Pass Daily Work

Processing a Pass Registration/Membership

Note: If you are a CYS User and are selling a CY-CHILD or CY-SAS pass type, remember to also sell a CY-MZZ pass type to those pass holders. If you do not sell a youth pass to a youth you must sell that youth a CY-MZZ pass type.

1. Click the **Pass Registration** hot button.

   Or go to Daily • Pass • Pass Registrations.
   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales.

2. In the Lookup field, type all or part of the household name for which you wish to process a pass membership and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
3. Highlight the household or family member for whom you wish to process the membership and press **Enter** or click **Select**. You will proceed to the Pass Registrations screen. Or if using Global Sales, highlight the household or family member for whom you wish to process the registration and click **Select**. Then click the Pass Registrations button located at the bottom of the screen to proceed to the Pass Registrations screen.
4. In the Family Member Selection browser box, located in the upper left-hand corner of the screen, highlight the family member for whom you wish to process the pass registration.

Note: The Update button allows you to edit Family Member information for the selected individual "on the fly." The New button will allow you to add a new Family Member to the selected Household.

5. In the Type field, right-click or press F9 to select the pass type for which you are registering the selected family member.

Note: You can select multiple passes if the individual wants to sign up for more than one membership. Once in the Section Listing browser, hold the <Ctrl> key down and use the mouse to select the desired passes. Click **Select** when done and all passes will move to the Transaction Listing browser box.

6. You will get a pop-up message allowing you to accept or skip a range of billing methods if the pass type that you are registering for is set up to allow ACH Withdrawal, Auto-Debit from Credit Card and/or Installment Billing.
7. Any comments associated with the Pass will appear in the browser box once you have a Pass in the Type field. To remove these from view, click **Hide Notes**, which is located on

the right-hand side of the screen. To view details about the Pass, click **Details** located beneath the Typefield.

8. Click **Select** to add this pass registration to the Transaction Listing browser box. Or Click **Fees** if charges need to be updated.

Note: If a question group has been linked to this pass, those questions will display at this time.

9. Repeat Steps **4-8** as needed to register the same Family Member or other Family Members for additional passes.

Note: The Update button removes the Pass from the browser and places it back in the Type field, allowing you to edit information entered in Steps 5 and 6 above. The Remove button removes the Pass from the transaction completely.

10. Click **Payment** to process the registration(s) listed in the Current Transaction Listing browser box. You will proceed to the Pass (or Global) Payment Update screen.
11. Complete the transaction as usual by entering the appropriate pay code and any pay references, then click **Print** or **No Print**.

Note: If you are using Global Sales, you can process transactions for this Household from other modules before clicking the Payment button by clicking any of the module buttons listed at the bottom of the screen, such as Rental Reservations, Pass Renewal and etc…

Processing Pass Payments After the Registration Process

1. Go to Daily • Pass • Pass Payments. You will proceed to the Pass Payment Household Selection screen.
2. Enter the Household Name and press **Enter** or locate household through another available search option. Press F1 for field-level Help as necessary.
3. You will continue to the Household Listing screen. Select the appropriate household and click **Select**. You will proceed to the Payment Update screen.
4. Enter the amount paid in the Total Amount Paid field. *For example, 5.00*.
5. Enter the appropriate pay code in the Pay Code field. *For example, 2 (Cash)*.
6. If the customer is paying with a check, you might enter the check number (or the customer's driver's license number, etc.) in the pay reference field(s), depending on your office policies.
7. Click **Print** to save the payment information and proceed to the Output Selection screen.
8. Click **Print** to print the receipt.

Changing Default Info During Registrations, Renewals, Etc.

Changing the Max Number of Visits for a Punch Pass During Registrations or Renewals

1. Proceed to the Pass Registration or Pass Renewals screen.

Note: This option does not apply to pass transfers.

2. Select the family member and pass type for which you are processing the registration or renewal.
3. In the Max Vst field, enter the new number of visits. Click **Select**.
4. If renewing a pass that still has punches left, you will receive the *Update Total Visits* box to confirm the total visits left.
5. Process the registration or renewal as usual.

Changing the Number of Membership Months During Registrations or Renewals

1. Proceed to the Pass Registrations or Pass Renewals screen.
2. Select the family member and pass type for which you are processing the registration or renewal.
3. In the Months field, enter the new number of months.

    - **For non-prorated pass types:**

      The Exp Date field will automatically update. To update the fees for a non-prorated pass type membership, click the **Fees** button and manually change the fees on the Fees Update screen.

    - **For prorated pass types:**

      The Exp Date field for prorated pass types defaults to the Exp Date entered on the Pass Type Maintenance - Restr/Featr screen. The standard fees will automatically adjust based on the proration option established in Pass Type Maintenance - Restr/Featr screen.

4. Process the registration or renewal as usual.

Changing the Pass Membership Date During Registrations or Renewals

1. Proceed to the Pass Registrations or Pass Renewals screen.
2. Select the family member and pass type for which you are processing the registration or renewal.
3. In the Mem Date field, enter the new date.

    - **For non-prorated pass type registrations or renewals:**

      The Expiration Date will automatically update. You must manually enter any new fees by clicking the Fees button on the Pass Registration, Renewal or Transfer screen and entering any applicable changes on the Fee Update screen.

    - **For prorated pass type registrations or renewals:**

      You must manually update the Expiration Date. The Standard Fees will automatically adjust based on the proration option established in Pass Type Maintenance - Restr/Featr screen.

    - **For non-prorated and prorated pass type transfers:**

      You must manually update the Expiration Date. You must manually enter any new fees by clicking the Fees button and entering any applicable changes on the Fee Update screen.

4. Process the registration or renewal as usual.

Changing the Pass Expiration Date During Registrations or Renewals

1. Proceed to the Pass Registrations or Pass Renewals screen.
2. Select the family member and pass type for which you are processing the registration or renewal.
3. In the Exp Date field, enter the new date.

    - **For non-prorated pass type registrations or renewals:**

      You must manually enter any new fees for by clicking the **Fees** button and entering any applicable changes on the Fee Update screen.

    - **For prorated pass type registrations or renewals:**

      The Standard Fees will automatically adjust based on the proration option established in Pass Type Maintenance - Restr/Featr screen.

    - **For non-prorated and prorated pass type transfers:**

      You must manually enter any new fees click the Fees button and enter any applicable changes on the Fee Update screen.

4. Process the registration or renewal as usual.

Linking Features to a Pass During Registrations, Renewals or Transfers

1. Proceed to the Pass Registrations or Pass Renewals screen.
2. Select the family member and pass type for which you are processing the registration or renewal.
3. Click **Add Info** to proceed to the Comments/Features Update screen**.**
4. Link the features to the pass using the dual selection list. Press F1 for field-level Help as needed.
5. Click **OK** to return to the previous screen.
6. Process the registration, renewal, or transfer as usual.

Changing the Pass Features Expiration Date During Registrations, Renewals or Transfers

1. Proceed to the Pass Registration, Renewal, or Transfer screen.
2. Select the family member and pass type for which you are processing the registration, renewal or transfer.
3. Click **Add Info** to proceed to the Comments/Features Update screen and enter the date in the Pass Features Expiration Date field.
4. Click **OK** to return to the previous screen.
5. Process the registration, renewal, or transfer as usual.

Entering Pass Registration, Renewal or Transfer Notes

1. Proceed to the Pass Registration, Renewal, or Transfer screen.
2. Select the family member and pass type for which you are processing the registration, renewal or transfer.
3. Click **Add Info** to proceed to the Comments/Features Update screen.

4. Enter the notes in the Pass Notes Field.
5. Click **OK** to return to the previous screen.
6. Process the registration, renewal, or transfer as usual.

Manually Entering a Pass Number During Pass Registrations

This feature is primarily designed for those organizations that have pre-numbered passes. The following steps assume that you have deselected the Auto Assign Pass Numb? option in Static Parameters - A/R & P/M screen.

1. Click the **Pass Registration** hot button. Or go to Daily • Pass • Pass Registrations. You will proceed to the Pass Management Household Selection screen.
2. Type the household name for which you wish to register for a pass and press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the applicable household or family member and press **Enter** or click **Select**. You will proceed to the Pass Registrations screen.
4. Select the family member and pass type for which you are processing the registration.
5. In the Pass No field, enter the pass number.

Note: You must have the Auto Assign Pass Numb? option de-selected on the A/R & P/M screen in Static Parameters Maintenance (Files • System • Parameter Codes Maintenance), in order for this field to be available.

6. Process the pass registration as usual.

Printing Passes During the Registration or Renewal Process

The following steps assume that you have:

- Set up all applicable pass types using the Pass Type File Maintenance program.
- Selected the *Print Pass During Registration* and *Print Pass During Renewal* option for the applicable pass types on the Pass Type Maintenance - Core Info screen.
- Linked a pass printer to the user, menu group, workstation, or defaults (Files • System • Device Maintenance • Device Assignments). Press F1 for field-level Help as needed.
- Linked a Paper ID Card Template or PVC ID Card Template to the applicable pass types on the Pass Type Maintenance - Core Info screen.

1. Go to Daily • Pass • Pass Registrations (or Pass Renewals). You will proceed to the Pass Management (or Renewal) Household Selection screen.
2. Type the household name for which you wish to process a pass registration or renewal and press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the household or family member name for which you wish to process a pass registration or renewal and press **Enter** or click **Select**. You will proceed to the Pass Registrations or Pass Renewals screen.
4. Select the applicable family member and pass type for which you wish to process the pass registration or renewal.
5. Click **Select** to add this pass registration or renewal to the Current Transaction Listing browser box.
6. Repeat steps 3 through 5 as needed, for the same or other family members.
7. Click **Payment** to process the payments for all of the current transactions. You will proceed to the Payment Update screen.
8. In the Pay Amt field, enter the current amount being paid by the household. Press F1 for field-level Help as needed.
9. Click **Print** to continue to the Output Selection screen where you may elect to preview and/or print the resulting receipt.

10. After you have previewed and/or printed the receipt, you will continue to the **Photo/XRef/Pass Print Selection** screen.
11. Click **Print** All if you would like to print all of the passes listed on this screen. Or select only those you would like to print at this time, and click **Print Selected**.
12. Press F1 for field-level Help as needed.
13. Click **OK** to continue to the Output Selection screen where you may preview (if desired) and then print the resulting pass. Or click **Skip Print** to cancel without printing this pass.

Printing Passes Using Quick Pass Print

The Quick Pass Print program is useful for finding and quickly printing one or more member passes. The passes may be printed on card stock, paper or labels and may be printed on a dot matrix or laser printer. You establish the format for your pass printing in Pass Template Maintenance (Files • Pass) or by linking a PVC ID Card Template on the Core Info screen in Pass Type Maintenance.

1. Go to Reports • Pass • Quick Pass Print. You will continue to the Quick Pass Print program.
2. Use one of the following methods to select the member pass you want to print.

    - Click the **Fam Member Name** column header and type the first letter of the last name of the family member. Highlight the family member.
    - Place your cursor in the Lookup field, type the last name of the family member. Press **Enter** or click the **Lookup** button. Highlight the family member.

3. (Optional) Select the **Display No Photo Msg?** option if you would like to receive a pop-up message indicating the Family Member has no image on file when there is no stored image for the family member.
4. Highlight a Family Member in the browser and click **Select** on the right-hand side of the screen, or double-click the family member in the browser.
5. Click **Take Photo**. You will continue to the Video Capture screen. Press F1 for field-level help as necessary.
6. Click **Xref/Scan** to enter a swipe alias for the Family Member you've selected. This may be used in scenarios where an existing ID card system is in place (other than RecTrac) and you would like to avoid re-printing all of the existing passes thru RecTrac.
7. Once a family member has a photo record on file, click **Print** to continue to the pass print screen.
8. Click **Exit** to return to the main menu.
9. (Optional) If you do NOT use RecTrac's Design Studio to create your pass templates, you may link an Aux Pass Template. (Typically used for paper ID card printing.) RecTrac comes pre-loaded with five pass templates (and a label option). You may customize any of the pre-loaded templates, or design your own pass templates from scratch.

Note: When answering the question: "Is this a Lost Card reprint?", if you answer 'Yes' the family member's lost card count will be incremented by one and the pass will print with the lost card number (if using the lost card option). The question also displays the option to not display this question again (for those who DO NOT use the lost card option). The family member's last card number will get updated even if the card does not print successfully, due to a bad ribbon, printer down, etc., so you should say 'No' to the question if trying to print the card a second time in these instances.

Printing a Range of Passes

1. Go to Reports • Pass • Pass Print. You will continue to the Pass Print program.
2. Enter the pass range that you wish to print. AND/OR Make selections in the Pass Number browser.
3. Choose whether you wish to include the range plus browser selections, or just browser selections.

4. Enter a range of Membership Dates in the appropriate fields, if desired. Leaving the Pass Number fields <blank> to 999999 and selecting a Membership Date Range will yield all passes for all memberships sold within the date range.
5. Enter a range of Pass Types in the appropriate fields, if desired. Leaving the Pass Number fields <blank> to 999999 and selecting a Pass Type Range will yield all passes for all memberships within the range.

Note: You can mix and match these fields as necessary to print the desired range of passes.

6. Enter an Aux Pass Template if any of the pass types within the selected range do not have a pass template linked to them. The default template is '3.'
7. You may want to select the **Print New Passes Only?** option if you wish to leave the default ranges to include all passes and pass types, but only want the system to print new passes.
8. Select **Photos Required?** if you want to print only passes with photos. Click **Details>>**. You will continue to the Pass Print - Details screen.

Note: You may not be required to complete the steps listed below.

9. If you are printing barcodes to a different printer from the printer that you are using to print your passes, select the Use Aux Printer To Print Barcodes option and then select an Aux Barcode Printer.
10. If you are creating an interface file for an external pass ID print program, select the Interface Files Processing Option.
11. If you want the household ID number to print above the barcode, select the Print ID Number Above Barcode option. Select **Print Unique Household ID's Only** if you want to print one of the selected passes per Household.
12. Click **Print.**
13. If you are using a Design Studio Template for your passes you will continue to the Design Studio Template Pass Print Settings screen.
14. Verify that the information is correct and click **Print,** or click **Exit** to return to the Pass Print screen.

Processing Pass Visits

The options selected on the Pass Type Maintenance - Core Information screen for the pass being swiped, and the options selected on the current users Visit device determine the screens and selections that will display.

- Go to Files • Pass • Pass Type Maintenance. Highlight the appropriate pass type and click **Change**. Press F1 for field-level Help as needed.
- Go to Files • System • Device Maintenance • Device Assignments. Locate the current users Visit device within the device hierarchy. Press F1 for field-level Help as needed.

Note: To record Visit Swipe-Outs, run the Daily Visit Bulk Signout program (Daily • Pass • Daily Visit Bulk Signout). Press F1 for field-level Help as needed.

Standard Generic Visits

The screens that you visit during the pass check-in process depend on the specific settings for each pass, and the options selected on the current users Visit device.

The following steps assume that:

- The pass holder that you are checking-in is registered for more than one pass type membership.

- The pass type does NOT have the *Use Quick Visit* Option field selected on the Pass Type Maintenance - Core Info screen.
- The pass type has *Allow Update To Visit Fees/Cnts?* enabled.
- The Visit Device linked to the current user has the Preview Receipts Before Printing option selected (on the Visit Core screen).

1. Click the **Visit Check-In** hot button.

   Or go to Daily • Pass • Pass Visit Processing.
   Or click the Global Sales hot button and select Visit Processing (**Note**: This option is only available if you have the Visit Processing from HH Selection toggle enabled on your Daily Processing device.)

2. Confirm the Visit Date and click **OK**. You will proceed to the Visit Processing Family Member Selection screen.
3. Swipe the pass card. Or in the Lookup field, enter the pass number and press **Enter**. Or in the Lookup field, enter the pass holder's name and click **Name Search** to proceed to the Family Member Listing screen where you may highlight the appropriate family member and click **Select**. You will proceed to the Pass Listing screen (either in *list* or *button* format, depending on the options selected on the current users Visit device).
4. Highlight the appropriate pass type membership and click **Select**. Or, if in button format, click the appropriate pass type. You will to proceed to the Pass Visit Update screen.

Note: Passes can be displayed as buttons if you have that toggle enabled on the Other Settings screen of your Visit Device.

5. Enter a different Visit Count, if applicable.
6. Enter the Guest Count, if applicable.
7. Click **OK**.
8. If any money is due for this pass type visit, you will proceed to the Pass Visit Payment screen. Enter the appropriate New Amount Paid and Pay Code. Press F1 for field-level Help as needed.
9. Click **Print** to preview and print the resulting receipt. After printing the receipt, you will return to the Visit Processing Family Member Selection screen. Or if no money is due, you will return immediately to the Visit Processing Family Member Selection screen. Note that the pass visit is recorded in the Visit Listing browser box along with the visit status and the current time.
10. Repeat Steps **5–9** for as many pass visits as applicable.
11. When you have finished processing pass visits, click **Exit** to return to the Main Menu.

Generic Visit Using the Quick Visit Option

The screens that you visit during the pass check-in process depend on the interplay between many different factors. The following steps assume that:

- The pass holder that you are checking-in is registered for more than one pass type membership.
- The Use Quick Visit Option field selected on the Pass Type Maintenance - Core Info screen has been selected for the selected pass type.
- The Visit Device linked to the current user has the Preview Receipts Before Printing option selected (on the Visit Core screen).

1. Click the **Visit Check-In** hot button.

   Or go to Daily • Pass • Pass Visit Processing.
   Or click the Global Sales hot button and select Visit Processing (**Note**: This option is only available if you have the Visit Processing from HH Selection toggle enabled on your Daily Processing device.)

2. Confirm the Visit Date and click **OK**. You will proceed to the Visit Processing Family Member Selection screen.
3. Swipe the pass card. Or in the Lookup field, enter the pass number and press **Enter**. Or in the Lookup field, enter the pass holder's name and click **Name Search** to proceed to the Family Member Listing screen where you may highlight the appropriate family member and click **Select**. You will proceed to the Pass Listing screen (either in *list* or *button* format, depending on the options selected on the current users Visit device).
4. Highlight the appropriate pass type membership and click **Select**. Or, if in button format, click the appropriate pass type. You will to proceed to the Pass Visit Update screen.

Note: Passes can be displayed as buttons if you have that toggle enabled on the Other Settings screen of your Visit Device.

5. If any money is due for this pass type visit, you will proceed Pass Visit Payment screen. Enter the appropriate New Amount Paid and Pay Code. Press F1 for field-level Help as needed.
6. Click **Print** to preview and print the resulting receipt. After printing the receipt, you will return to the Visit Processing Family Member Selection screen. Or if no money is due, you will return immediately to the Visit Processing Family Member Selection screen. Note that the pass visit is recorded in the Visit Listing browser box along with the visit status and the current time.
7. Repeat Steps **3–6** for as many pass visits as applicable.
8. When you have finished processing pass visits, click Exit to return to the Main Menu.

Daily Visits

The screens that you visit during the pass check-in process depend on the interplay between many different factors. The following steps assume that:

- You have more than one daily visit pass type in your database (set up in Daily Pass Type Maintenance).
- The Visit Device linked to the current user has the Preview Receipts Before Printing option selected (on the Visit Core screen).
- The Visit Device linked to the current user has the Allow Visit Count Entry for Daily Visits option selected (on the Visit Core screen).

1. Click the **Visit Check-In** hot button.

   Or go to Daily • Pass • Pass Visit Processing.
   Or click the Global Sales hot button and select Visit Processing (**Note**: This option is only available if you have the Visit Processing from HH Selection toggle enabled on your Daily Processing device.)

2. Confirm the Visit Date and click **OK**. You will proceed to the Visit Processing Family Member Selection screen.
3. Click **Daily Visit**. You will proceed to the Pass Type Listing screen.

Note: Passes can be displayed as buttons if you have that toggle enabled on the Other Settings screen of your Visit Device.

4. Highlight the appropriate daily visit pass type(s) and click **Select**. Or, if in button format, click the appropriate daily pass type. You will proceed to the Visit Type screen.
5. Enter a new Visit Count, if applicable
6. Enter a new Visit Amount, if applicable.
7. Click **OK**. You will proceed to the Payment screen.

8. Enter the appropriate New Amount Paid and Pay Code. Press F1 for field-level Help as needed. Click **Print** to preview and print the resulting receipt. After printing the receipt, you will return to the Visit Processing Family Member Selection screen.

Note: The daily visit is recorded in the Visit Listing browser with the current time.

9. Click **Exit** to return to the Main Menu.

Visits with Fees and Multiple Family Members on the Same Receipt

The following steps assume that you have a Visit device linked with the Allow Multiple Visits on one Receipt (Same Family) option selected, as well as, the Allow Clerk To Update Visit Fees & Counts? option selected on the Core Info screen of the selected pass type.

1. Click the **Visit Check-In** hot button.

   Or go to Daily • Pass • Pass Visit Processing.
   Or click the Global Sales hot button and select Visit Processing (**Note**: This option is only available if you have the Visit Processing from HH Selection toggle enabled on your Daily Processing device.)

2. Enter or select the Visit Date, or accept the default of today's date.
3. Click **OK**. You will proceed to the Visit Processing Family Member Selection screen.
4. Swipe the first family member's pass or enter his/her number in the Lookup field.
5. Press the **Enter** key.
6. Click **Next Member**. You will return to the Visit Processing screen.
7. Swipe the second family member's pass or enter his/her number in the Lookup field.
8. Press the **Enter** key.
9. Depending on your Pass Type Maintenance settings you will either visit the Pass Visit Update screen or the Pass Visit Payment screen.
10. Repeat steps **7–10** for every family member whose pass fees you wish to pay for at the same time and print on the same receipt.
11. If you are on the Pass Visit Update screen, click **OK** to continue to the Pass Visit Payment screen. Click **Print**.
12. You will continue to the Output Selection screen. Click **Print**.

CYS Full/Part Day Visits

Note: Full/Part Day visit swipes should be performed on the CYMS workstation designated as the Swipe Station.

To Swipe Into Daily Care:

1. Go to Daily • Pass • Pass Visit Processing. Or click the **Visit Processing** hot button.
2. You will proceed to the Pass Visit Options Update screen. Insure that the Treat All CYMS Swipe-Ins As Full/Part Day toggle is enabled and decide whether to toggle Display Message If HH Balance Exists
3. Click **OK** when ready to proceed to the Visit Processing Family Member Selection screen.
4. If the pass has a bar code, swipe the pass. Or enter the child's pass number, if known OR in the Lookup field, enter the child's last name to proceed to the Family Member Listing screen where you may highlight the appropriate family member and click **Select**.

Note: Messages regarding shots due or past-due, illnesses and pass expiration as well as any linked Household or Family Member ticklers will be displayed at this time. Linked .wav files will also play at this time.

5. Once the pass has been read, you will return to the Visit Processing Family Member Selection screen. The most recent pass swipe will appear at the top of the Visit Listing browser, along with the swipe time, pass expiration date, swipe status (In or Out) and other information.

Note: The listing will continue to grow as more children swipe and all swipes for the processing day will remain in the browser, regardless of whether your exit Visit Processing. The browser will refresh at the start of the next business day.

6. Repeat steps **3–5** for as many pass visits as applicable.
7. When you have finished processing pass visits, click **Exit** to return to the Main Menu.
8. For a listing of children who have been swiped into care, run the CYS Current Attendance Inquiry (Inquiry • CYS). Press F1 for field-level Help as necessary.

To Swipe Out of Daily Care:

1. Go to Daily • Pass • Pass Visit Processing. Or click the **Visit Processing** hot button.
2. You will proceed to the Pass Visit Options Update screen. Insure that the Treat All CYMS Swipe-Ins As Full/Part Day toggle is enabled and decide whether to toggle Display Message If HH Balance Exists
3. Click **OK** when ready to proceed to the Visit Processing Family Member Selection screen.
4. If the pass has a bar code, swipe the pass. Or enter the child's pass number, if known OR In the Lookup field, enter the child's last name to proceed to the Family Member Listing screen where you may highlight the appropriate family member and click Select.

Note: Messages regarding shots due or past-due, illnesses and pass expiration as well as any linked Household or Family Member ticklers will be displayed at this time. Linked .wav files will also play at this time.

5. Once the pass has been read, you will return to the Visit Processing Family Member Selection screen. The most recent pass swipe will appear at the top of the Visit Listing browser, along with the swipe time, pass expiration date, swipe status (In or Out) and other information.

Note: The listing will continue to grow as more children swipe and all swipes for the processing day will remain in the browser, regardless of whether your exit Visit Processing. The browser will refresh at the start of the next business day.

6. Repeat steps **3–5** as needed.
7. When you have finished processing pass visits, click **Exit** to return to the Main Menu.
8. For a listing of children who have been swiped into care, run the CYS Current Attendance Inquiry (Inquiry • CYS). Press F1 for field-level Help as necessary. This will also verify that children who were in care have been swiped out.

CYS Hourly Care Visits

Note: Hourly swipes should be performed on a CYMS workstation designated as a Point of Sale (POS) workstation.

To Swipe Into Hourly Care:

1. Go to Daily • Pass • Pass Visit Processing. Or click the **Visit Processing** hot button.
2. You will proceed to the Pass Visit Options Update screen. Insure that the Treat All CYMS Swipe-Ins As Full/Part Day toggle is disabled and decide whether to toggle Display Message If HH Balance Exists

3. Click **OK** when ready to proceed to the Visit Processing Family Member Selection screen.
4. If the pass has a bar code, swipe the pass. Or enter the child's pass number, if known OR In the Lookup field, enter the child's last name to proceed to the Family Member Listing screen where you may highlight the appropriate family member and click Select.

Note: Messages regarding shots due or past-due, illnesses and pass expiration as well as any linked Household or Family Member ticklers will be displayed at this time. Linked .wav files will also play at this time.

5. Once the pass has been read, you will proceed to the CYMS Care Type screen. Select the appropriate fee category for the child being swiped into Hourly Care from the selections presented.
6. Click **OK** when ready, and you will return to the Visit Processing Family Member Selection screen. The most recent pass swipe will appear at the top of the Visit Listing browser, along with the swipe time, pass expiration date, swipe status (In or Out) and other information.

Note: The listing will continue to grow as more children swipe and all swipes for the processing day will remain in the browser, regardless of whether your exit Visit Processing. The browser will refresh at the start of the next business day. 6 Repeat steps 3–6 as needed to swipe in additional Hourly children.

7. When you have finished processing pass visits, click **Exit** to return to the Main Menu.
8. For a listing of children who have been swiped into care, run the CYS Current Attendance Inquiry (Inquiry • CYS). Press F1 for field-level Help as necessary.

To Swipe Out of Hourly Care:

1. Go to Daily • Pass • Pass Visit Processing. Or click the **Visit Processing** hot button.
2. You will proceed to the Pass Visit Options Update screen. Insure that the Treat All CYMS Swipe-Ins As Full/Part Day toggle is disabled and decide whether to toggle Display Message If HH Balance Exists
3. Click OK when ready to proceed to the Visit Processing Family Member Selection screen.
4. If the pass has a bar code, swipe the pass. Or enter the child's pass number, if known OR In the Lookup field, enter the child's last name to proceed to the Family Member Listing screen where you may highlight the appropriate family member and click **Select**.

Note: Messages regarding shots due or past-due, illnesses and pass expiration as well as any linked Household or Family Member ticklers will be displayed at this time. Linked .wav files will also play at this time.

5. Once the pass has been read, you will proceed to the Pass Visit Fees screen. Review the entries on the screen. Press F1 for field-level Help as necessary.
6. Click **Payment** to continue to the PM Payment Update screen. Or click **Next Member** to swipe out additional Hourly child(ren) from the same family before continuing to the PM Payment Update screen. Or click **Cancel Visit** to return to the Visit Processing Family Member Selection screen, where the child will still be swiped in.
7. From the PM Payment Update screen, complete the transaction. Press F1 for field level help as needed.

Renewing a Pass Membership

Note: "Secondary" passes will be renewed automatically when the primary pass is selected for renewal. This applies to Daily Pass Renewals, Global Sales and Touch POS.

The following rules/limitations apply:

1. Users must select the Primary Pass as the pass to renew.

2. If secondary pass is a punch pass and primary pass is not, the renewal will add the default punches for the pass type rather than any number entered on screen.

3. Removing a pass from the shopping cart once they've been selected will NOT remove other passes of the same type.

4. All renewal and expiration dates will follow the dates entered for the primary pass.

5. The renewal process will only renew passes that exist. It will not enroll any "new" family members into the secondary pass unless they already have it.

6. "STD Fees" will reflect the SUM of all passes involved in the sale, not just the primary pass highlighted.

7. Passes requiring a Manual Fee calculation, either Primary or Secondary, are exempt from this feature.

1. Click the **Pass Renewals** hot button.

   Or go to Daily • Pass • Pass Renewals.
   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales.

2. In the Lookup field, type all or part of the household name for which you wish to process a pass renewal and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
3. Highlight the household or family member for whom you wish to process the renewal and press **Enter** or click **Select**. You will proceed to the Pass Renewals screen. Or if using Global Sales, highlight the household or family member for whom you wish to process the renewal and click **Select**. Then click the **Pass Renewal** button located at the bottom of the screen to proceed to the Pass Renewal screen. Inactive Family Members will display in YELLOW. Expired Passes will display in RED.
4. In the browser box, located in the upper left-hand corner of the screen, highlight the pass you wish to renew. Information about Pass Type, Pass Number, Months, Exp Date and Ft Exp Date will fill in automatically.

Note: The Update button allows you to edit Family Member information for the selected individual "on the fly."

5. You will get a pop-up message allowing you to accept or skip a range of billing methods if the pass type you are renewing is set up to allow ACH Withdrawal, Auto-Debit from Credit Card and/or Installment Billing.
6. Any comments associated with the Pass will appear in the browser box once you have a Pass in the Type field. To remove these from view, click **Hide Notes**, which is located on the right-hand side of the screen. To view details about the Pass, click **Details** located beneath the Type field.
7. Click **Select** to add this pass registration to the Transaction Listing browser box. Or Click **Fees** if charges need to be updated.

8. If a question group has been linked to this pass, those questions will display at this time.
9. Repeat Steps **4-8** as needed to register the same Family Member or other Family Members for additional passes.

Note: You can renew a Pass into a different Pass Type ONLY if you have Allow Pass Renewal into Different Pass Type enabled on your Daily Processing Device.

Note: The Update button removes the Pass from the browser and places it back in the Type field, allowing you to edit information entered in Step 5 above. The Remove button removes the Pass from the transaction completely.

10. Click **Payment** to process the renewal(s) listed in the Current Transaction Listing browser box. You will proceed to the Pass (or Global) Payment Update screen.
11. Complete the transaction as usual by entering the appropriate pay code and any pay references, then click **Print** or **No Print**.

Note: If you are using Global Sales, you can process transactions for this Household from other modules before clicking the Payment button by clicking any of the module buttons listed at the bottom of the screen, such as Rental Reservations, Pass Renewal and etc…

Processing a Pass Transfer

1. Click the Pass Transfer hot button.

   Or go to Daily • Pass • Pass Transfers.
   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales .

2. In the Lookup field, type all or part of the household name for which you wish to process a pass transfer and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
3. Highlight the household or family member for whom you wish to process the transfer and press **Enter** or click **Select**. You will proceed to the Pass Renewals screen. Or if using Global Sales, highlight the household or family member for whom you wish to process the transfer and click **Select**. Then click the **Pass Transfer** button located at the bottom of the screen to proceed to the Pass Transfers screen. Inactive Family Members will display in YELLOW. Expired Passes will display in RED.
4. In the browser box, located in the upper left-hand corner of the screen, highlight the pass you wish to transfer. Information about Member Date and Expiration Date will fill in automatically.
5. In the Pass Type field, press the F9 key or right-click from within the field to select the appropriate pass to which you are transferring the family member. Click **Select**.

Note: The Prorate percentage is calculated automatically. To apply, click **Prorate**. You may adjust the prorate amount by right-clicking on **Prorate** and entering a new amount.

Note: The amount in the Net Fees field is then calculated by subtracting the "To" pass fees from the "From" pass fees. This determines whether the household will owe money, will be owed a refund, or will have a zero balance after the transfer is complete.

6. You will get a pop-up message allowing you to accept or skip a range of billing methods if the pass type that you are transferring to is set up to allow ACH Withdrawal, Auto-Debit from Credit Card and/or Installment Billing.
7. Any comments associated with the Pass will appear in the browser box once you have a Pass in the Type field. To remove these from view, click **Hide Notes**, which is located on

the right-hand side of the screen. To view details about the Pass, click **Details** located beneath the Type field.
8. Change the membership or expiration dates, as needed.
9. Click **Select** when done to move the pass to the Transaction browser box. Or Click **Fees** if charges need to be updated.
10. If a question group has been linked to this pass, those questions will display at this time.
11. Repeat Steps **4–10** for the same or other family members, as needed.
12. Click **Payment** (or Refund) to process the transfer(s) listed in the Current Transaction Listing browser box. You will proceed to the Pass (or Global) Payment Update screen.
13. Complete the transaction as usual by entering the appropriate pay code and any pay references, then click **Print** or **No Print**.

Note: If you are using Global Sales, you can process transactions for this Household from other modules before clicking the Payment button by clicking any of the module buttons listed at the bottom of the screen, such as Rental Reservations, Pass Renewal and etc…

Creating a Tickler for a Pass

Ticklers are reminders of things you or staff members need to do, notices of upcoming events that are module specific, or general messages.

The system will automatically display a pass tickler when users first log into the system, as well as when the pass holder checks in for a visit. Each tickler that displays:

- Has an action date range.
- Has a user ID and/or menu group that matches the current user's.

1. Go to Files • Pass • Pass Tickler Maintenance. You will proceed to the Pass Tickler Message Update screen.
2. Enter or select the appropriate Pass Number.
3. Click **Next**.
4. If no other ticklers have been added on or after the action date entered, the following message will display: "No ticklers exist for this pass number. Do you wish to add one?" Click **Yes**. Or if other ticklers already exist, you will proceed to the Pass Member Tickler Listing screen. Click **Add**. You will proceed to the Pass Tickler Detail Update screen.
5. Enter the beginning and ending action dates, user ID, and menu group for this tickler.
6. You may optionally add a Brief Desc(ription).
7. Enter the Tickler Note. Press F1 for field-level Help as needed.
8. Click **Done** to save the tickler and proceed (or return) to the Pass Tickler Listing screen.
9. Click **Add** to add another pass tickler.
10. When you have finished adding pass ticklers, click **<<Pass Number** to return to the Pass Tickler Message Update screen.
11. Click **Exit** to return to the Main Menu.

Canceling a Pass Membership

1. Go to Daily • Pass • Pass Cancel/Changes.

   Or click the Global Cancel/Change hot button.
   OR go to Daily • Global • Global Cancel/Changes.

2. In the Lookup field, enter the last name of the household for which you wish to cancel the pass registration and press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the appropriate household and press **Enter** or click **Select**. You will proceed to the Pass Cancel/Changes screen. You will proceed to the Global Cancel/Changes screen, if using Global Cancel/Changes.
4. In the Household Transaction Listing browser box, highlight the pass registration that you want to cancel.

5. Click **Cancellation/Void**. You will proceed to the Cancel Pass screen.
6. Type any applicable Cancellation Reason.
7. Select a Cancellation Code, if applicable.
8. Enter a Surcharge Amount and Surcharge Bill Code, if applicable.
9. Determine whether you wish to prorate the Refund, if applicable. Leave the default prorate percent (determined by class time remaining) in the Prorate Percent field or enter a new prorate percentage amount and click **Adjust**. The amount to be charged will display immediately below. Select Apply Proration to Refund to prorate the refund.

Note: The Refund Amount field will NOT change until you enable the Apply Proration to Refund option.

10. Select whether or not you wish to delete the record. Records should only be deleted if they are the result of a mistake.

Note: You cannot delete a record if you are applying a Surcharge OR Prorating the refund.

11. Click **OK**. You will be given a message displaying the amount of the surcharge, the amount of the refund and asking whether you are sure. Click **Yes** to return to the Pass Cancel/Change screen. The transaction will display as 'Cancelled' in the browser. Note the amount listed in the New H/H Balance field in the lower right hand corner of your screen. If this amount is greater than or equal to zero, you will next proceed to the Payment Update screen. If this amount is less than zero, you will next proceed to the Refund Update screen.
12. From here you may make changes/cancellations to additional enrollments (or line items associated with other modules, if using Global) for this Household or click **Payment/Refund**. to complete the cancellation. An informational message will appear that details all changes you have made.
13. Click **Yes** and complete the transaction. Or click **Cancel Changes** to exit the screen and return to the appropriate Household Selection screen without saving your changes.

League Daily Work

Registering a Team for a League

1. Go to Daily • League • League Registration. The first screen you will visit is the League Registration Team Selection screen.
2. In the Lookup field, type the name of the household linked to the team that is registering for the league. Press **Enter**. You will proceed to the Household Listing screen. Optionally, you may type the team name, and then click **Team Name**, to look up by team if this team has already been added to the database.
3. Highlight the appropriate household and press **Enter** or click **Select**. You will proceed to the League Registrations screen.
4. In the League field, right-click or press F9 to select the league for which the team is registering. Or click **Search** to continue to the League Search Information Detail screen. Press F1 for field-level Help as needed.
5. From the League Listing screen highlight the appropriate league and click **Select**.
6. (Optional) To update the registration fees to a price other than the default click **Fees**. . Or to view details about the selected league click **Details**. Press F1 for field-level help as necessary.
7. Click **Select** to add this registration to the Current Transaction Listing browser box.
8. Click **Payment** to process the registration(s) listed in the Current Transaction Listing Browser Box or click **Cancel Sales** to exit without saving your changes.

Processing League Payments After the Registration Process

1. Go to Daily • League • League Payments. You will proceed to the League Payment Team Selection screen.
2. Enter the Team Name and press **Enter** or locate household through another available search option. Press F1 for field-level Help as necessary.
3. You will continue to the Team Listing screen. Select the appropriate team and click **Select**. You will proceed to the Payment Update screen.
4. Enter the amount paid in the Total Amount Paid field. *For example, 5.00*.
5. Enter the appropriate pay code in the Pay Code field. *For example, 2 (Cash)*.
6. If the customer is paying with a check, you might enter the check number (or the customer's driver's license number, etc.) in the pay reference field(s), depending on your office policies.
7. Click **Print** to save the payment information and proceed to the Output Selection screen.
8. Click **Print** to print the receipt.

League Payment Reversals

League Payment Reversals are done to remove payments that have been made by a team toward a specific balance. When you process a Payment Reversal, you create a team balance. Payment Reversals are not refunds and they are not cancellations.

1. Go to Daily • League • League Payment Reversals.
2. In the Lookup field, enter the team name for which you would like to reverse the payment.
3. Press **Enter**. You will proceed to the Team Listing screen.
4. Highlight the team for which you wish to reverse the payment.
5. Click **Select**. You will proceed to the Payment Reversal screen.
6. In the Reversal Amount field on the league module line, enter the amount that you wish to reverse.
7. Enter a pay code in the Rev Code field. This must be the same pay code that was used to make the original payment that you are now reversing.

   For example, if you processed the payment using check (Pay Code 1), then you would select check when reversing the payment (Reversal Code 1).

8. Enter any relevant reversal notes in the Rev Ref fields.
9. Click **Print** or **No Print** to proceed to the Output Selection screen.
10. IF you are reversing 100% of the amount paid, you are done. If you are not, you will receive the following message: "You have selected to Manually Reverse a payment of <dollar amount>. Once you are on the Manual Reversal screen you will not be able to cancel this transaction without damaging the database. Do you want to continue to the Manual Reversal screen?" Select **Yes** to continue. You will proceed to the Payment Reversal screen for the first applicable module (if more than one).
11. Highlight the registration transaction towards which you are reversing the payment amount entered on the Payment Reversal screen.
12. The amount that you are reversing is listed in the Original Amount field in the bottom left hand corner of your screen.
13. Click **Full Rev** to reverse as much of the Original Amount as possible toward the selected line item. If the Original Amount to reverse is more than the Amount Paid toward the selected line item, you must select another line item and reverse money against that balance, or click **Partial Rev** to reverse a portion of the Original Amount against the selected line item. You will proceed to the Partial Reversal screen, where you can choose the appropriate amount to be reversed for each bill code. Click **Done** to return to the Manual Reversal screen.

Note: You MUST reverse payments against line items, using either Full Rev or Partial Rev until the Amount Left To Rev = $0.00.

Note: Reset Rev will remove any amounts you've applied and reset the Original Amount back to what it was. Auto Apply will automatically reverse 100% of the Original Amount against the line items beginning with the oldest balance first.

14. When you are finished making your full and/or partial payment reversals, click **Done**.
15. Your reversal receipt will then be sent directly to the printer or you will proceed to the Print Preview screen, depending on your previous choice on the Output Selection screen.

Reserving a Facility for a League

The following steps assume that you have set up all applicable leagues using the League Maintenance program.

To link a facility to a league:

1. Click the **League Maintenance** hot button. Or go to Files • League • League Maintenance. Highlight the league to which you wish to link the facility.
2. Click **Facilities**. If no facilities have been linked, you will be prompted with a message asking if you want to add facilities. Click **Yes**. Or if there are facilities linked, you will proceed to the Facility File Maintenance screen.
3. Click **Add**. You will proceed to the Facility Linked to League screen.
4. Select the Facility (Type, Location and ID) that you wish to link to the league.
5. Enter the Begin and End Times for each appropriate day of the week that this league will use this facility.

   For example: Assume a softball league plays Saturdays 9-12 and 2-5.

   Enter 9:00a-12:00p in Saturday Time 1 slots. Enter 2:00p-5:00p in Saturday Time 2 slots.

6. Click **Done**.
7. Repeat Steps **1–6** for all facilities that you wish to link to this league.
8. Click **Hold**, to hold this facility until you actually make the facility reservation(s) for this League.
9. Click **Exit** to return to the Main Menu.

To generate the league's schedule, thereby creating the facility reservations for the league using the Auto Schedule Generator:

1. Press the **LG Schedule Generator** hot button. Or go to Daily • League • League Schedule Generator. You will proceed to the Schedule Generator - League Selection screen.
2. Highlight the league for which you wish to generate the schedule and make the facility reservations.
3. Click **Auto Generate Schedule**. If a schedule exists for the league, you will be asked if you want to overwrite it. Click **Yes**. You will proceed to the Schedule Generator for League screen.

Note: You may also use the **Matrix Schedule Generator**, or **Manual Schedule Generator** if applicable to your organization's needs. Press F1 for field-level Help as necessary.

4. Enter the appropriate Start and End Dates for the league's schedule.
5. Enter the Maximum Games per Team per Week, or accept the default setting of 1.
6. Enter the Maximum Games per Week, or accept the default setting of 1.
7. Enter the date through which you wish to Schedule Referees Through. This date may differ from your league ending date.

8. Click **Generate Algorithm Schedule** to begin generating the league's schedule. When the schedule is complete, click **OK** to return to the Schedule Generator for League screen.
9. Click **View Schedule** to view the league's schedule and the facilities at which each game is played.
10. Click **Exit** to return to the Main Menu.

Scheduling a League

The basic setup steps required before you can generate a league's schedule are:

- Create the league using the League File Maintenance program.
- Link facilities to the league, using the League File Maintenance - Facilities Linked to League program.
- If you want the system to schedule referees for your leagues, then you also must also link referee qualification IDs to your league, along with the required number of referees to link to the league. This information is added on the League File Maintenance: League Core Information screen.
- Optionally, you may add players to the league teams using the League Maintenance - Team Maintenance program.

Auto Schedule Generator

1. Click the **LG Schedule Generator** hot button. Or go to Daily • League • League Schedule Generator. You will proceed to the Schedule Generator - League Selection screen.
2. Highlight the league for which you wish to generate a schedule and click **Auto Schedule Generator**. You will proceed to the Schedule Generator screen.
3. In the Start Date field, enter the beginning date for the league. Or press the F9 key or right-click from within the field to highlight the date from the calendar.
4. In the End Date field, enter the ending date for the league. Or press the F9 key or right-click from within the field to highlight the date from the calendar.
5. Enter the Maximum Games per Team per Week, or accept the default setting of "1."
6. Enter the Maximum Games per Week, or accept the default setting of "1."
7. Select whether you want to Balance Facility Assignments, Balance Time Slots, and/or Balance Day-of-Week Assignments. Press F1 for field-level Help as needed.
8. Select whether you want to Balance Referee Assignments.
9. Enter the date through which you wish to Schedule Referees Through, if applicable (this date may differ from the league schedule's ending date).
10. You may optionally click the Advanced button and complete any applicable fields on the Advanced Settings screen. Press F1 for field-level Help as needed.
11. Click **Generate Algorithm Schedule**. The schedule generating process will begin. The processes will display on the screen.
12. When the process is complete, click **OK** when the "Schedule Complete" informational message displays. You will return to the League Schedule Generator screen.
13. Click **View Schedule** to proceed to the Schedule for League screen to view the leagues newly created schedule.
14. Click **Exit** to return to the Main Menu.

Matrix Schedule Generator

1. Click the **LG Schedule Generator** hot button. Or go to Daily • League • League Schedule Generator. You will proceed to the Schedule Generator - League Selection screen.
2. Highlight the league for which you wish to generate a schedule and click **Matrix Schedule Generator**. You will proceed to the Matrix Schedule Generator screen.
3. In the Start Date field, enter the beginning date for the league. Or press the F9 key or right-click from within the field to highlight the date from the calendar.

4. In the End Date field, enter the ending date for the league. Or press the F9 key or right-click from within the field to highlight the date from the calendar.
5. Select if you would like to use the Automatic schedule generator, or the Manual schedule generator. (You must have created a manual template for the Manual option to work properly.)
6. Complete the remaining fields. Press F1 for for fiel-level Help as necessary.
7. Click **Continue**. You will continue to the Time Slot Selection screen. Based on the combination of information entered on the Matrix Schedule Generator screen and within League Maintenance, the Time Slot Selection Screen displays a matrix (grid) of the dates, times and facilities that you may choose from to schedule games for a league.

Notes: Each of the following fields are automatically updated: **Slots Available** is the equivalent of dates and times that have been specified in League Maintenance for this league. **Slots Needed** is the number of time slots needed to play the specified number of games in League Maintenance. **Slots Picked** is the total number slots that you have selected from the matrix. The **Select All** button will select all time slots. The **Deselect All** button will deselected all previously selected time slots.

Color Coding – Once all time slots have been selected and the schedule has been generated, each slot will be color coded, highlighted in either purple, or green. Games which are highlighted in purple suggest that there is a scheduling conflict, due to prior reservations etc.; whereas a game highlighted in green indicates the selected game time is valid with no conflicts.

Right-clicking on any scheduled time slot - Will produce a window identifying the Game Number, Home Team Name, and Away Team Name.

How to create a schedule:

1. Click on the desired time slots you would like to designate for league games. The time slots will display with the word Include when selected. Continue to select time slots until the Slots Picked equals the Slots Needed. To deselect time slots, simply click the chosen time slot again; the word Include will be removed from the time slot.
2. Click **Schedule** to schedule the selected time slots.
3. When the schedule has finished generating, each time slot will display the teams that have been assigned to play on that date and time.
4. If you are happy with the schedule, click **<<Back**, and then click **View Schedule** if you would like to view or print the schedule.

How to move a game:

1. To move a game, first click **Move Game**. The Move Game button will then be highlighted in yellow, to indicate that it is active.
2. With your mouse, click on the game you would like to move, then drag it to the desired time slot you would prefer this game to be played. If the game is dragged and dropped on top of another game, the games will be swapped. If the game is dragged and dropped on an available time slot that has not yet been scheduled, the game will simply be moved to the new time slot.

How to change a game:

1. To change the teams that have been assigned to a specific time slot, first click **Change Game.** The Change Game button will then be highlighted in yellow, to indicate that it is active.
2. With your mouse, click on the game you would like to change.
3. The teams for this game will be displayed, allowing you to change the Home Team and/or the Away Team.
4. Click **OK** when finished updating the teams.

Manual Schedule Generator

1. Click the **LG Schedule Generator** hot button. Or go to Daily • League • League Schedule Generator. You will proceed to the Schedule Generator - League Selection screen.
2. Highlight the league for which you wish to generate a schedule and click **Manual Schedule Generator**. You will proceed to the Manual Schedule Generator screen.
3. In the Start Date field, enter the beginning date for the league. Or press the F9 key or right-click from within the field to highlight the date from the calendar.
4. In the End Date field, enter the ending date for the league. Or press the F9 key or right-click from within the field to highlight the date from the calendar.
5. Select a Template ID for this schedule. Press F1 for field-level Help as needed.
6. Select whether you want to Balance Referee Assignments.
7. Enter the date through which you wish to Schedule Referees Through, if applicable (this date may differ from the league schedule's ending date).
8. Click **Generate Schedule**. The schedule generating process will begin. The processes will display on the screen.
9. When the process is complete, click **OK** when the "Schedule Complete" informational message displays. You will return to the League Schedule Generator screen.
10. Click **View Schedule** to proceed to the Schedule for League screen to view the leagues newly created schedule.
11. Click **Exit** to return to the Main Menu.

Scheduling a Tournament

The following steps assume that you have:

- Created the tournament league using the League Maintenance program.
- Selected Single Elimination or Double Elimination as the league type on the League Maintenance - Core Info screen.
- Linked facilities to the league, using the League Maintenance - Facilities button.
- (Optional if you want the system to schedule referees for your leagues) Linked referee qualification IDs to your league, along with the required number of referees to link to the league. This information is added on the League Maintenance - League Core Information screen.

1. Press the **LG Schedule Generator** hot button. Or go to Daily • League • League Schedule Generator. You will proceed to the Schedule Generator - League Selection screen.
2. Highlight the single or double elimination tournament for which you wish to generate a tournament schedule.
3. Click **Auto Generate Schedule**. You will proceed to the Tournament Schedule Generator screen.
4. Enter the Start Date for the tournament.
5. Enter the End Date for the tournament.
6. Select whether you want to Use Team Seedings and/or Balance Referee Assignments. Press F1 for field-level Help as needed.
7. Enter the date through which you wish to Schedule Referees Through, if applicable (this date may differ from the tournament's End Date, entered above).
8. Click **Generate Schedule**. The schedule generating process will begin. The processes will display on the screen.
9. When the process is complete, click **OK** when the "Schedule Complete" informational message displays. You will return to the League Schedule Generator screen.
10. Click **View Schedule** to proceed to the Schedule for League screen to view the leagues newly created schedule.
11. Click **Exit** to return to the Main Menu.

Scheduling Referees After a Schedule Has Been Generated

The following steps assume that you have:

- Set up qualification IDs using the Referee Qualification Maintenance program (Files • League).
- Linked the appropriate referee qualification IDs to the appropriate referee(s) in the League Referee Maintenance program (Files • League).
- Linked the appropriate qualification IDs to the league on the League Maintenance - Core Info screen.
- Entered the number of referees that you wish to schedule for the league on the League Maintenance - Core Information screen.

Note: You can also schedule referees for a league at the time you generate the schedule using League Schedule Generator program (Daily • League).

To schedule referees for a league after the league's schedule has been generated:

1. Click the **League Sched Maintenance** hot button. Or go to Daily • League • League Schedule Maintenance. You will proceed to the League Schedule Maintenance screen.
2. Highlight the league for which you wish to schedule referees.
3. Click **Schedule Refs**. You will proceed to the Schedule Referees screen.
4. Enter the date through which you wish to Schedule Referees Through.
5. You may optionally select the Check the Balance Referee Assignments option if you want the system to attempt to assign an equal number of games to each referee with the appropriate qualification ID.

   If this option is not selected, the system will schedule the first available qualifying referee until that referee is no longer available and then continue in this manner until all qualifying referees have been scheduled.

6. Click **OK** to begin the referee scheduling process. You will return to the League Schedule Maintenance screen.
7. Click **Maintain Schedule** to view the newly scheduled referee assignments.
8. Click **Exit** to return to the Main Menu.

Automatically Rescheduling League Games

The following steps illustrate how to:

- Change each applicable game's status to Reschedule.
- How to automatically reschedule the games flagged as Reschedule.

1. Click the **League Sched Maintenance** hot button. Or go to Daily • League • League Schedule Maintenance. You will proceed to the League Schedule Maintenance screen.
2. Highlight the league for which you wish to make reschedule games.
3. Click **Maintain Schedule.** You will proceed to the Schedule Information screen.
4. Highlight the game that you want to reschedule and click **Adjust Status**. You will proceed to the Change Game Status screen.
5. Select **Reschedule**.
6. Click **OK** to save your changes and return to the Schedule Information for League screen.
7. Repeat steps **4-6** for as many games as you want the system to automatically reschedule.
8. Click **<<Leagues** to return to the League Schedule Maintenance screen.
9. Highlight the league for which you wish to automatically reschedule games.
10. Click **Reschedule Games**. You will proceed to the Automatic Rescheduling screen.

11. A listing of all games to reschedule is displayed. Highlight any games that you do not want to reschedule and click **Delete**.
12. Enter the Start Date on which you want the system to begin rescheduling the games listed.
13. The date defaults to the last date after the existing league's schedule ends.
14. Enter the Maximum Games per Day and Maximum Games per Week, or leave the default settings at 1.
15. Click **OK** to begin the automatic game rescheduling process. You will return to the League Schedule Maintenance screen.
16. To view the scheduled changes, highlight the applicable league and click **Maintain Schedule**. The original games will be listed with a Status of C (cancelled). The rescheduled games will be listed with a status of N (normal).
17. Click **Exit** to return to the Main Menu.

Manually Rescheduling League Games

1. Click the **League Sched Maintenance** hot button. Or go to Daily • League • League Schedule Maintenance. You will proceed to the League Schedule Maintenance screen.
2. Highlight the league for which you wish to make reschedule games.
3. Click **Maintain Schedule**. You will proceed to the Schedule Information for League screen.
4. Highlight the game that you wish to reschedule and click **Change**. You will proceed to the Add/Change screen.
5. Make changes to the date and times and any other fields as required. Press F1 for field-level Help as needed.
6. Click **OK** to save your changes and return to the Schedule Information for League screen.
7. Repeat steps **3–6** for as many games as you want to manually reschedule.
8. Click **Exit** to return to the Main Menu when you are finished.

Changes to a League Schedule

1. Click the **League Sched Maintenance** hot button. Or go to Daily • League • League Schedule Maintenance. You will proceed to the League Schedule Maintenance screen.
2. Highlight the league for which you wish to make schedule changes.
3. Click **Maintain Schedule**. You will proceed to the Schedule Information screen.
4. Highlight the game that you wish to update and click **Change** or click **Add** to add a new game. You will proceed to the Add/Change screen
5. Make any necessary changes. Press F1 for field-level Help as needed.
6. Click **OK** to save the changes and return to Schedule Information for League screen.
7. Repeat steps **2–6** for all applicable games.
8. Click **Exit** to return to the Main Menu.

Updating Charges for a Team

1. Go to Daily • League • League Cancel/Changes. You will proceed to the League Cancel/Changes Team Selection screen.
2. In the Lookup field, enter the last name of the household linked to the team for which you wish to update the league charge and press Enter. You will proceed to the Household Listing screen. Optionally, you may type the team name, and then click **Team Name**, to look up by team.
3. Highlight the appropriate household and press **Enter** or click **Select**. You will proceed to the League Cancel/Changes screen.
4. In the Household Transaction Listing browser box, highlight the league registration that you want to change.
5. Click **Update Charges**. You will proceed to the Update Charges screen.
6. Add, change, or delete an existing Bill Code, as applicable.
7. Change the Fee Amount or the Count, as applicable.

8. Click **OK** to return to the League Cancel/Changes screen. Repeat steps **4–7** for any other charges you want to update.
9. Click **Payment/Refund** (depending on whether the household owes or is owed money).
10. Enter an Amt Paid or Refund Amount, depending on the changes made.
11. Select the appropriate Pay Code or Refund Code, depending on the changes made.
12. Enter any appropriate payment or refund reference notes, in the Pay Ref 1 and 2 or Refund Ref 1 and 2 fields, depending on the changes made.
13. If this is a refund, select the appropriate Refund Type.
14. Enter information in the remaining fields or leave their default settings. Press F1 for field-level Help as needed.
15. Click **Print** to continue to the Output Selection screen, where you may opt to preview and/or print the resulting receipt.
16. Click **Exit** to return to the Main Menu.

Posting Scores for a League

1. Click the **League Scores Update** hot button. Or go to Daily • League • League Scores Update. You will proceed to the League Scores Update screen.
2. Highlight the league for which you wish to update scores and click **Update Scores**. You will proceed to the Score Update screen. When you first enter this screen, the first game without a valid score is automatically highlighted in the Browser box.
3. For the highlighted game, enter each team's score in the Score 1 column.
4. If this is a match, enter the scores for any subsequent match games in the Score 2 through 5 columns.
5. If you wish to count each match game as a separate win, loss or tie, select the Count Scores Separately option. This option is deselected as the default.
6. If this is a forfeited game or match, check the Forfeit box for the appropriate team(s).
7. If you enter a score greater than zero for either team, the Valid Score field will automatically be checked. If this is a 0 - 0 tie score, be sure to manually check the Valid Score field.
8. Click **OK** to assign the score(s) to the currently highlighted game. The next game in the browser box will automatically be highlighted. Confirm this by checking the game listed at the bottom of your screen.
9. Repeat Steps **6–8** for each game as listed. To enter a score for a game out of the order in which it is listed, double click the game or highlight the game and click **Select Game** Score.
10. When you have finished updating the league scores, click **Exit** to return to the Main Menu. You can view the team's record and standing—as computed by the system based on the scores entered using these instructions—on the Team Inquiry screen.

Posting League Player Statistics

The following steps assume that:

- You have set up the league along with the appropriate statistics on the League Maintenance - Statistics screen.
- You have linked teams to the league, using the League Registration program.
- You have linked players to the teams, using the League Team Maintenance program.
- You have generated the league's schedule, using the League Schedule Generator program.

1. Click the **League Scores Update** hot button. Or go to Daily • League • League Scores Update. You will proceed to the League Scores Update screen.
2. Highlight the league for which you wish to update player statistics.
3. Click **Update Scores**. You will proceed to the Score Update for League screen.
4. Highlight the game for which you wish to update player statistics.
5. Click **Select Game** to select the game.
6. Click **Stat**. You will proceed to the Player Statistics screen.

7. The first player on the team listed in the title bar will display along with the first statistic that you established on the League Statistics screen in League Maintenance.
8. Enter the current player's game statistics in the fields provided.
9. Click **OK** to assign the statistic numbers to the current player.
10. The next statistic will automatically display (if you established more than one statistic on the League Statistics screen in League Maintenance).
11. Repeat for each of the players on the second team or click **Cancel** at any time to exit without saving your current entries. After you have entered all of the statistics for the players on the second team, you will automatically be returned to the Score Update for League screen. The next game in the list will automatically be selected.
12. To update player statistics for this game, click **Stat** and repeat Steps **1–11**.
13. When you have finished entering player statistics for all applicable games, click **Exit** to return to the Main Menu.

Transferring a Team from One League to Another

1. Go to Daily • League • League Team Transfer.
2. You will continue to the League Team Transfer Household Selection screen. In the Lookup field, type all or part of the household name for which you wish to process the transfer and press the **Enter** key. Optionally, you may type the team name, and then click **Team Name**, to look up by team.
3. Highlight the household or team you wish to process the transfer for and press **Enter** or click **Select**. You will proceed to the League Team Transfers screen.
4. In the Team Selection Browser Box, highlight the team that you wish to transfer FROM.
5. In the League field, enter or select the league that you want to transfer the team TO.
6. Adjust the Surcharge Amount entry and Surcharge Bill code as necessary.
7. The amount in the Net Fees field is calculated by subtracting the 'Old Fees Paid' from the 'New Fees'. Click **Select** to add the transfer to the Current Transaction Listing browser box at the bottom of the screen.
8. Repeat steps **4–7** for every team transfer that you would like to process for this household.
9. Click **Payment** (or Refund). You will continue to either the Payment Update or Refund Update screen to either process an additional payment or refund for this transfer transaction.

Cloning a Team from One League to Another

The League Team Clone program allows you to clone teams from one league to another. You can charge the fees from the "from" league, the "to" league, or charge no fees at all.

Note: If fees are charged, no payment is made at this time. You will need to use the League or Global Payments program to make payments.

1. Go to Daily • League • League Team Clone.
2. In the From League box on the left side of the screen, enter the league ID whose teams you are cloning from. Or using the From League browser, select the league whose teams you are cloning from.
3. In the To League box on the right side of the screen, enter the league ID whose teams you are cloning to. Or using the To League browser, select the league whose teams you are cloning to.
4. Select the appropriate fee option.

    - *Use Same Fees As Charged on 'From' Registration* – Apply the fees of the from league on the to league teams.
    - *Use Fees Linked to the 'To' League* – Apply the fees of the to league on the to league teams.
    - *Charge No Fees*

5. Select the Clone Team Seeds option to include linked seeding information on the teams created in the to league.
6. Click **Process** to continue to the Team Listing screen.
7. Click **Exit** to return to the Main Menu.

Canceling a Team from a League

1. Go to Daily • League • League Cancel/Changes. You will proceed to the League Cancel/Changes Team Selection screen.
2. In the Lookup field, enter the last name of the household linked to the team for which you wish to update the league charge and press Enter. You will proceed to the Household Listing screen. Optionally, you may type the team name, and then click **Team Name**, to look up by team.
3. Highlight the appropriate household and press **Enter** or click **Select**. You will proceed to the League Cancel/Changes screen.
4. In the Household Transaction Listing browser box, highlight the league registration that you want to change.
5. Click **Cancellation/Void**. You will proceed to the Cancel Team screen.
6. Type any applicable Cancellation Reason.
7. Select a Cancellation Code, if applicable.
8. Enter a Surcharge Amount and Surcharge Bill Code, if applicable.
9. Determine whether you wish to prorate the Refund, if applicable. Leave the default prorate percent (determined by class time remaining) in the Prorate Percent field or enter a new prorate percentage amount and click **Adjust**. The amount to be charged will display immediately below. Select Apply Proration to Refund to prorate the refund.

Note: The Refund Amount field will NOT change until you enable the Apply Proration to Refund option.

10. Select whether or not you wish to delete the record. Records should only be deleted if they are the result of a mistake.

Note: You cannot delete a record if you are applying a Surcharge OR Prorating the refund.

11. Click **OK**. You will be given a message displaying the amount of the surcharge, the amount of the refund and asking whether you are sure. Click **Yes** to return to the League Cancel/Change screen. The transaction will display as 'Cancelled' in the browser. Note the amount listed in the New H/H Balance field in the lower right hand corner of your screen. If this amount is greater than or equal to zero, you will next proceed to the Payment Update screen. If this amount is less than zero, you will next proceed to the Refund Update screen.
12. From here you may make changes/cancellations to additional enrollments (or line items associated with other modules, if using Global) for this Household or click **Payment/Refund**. to complete the cancellation. An informational message will appear that details all changes you have made.
13. Click **Yes** and complete the transaction. Or click **Cancel Changes** to exit the screen and return to the appropriate Household Selection screen without saving your changes.

Canceling All Teams from a League

The League Cancel (ALL Teams) program allows you to remove all teams from a league. This program can automatically change the league status to inactive, delete the league's schedule and reservations, handle the general ledger adjustments, and print refund vouchers for each enrollee.

To run the League Cancel (ALL Teams) program go to: (Daily • League). Press F1 for field-level Help as needed.

League Team Swap

The League Team Swap program allows you to swap a team from one league with a team from another league. The program will also convert any schedule already created.

Note: Any exemptions or player stats for the two swapped teams will be deleted, as they no longer apply, and the existing fees are left as-is.

1. Go to Daily • League • League Team Swap. You will proceed to the League Team Swap screen.
2. Select the two leagues that you would like to swap teams between. Click **OK**.
3. The League Team Swap screen will display, showing all registered teams for each league in separate browsers. Optionally, you may select Perform Player Restriction Checks, if you would like to be sure any players on the two swapped teams are not participating in more leagues than is allowed by the settings indicated in League Maintenance.
4. Highlight the team from the first league that you would like to swap, and then highlight the team from the second league. These are the two teams that will be swapped.
5. Click **Swap** to complete the process. Click **<<Back** to return to the League Team Swap selection screen. Click **Exit** to return to the main menu.

POS Daily Work

Selling a Tran Code

1. Go to Daily • POS • Point of Sale. You will proceed to the Point-of-Sale screen.

   Or, if the current user's Daily Processing Device is setup to *Prompt for a Household,* you will proceed to the Household Lookup screen to select a household to link this transaction to. Optionally, if your Daily Processing device is NOT setup to Prompt for a Household you may still link the transaction to a household by clicking the **Name Lookup** button at the bottom of the Point-of-Sale screen.

2. Enter a period ('.') in the Scan No field and press the F9 key or right-click from within the field. You will continue to the Tran Code Picklist screen.
3. Highlight the appropriate tran code and click the **Select** button at the bottom of the screen. You will return to the Point-of-Sale screen. Note that all the appropriate tran code information is listed in the upper left hand corner of your screen.
4. If the information is correct, click **Select** to move the information to the Current Transaction Listing browser box at the bottom of the screen.

Note: If a question group has been linked to this item, these questions will display at this time.

5. Repeat steps **2–4** for each tran code item that the customer wishes to purchase.
6. When all of the items that the customer wishes to purchase are listed in the Current Transaction Listing browser box at the bottom of the screen, click **Payment** to continue to the Payment Update screen.
7. Enter the amount paid in the Pay Amt field. *For example, $5.00.*
8. Enter the appropriate pay code in the Pay Code field. *For example, 2 (Cash).*

Note: For information on processing split payments, see Split Payment Processing.

9. If the customer is paying with a check, you might enter the customer's driver's license number in the Pay Ref 1 field depending on your office policies.
10. Click **Print** or **No Print.**

Selling an Inventory Item

The following instructions detail the minimum steps required to sell an Inventory Item to a general customer or a Household in POS. For more detailed information, press F1 for field level help.

1. Go to Daily • POS • Point of Sale. You will proceed to the Point-of-Sale screen.

   Or, if the current user's Daily Processing Device is setup to *Prompt for a Household,* you will proceed to the Household Lookup screen to select a household to link this transaction to. Optionally, if your Daily Processing device is NOT setup to Prompt for a Household you may still link the transaction to a household by clicking the **Name Lookup** button at the bottom of the Point-of-Sale screen.

2. In the Scan No field, right-click or press the F9 key. You will continue to the Inventory Picklist screen.
3. Highlight the appropriate Inventory Item and click **Select**. You will return to the POS screen, and the Inventory Item will appear in the San No field.
4. Click **Select** to move the information to the Current Transaction Listing browser box at the bottom of the screen.

Note: If a question group has been linked to this item, these questions will display at this time.

Note: You may use the Remove button located on the right-hand side of the screen to delete a line item from the browser, if necessary.

5. Repeat Steps **2–4** for each Inventory Item the customer wishes to purchase.

Note: The following three steps will walk you through the process of selling the Inventory Item(s) to a Household/Family Member in your database. If this is a general sale with no associated household, skip to Step 9.

6. To associate a Household with this sale, click the **Name Lookup** button located at the bottom of the screen. You will proceed to the Point-of-Sale Household Selection screen.
7. Enter the last name of the individual to whom you are selling the Inventory Item and press **Enter**. You will continue to the Household Listing screen.
8. Select the appropriate Household/Family Member and press **Enter** or click **Select**. You will return to the Point-of-Sale screen.
9. When all of the items that the individual wishes to purchase are listed in the Current Transaction Listing browser box at the bottom of the screen, click **Payment** to continue to the Payment Update screen.
10. Complete the transaction as usual. Or click **Exit** to return to the main RecTrac screen without processing the sale.

Selling a Ticket

The following instructions detail the minimum steps required to sell a Ticket to a general customer or a Household in POS. For more detailed information, press F1 for field level help.

Note: If the ticket type you are selling has the Assign Serialized Tickets to Clerks option selected on the Ticket Options screen in Ticket Maintenance (Files • POS), you will only be able to see your assigned tickets. Tickets are assigned individually on the Ticket Detail Update screen in Ticket Maintenance and in bulk in the Clerk Ticket Assignment program (Period End • POS). Also note, if using venue tickets, tickets will sort in block order first, then by ticket number.

1. Go to Daily • POS • Point of Sale. You will proceed to the Point-of-Sale screen.

Or, if the current user's Daily Processing Device is setup to *Prompt for a Household,* you will proceed to the Household Lookup screen to select a household to link this transaction to. Optionally, if your Daily Processing device is NOT setup to Prompt for a Household you may still link the transaction to a household by clicking the **Name Lookup** button at the bottom of the Point-of-Sale screen.

2. In the Scan No field, enter a forward slash (/) and right-click or press the F9 key. You will continue to the Ticket Picklist screen.
3. Highlight the appropriate Ticket and click **Select**. You will continue to the Ticket Number Selection screen for the selected ticket.
4. Highlight one or more tickets in the Available Ticket Numbers browser and click **OK** to accept your selection(s), or click **Add>>** to add your selections to the Selected Ticket Numbers browser.
5. Click **Select** to move the information to the Current Transaction Listing browser box at the bottom of the screen.

Note: If a question group has been linked to this item, these questions will display at this time.

Note: You may use the Remove button located on the right-hand side of the screen to delete a line item from the browser, if necessary.

6. Repeat Steps **2–5** for each Ticket the customer wishes to purchase.

Note: The following three steps will walk you through the process of selling the Ticket(s) to a Household/Family Member in your database. If this is a general sale with no associated household, skip to Step 9.

7. To associate a Household with this sale, click the **Name Lookup** button located at the bottom of the screen. You will proceed to the Point-of-Sale Household Selection screen.
8. Enter the last name of the individual to whom you are selling the Ticket and press **Enter**. You will continue to the Household Listing screen.
9. Select the appropriate Household/Family Member and press **Enter** or click **Select**. You will return to the Point-of-Sale screen.
10. When all of the items that the individual wishes to purchase are listed in the Current Transaction Listing browser box at the bottom of the screen, click **Payment** to continue to the Payment Update screen.
11. Complete the transaction as usual. Or click **Exit** to return to the main RecTrac screen without processing the sale.

Selling a Trip in POS

The following instructions detail the minimum steps required to sell a Trip to a general customer or a Household in POS. For more detailed information, press F1 for field level help.

1. Go to Daily • POS • Point of Sale. You will proceed to the Point-of-Sale screen.

   Or, if the current user's Daily Processing Device is setup to *Prompt for a Household,* you will proceed to the Household Lookup screen to select a household to link this transaction to. Optionally, if your Daily Processing device is NOT setup to Prompt for a Household you may still link the transaction to a household by clicking the **Name Lookup** button at the bottom of the Point-of-Sale screen.

2. In the Scan No field, enter a pound sign (#) and right-click or press the F9 key. You will continue to the Trip Picklist screen.
3. Highlight the appropriate Trip and click **Select**. You will return to the POS screen, and the Trip will appear in the San No field.

4. Click **Select** to move the information to the Current Transaction Listing browser box at the bottom of the screen.

Note: If a question group has been linked to this item, these questions will display at this time.

Note: You may use the Remove button located on the right-hand side of the screen to delete a line item from the browser, if necessary.

5. Repeat Steps **2–4** for each Trip the customer wishes to purchase.

Note: The following three steps will walk you through the process of selling the Trip(s) to a Household/Family Member in your database. If this is a general sale with no associated household, skip to Step 9

6. To associate a Household with this sale, click the **Name Lookup** button located at the bottom of the screen. You will proceed to the Point-of-Sale Household Selection screen.
7. Enter the last name of the individual to whom you are selling the Trip and press **Enter**. You will continue to the Household Listing screen.
8. Select the appropriate Household/Family Member and press **Enter** or click **Select**. You will return to the Point-of-Sale screen.
9. When all of the items that the individual wishes to purchase are listed in the Current Transaction Listing browser box at the bottom of the screen, click **Payment** to continue to the Payment Update screen.
10. Complete the transaction as usual. Or click **Exit** to return to the main RecTrac screen without processing the sale.

Selling Gift Certificates

Please refer to: Topic Doc - Gift Cards-Gift Certificates 10.3 for a complete set of printable instructions

Tracking Demographics

RecTrac offers you the ability to not only track statistical information for households set up in your database, but also for POS sales that are not linked to a RecTrac household.

Note: It is important to be aware that the Demographics Code field is entirely user-defined and is set as a ten character alpha-numeric free-form field.

Before beginning to use this feature, your organization should decide the following:

- The information that you wish to track
- The format in which the information should be entered. Inconsistent data entry methods could result in reporting difficulty in the future.

Perform the following steps to use this feature in your daily sales process.

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Highlight the **Payment device** linked to the user/menu group/workstation/defaults that will be processing transactions.
3. Click **Change**. You will continue to the Payment Core screen.
4. Select the **Track Demographics** toggle box.
5. Click **Done**.
6. Click **Exit**.
7. Go to Daily • POS • Point of Sale.
8. Process a Sale.
9. Click **Payment**. You will proceed to the Payment Update screen.

10. Fill out all applicable information or leave the defaults. Press F1 for field-level Help as needed.
11. Click **Print** to print the customer's receipt.
12. The Demographics Tracking window will display. Enter the Demographics Code that your organization has decided to track. *For example, 05452.*
13. Enter all other applicable information or leave the defaults. Press F1 for field-level Help as needed.
14. Click **OK**. You will return to the Point of Sale screen.

Reprinting a POS Receipt

1. Go to Daily • POS • Quick Receipt Reprint. If prompted, enter your Receipt Reprint Password. You will proceed to the Quick Receipt Reprint screen.
2. Enter the Receipt Number that you wish to reprint. Or if you don't know the receipt number, enter or select the Household Name on the receipt that you want to reprint.
3. If you entered the Household Name, select the appropriate receipt from the browser box.
4. Click **Print**.

Returning an Item in POS

1. Go to Daily • POS • Point of Sale. You will proceed to the Point-of-Sale screen.
2. Enter the appropriate character in the Scan No field for the item being returned

    - Nothing for Inventory Items
    - A period (.) for Tran Codes
    - A forward slash (/) for Tickets
    - A pound sign (#) for Trips

3. Then right-click or press F9 to bring up the corresponding picklist.
4. Highlight the item being returned and press **Enter** or click **Select**. You will return to the POS screen, and the item will appear in the San No field.

Note: If returning a ticket, you will visit the Ticket Number Selection screen where you will need to select the ***Return*** option in the upper right-hand corner of the window. Upon selecting the Return option, the Available Ticket Numbers browser will be populated with tickets that have already been sold. Select the ticket(s) being returned and click **Add>>** or **OK**. You do NOT need to alter the Qty field for ticket returns, it is automatically updated for you. Skip to **step 6**.

5. In the Qty field, enter **-1**. (If the quantity being returned is only 1.)
6. Click **Select** to move the return transaction to the current transaction browser box listing at the bottom of the screen.
7. To associate a Household with this return, click the **Name Lookup** button located at the bottom of the screen. You will proceed to the Point-of-Sale Household Selection screen.
8. Enter the last name of the individual to whom you are processing a return and press **Enter**. You will continue to the Household Listing screen.
9. Select the appropriate Household/Family Member and press **Enter** or click **Select**. You will return to the Point-of-Sale screen.
10. Click **Refund**. You will proceed to the Refund Update screen.

Note: If you're processing a return for a Household, and if the Household has an original POS balance greater than the refund, you will proceed to the Payment Update screen.

11. In most instances, you will select to either Refund from Cash Drawer Now or Apply to Household Balance. Select the appropriate option for your circumstances. Press F1 to refer to screen-level Help as necessary.
12. Complete the transaction. Or click **Exit** to return to the main RecTrac screen without processing.

Processing a POS Payment

The steps listed below assume that a household has a balance (i.e., owes money) in the POS module.

1. Go to Daily • POS • POS Payment. You will proceed to the POS Payment Household Selection screen.
2. Enter the household name and press **Enter** or locate household through another search option. Press F1 for field-level Help as necessary.
3. You will continue to the Household Listing screen. Select the appropriate household and click **Select**. You will proceed to the PS Payment Update screen.
4. In the Pay Amt field, enter the amount being paid. *For example, 5.00.*
5. In the Pay Code field, enter the appropriate pay code. *For example, 2 (Cash)*. Press F1 for field-level Help as needed.
6. Click **Print** or **No Print** to complete the transaction. Or click **Exit** to return to the main RecTrac screen without processing.

Giving a Discount During a POS Transaction

The steps listed below assume that:

- You are currently on the Point-of-Sale screen.
- You have already selected an inventory/tran code/ticket or trip item.

1. Click the **Calc Disc** button in the upper right section of your screen. A Discount Calculator dialog box will display.
2. Enter the percent or amount of the discount.
3. Click the appropriate button depending on your discount amount. This discount amount will now be listed in the discount field.

Note: The discount amount entered on the Point-of-Sale screen will override any previous discounts attached to this record. For example, an employee with a 20% employee discount purchases a sweatshirt with a 10% off coupon. If you ring up the coupon as a discount at the time of sale, the attached 20% employee discount will be overridden.

See Also: Topic Doc - POS Discounts

Discount Precedence

When determining how you want discounts to be applied there are three levels that you need to keep in mind. You may select a discount amount during Household or Tran Code setup, or during the POS transaction. The following flow-chart depicts the outcome for each combination of selections.

Note: The order of precedence is as follows: 1. **Discount During POS Transaction**, 2. **Tran Code Discount**, and 3. **Household Discount codes**. The system will always select from one of these three options, it will never add different discounts together.

Discount During POS	Household	Tran Code	POS Result (No HH)	POS Result (With HH)
No	No Discount Code	No	No Discount	No Discount
No	No Discount Code	Yes	TC Discount	TC Discount
No	Discount Code	No	No Discount	HH Discount
No	Discount Code	Yes	TC Discount	TC Discount
Yes	No Discount Code	No	POS Discount	POS Discount
Yes	No Discount Code	Yes	POS Discount	POS Discount
Yes	Discount Code	No	POS Discount	POS Discount
Yes	Discount Code	Yes	POS Discount	POS Discount

Physical Count Inventory with a Handheld Device

Go to Period End • POS • Inv Physical Count Import.

Importing

1. Right-click in the Import File Name field and locate the .dat file that you wish to import.
2. In the Count Posting Date field, enter the date that you want to link to the posted items. Or press the F9 key or right-click from within the field to select the appropriate date from the calendar.
3. In the Warehouse Location field, enter a warehouse location to link the import to.
4. Select the Double Space Report For Easier Viewing option to add a double space between the entries on the report. Select the Create Missing UPC Error Log option to create an error log for UPCs not found in database. If you select this option, a file named UPCError.log will be created in the Misc Export Location specified in your linked location device.
5. Click **Import**.
6. You will be prompted with the question "Do you wish to continue?" Click **Yes**.
7. An information box will display that reads "Import of Hand-held file complete!" Click **OK**.

Posting

1. You will return to the Physical Count Import screen. Click **Review**. You will continue to the Physical Count Import Review screen.
2. Review each line item. If everything looks correct, click **Post**.
3. You will receive a message asking "Do you wish to zero items not included in this import?" Review the explanation listed above this question in the question box and then select either Yes or No.
4. You will receive the message "Do you wish to continue?" Click **Yes**. The post will begin. When finished, the following message will display "Hand-held Import Post Now Complete!" Click **OK**. You will return to the Physical Count Import screen.
5. Click **Exit**.

Editing

The following steps assume that:

- You have already successfully imported a .dat file from a Handheld Device.

- You are currently on the Physical Count Import screen (Period End • POS • Inv Physical Count Import).

1. Click **Review**. You will continue to the Physical Count Import Review screen.
2. Highlight the inventory line item that you want to edit.
3. Click **Update**. You will continue to the Physical Count Adjustment screen.
4. In the New Qty-On-Hand field, enter the current physical count of the selected item.
5. Click **OK**. You will return to the Physical Count Import Review screen.

Deleting

The following steps assume that:

- You have already successfully imported a .dat file from a Handheld Device.
- You are currently on the Physical Count Import screen (Period End • POS)

1. Click **Review**. You will continue to the Physical Count Import Review screen.
2. Highlight the inventory line item that you want to edit.
3. Click **Delete**.
4. You will be prompted with the following question: "Are You Sure That You Want To Delete This Record?" Click **Yes**. You will return to the Physical Count Import Review screen.

Updating Sale Dates and Prices for a Range of Inventory Items

1. Go to Period End • POS • Quick Sale Price Update.
2. You will be prompted with the question: "Do You Wish To Auto-Cycle Through A Range Of Inventory Items?"

- Select **Yes** to select a range of inventory items through which you will auto-cycle to update sales dates and prices. Complete steps **3–8**.
- Select **No** to select and update individual inventory item sales date and prices one at a time. Complete steps **9–11**.

3. You will continue to the Quick Sale Price Defaults Update screen. Enter or select the range of inventory items for which you wish to update sales prices.
4. Enter or select the range of sales dates that you wish to link to the selected inventory item range.
5. Click **Process**. You will continue to the Quick Sale Price Update screen. The first inventory item in your range will be displayed.
6. Enter the sales prices for the selected inventory item and sales dates.
7. Click **Process**. You will continue to the screen for the next inventory item in the selected inventory item range.
8. Repeat steps 6 and 7 for every inventory item in the selected range. After clicking **Process** the last item, you will return to the Main Menu.
9. Enter or select the inventory item for which you wish to update sales dates and price.
10. Enter or select the range of sales dates for the selected inventory item.
11. Enter the sales price for the selected inventory item.
12. Click **Process** to update the sales dates and price entered.
13. You will return to the Main Menu.

Posting Inventory Using the Invoice Balancing Method

Please refer to: Topic Doc - POS Inventory Posting for a complete set of printable instructions

Posting Inventory Using the PO Match Method

Please refer to: Topic Doc - POS Inventory Posting for a complete set of printable instructions

Venue Seating Touch Screen Procedures

Please refer to: Topic Doc - Venue Seating for a complete set of printable instructions

Rental Daily Work

Processing Rental Reservations

Capacity/Quantity Rentals with Different Rates for Adults and Children

The following steps use the campsite that was set up using the Setting Up Rental Items with Various Rates instructions. Assume that:

- A family of four wanted to rent this campsite.
- This family has **two adults** and **two children**.

1. Press the **Rental Processing** hot button.

   Or go to Daily • Rent • Rental Processing.
   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales .

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Rental Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Rental Reservations*, you will proceed to the Rental Processing Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process rental reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process the Rental and press **Enter** or click **Select**. You will proceed to the Rental Item Reservations screen. Or if Using Global Sales, highlight the household or family member for whom you wish to process the Reservation and click **Select**. Then click the Rental Reservations button located at the bottom of the screen to proceed to the Rental Item Reservations screen.
5. Select the *Individual* radial button.
6. Enter the Item you wish to rent or right-click or press F9 from within the Item field to select from the Rental Item Listing.
7. In the From and To date fields, enter the beginning and ending dates of the rental reservation, or leave the default settings.
8. In the Start and End time fields, enter the starting and ending times for the rental reservation or leave the default settings.
9. Adjust the Quantity/Capacity as needed and determine whether you wish to Start Rental Now.
10. Click **Select**. You will be prompted to enter the number of adults and children. Enter 2 for each.
11. You will proceed to the Rental Update Fees screen, which would display as follows:

Note: $10.00 was charged for each of the two adults (for a total of $20.00) and $6.00 was charged for each of the two children (for a total of $12.00). The deposit is $25 . The Net Fees Charged For This Reservation are $57.00.

12. Click **Payment** to proceed to the Rental Payment Update screen.
13. Process the rental reservation payment as usual.

Individual Rental Items

These instructions list the minimum information required to process a Rental Reservation for a single Household. Press F1 for field-level Help and more detailed information as needed.

1. Press the **Rental Processing** hot button.

   Or go to Daily • Rent • Rental Processing.
   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales .

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Rental Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Rental Reservations*, you will proceed to the Rental Processing Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process rental reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process the Rental and press **Enter** or click **Select**. You will proceed to the Rental Item Reservations screen. Or if Using Global Sales, highlight the household or family member for whom you wish to process the Reservation and click **Select**. Then click the Rental Reservations button located at the bottom of the screen to proceed to the Rental Item Reservations screen.
5. Select the ***Individual*** radial button. Optionally, you may select the ***Previous*** radio button to only view items that the selected household has rented before.
6. Enter the Item you wish to rent or right-click or press F9 from within the Item field to select from the Rental Item Listing.

Note: You can select multiple items. Once in the listing, hold the <Ctrl> key down and use the mouse to select the desired Rental Items.

7. In the From and To date fields, enter the beginning and ending dates of the rental reservation, or leave the default settings.
8. In the Start and End time fields, enter the starting and ending times for the rental reservation or leave the default settings.
9. (Optional) Click the various buttons to search for availability and detail, as needed. You will get a pop-up message allowing you to accept or skip a range of billing methods if the Rental Class associated it the item is set up to allow ACH Withdrawal, Auto-Debit from Credit Card or Installment Billing. Any comments associated with the Item will appear in the browser box once you have a Rental Item in the Item field. To remove these from view, click **Hide Notes**, which is located on the right-hand side of the screen. Add Misc. Rental Cmnts as needed.
10. Adjust the Quantity/Capacity as needed and determine whether you wish to Start Rental Now.
11. Click **Select** to add this Rental Reservation to the Transaction Listing browser box. Or click **Fees** if charges need to be updated.

Note: If a question group has been linked to this section, these questions will display at this time.

12. Repeat Steps **4-10** as needed to reserve more items for the same individual or family.

Note: The Update button removes the Rental from the browser and places it back in the Item field, allowing you to edit information entered in Steps 5 and 6 above. The Remove button removes the Rental from the transaction completely.

13. Click **Payment** to process the Reservation(s) listed in the Current Transaction Listing browser box. You will proceed to the Rental (or Global) Payment Update screen.
14. Complete the transaction as usual.

Note: If you are using Global Sales, you can process transactions for this Household from other modules before clicking the Payment button by clicking any of the module buttons listed at the bottom of the screen, such as Activity Registrations, Pass Renewal and etc…

Rental Packages

1. On the Rental Processing screen, select the Package radio set button.
2. Press the F9 key or right-click in the Pack field.
3. Make your selection from the Rental Package picklist screen. You will return to the Rental Processing screen with the rental package name displayed in the Pack field.
4. Enter the reservation dates in the From and To fields.
5. Enter the reservation times in the Start and End fields.
6. Click **Select** to add the rental package reservation to the Current Transaction Listing browser box.
7. If you linked any bill code fees with the Pack column set to P (meaning "yes, charge this fee if this is a package") or B (meaning "yes, charge this fee both when part of a package and when not part of a package"), those fees will automatically be charged for the package rental.
8. Click **Payment** to process the reservation payment as usual.

Campsite Reservations

1. Go to Daily • Rent • Campsite Reservations.

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Rental Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Rental Reservations*, you will proceed to the Rental Processing Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process rental reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process the Rental and press **Enter** or click **Select**. You will proceed to the Campsite Rental Reservations screen.
5. In the Campsite field, press the F9 key or right-click from within the field to proceed to the Campsite Listing screen. Or click **Search** to search for a campsite based on criteria you can specify. Press F1 for field-level Help as needed.
6. Highlight the campsite that you want to reserve and press the Enter key or click **Select**. You will return to the Campsite Rental Processing screen where the previously selected campsite will automatically be added to the campsite field.

7. In the From and To date fields, enter the beginning and ending dates of the campsite rental.
8. Click **Select** to add this transaction to the Current Transaction Listing browser box at the bottom of the screen.

Note: If a Question Group has been linked to this rental class these questions will display at this time.

9. Click **Payment** to proceed to the Payment Update screen to process the campsite reservation payment as usual.
10. Click **Print** to print the campsite reservation receipt. You will continue to the Output Selection screen. Click **Print**.
11. Click **Exit** to return to the Main Menu.

Processing Rental Payments After the Reservation Process

1. Go to Daily • Rent • Rental Payments. You will proceed to the Rental Payment Team Selection screen.
2. Enter the Household Name and press **Enter** or locate household through another available search option. Press F1 for field-level Help as necessary.
3. You will continue to the Household Listing screen. Select the appropriate household and click **Select**. You will proceed to the Payment Update screen.
4. Enter the amount paid in the Total Amount Paid field. *For example, 5.00*.
5. Enter the appropriate pay code in the Pay Code field. *For example, 2 (Cash)*.
6. If the customer is paying with a check, you might enter the check number (or the customer's driver's license number, etc.) in the pay reference field(s), depending on your office policies.
7. Click **Print** to save the payment information and proceed to the Output Selection screen.
8. Click **Print** to print the receipt.

Checking Rental Items Out/Checking People In (Campsites)

The following steps assume that:

- The rental reservation was created one or more days prior to the current processing date using the Rental Processing program (Daily • Rent • Rental Processing).
- The household is now checking out the rental item or checking into the rented campsite, boat slip, etc.

1. Go to Daily • Rent • Rental Check Out/Check In. The first screen you will visit is the Rental Check Out/Check In Household Selection screen.
2. In the Lookup field, type the name of the household that is checking out the rental item or is checking into the campsite, boat slip, etc. Press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the appropriate household and press **Enter** or click **Select**. You will proceed to the Rental Check In/Check Out screen. The date and time listed in the title bar of the Rental Check In/Check Out screen reflect the current system date and time.
4. In the browser box, highlight appropriate rental reservation.
5. Click **Select Rental Reservation**.
6. The Exp Complete (Expected Completion) date for the rental is listed on the right side of the screen.
7. Click **Select** to add this rental return to the Current Transaction Listing browser box.
8. Click **Payment** to proceed to the Rental Payment Update screen.
9. If the household already paid for the rental at the time you processed the reservation, no payment will be due.
10. Click **Print** to print the check out/check in receipt. You will return to the Rental Check Out/Check In Household Selection screen.

11. Click **Exit** to return to the Main Menu.

Checking Rental Items In/Checking People Out (Campsites)

The following steps assume that:

- The rental item was checked out or the household checked in to the campsite, boat slip, etc. before the current processing date and time using the Rental Check Out/Check In program (Daily • Rental • Rental Check Out/Check In).
- The household is now returning the rental item or checking out of the rented campsite, boat slip, etc.

1. Go to Daily • Rent • Rental Check Out/Check In. The first screen you will visit is the Rental Check Out/Check In Household Selection screen.
2. In the Lookup field, type the name of the household that is returning the rental item or is checking out of the campsite, boat slip, etc. Press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the appropriate household and press **Enter** or click **Select**. You will proceed to the Rental Check In/Check Out screen.

Note: The date and time listed in the title bar of the Rental Check In/Check Out screen reflect the current system date and time.

4. In the browser box, highlight the rental reservation listed with a status of O (out).
5. Click **Select Rental Reservation**.
6. The **Exp Complete** (expected completion date/time) for the rental is listed on the right side of the screen. This allows you to view whether the rental item is being returned on time or not.

Note: If the rental item is being returned late, the Late Rental Fees option will automatically be selected.

7. Leave the **Late Rental Fees** option selected to allow the system to either charge any flat late fee linked to the rental item or to recalculate the fees based on when the household is returning item or checking out. De-select this option if you do not wish to charge any late fees for the late return.
8. Click **Select** to add this rental return to the Current Transaction Listing browser box.
9. Click **Payment** to proceed to the Rental Payment Update screen. If the household already paid for the rental at the time you processed the reservation, no payment will be due.
10. Click **Print** to print the check out/check in receipt.

Quick Rentals

Quick Rentals Linked to Family Members

1. Select Daily • Rent • Quick Rentals. You will proceed to the Quick Rental Family Member Selection screen.
2. In the Lookup field, type the name of the family member that is renting the quick rental item and press the **Enter** key. Or if your organization uses passes or household/family member ID cards with bar codes, you can swipe these cards from this screen to process quick rentals. Or click **Name Search**.
3. Highlight the applicable family member and press **Enter** or click **Select**. You will proceed to the Item Selection screen.
4. In the Item field, press the F9 key or right-click to proceed to the Rental Item picklist.

Note: Only those rental items set up as Quick rental items appear on the Rental Item picklist.

5. Highlight the appropriate quick rental item(s) and press **Enter** or click **Select**. You will return to the Item Selection screen where the previously selected quick rental item(s) will be added to the browser box.
6. Click **OK**. You will return to the Quick Rental Family Member Selection screen, where the quick rental item will be added to the Current Rental Log, linked to the selected family member.

Quick Rentals for Daily Users (No Family Member Link)

The following steps assume that:

- You are renting items to persons who are not in your database.
- Your quick rental items are linked to a rental class that has (up to four) user-defined questions established for it on the Rental Class Maintenance - Core Information screen.

To proceed to the Quick Rental screen:

1. Go to Daily • Rent • Quick Rentals. You will proceed to the Quick Rental Family Member Selection screen.
2. Click **Daily Use**. You will proceed to the Item Selection screen.
3. In the Item field, press the F9 key or right-click to proceed to the Rental Item picklist.
4. Highlight the appropriate rental item(s) and press **Enter** or click **Select**. You will return to the Item Selection screen where your selection(s) will be added to the browser box.
5. Click **OK**. You will be asked the questions linked to the Pending Question Group on the first screen of Rental Class Maintenance for the class linked to this rental item.
6. Enter the applicable information in each user-defined field. If you want any of the daily user information to print on the Outstanding Rental Listing (an end-of-day report of all quick rental items that have not yet been returned), be sure to enter that information in the first user defined question field.
7. Click **OK**. You will return to the Quick Rental Family Member Selection screen, where the first entry from the Questions screen (typically the daily user's name and possibly a phone number) will be listed in the Current Rental Log, along with the each of the quick rental item(s) and a status of OUT.

Quick Rental Returns

Quick Rental Returns Linked to Family Members

1. Select Daily • Rent • Quick Rentals. You will proceed to the Quick Rental Family Member Selection screen.
2. In the Lookup field, type the name of the family member that is renting the quick rental item and press the **Enter** key. Or if your organization uses passes or household/family member ID cards with bar codes, you can swipe these cards from this screen to process quick rentals. Or click **Name Search**.
3. Highlight the applicable family member and press **Enter** or click **Select**.
4. If this family member only has one quick rental item checked out, you will be asked if you are checking in the item. Click **Yes**. You will return to the Quick Rental Family Member Selection screen, where the selected family member will automatically be added to the Current Rental Log browser box and the quick rental item will be listed with a Rental Status of IN.
   OR
   If this family member has more than one quick rental item checked out, you will be asked if you are checking in items. Click **Yes**. On the Item Selection Screen, select each of the items that the family member is returning and click **OK**. You will return to the Quick

Rental screen, where each of the selected rental items will be listed individually for the family member, along with a rental status of IN.

Quick Rental Returns for Daily Users (No Family Member Link)

The following steps assume that a person who is not in your database wishes to return a quick rental item.

1. From the Quick Rental Family Member Lookup screen, click **Rental Items**. You will proceed to the Rental Picklist.
2. Highlight the rental item that is being returned and press Enter or click **Select**.
3. The following message will display: "Are you checking this item in?" Click **Yes**.
4. If only the one daily user has this rental item checked out, you will immediately return to the Quick Rental Family Member Lookup screen, where the daily user will automatically be added to the Current Rental Log browser box and the quick rental item will be listed with a rental status of IN.
   OR
   If more than one daily user or family member has this item checked out, you will proceed to the Renter Listing screen, where all family members and daily users that have this quick rental item checked out will be listed. Highlight the appropriate daily user's name and click **OK**. You will return to the Quick Rental Family Member Lookup screen, where the daily user will automatically be added to the Current Rental Log browser box and the quick rental item will be listed with a Rental Status of IN.

Quick Rental Check In/Check Out

The guide below lists the various check-out and check-in methods for the Quick Rental program (Daily • Rent • Quick Rentals). Each check-out/check-in method yields a different result, depending on whether you are checking an item out or checking an item in.

Check Out/In Method		Checking Out/In Results
Swiping a pass	**OUT**	You will proceed directly to the Item Selection screen where you can select the applicable rental item(s). You will return to the Quick Rental screen, where the item(s) will be listed as OUT in the Current Rental Log.
	IN	If only one rental item was checked out by this family member: The quick rental item will automatically be returned and listed as IN in the Current Rental Log. OR If more than one rental item was checked out by this family member: You will proceed to the Item Selection screen, where you can select the rental items that are being returned. You will return to the Quick Rental screen, where each of the items will be listed as IN in the Current Rental Log.
Enter all or part of a members name, then press **Enter** OR	**OUT**	You will proceed to the Family Member Selection screen, where you can select the family member that is renting the quick rental item. You will then proceed to the Item Selection screen where you can select the applicable rental item(s). You will return to the Quick Rental screen, where the

Check Out/In Method		Checking Out/In Results
Click **Name Search**		item(s) will be listed as OUT in the Current Rental Log.
	IN	You will proceed to the Family Member Listing screen, where you can select the family member that is returning the rental item. **If only one rental item was checked out by this family member**: *The item will automatically be returned and you will return to the Quick Rental screen, where the item will be listed as IN in the Current Rental Log.* OR **If more than one rental item was checked out by this family member**: *You will proceed to the Item Selection screen, where you can select the rental items that are being returned. You will return to the Quick Rental screen, where each item will be listed as IN in the Current Rental Log.*
Enter nothing and press F9 or click **Daily Use**	**OUT**	You will proceed to the Item Selection screen, where you can select the quick rental item being used by the daily user (a person who is not in your database). You will then proceed to the Daily Use Questions screen where you can enter any questions linked to the selected quick rental item(s) rental class (the daily user's name, phone number, etc.). You will then return to the Quick Rental screen, where the item(s) will be listed as OUT in the Current Rental Log.
	IN	Does not apply. In the Current Rental log, double click on the Rental Items you want to check in/return.

Viewing Various Information About Rental Items

Viewing a Tickler Linked to a Rental Item During the Check Out/Return Process

1. On the Rental Check In/Check Out screen, select the appropriate rental reservation in the browser box.
2. Click **Select Reservation**.
3. Click the **Tickler** button.

Note: If a tickler message is linked to the rental item, the button will display in red. Ticklers are linked to the rental item on the Rental Item Maintenance - Features screen. The tickler will display in an informational message.

4. Click **OK** to return to the previous screen.

Viewing the Items Linked to a Rental Item During the Reservations Process

1. On the Rental Item Reservations screen, select the appropriate rental item in the Item field.
2. Enter the appropriate reservation date in the From and To fields.
3. Enter the appropriate reservation times in the Start and End fields.
4. Click **Linked Items.** The linked items will display in an informational message.
5. Click **OK**. You will return to the Rental Item Reservations screen.
6. Process the rental reservation and payment as usual.

Viewing Comments Linked to a Rental Item During the Check Out/Return Process

1. On the Rental Check In/Check Out screen, select the appropriate rental reservation in the browser box.
2. Click **Select Reservation**.
3. Click the **Comment** button.
4. If you are processing a check-out (for a pending reservation) the Comment button displays in red if there are OUT comments (Comment Code or Miscellaneous Comments) linked to the rental item on the Rental Item Maintenance - Features screen. If you are processing a check-in (for an Out or Late rental), the comments button will display in red if there are IN comments (Comment Code or Miscellaneous Comments) linked to the rental item. The comments will display in an informational message.
5. Click **OK** to finish viewing the comments and return to the previous screen.

Viewing the Rental Item Details During the Reservations Process

1. On the Rental Processing screen, select the appropriate rental item in the Item field.
2. Enter the appropriate reservation date in the From and To fields.
3. Enter the appropriate reservation times in the Start and End fields.
4. Click **Detail**. You will proceed to the Rental Item Detail screen. You cannot make any changes to this screen. The fields display for informational purposes only.
5. Click **Next**. You will proceed to the Feature Details screen. You cannot make any changes to this screen. The fields display for informational purposes only.
6. Click **Exit**. You will return to the Rental Processing screen.
7. Process the rental reservation and payment as usual.

Canceling a Rental Reservation

The following steps detail the minimum information needed to cancel a single Court Reservation for a single Household. For more detailed information, press F1 for field level help.

1. Go to Daily • Rent • Rental Cancel/Changes. You will proceed to the Facility/Rental Search Criteria screen. Click **Name Lookup** to proceed to the Rentals Cancels/Changes Household Selection screen. Or click the **Global Cancel/Change** hot button to launch the Global Cancels/Changes Household Selection screen. Or go to Daily • Global • Global Cancel/Changes to launch the Global Cancels/Changes Household Selection screen.
2. In the Lookup field, enter the last name of the household for which you wish to cancel the rental reservation and press **Enter**. You will proceed to the Household Listing screen.

3. Highlight the appropriate household or family member and press **Enter** or click **Select**. You will proceed to the Rental Cancel/Changes screen. You will proceed to the Global Cancel/Changes screen, if using Global Cancel/Changes.
4. In the Household Transaction Listing browser box, highlight the court reservation that you want to cancel.
5. Click **Cancellation/Void**. You will proceed to the Cancel <Rental ID> screen.
6. Type any applicable Cancellation Reason.
7. Select a Cancellation Code, if applicable.
8. Enter a Surcharge Amount and Surcharge Bill Code, if applicable.
9. Determine whether you wish to prorate the Refund, if applicable. Leave the default prorate percent in the Prorate Percent field or enter a new prorate percentage amount and click **Adjust**. The amount to be charged will display immediately below. Select the *Apply Proration to Refund* option to prorate the refund.

Note: The Refund Amount field will NOT change until you enable the Apply Proration to Refund toggle.

10. Select whether you wish to cancel the Entire Reservation/Multiple Dates.
11. Select whether or not you wish to delete the record. Records should only be deleted if they are the result of a mistake.

Note: You cannot delete a record if you are applying a Surcharge OR Prorating the refund.

12. Click **OK**. You will be given a message displaying the amount of the surcharge, the amount of the refund and asking whether you are sure. Click **Yes** to return to the Rental Cancel/Change screen. The transaction will display as 'Cancelled' in the browser. Note the amount listed in the New H/H Balance field in the lower right hand corner of your screen. If this amount is greater than or equal to zero, you will next proceed to the Payment Update screen. If this amount is less than zero, you will next proceed to the Refund Update screen.
13. From here you may make changes/cancellations to additional reservations (or line items associated with other modules, if using Global) for this Household. Or click **Payment/Refund** to complete the cancellation. An informational message will appear that details all changes you have made. Click **Yes** and complete the transaction. Or click **Cancel Changes** to exit the screen and return to the appropriate Household Selection screen without saving your changes.

Updating Rental Item Fees, Condition, Etc. During Check In/Out

Updating Rental Item Fees

1. On the Rental Check Out/Check In screen, highlight the rental reservation that you wish to check out or return in the browser box.
2. Click **Select Rental Reservation**.
3. Click **Fees**. You will proceed to the Fees Update screen.

Note: The fields that you are allowed to update are determined by your override settings on your linked Permissions device.

4. Enter any appropriate changes.
5. Click **OK** to return to the Rental Check In/Check Out screen, where the rental check out or return transaction will automatically be added to the Current Transaction Listing browser box.
6. Click **Payment** to process the rental reservation payment as usual.

Updating Rental Item Condition

1. From the Rental Check In/Check Out screen (assuming you have already selected a household), highlight the rental reservation that you wish to check out or return in the browser box.
2. Click **Select Rental Reservation**.
3. Click **Add. Info**. You will proceed to the Rental Details screen.
4. In the Condition field, select the condition of the rental item.
5. Click **OK**. You will return to the Rental Check Out/Check In screen.
6. Click **Select** to add this rental check out or return to the Current Transaction Listing browser box.
7. Click **Payment** to process the reservation check out or return payment as usual.

Linking a Family Member to a Rental Item Reservation

1. On the Rental Processing screen, enter the appropriate rental item in the Item field.
2. Enter the appropriate beginning and ending reservation dates in the From and To fields.
3. Enter the appropriate reservation times in the Start and End fields.
4. Click **Family Member Link**. You will proceed to the Family Member Link screen.
5. Highlight the family member to which you wish to link the rental item reservation.

Note: You can view any notes linked to the family member by clicking the **Notes** button (if it displays in red).

6. Click **OK**. You will return to the Rental Processing screen.
7. Click **Select** to add this transaction to the Current Transaction Listing browser box.
8. Click **Payment** to process the reservation payment as usual.

Searching for Available Rental Items

Searching for an Available Rental Item

1. Press the Rental Processing hot button.

   Or go to Daily • Rent • Rental Processing.
   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales.

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Rental Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Rental Reservations*, you will proceed to the Rental Processing Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process rental reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process the Rental and press **Enter** or click **Select**. You will proceed to the Rental Item Reservations screen. Or if Using Global Sales, highlight the household or family member for whom you wish to process the Reservation and click **Select**. Then click the Rental Reservations button located at the bottom of the screen to proceed to the Rental Item Reservations screen.

5. Click **Avail Calendar**. You will proceed to the Rental Inquiry screen.

Note: Specification of the rental item, reservation dates, and reservation times on the Rental Reservations screen is NOT required.

6. On the Rental Inquiry screen, highlight the rental item for which you wish to check availability. Press F1 for field-level Help, if needed.
7. Click on the button that will best serve your search needs.

   *For example, if you wanted to search for a rental item that was available on a Saturday, you might click **Weekday Schedule**. Press F1 from the Rental Inquiry screen for more information on which button will provide you with the best availability options.*

8. You will proceed to the next applicable inquiry screen, which will display the rental item's available time block(s). Select the open date and time(s) for which you wish to make a reservation. Press F1 from the applicable inquiry screen for more information on how to select an available date or time block.
9. You will return to the Rental Processing screen where the information that you selected will automatically be entered in the appropriate fields.
10. Click **Select** to add the reservation to the Current Transaction Listing browser box.
11. Click **Payment** to process the reservation payment as usual.

Searching for an Available Item Based on Specified Criteria

1. On the Rental Item Reservations screen, click **Search**. You will proceed to the Search Information Detail screen where you may input your search criteria. For more specific help, press F1 from the Search Information Detail screen.
2. Enter your search criteria and click **OK**. You will proceed to the Rental Search Results screen where any rental items that meet your search criteria will display.
3. If none of the rental items meets the reservation needs or the screen is blank, click **<<Back** to return to the Search Information Detail screen.
4. Repeat steps 2 and 3 until you have found an appropriate match.
5. Select the rental item and its corresponding available time block from the Rental Search Results screen by highlighting it and clicking **OK**. You will return to the Rental Processing screen, where the selected rental item, date and time will automatically be entered in the applicable fields.
6. Click **Select** to add the reservation to the Current Transaction Listing browser box.
7. Click **Payment** to process the reservation payment as usual.

Rental Deposits

You can make deposits at two different points—during the reservation or after a reservation has been made.

To make a deposit during the reservation

1. Click the **Rental Processing** hot button. Or go to Daily • Rent • Rental Processing (or Campsite Reservations).

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Rental Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Rental Reservations*, you will proceed to the Rental Processing Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process rental reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process the Rental and press **Enter** or click **Select**. You will proceed to the Rental Item Reservations screen.
5. In the Rental Item field, select the rental item for which you wish to create the reservation.
6. In the From field, enter the starting date of the reservation.
7. In the To field, enter the ending date of the reservation.
8. Click **Fees**. You will proceed to the Fees Update screen.
9. In the **Deposit Amount** field, enter any deposit required.
10. Any default amount in this field is established in Rental File Maintenance on the Fees/Charges screen.
11. Click **OK** to return the Rental Processing screen where the reservation and applicable deposit will be added to the Current Transaction Listing Browser Box.
12. Repeat steps **2-11** as needed.
13. Click **Payment** to process the reservation(s) listed in the Current Transaction Listing browser box. You will proceed to the Payment Update screen.
14. In the Pay Amt field, enter the amount paid for the reservation and deposit combined.
15. Click **Print** or **No Print**.

To charge a deposit after the reservation has been made

1. Go to Daily • Rent • Rental Deposit Changes. You will proceed to the Rentals Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to charge a deposit.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the household or organization for which you wish to charge a deposit.
5. Click **Select**. You will proceed to the Rental Deposit Changes screen.
6. Highlight the rental reservation transaction for which you wish to charge a deposit.
7. Click **Update Deposits**. You will proceed to the Deposit Revision screen.
8. In the **Deposit Charged** field, enter the amount of the deposit that you wish to charge.
9. Click **OK**. You will return to the Rental Deposit Changes screen.

Note: The amount in the Amount Due field; if this amount is greater than or equal to zero, you will proceed to the Payment Update screen. If this amount is less than zero, you will proceed to the Refund Update screen.

10. Click **Payment/Refund** to proceed to the Payment Update screen (if the New Deposit Balance is greater than or equal to zero).
11. In the Deposit Paid field, enter the amount of the deposit being paid.
12. Select the appropriate Pay Code.
13. Click **Print** or **No Print**.

Charging a Damage Fee for a Rental Reservation

1. Go to Daily • Rent • Rental Deposit Changes. You will proceed to the Rental Reservation Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to charge a damage fee.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the household or organization for which you wish to charge a damage fee.
5. Click **Select**. You will proceed to the Deposit Changes screen.
6. Highlight the facility reservation transaction for which you wish to charge a damage fee.
7. Click **Update Deposits**. You will proceed to the Deposit Revision screen.

8. Decrease the Deposit Charged value to 0.00. This will automatically update the Amount Due field with the same dollar amount, as though you were going to refund the entire amount.
9. Then, to apply any incurred Damage Fees, enter an amount in the Damage Fee field. Select the appropriate Damage Bill Code towards which you wish to post the damage fee.

Note: A Damage Bill Code is required if you enter an amount in the Damage Fee field.

10. Click **OK**. You will return to the Deposit Changes screen. Note the amount in the New Mod/Dep Balance field. If this amount is now greater than or equal to zero, you will proceed to the Payment Update screen. If this amount is less than zero, you will proceed to the Refund Update screen.
11. Click **Payment/Refund** to proceed to the Payment Update screen (if the New Deposit Balance is greater than or equal to zero).
12. In the New Amt Paid field, enter the damage fee being paid at this time.
13. Select the appropriate Pay Code.
14. Click **Print** to proceed to the Output Selection screen to either print or preview the resulting refund receipt.

Refunding a Rental Deposit

1. Go to Daily • Rent • Rental Deposit Changes. You will proceed to the Rental Reservation Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to refund a deposit.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the household or organization for which you wish to apply a deposit to a reservation balance.
5. Click **Select**. You will proceed to the Deposit Changes screen.
6. Highlight the deposit transaction that you wish to update and click **Update Deposits**. You will proceed to the Deposit Revision screen.
7. Enter 0.00 in the Deposit Charged field and click **OK**. You will return to the Deposit Changes screen. Note the amount in the New Mod/Dep Balance field. If this amount is greater than or equal to zero, you will proceed to the Payment Update screen. If this amount is less than zero, you will proceed to the Refund Update screen.
8. Click **Payment/Refund** to proceed to the Refund Update screen (if the New Deposit Balance is less than zero).
9. Select the appropriate Refund Type.
10. Select the appropriate Refund Code.
11. Click **Print** to proceed to the Output Selection screen to either print or preview the resulting refund receipt.

Applying a Rental Deposit Refund to a Reservation Balance

The following steps can be used to apply a household's or organization's deposit refund to facility, rental, or locker reservation fees balance (or any other module balance).

For example, household paid a $50 rental deposit and still owes $250 for their reservation fee. The following steps would allow you to "refund" the $50 deposit in cash, which you could then use as a payment towards the $250 rental reservations fee balance.

1. Go to Daily • Rent • Rental Deposit Changes. You will proceed to the Rental Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to apply a deposit to a reservation balance.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the household or organization for which you wish to apply a deposit to a reservation balance.

5. Click **Select**. You will proceed to the Rental Deposit Changes screen.
6. Highlight the deposit transaction that you wish to update and click **Update Deposits**. You will proceed to the Deposit Revision screen.
7. Enter 0.00 in the Deposit Charged field and click **OK**. You will return to the Deposit Change program.
8. Click **Payment** (or Refund, depending on whether your changes result in a balance owed or a credit balance). You will proceed to the Payment (or Refund) Update screen. You will only proceed to the Refund Update screen if the total New Deposit Balance for the household is less than zero.

   If you are on the Payment screen, go to **step 9**.

   If you are on the Refund screen, go to **step 10**.

9. If the household is paying more money in addition to their refund amount toward their balance, you will receive the message: "There is a Credit Balance in one or more modules. You will be brought to the payment update screen where you should review the credit and determine the amount you wish to pay." Click **OK**. Select the "Auto Balance Module/Deposits" option to apply the deposit refund amount to the previous balance. The amount in the New Amt Paid field should now reflect the difference. You may select the appropriate pay code the customer is using to pay the balance. Click **Print** or **No Print.** You will NOT continue with the next steps.
10. On the Refund screen, select the Refund Now refund type and select a Refund Pay Code of 2 (or your Refund Code that equals "Cash"). Click **Print** to print a refund receipt.
11. Next, go to Daily • Global • Global Sales. You will proceed to the Global Sales Household Selection screen.
12. In the Lookup field, enter the name of the household or organization for which you wish to apply a deposit to a reservation balance.
13. Press **Enter**. You will proceed to the Household Listing screen.
14. Highlight the household or organization for which you wish to apply a deposit to a reservation balance.
15. Click **Select**. You will proceed to the Global Sales screen.
16. Click **Payment**. You will receive a question: "There are no transactions to process. Are you sure you want to go to the payment screen?" Click **Yes**, and you will proceed to the Global Payment Update screen.
17. In the Pay Amt field, enter a payment amount equal to the amount of the deposit that you just refunded and enter a Pay Code of 2 (or your Pay Code that equals "Cash").
18. You will be prompted to continue to the Manual Apply screen if there are multiple items for which the household has a balance. Click **Yes**, then select the item(s) that you would like to make the payment against.
19. Click **Print** to print a payment receipt.

Resolving Rental Reservation Conflicts

You will receive the following pop-up message on the Rental Item Reservations screen if a conflict exists when selecting a rental item: "Rental Item Not Available in Quantity Required. Select one of the following options for the Rental."

1. Click **Search** to proceed to the Search Information Detail screen.
2. From the Search Information Detail screen, enter the criteria for the rental item reservation. Press F1 for field-level Help as needed.
3. Click **OK** to begin the search. You will proceed to the Rental Search Results screen where any rental items that match the criteria entered on the previous screen will be listed.
4. Highlight the rental item and the corresponding date/time that you wish to reserve and click **OK**. Or if none of the rental items meets the reservation needs or the screen is blank, click **<<Back** to return to the Search Information Detail screen.
5. You may enter new search criteria and repeat steps 2–4 until you have found an appropriate match.

Note: If no appropriate matches can be made, you may opt to put the individual on the Rental Waitlist.

6. Highlight the rental item and the corresponding date/time that you wish to reserve and click **OK**. You will return to the Rental Processing screen where the rental item, dates and times will be entered in the appropriate fields.
7. Click **Select** to add the rental item reservation to the Current Transaction Listing browser box.
8. Click **Payment**. You will proceed to the Payment Update Screen.
9. Complete the transaction.

Processing Auto Returns for Rental Items

The Rental End-of Day Processing program allows you to print lists of the rental items that should have either been returned or picked up by the current system date and a time you specify (but have not yet been returned or picked up). You may specify the range of rental items that you wish to report on. The specified range may include only those rental items linked to a rental class or those rental items that are "Quick" rental items.

This program also allows you to process "auto returns." Auto returns allow you to automatically return rental items without having to return the item for each household (through the Rental Check Out/Check In program). This feature is useful for rental items such as campsites, where you may have multiple households that have rented out your sites, but they must all be checked out by a certain time on the date that their reservation ends. Auto returns only work if the rental class linked to the rental item that you wish to return has the "Automatic Returns" toggle selected (on the Rental Class Maintenance: Rental Class Core Information screen). When processing auto returns, no fees are processed. It is therefore recommended that you only process auto returns for rental items for which no fees are attached or for which you collect all payments in advance.

For example: You might have twenty households checked in to campsites on the night of June 1st. All twenty households are checking out on June 2nd and check-out time is at 11:00am. You could run this program at 11:30am (or any time after 11:00am), select the "Process Auto Returns" toggle (described below) and all twenty campsites would be made "returned" and available.

The following steps assume that no fees are due for any auto returns that you are processing.

1. Go to Daily • Rent • Rental End-of-Day. You will proceed to the Rental End-of-Day Processing screen.
2. Enter all appropriate rental item ranges and/or individual selections and/or wildcard selections. Press F1 for field-level Help as needed.
3. Enter an appropriate Rental Class range, or select the defaults to include all rental classes. Press F1 for field-level Help as needed.
4. Select the **Auto Returns** option.
5. Select the **Auto Return Log** option.
6. Make selections in all remaining fields, or leave their default settings. Press F1 for field-level Help as needed.
7. Click **Print**.
8. You will proceed to the Output Selection screen, where you can preview and/or then print the resulting report. The report will list all rental items within the selected ranges that were auto-returned.

Processing Rental Returns in Bulk

The Bulk Rental Return program allows you to return rental items without having to process the return through the household. The Current Rental Log displays the last seven renters' names that have had their rental items returned. This program also allows you to print out a log of all rental items that have been returned. The report includes the renter's name, a description of the rental item, the total fees due, if any, and the status (On Time, Late).

For example: Assume that you rent out videos and set each up as an "Individual" rental item. Assume additionally that households return their videos to a drop box and you do not know who returned each video. You could use the Bulk Rental Return program to process the returns for each video rental item and then print a report of all households who had returned their videos. You would process any payments for any fees due as per your organization's policies.

1. Go to Daily • Rent • Rental Bulk Returns. You will proceed to the Bulk Rental Return screen.
2. Enter the appropriate Return Date.
3. Enter the appropriate Return Time.
4. In the Return Item field, select the individual rental item that you wish to return.
5. Click **Return**. The rental item return will be added to the Current Rental Log at the bottom of the screen.
6. Repeat these steps as required for all individual rental items that you wish to return.
7. At the end of the day, you can optionally print a Bulk Rental Return Log by clicking **Report**.
8. When you have finished returning all items, click **Exit** to return to the Main Menu.

Bulk Rental Check Out

The Rental Bulk Checkout program allows you to check out reserved rental items without having to process the check out through the household.

For example: You have many ship moorings that you create rental reservations for throughout the off-season. All of these rentals are set to begin on the same date.

Run the Rental Bulk Check Out program (Daily • Rent • Rental Bulk Check Out). Press F1 for field-level Help as needed.

Managing the Statuses of Rental Areas

The Rental Area Open/Close program allows you to manage the status of rental areas. It would be helpful to run this program on a daily basis to ensure that all of your rental areas hold the appropriate status (Open or Closed) based on your current TeleTrac rental reservations.

1. Go to Daily • Rent • Teletrac Rental Avail Status Chg.
2. Select the rental class for which you wish to view the open/close status by clicking the down arrow next to the Show Class field.
3. Enter the first date for which you wish to view the selected rental class open/close statuses in the Open/Closed Date field.
4. Enter the last date for which you wish to view the selected rental class open/close statuses in the Through field.
5. Highlight the rental class(es) that you wish to work with. Or click **Select All** to highlight all of the rental items listed in your browser box. Or click **De-select All** to de-select all of the highlighted rental items in your browser box.
6. Once you have selected the appropriate files, click the button for the function that you wish to perform. Click **Open Selected** to change the status of all highlighted rental items to Open. Or click **Close Selected** to change the status of all highlighted rental items to Closed. Or click Print to print a listing of the rental areas in the browser box. Or click **Exit** to return to the Main Menu.

Printing a List of Items that Should Have Been Picked Up

1. Go to Daily • Rent • Rental End-of-Day. You will proceed to the Rental End-of-Day Processing screen.
2. Enter all appropriate rental item ranges and/or individual selections and/or wildcard selections. Press F1 for field-level Help as needed.
3. Enter an appropriate rental class range, or leave the default selections to include all rental classes. Press F1 for field-level Help as needed.
4. Select the **Print Past Pickup Listing** option.

5. **Do NOT select the Auto Returns option**.
6. Make selections in all remaining fields, or leave their default settings. Press F1 for field-level Help as needed.
7. Click **Print**. You will proceed to the Output Selection screen, where you can elect to preview and/or then print the resulting report of all rental items that fall within the selected ranges that should have been picked up before the current processing date and time.

Printing a List of Quick Rental Items Not Returned

1. On the Quick Rental Family Member Lookup screen, click **Report**. You will proceed to the Output Selection screen.
2. Click **Preview** to proceed to the Print Preview screen. The rental items that have not yet been returned will display with the current processing date, the check out time and the first field entry from the Daily Use Questions screen.
3. Click **Print** to print the Outstanding Quick Rental Listing report. You will return to the Quick Rental Family Member Lookup screen.
4. Click **Exit** to return to the Main Menu.

Ready For Checkin Status Change

The Ready for Check In Update program allows you change the Ready For Check In status of all selected rental items to Yes (i.e., the option is selected in File Maintenance and the item is ready to be rented). The browser displays only those rental items with the Ready For Check In option de-selected on the Core Information screen of Rental Item Maintenance.

1. Go to Daily • Rental • Ready for Checkin Update.
2. Select one or more items whose status you want to change to "Ready." Hint: To select multiple items, hold down the Control key.
3. Click **Process Selections**. Read the Question Box text and click **Yes** to continue. Selected items are now ready to be rented.
4. Click **Exit** to return to the Main Menu.

Note: You can click **Make All Rooms Ready** to change the status of all browser items to "Ready."

Rental Waitlist Procedures

Adding a Rental Reservation to a Waitlist (Charge Fees Now)

If all of a certain rental item have been rented for a selected date, you can add an additional rental reservation for that date to a waitlist in case an item is returned early or a rental reservation is cancelled. To do so, complete the following steps.

These steps assume that:

- The total number of rental items have already been rented out for a selected date.
- You wish to process payment for the waitlist rental reservation at the time the individual is added to the waitlist.

1. Go to Daily • Rent • Rental Processing.

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Rental Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

Or, if your Daily Processing device has been setup to *Prompt for Household in Rental Reservations*, you will proceed to the Rental Processing Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process rental reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process the Rental and press **Enter** or click **Select**. You will proceed to the Rental Item Reservations screen.
5. In the Item field, press the F9 key or right-click from within the field to proceed to the Rental Item Listing screen.
6. Highlight the rental item that you wish to reserve and press the **Enter** key or click **Select**. You will return to the Rental Item Reservations screen where the previously selected rental item will automatically be added to the Item field.
7. In the From and To date fields, enter the beginning and ending dates of the rental reservation.
8. In the Start and End fields, enter the beginning and ending times of the rental reservation.
9. Click **Select** to add this transaction to the Current Transaction Listing browser box at the bottom of the screen.
10. A Waitlist Selection dialog box will display. The message will state Rental Item Not Available in Quantity Required. Select one of the following options for this Rental.
11. Click **Waitlist/Fees**.

Note: If a Question Group has been linked to this rental class these questions will display at this time.

12. Click the **Payment** button to proceed to the Payment Update screen to process the waitlist rental reservation payment as usual.
13. You will continue to the Payment Update screen. Click **Print**. You will continue to the Output Selection screen.
14. Click **Print** to print the waitlist rental receipt.
15. Click **Exit** to return to the Main Menu.

Adding a Rental Reservation to a Waitlist (Charge Fees Later)

If all of a certain rental item have been rented for a selected date, you can add an additional rental reservation for that date to a waitlist in case an item is returned early or a rental reservation is cancelled. To do so, complete the following steps.

These steps assume that:

- The total number of rental items have already been rented out for a selected date.
- You wish to process payment for the waitlist rental reservation at the time the individual is added to the waitlist.

1. Go to Daily • Rent • Rental Processing.
2. You will continue to the Rental Processing Household Selection screen. In the Lookup field, type the name of the household that is making the rental waitlist reservation and press Enter. You will proceed to the Household Listing screen.
3. Highlight the appropriate household and press the **Enter** key or click **Select**. You will proceed to the Rental Item Reservations screen.
4. In the Item field, press the F9 key or right-click from within the field to proceed to the Rental Item Listing screen.

5. Highlight the rental item that you wish to reserve and press the **Enter** key or click **Select**. You will return to the Rental Item Reservations screen where the previously selected rental item will automatically be added to the Item field.
6. In the From and To date fields, enter the beginning and ending dates of the rental reservation.
7. In the Start and End fields, enter the beginning and ending times of the rental reservation.
8. Click **Select** to add this transaction to the Current Transaction Listing browser box at the bottom of the screen.
9. A Waitlist Selection dialog box will display. The message will state Rental Item Not Available in Quantity Required. Select one of the following options for this Rental.
10. Click **Waitlist/No Fees**.

Note: If a Question Group has been linked to this rental class these questions will display at this time.

11. Click the **Payment** button to proceed to the Payment Update screen to complete the waitlist reservation process.
12. You will continue to the Payment Update screen. Notice that no fees are listed on this screen. Click **Print**. You will continue to the Output Selection screen.
13. Click **Print** to print the waitlist rental receipt.
14. Click **Exit** to return to the Main Menu.

Processing a Waitlist Rental Reservation

The following steps assume that you have already added the individual to the rental item's waitlist.

1. Go to Daily • Rent • Rental Waitlist Reservations.
2. You will continue to the Wait List Rental Reservations - Item Selection screen. Press the F9 key or right-click from within the Rental Item field. You will continue to the Rental Item picklist.
3. Highlight the rental item for which you wish to process a waitlist reservation. Click **Select**.
4. Click **OK**. You will continue to the Waitlist Reservation Listing screen.
5. Highlight the rental waitlist entry that you wish to process.
6. Click **Reserve**. You will continue to the Payment Update screen. Or click **Reserve/Fees** to continue to the Fees Update screen to alter fees for the waitlist reservation before completing the process by visiting the Payment Update screen.
7. Depending on whether or not fees have already been charged for this waitlist rental reservation you may or may not be charged rental fees at this time. Click **Print**. You will continue to the Output Selection screen.
8. Click **Print** to print the rental reservation receipt.
9. Click **Exit** to return to the Main Menu.

Removing Waitlist Entries

Run the Rental Waitlist Cancel (ALL) program (Daily • Rental • Rental Waitlist Cancel (ALL)). Press F1 for field-level Help as needed.

Court Daily Work

Processing Reservations for Courts

Regular Court Reservations

These instructions list the minimum information required to process a Court Reservation for a single Household. Press F1 for field-level Help and more detailed information as needed.

1. Go to Daily • Court • Court Reservations.

   Or click the Court Reservations hot button.
   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales.

2. If your Daily Processing device has NOT been setup to *Prompt for Household in Court Reservations*, you will **skip to step 5**, then enter a household AFTER the reservation information has been selected and you have clicked **Select**.

   Or, if your Daily Processing device has been setup to *Prompt for Household in Court Reservations*, you will proceed to the Court Reservations Household Selection screen. Continue to step 3.

3. In the Lookup field, type all or part of the household name for which you wish to process court reservations and press the **Enter** key. Or enter the appropriate information from any of the other search options and click the corresponding button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
4. Highlight the household or family member for whom you wish to process a reservation and press **Enter** or click **Select**. You will proceed to the Court Reservations screen. Or, if using Global Sales, highlight the household or family member for whom you wish to process the reservation and click **Select**. Then click the **Court Reservations** button located at the bottom of the screen to proceed to the Facility Registrations screen.
5. In the Court ID field, enter the court ID for which you are making the reservation, or right-click or press F9 from within the field to select the court from the Court Listing browser.

Note: You can select multiple courts if the individual wants to sign up for more than one. Once in the Court Listing browser, hold the <Ctrl> key down and use the mouse to select the desired courts. Click **Select** when done and the Court ID field will display 'Multi.' Any comments associated with the Court will appear in the browser box once you have one selected. To remove these from view, click **Hide Notes**, which is located on the right-hand side of the screen.

6. Enter any applicable Headcount.
7. Enter an applicable Date Range. If this is a multi-day reservation over non-sequential days, you will need to toggle the appropriate days of the week as well.
8. Enter an applicable Time Range.
9. Type any Rsv'n Notes (reservation notes) regarding the reservation purpose, if applicable. These notes will print on the reservation receipt and on selected reports.
10. Click **Select** to add each court slot reservation to the Current Transaction Listing browser box. If one or more reservation conflicts exist, you will proceed to the Court Reservation Conflict Detail screen. Once all conflicts are resolved, click **Reserve** to return to the Court Reservations screen, where all reservations without conflicts will automatically be added to the Current Transaction Listing browser box.

Note: The Update button removes the Reservation from the browser and places it back in at the top of the screen, allowing you to edit information entered in Steps 5 - 9 above. The Remove button removes the Reservation from the transaction completely.

11. Click **Payment** to process the registration(s) listed in the Current Transaction Listing browser box. You will proceed to the Court (or Global) Payment Update screen.
12. Complete the transaction as usual. Or click **Exit** to return to the main RecTrac screen without processing the enrollment.

Note: If you are using Global Sales, you can process transactions for this Household from other modules before clicking the Payment button by clicking any of the module buttons listed at the bottom of the screen, such as Rental Reservations, Pass Renewal and etc…

Processing Reservations for Multiple Households for the Same Slot

1. Proceed to the Court Reservations screen (Daily • Court • Court Reservations).
2. Process the court reservation as usual, being sure to select the **Allow Group Bookings** option.
3. Click **Select** to add each group court slot reservation to the Current Transaction Listing browser box.
4. If one or more reservation conflicts exist, you will proceed to the Court Reservation Conflict Detail screen. Once all conflicts are resolved, click **Reserve** to return to the Court Reservations screen, where all reservations without conflicts will automatically be added to the Current Transaction Listing browser box.
5. Click **Payment** to process the court reservation payment as usual.

Express Court Reservations

The Express Court Reservations program allows you to use customized hot buttons to quickly and easily reserve courts without having to visit the Court Reservations screen. This program currently does NOT charge court reservation fees and therefore should only be used for no-fee court reservations.

The following steps assume that:

- You have already set up your Express Court Hot Buttons using the Hot Button Maintenance program.

1. Go to Daily • Court • Express Court Reservations.
2. Click the hot button for the reservation range that you wish to process. You will continue to the Express Court Reservation Selection screen.
3. Highlight the court slot(s) for which you wish to process an express court reservation.
4. Enter the number of slots that you wish to reserve in the Head Count field.
5. Press the F9 key or right-click from within the Use Code field to select the appropriate court usage code for this no fee reservation from the picklist.
6. Click **Resv & Back**. You will continue to the Court Reservation Household Selection screen.
7. Enter or lookup the household for which you are processing this express court reservation. You will then return to the Express Court Reservation Hot Button screen.
8. Repeat steps **2–7** for every express court reservation that you wish to complete.
9. Click **Exit** to return to the Main Menu.

Processing Court Payments After the Reservation Process

1. Go to Daily • Court • Court Payments. You will proceed to the Court Payment Household Selection screen.
2. Enter the Household Name and press **Enter** or locate household through another available search option. Press F1 for field-level Help as necessary.
3. You will continue to the Household Listing screen. Select the appropriate household and click **Select**. You will proceed to the Court Payment Update screen.
4. Enter the amount paid in the Total Amount Paid field. *For example, 5.00*.
5. Enter the appropriate pay code in the Pay Code field. *For example, 2 (Cash)*.

6. If the customer is paying with a check, you might enter the check number (or the customer's driver's license number, etc.) in the pay reference field(s), depending on your office policies.
7. Click **Print** to save the payment information and proceed to the Output Selection screen.
8. Click **Print** to print the receipt.

Searching for an Available Court

1. Proceed to the Court Reservations screen (Daily • Court • Court Reservations, select a household).
2. Click **Avail Inq** to proceed to the Schedule for Court calendar.
3. If necessary, click any of the applicable buttons at the bottom of the screen (**Next Mo>>**, **Next Year>>**, etc.) until you have reached the date on which you wish to process the court reservation.
4. If necessary, click the **Next Crt>>** button until you find a desired court with an opening on the desired date. A court date must be listed as OPEN or PARTIAL to have any slots available.
5. Click the numbered part of the date to proceed to the Daily Schedule for Court screen.
6. Click on one time block, or hold the Control key down and click on multiple time blocks. If you select nonconsecutive time blocks, the reservation will be created from the beginning time of the first time block through the ending time of the last time block.
7. Click **Select**. You will return to Court Reservations screen, where the selected court, date, day and times will automatically be entered in the applicable fields.
8. If this reservation is for more than one day, select the "ending" date in the Date Range field AND select all applicable days of the week for which the reservation applies (Mo, Tu, We, Th, Fr, Sa and/or Su).
9. Click **Select** to add each court slot reservation to the Current Transaction Listing browser box.
10. If one or more reservation conflicts exist, you will proceed to the Court Reservation Conflict Detail screen. Once all conflicts are resolved, click **Reserve** to return to the Court Reservations screen, where all reservations without conflicts will automatically be added to the Current Transaction Listing browser box.
11. Click **Payment** to process the court reservation payment as usual.

Changing a Court Reservation

Changing Fees

The following steps assume that:

- You are currently either on the Court Reservations or Quick Court Reservations screen.
- You have already set up your courts.

1. Highlight the slot(s) you want to reserve. Click **Fees**. You will proceed to the Court Fees Update screen.
2. Make any necessary changes/updates. Click **OK**. You will return to the Court Reservations or Quick Court Reservations screen where the court reservation will be entered in the Current Transaction Listing Browser Box.
3. Click **Payment** to finish processing your court reservation.

Changing Reservation Details after the Reservation Process

1. Go to Daily • Court • Court Cancel/Changes. You will proceed to the Court Reservation Search Criteria screen.
2. Enter the Reservation Number or use another search method to locate the correct court reservation. Press F1 for field-level Help as needed.
3. Click **OK**. You will continue to the Court Cancels/Changes screen.
4. Highlight the appropriate court reservation in the browser box.

5. Click the **Detail Changes** button. You will proceed to the Court Detail Change screen.
6. Change all appropriate fields. Press F1 to refer to field-level Help as needed.
7. When you have completed changing the reservation, click **OK**. You will return to the Court Cancel/Changes screen.
8. Repeat steps 4–7 for each reservation in the browser box for which you need to process changes.
9. When you have finished making changes to all of the appropriate reservations, click the **Payment/Refund** button to save your changes. You will proceed to the Court Payment Update screen.
10. If there are additional charges/refunds that now apply to this reservation due to the selected change, process the payment appropriately and click **Print**. Or if there are no additional charges/refunds that now apply click **No Print**.

Canceling Court Reservations

Canceling a Regular Court Reservation

The following steps detail the minimum information needed to cancel a single Court Reservation for a single Household. For more detailed information, press F1 for field level help.

1. Go to Daily • Court • Court Cancel/Changes. You will proceed to the Facility/Rental Search Criteria screen. Click **Name Lookup** to proceed to the Court Reservations Cancels/Changes Household Selection screen. Or click the **Global Cancel/Change** hot button to launch the Global Cancels/Changes Household Selection screen. Or go to Daily • Global • Global Cancel/Changes to launch the Global Cancels/Changes Household Selection screen.
2. In the Lookup field, enter the last name of the household for which you wish to cancel the court reservation and press Enter. You will proceed to the Household Listing screen.
3. Highlight the appropriate household or family member and press **Enter** or click **Select**. You will proceed to the Court Cancel/Changes screen. You will proceed to the Global Cancel/Changes screen, if using Global Cancel/Changes.
4. In the Household Transaction Listing browser box, highlight the court reservation that you want to cancel.
5. Click **Cancellation/Void**. You will proceed to the Cancel <Court ID> screen.
6. Type any applicable Cancellation Reason.
7. Select a Cancellation Code, if applicable.
8. Enter a Surcharge Amount and Surcharge Bill Code, if applicable.
9. Determine whether you wish to prorate the Refund, if applicable. Leave the default prorate percent in the Prorate Percent field or enter a new prorate percentage amount and click **Adjust**. The amount to be charged will display immediately below. Select the *Apply Proration to Refund* option to prorate the refund.

Note: The Refund Amount field will NOT change until you enable the Apply Proration to Refund toggle.

10. Select whether you wish to cancel the Entire Reservation/Multiple Dates.
11. Select whether or not you wish to delete the record. Records should only be deleted if they are the result of a mistake.

Note: You cannot delete a record if you are applying a Surcharge OR Prorating the refund.

12. Click **OK**. You will be given a message displaying the amount of the surcharge, the amount of the refund and asking whether you are sure. Click **Yes** to return to the Court Cancel/Change screen. The transaction will display as ‘Cancelled’ in the browser. Note the amount listed in the New H/H Balance field in the lower right hand corner of your screen. If this amount is greater than or equal to zero, you will next proceed to the Payment Update screen. If this amount is less than zero, you will next proceed to the Refund Update screen.

13. From here you may make changes/cancellations to additional reservations (or line items associated with other modules, if using Global) for this Household Or click **Payment/Refund** to complete the cancellation. An informational message will appear that details all changes you have made. Click **Yes** and complete the transaction. Or click **Cancel Changes** to exit the screen and return to the appropriate Household Selection screen without saving your changes.

Canceling an Express Court Reservation

The Express Court Cancel program displays the next month of court reservations for the currently selected household. You can also choose to change the date range by right clicking in the Date Rng fields and selecting the dates from the calendar.

1. Go to Daily • Court • Express Court Cancel. You will proceed to the Household Selection screen.
2. Enter the Household Name and press **Enter** or locate household through another available search option. Press F1 for field-level Help as necessary.
3. You will continue to the Household Listing screen. Select the appropriate household and click **Select**. You will proceed to the Express Court Cancel (No Fee) screen.
4. Click on the family member name in the top right-hand browser if to filter for one person. Use the Filter button to rebuild the browser based on new selection criteria. Click **Clear FM** to deselect the family member(s) highlighted in the browser.
5. Click **Cancel Selected Reservations** to cancel the currently highlighted time slots in the Reservation Details browser.

Note: You can press and hold the control key on your keyboard to select multiple time slots. Or click **Cancel All Reservations** In Browser to cancel all of the reservations in the Reservation Details browser. OR To print a log of the cancelled items, click **Print Cancel Log.** Click Clear Entries to remove the time slots selected in the Reservation Details browser.

6. Click **<<HH/FM Lookup** to return to the Household Selection screen.

Resolving Court Reservation Conflicts

The following reservation status messages appear on the Court Reservation Conflict Detail screen if one or more conflicts exist when processing court reservations. The following table displays a list of reservation status messages, their meanings and possible solutions.

Status	Meaning	Conflict Resolution Solution
Available	The court reservation is available for the displayed date and time; no reservation conflicts exist.	Not applicable, reservation has no conflicts.
Slot Unavailable	The court slot does not exist. No slot was generated for the selected court, date or time. You must select a court, date and time for which generated court slots exist.	If you receive this message, you will be unable to automatically or manually resolve the reservation conflict from this screen. You must change the court, the reservation date and/or time on the Court Reservation screen.
No Group Bookings	The court has already been reserved for the selected date and time.	Click the **Auto Resolve** or **Manl Resolve** buttons on the Court Reservations Conflict Detail screen. The system will attempt to

		find another court for the same date and time OR Return to the Court Reservations screen and, if appropriate, check off the Allow Group Bookings option and process the reservation again. This field allows more than one household or organization to reserve a court for the same date and time.
Max Count Exceeded	The maximum headcount for the court has been exceeded.	Click the **Auto Resolve** or **Manl Resolve** buttons on the Court Reservations Conflict Detail screen. The system will attempt to find another court for the same date and time OR Click the **Max Bump** button to increase the maximum count allowed for the court slot. A password is required if you do not have override rights for the Court module (as established in your linked Permissions device).

If reservation conflicts still exist after using all of the applicable conflict resolution methods above, click the **Cancel** button to return to the Court Reservations screen. The original parameters for your court reservations will be listed in all applicable fields. Change the reservation dates and/or the reservation times. You may optionally change the court, but only in conjunction with changing the reservation dates and/or times (as the system has already searched for another court for the same dates and times).

Process the reservation again.

OR

Click the **Reserve** button. You will return to the Court Reservations screen, where only the court reservations without any conflicts will be added to the Current Transaction Listing browser box. Any reservation with a conflict will be deleted. You may optionally make new reservations (with new dates and/or times) to replace the deleted reservations.

Court Reservation Attendance Update

The Court Reservation Attendance Update allows you to manually change slot status for visits from *No Show* to *Show*. These statuses are generally updated during a pass visit swipe—assuming the Check for Court/CYMS Reservations option is selected on your linked Visit device.

1. Go to Daily • Court • Court Reservation Attendance Update.
2. In the Date Range fields, enter the date range for the swipe records you want to view/change. Or press the F9 key or right-click from within the field to select the dates from the calendar.
3. Click **Filter Dates**. All of the no-show court swipe records for the selected dates will appear in the browser box.
4. Highlight one or more swipe records. (Hint: Press and hold the Control key to select multiple records.) Then, click **Change Selected to Show**. Or click **Change All to Show** to change the status of all items in the browser box to Show.

Note: You can click **Clear Entries** to de-select all items.

5. Click **Exit** to return to the Main Menu.

Locker Daily Work

Processing Locker Rentals

Note: If you have many lockers for which you process reservations, you might want to run the Locker Rental History Status Change program (Period End • Lock • Locker Rental History Status Change). This program is typically run on a regular basis, especially for those organizations that have thousands of lockers in their database. In these instances, running this program may allow the system to search for an available locker more quickly during the locker rental process. See the instructions titled Changing the Locker Reservation Status for more detailed information on using this program.

1. Go to Daily • Lock • Locker Rentals.

   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales.

2. Enter the household for which you wish to process a locker rental and press **Enter** or click **Select**. You will proceed to the Household Listing screen.
3. Highlight the household or organization and press **Enter** or click **Select**. You will proceed to the Locker Rentals screen. Or if using Global Sales, highlight the household or family member for whom you wish to process the rental and click **Select**. Then click the **Locker Reservations** button located at the bottom of the screen to proceed to the Locker Rentals screen.
4. Press the F9 key or right-click in the Locker Rm field to select the locker room in which you wish to process a locker rental.
5. Insure the family member that is reserving the locker is highlighted in the browser box.
6. In the From and To fields, enter the beginning and ending locker rental reservation dates or press the F9 key or right-click from within the field to select the dates from the calendar.

Note: These fields will auto-fill if established default settings for locker rentals in Locker Room Maintenance.

7. Right-click or press F9 in the Locker No field to select a locker from the Locker picklist. Or click **Features** to continue to the Features Listing screen. Highlight the locker feature(s) required by this family member and click **Select** to choose the "next available" locker with the selected feature or select the *Return List of Lockers* option to choose from a list of lockers with the selected feature.
8. The locker you selected will appear in the Lock No field. Or if you used the Feature button, you will return to the Locker Processing screen where the first available locker that meets all of the selected features will be entered in the Locker No field.
9. If a lock has been linked to the selected locker, that lock number will display in the Lock No field. Or if you wish to link a lock to this locker rental at this time, press the F9 key or right-click in the Lock No field to select the applicable lock from the picklist.
10. Click **Select** to add this locker rental reservation to the Current Transaction Listing browser box

Note: Any comments associated with the Locker AND Locker Room will appear in the browser box once you have it in the Trip ID field. To remove these from view, click **Hide Notes**, which is located on the right-hand side of the screen. Any question group associated with the Locker Room will appear at this time. To view the selected locker room's details, click **Details** located beneath the LockNo field.

11. Repeat Steps 4–11 as necessary.
12. When you have finished registering family members, click **Payment**. You will continue to the Locker Payment Update screen.
13. Complete the transaction as usual. Or click **Exit** to return to the main RecTrac screen without processing.

Note: If you are using Global Sales, you can process transactions for this Household from other modules before clicking the **Payment** button by clicking any of the module buttons listed at the bottom of the screen, such as Rental Reservations, Pass Renewal and etc…

Entering Additional Information During a Locker Rental

Updating Locker Fees During the Rental Process

1. Go to Daily • Lock • Locker Rentals. You will proceed to the Locker Processing Household Selection screen.
2. Enter the household name and press **Enter** or locate the household through another available search option. Press F1 for field-level Help as necessary. You will continue to the Household Listing screen.
3. Highlight the correct household and click **Select**. You will proceed to the Locker Rentals screen.
4. Select the locker room in which you want to reserve a locker.
5. Enter the date range during which you want to reserve a locker.
6. Select the locker that you wish to reserve.
7. Click **Fees**. You will continue to the Locker Fees Update screen.
8. Change all appropriate information. Press F1 to refer to screen-level Help as necessary.
9. When you have finished making changes click **OK**. You will return to the Locker Rentals screen where your adjusted locker selection will now be listed in the current transaction listing browser box at the bottom of the screen.
10. Click **Payment** to process the locker payment as usual.

Updating Locker Fees During the Return Process

1. Go to Daily • Lock • Locker Returns. You will proceed to the Locker Returns Household Selection screen.
2. Enter the household name and press **Enter** or locate the household through another available search option. Press F1 for field-level Help as necessary. You will continue to the Household Listing screen.

3. Highlight the correct household and click **Select**.
4. Highlight the appropriate family member in the Family Member Selection browser box.
5. Highlight the appropriate Locker in the Outstanding Locker Rentals browser box and click **Fees** to proceed to the Locker Fees Update screen.
6. Enter the appropriate changes. Press F1 for screen-level Help as necessary.
7. Click **OK**. You will return to the Locker Returns screen where the locker rental will automatically be added to the Current Transaction Listing browser box.
8. Click **Payment** to process the payment as usual.

Updating Locker Condition During the Rental Process

1. On the Locker Rentals screen, highlight the appropriate family member in the Family Member Selection browser box.
2. Select the appropriate Locker Room.
3. Enter the appropriate beginning and ending reservation dates in the From and To fields.
4. Click **Features** to continue to the Features Listing screen, where you can highlight the locker feature(s) required by this family member and click **Select**. You will return to the Locker Processing screen where the first available locker that has all of the selected features will automatically be entered in the Locker No (Locker Number) field.
5. If a lock has been linked to the automatically selected locker, then that lock number will display in the Lock No field. Or if you wish to link a lock to this locker rental at this time, press the F9 key or right-click in the Lock No field and select the applicable lock from the picklist.
6. Click **Fees** to proceed to the Locker Fees Update screen.
7. In the Condition field, select the condition of the locker.
8. Click **OK**. You will return to the Locker Rentals screen, where the locker rental will automatically be added to the Current Transaction Listing browser box.
9. Click **Payment** to process the locker payment as usual.

Adding Comments to the Locker During the Rental Process

1. Go to Daily • Lock • Locker Rentals. You will proceed to the Locker Processing Household Selection screen.
2. Enter the household name and press Enter or locate the household through another available search option. Press F1 for field-level Help as necessary. You will continue to the Household Listing screen.
3. Highlight the correct household and click **Select**. You will proceed to the Locker Processing screen.
4. Highlight the appropriate family member in the Family Member Selection browser box.
5. Select the appropriate locker room in the Locker Room field.
6. Enter the appropriate beginning and ending reservation dates in the From and To fields.
7. Click **Features** to continue to the Features Listing screen, where you can highlight the locker feature(s) required by this family member and click **Select**.
8. You will return to the Locker Processing screen where the first available locker that has all of the selected features will automatically be entered in the Locker No (Locker Number) field.
9. If a lock has been linked to the automatically selected locker, then that lock number will display in the Lock No field. Or if you wish to link a lock to this locker rental at this time, press the F9 key or right-click in the Lock No field to select the applicable lock from the picklist.
10. Click **Add Info**. In the Locker Comment Code field, select the comment code that you wish to print on the locker rental receipt. Any Comment Code that exists in this field defaults to the Comment Code linked to the locker on the Locker Room File Maintenance - Comments/Ticklers screen (or the Locker File Maintenance - Locker Core Information screen).
11. In the Miscellaneous Locker Comments field, type any additional comments that you wish to print on the locker rental receipt. Any comments for this locker that were added in the Comment Code and Comment Text fields on the Locker Room File Maintenance - Comment/Ticklers screen (or on the Locker File Maintenance - Locker Core Information screen) will not display here, but will print on the reservations receipt.

12. Click **OK**. You will return to the Locker Rentals screen.
13. Click **Select**. The locker rental will be added to the Current Transaction Listing browser box.
14. Click **Payment** to process the locker payment as usual.

Changing Reservation Details after the Reservation Process

1. Go to Daily • Lock • Locker Cancel/Changes. You will proceed to the Locker Cancel/Changes Household Selection screen.
2. Enter the household name and press Enter or locate the household through another available search option. Press F1 for field-level Help as necessary. You will continue to the Household Listing screen.
3. Highlight the correct household and click **Select**. You will proceed to the Locker Cancel/Changes screen.
4. Highlight the locker reservation that you want to change and click **Detail** Changes. You will proceed to the Locker Detail Change screen.
5. Enter all locker changes. Press F1 for screen-level Help as necessary.
6. Click **OK**. You will return to the Locker Cancel/Changes screen.
7. Repeat steps 4–6 for each locker reservation within the browser box that you wish to change.
8. Click **Payment/Refund.** You will proceed to either a Payment Update or Payment Refund screen depending upon the consequences of your changes.
9. Process the payment/refund and click **Print** or **No Print**.

Renewing a Locker Rental

1. Go to Daily • Lock • Locker Renewals.

   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales.

2. Enter the household or organization for which you wish to process a locker renewal and press **Enter** or click **Select**. You will proceed to the Household Listing screen.
3. Highlight the household or organization and press **Enter** or click **Select**. You will proceed to the Locker Renewal Processing screen. Or if using Global Sales, highlight the household or family member for whom you wish to process the rental and click **Select**. Then click the **Locker Renewals** button located at the bottom of the screen to proceed to the Locker Renewal Processing screen.
4. The locker(s) currently rented to the selected family member will be listed in the browser box. Select the locker you wish to renew.
5. In the From and To fields, enter the correct beginning and ending locker renewal dates Or press the F9 key from within the field to select the dates from the calendar.

Note: These fields will auto-fill if established default settings for locker rentals in Locker Room Maintenance.

6. If a lock has been linked to the selected locker, that lock number will display in the Lock No field. Or if you wish to link a lock to this locker renewal at this time, press the F9 key or right-click in the Lock No field to select the applicable lock from the picklist.
7. Click **Select** to add this locker renewal to the Current Transaction Listing browser box.

Note: Any comments associated with the Locker AND Locker Room will appear in the browser box once you have it in the Trip ID field. To remove these from view, click Hide Notes, which is located on the right-hand side of the screen. Any question group associated with the Locker Room will appear at this time. To view the selected locker room's details, click Details located beneath the LockNo field.

8. Repeat Steps **2–6** as needed.
9. Click **Payment**. You will continue to the Locker Payment Update screen.
10. Complete the transaction as usual. Or click **Exit** to return to the main RecTrac screen without processing.

Note: If you are using Global Sales, you can process transactions for this Household from other modules before clicking the **Payment** button by clicking any of the module buttons listed at the bottom of the screen, such as Rental Reservations, Pass Renewal and etc…

Processing a Locker Return

1. Go to Daily • Lock • Locker Returns. Or go to Daily • Global • Global Sales.
2. Enter the household name for which you wish to process a locker return. Press **Enter**. You will proceed to the Household listing screen.
3. Highlight the household for which you wish to return a locker and click **Select**. Or if using Global Sales, highlight the household or family member for whom you wish to process the rental and click **Select**. Then click the **Locker Returns** button located at the bottom of the screen to proceed to the Locker Return Processing screen.
4. On the Locker Return Processing screen, highlight the locker that you wish to return in the Outstanding Locker Rentals browser box. The locker balance due (if applicable) will now be listed in the Std Fees field on the right hand side of the screen along with the return status and Return Date. If the locker is being returned after the ending date that was entered on the Locker Processing screen the 'Late Locker Return' toggle will be automatically checked. *Toggling on/off the late locker return toggle will add/remove any applicable impound fees.*
5. Click **Select** to move your locker selection to the Current Transaction Listing browser box at the bottom of the screen.

Note: Any comments associated with the Locker AND Locker Room will appear in the browser box once you have it in the Trip ID field. To remove these from view, click **Hide Notes**, which is located on the right-hand side of the screen. Any question group associated with the Locker Room will appear at this time. To view the selected locker room's details, click **Details** located beneath the LockNo field.

6. Repeat Steps 4 and 5 for each locker for this household that you wish to return.
7. Click **Payment/Refund** to proceed to the Locker Payment Update/Refund Update screen.

Note: If the household already paid for the locker at the time you processed the rental, no payment will be due. However you MUST visit this screen to complete the transaction. Similarly, if a deposit was charged on the locker rental, you may need to refund it at this time.

8. Complete the transaction as usual. Or click **Exit** to return to the main RecTrac screen without processing.

Processing Locker Payments After Locker Processing

1. Go to Daily • Lock • Locker Payments. You will proceed to the Locker Payment Household Selection screen.
2. Enter the household name and press **Enter** or locate the household through another available search option. Press F1 for field-level Help as necessary. You will continue to the Household Listing screen.
3. Highlight the correct household and click **Select**. You will proceed to the Payment Update screen.
4. Enter the amount being paid in the Pay Amt field.
5. Enter the appropriate pay code.
6. Click **Print**.

Canceling a Locker Reservation

1. Go to Daily • Lock • Locker Cancel/Changes. You will proceed to the Locker Cancels/Changes Household Selection screen. Or click the Global Cancel/Change hot button to launch the Global Cancels/Changes Household Selection screen. Or go to Daily • Global • Global Cancel/Changes to launch the Global Cancels/Changes Household Selection screen.
2. Enter the household name and press **Enter** or locate the household through another search option. Press F1 for field-level Help as necessary. You will continue to the Household Listing screen.
3. Highlight the correct household and click **Select**. You will proceed to the Lockers Cancel/Changes screen.
4. Highlight the Locker that you want to cancel.
5. Click **Cancellation/Void**. You will continue to the Locker Cancel screen.
6. Enter all appropriate information. Press F1 for screen-level Help as necessary. Click **OK**. You will return to the Locker Cancel/Changes screen.
7. Repeat Steps 4–6 for each Locker that you wish to cancel for this household.

Note: Select the Include Other Balances toggle box at the top of the Cancel/Changes screen if you want to factor in previous household credit or debit balances when processing the refund for this cancellation. If you select this option and you owe money for another transaction, the refund amount would be applied against your debit balance(s). De-select this option if you do not wish to factor in other balances in your refund for this cancellation transaction.

8. Click **Payment/Refund**. You will continue to the Refund Update screen.
9. Complete the transaction as usual. Press F1 for screen-level Help as necessary.

Locker Deposits

You can make deposits at two different points—during the reservation or after a reservation has been made.

To make a deposit during the reservation

1. Click the Locker Rental hot button. Or go to Daily • Lock • Locker Rentals. You will proceed to the Locker Household Selection screen.
2. Highlight the household or organization for which you wish to process facility reservations/charge a deposit and press **Enter** or click **Select**. You will proceed to the Locker Rentals screen.
3. In the Locker Room field, select the locker room for which you wish to create the reservation.
4. In the Locker No field, select the locker that you wish to reserve.
5. In the From field, enter the starting date of the reservation.
6. In the To field, enter the ending date of the reservation.
7. Click **Fees**. You will proceed to the Locker Fees Update screen.
8. In the Deposit Amount field, enter any deposit required.
9. Any default amount in this field is established in Locker Maintenance on the Fees and Features screen.
10. Click **OK** to return the Locker Processing screen where the reservation and applicable deposit will be added to the Current Transaction Listing browser box.
11. Repeat steps 2 through 10 as needed.
12. Click **Payment** to process the reservation(s) listed in the Current Transaction Listing browser box. You will proceed to the Payment Update screen.
13. In the Pay Amt field, enter the amount paid for the reservation and deposit combined.
14. Click **Print** or **No Print**.

To charge a deposit after the reservation has been made

1. Go to Daily • Lock • Locker Deposit Changes. You will proceed to the Locker Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to charge a deposit.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the household or organization for which you wish to charge a deposit.
5. Click **Select**. You will proceed to the Lockers Deposit Changes screen.
6. Highlight the locker reservation transaction for which you wish to charge a deposit.
7. Click **Update Deposits.** You will proceed to the Deposit Revision screen.
8. In the Deposit Charged field, enter the amount of the deposit that you wish to charge in the Deposit Charged field.
9. Click **OK**. You will return to the Locker Deposit Change program. Note the amount in the New Mod/Dep Balance field. If this amount is greater than or equal to zero, you will proceed to the Payment Update screen. If this amount is less than zero, you will proceed to the Refund Update screen.
10. Click **Payment/Refund** to proceed to the Payment Update screen (if the New Deposit Balance is greater than or equal to zero).
11. In the Pay Amt field, enter the amount being paid.
12. Select the appropriate Pay Code.
13. Click **Print** or **No Print**.

Refunding a Locker Deposit

1. Go to Daily • Lock • Locker Deposit Changes. You will proceed to the Locker Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to refund a deposit.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the household or organization for which you wish to apply a deposit to a reservation balance.
5. Click **Select**. You will proceed to the Deposit Changes screen.
6. Highlight the deposit transaction that you wish to update and click **Update Deposits**. You will proceed to the Deposit Revision screen.
7. Enter 0.00 in the Deposit Charged field and click **OK**. You will return to the Deposit Changes screen. Note the amount in the New Mod/Dep Balance field. If this amount is greater than or equal to zero, you will proceed to the Payment Update screen. If this amount is less than zero, you will proceed to the Refund Update screen.
8. Click **Payment/Refund** to proceed to the Refund Update screen (if the New Deposit Balance is less than zero).
9. Select the appropriate Refund Type.
10. Select the appropriate Refund Code.
11. Click **Print** to proceed to the Output Selection screen to either print or preview the resulting refund receipt.

Applying a Locker Deposit Refund to a Reservation Balance

The following steps can be used to apply a household's or organization's deposit refund to facility, rental, or locker reservation fees balance (or any other module balance).

For example, household paid a $50 locker deposit and still owes $250 for their reservation fee. The following steps would allow you to "refund" the $50 deposit in cash, which you could then use as a payment towards the $250 rental reservations fee balance.

1. Go to Daily • Lock • Locker Deposit Changes. You will proceed to the Rental Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to apply a deposit to a reservation balance.
3. Press **Enter**. You will proceed to the Household Listing screen.

4. Highlight the household or organization for which you wish to apply a deposit to a reservation balance.
5. Click **Select**. You will proceed to the Locker Deposit Changes screen.
6. Highlight the deposit transaction that you wish to update and click **Update Deposits**. You will proceed to the Deposit Revision screen.
7. Enter 0.00 in the Deposit Charged field and click **OK**. You will return to the Deposit Change program.
8. Click **Payment** (or Refund, depending on whether your changes result in a balance owed or a credit balance). You will proceed to the Payment (or Refund) Update screen. You will only proceed to the Refund Update screen if the total New Deposit Balance for the household is less than zero.

   If you are on the Payment screen, go to **step 9**.

   If you are on the Refund screen, go to **step 10**.

9. If the household is paying more money in addition to their refund amount toward their balance, you will receive the message: "There is a Credit Balance in one or more modules. You will be brought to the payment update screen where you should review the credit and determine the amount you wish to pay." Click **OK**. Select the "Auto Balance Module/Deposits" option to apply the deposit refund amount to the previous balance. The amount in the New Amt Paid field should now reflect the difference. You may select the appropriate pay code the customer is using to pay the balance. Click **Print** or **No Print.** You will NOT continue with the next steps.
10. On the Refund screen, select the Refund Now refund type and select a Refund Pay Code of 2 (or your Refund Code that equals "Cash"). Click **Print** to print a refund receipt.
11. Next, go to Daily • Global • Global Sales. You will proceed to the Global Sales Household Selection screen.
12. In the Lookup field, enter the name of the household or organization for which you wish to apply a deposit to a reservation balance.
13. Press **Enter**. You will proceed to the Household Listing screen.
14. Highlight the household or organization for which you wish to apply a deposit to a reservation balance.
15. Click **Select**. You will proceed to the Global Sales screen.
16. Click **Payment**. You will receive a question: "There are no transactions to process. Are you sure you want to go to the payment screen?" Click **Yes**, and you will proceed to the Global Payment Update screen.
17. In the Pay Amt field, enter a payment amount equal to the amount of the deposit that you just refunded and enter a Pay Code of 2 (or your Pay Code that equals "Cash").
18. You will be prompted to continue to the Manual Apply screen if there are multiple items for which the household has a balance. Click **Yes**, then select the item(s) that you would like to make the payment against.
19. Click **Print** to print a payment receipt.

Charging a Damage Fee for a Locker Reservation

1. Go to Daily • Lock • Locker Deposit Changes. You will proceed to the Locker Household Selection screen.
2. In the Lookup field, enter the name of the household or organization for which you wish to charge a damage fee.
3. Press **Enter**. You will proceed to the Household Listing screen.
4. Highlight the household or organization for which you wish to charge a damage fee.
5. Click **Select**. You will proceed to the Deposit Changes screen.
6. Highlight the facility reservation transaction for which you wish to charge a damage fee.
7. Click **Update Deposits**. You will proceed to the Deposit Revision screen.
8. Decrease the Deposit Charged value to 0.00. This will automatically update the Amount Due field with the same dollar amount, as though you were going to refund the entire amount.
9. Then, to apply any incurred Damage Fees, enter an amount in the Damage Fee field. Select the appropriate Damage Bill Code towards which you wish to post the damage fee.

Note: A Damage Bill Code is required if you enter an amount in the Damage Fee field.

10. Click **OK**. You will return to the Deposit Changes screen. Note the amount in the New Mod/Dep Balance field. If this amount is now greater than or equal to zero, you will proceed to the Payment Update screen. If this amount is less than zero, you will proceed to the Refund Update screen.
11. Click **Payment/Refund** to proceed to the Payment Update screen (if the New Deposit Balance is greater than or equal to zero).
12. In the New Amt Paid field, enter the damage fee being paid at this time.
13. Select the appropriate Pay Code.
14. Click **Print** to proceed to the Output Selection screen to either print or preview the resulting refund receipt.

Trip Daily Work

Booking a Trip

1. Go to Daily • Trip • Trip Booking. You will proceed to the Trip Processing Household Selection screen.

   Or click the Global Sales hot button.
   Or go to Daily • Global • Global Sales.

2. Enter the household name and press **Enter** or locate the household through another search option. Press F1 for field-level Help as necessary. You will continue to the Household Listing screen.
3. Highlight the correct household and click **Select**. You will proceed to the Trip Bookings screen. Or if using Global Sales, highlight the household or family member for whom you wish to process the registration and click **Select**. Then click the Trip Booking button located at the bottom of the screen to proceed to the Trip Bookings screen.
4. Right-click or press F9 from within the Trip ID field. You will continue to the Trip Picklist screen.
5. Highlight the trip that you would like to book for this household and press **Enter** or click **Select**. You will return to the Trip Bookings screen.
6. Click **Select**. Your trip selection will now be listed in the Current Transaction Listing browser box at the bottom of the screen.

Note: Any comments associated with the Trip will appear in the browser box once you have it in the Trip ID field. To remove these from view, click **Hide Notes**, which is located on the right-hand side of the screen. Any question group associated with the Trip will appear at this time. To view the selected trip's details, click **Details** located beneath the Trip ID field.

7. Repeat Steps **4–6** for each trip that you wish to book for a member of this household.

Note: The **Update** button removes the trip from the browser and places it back in the Trip ID field, allowing you to edit information entered in Steps 5 and 6 above. The Remove button removes the trip from the transaction completely.

8. When you have finished registering family members, click **Payment**. You will continue to the Trip Payment Update screen.
9. Complete the transaction as usual. Or click **Exit** to return to the main RecTrac screen without processing.

Note: If you are using Global Sales, you can process transactions for this Household from other modules before clicking the Payment button by clicking any of the module buttons listed at the bottom of the screen, such as Rental Reservations, Pass Renewal and etc…

Searching for a Trip During the Booking Process

1. Proceed to the Trip Bookings program (Daily • Trip • Trip Booking).
2. In the Lookup field, type all of part of the household name for which you wish to book a trip and press **Enter**. Or enter the household ID number, the primary guardian's home phone number, or the primary guardian's work phone number, and click the appropriate lookup button. You will proceed to the Household Listing screen.
3. Highlight the household for whom you wish to process an answer update and press **Enter** or click **Select**. You will proceed to the Trip Bookings screen.
4. Right-click from within the Trip ID field to select the trip for which you wish to process the booking.
5. Click **Search** at the bottom of the screen. You will proceed to the Trip Search screen.
6. Enter the departure date, departure time, and/or the trip ID of the trip for which you are searching.
7. Click **Search**. You will return to the Trip Picklist. The first trip in the series of trips that matches the selected criteria will be highlighted.
8. Highlight the trip for which you wish to process the trip booking and click **Select**. You will return to the Trip Booking screen, where the previously highlighted trip criteria will be entered in all applicable fields.
9. Enter the Booking Headcount.

Note: You will only be able to add a headcount on this screen if you do NOT have the *Use Question Answers To Determine Trip Headcount* option selected on your linked Daily Processing device (Modules screen).

10. In the Opt Marketing Code field, enter a marketing code, if applicable.
11. Enter any applicable Booking Notes.
12. Click **Select** to add this trip booking to the Current Transaction Listing browser box.
13. Click **Payment** to process the trip payment as usual.

Changes to a Trip Reservation

Changing Trip Details After a Reservation

1. Go to Daily • Trip • Trip Booking Cancel/Changes. You will proceed to the Trip Search Criteria screen. Click **Name Lookup** to proceed to the Trip Cancel/Changes Household Selection screen.

   Or click the Global Cancel/Change hot button.
   Or go to Daily • Global • Global Cancel/Changes.

2. Enter the household name and press **Enter** or locate the household through another search option. Press F1 for field-level Help as necessary. You will continue to the Household Listing screen.
3. Highlight the correct household and click **Select**. You will proceed to the Trips Cancel/Changes screen.
4. Highlight the trip that you wish to make changes to.
5. Click **Detail Changes**. You will continue to the Trip Booking Update screen.
6. Enter all appropriate changes. Press F1 for screen-level Help as necessary.

Note: You cannot makes changes to the Dept Date or Dept Time fields.

7. Click **OK**. You will return to the Trip Cancel/Changes screen.
8. Repeat Steps **4–7** for each trip booking in the browser box that you wish to change for this household.
9. When you have finished making changes to all the trips listed within the browser box, click **Payment** (or Refund).
10. Depending on the changes you have made you will either proceed to the Payment Update screen or the Refund Update screen.
11. Complete the transaction. Enter all appropriate payment/refund information. Press F1 for screen-level Help as necessary.

Updating Trip Fees During the Booking Process

1. Proceed to the Trip Bookings program (Daily • Trip • Trip Booking).
2. In the Lookup field, type all of part of the household name for which you wish to book a trip and press **Enter**. Or enter the household ID number, the primary guardian's home phone number, or the primary guardian's work phone number, and click the appropriate lookup button. You will proceed to the Household Listing screen.
3. Highlight the household for whom you wish to process an answer update and press **Enter** or click **Select**. You will proceed to the Trip Bookings screen.
4. Right-click from within the Trip ID field to select the trip for which you wish to process the booking. If you are unsure of the trip that you wish to select, click the **Search** button from the Trip Picklist.
5. The Dept Date field defaults to the selected trip's departure date.
6. The Dept Time field defaults to the selected trip's departure time.
7. Enter the Booking Headcount.

Note: You will only be able to add a headcount on this screen if you do NOT have the *Use Question Answers To Determine Trip Headcount* option selected on your linked Daily Processing device (Modules screen).

8. In the Opt Marketing Code field, enter a marketing code, if applicable.
9. Enter any applicable Booking Notes.
10. Click **Fees**. You will proceed to the Fees Update screen. The fields that you are allowed to update are determined by the override settings in your linked Permissions device.
11. Make any necessary changes.
12. Click **OK**. You will return to the Trip Bookings screen where the trip booking transaction(s) will automatically be added to the Current Transaction Listing browser box.
13. Click **Payment** to process the trip payment as usual.

Processing Trip Payments After the Reservation Process

1. Go to Daily • Trip • Trip Booking Payments. You will continue to the Trip Payment Household Selection screen.
2. In the Lookup field, enter the Household Name and press **Enter** or locate the household through another available search option. Press F1 for field-level Help as needed. You will continue to the Household Listing screen.
3. Highlight the correct household and click **Select**. You will proceed to the Payment Update screen.
4. Enter the amount paid in the Total Paid field. *For example, 5.00.*
5. Enter the appropriate pay type in the Pay Code field. *For example, 2 (cash).*

Note: For information on processing split payments see Split Payment Processing.

6. If the customer is paying with a check, you might enter the customer's driver's license number in the pay reference field depending upon your office policies.
7. Click **Print** to save the payment information and proceed to the Output Selection screen.

Canceling Trip Reservations

Canceling a Single Enrollee from a Trip

1. Go to Daily • Trip • Trip Booking Cancel/Changes. You will proceed to the Trip Search Criteria screen. Click **Name Lookup** to proceed to the Trip Cancel/Changes Household Selection screen.

   Or click the Global Cancel/Change hot button.
   Or go to Daily • Global • Global Cancel/Changes.

2. Enter the household name and press **Enter** or locate the household through another search option. Press F1 for field-level Help as necessary. You will continue to the Household Listing screen.
3. Highlight the correct household and click **Select**. You will proceed to the Trips Cancel/Changes screen.
4. Highlight the trip that you want to cancel.
5. Click **Cancellation/Void**. You will continue to the Trip Cancel screen.
6. Enter all appropriate information. Press F1 for screen-level Help as necessary. Click **OK**. You will return to the Trip Cancel/Changes screen.
7. Repeat Steps 4–6 for each trip that you wish to cancel for this household.

Note: Select the Include Other Balances toggle box at the top of the Cancel/Changes screen if you want to factor in previous household credit or debit balances when processing the refund for this cancellation.

If you select this option and you owe money for another transaction, the refund amount would be applied against your debit balance(s). De-select this option if you do not wish to factor in other balances in your refund for this cancellation transaction.

8. Click **Payment/Refund**. You will continue to the Refund Update screen.
9. Complete the transaction as usual. Press F1 for screen-level Help as necessary.

Canceling All Enrollees from a Trip

Run the Trip Cancel (ALL) program (Daily • Trip • Trip Cancel (ALL)). Press F1 for field-level Help as needed.

Incident Daily Work

Reporting an Incident

See: Topic Document - Incident Reporting

System Daily Work

Credit Card Processing

Using the Credit Card Terminal

The Credit Card Terminal allows you to process a sale, process a credit, void a sale or perform a manual settlement for Lynk credit card transactions.

Processing a Blind Sale Using the Credit Card Terminal Program

The following set of steps will walk you through processing a transaction through the Credit Card Terminal without processing the transaction through RecTrac. It is important to remember, however, that unless a corresponding transaction takes place in RecTrac the Credit Card Report will not balance against the RecTrac Cash Journal and General Ledger Distribution Reports.

1. Go to Daily • System • Credit Card Terminal.
2. Highlight the merchant for which you wish to process a blind sale.
3. Click the down arrow next to the Action Type field and select **Process a Sale** from the drop down list.
4. Enter the amount of the sale in the Amount field.
5. Click **Continue**. Next, you will either swipe the patron's credit card, or manually type the credit card information in the available fields. Click **Authorize**.
6. Optionally you may select the Force toggle box if you wish to force an authorization into your batch. You must have an authorization code from your credit card processor in order to use this option.
7. Repeat steps 2 – 6 for each blind sale that you wish to process.
8. Click **Exit**.

Processing a Blind Credit Using the Credit Card Terminal Program

The following set of steps will walk you through processing a blind credit through the Credit Card Terminal without processing the credit transaction through RecTrac. It is important to remember, however, that unless a corresponding transaction takes place in RecTrac the Credit Card Report will not balance against the RecTrac Cash Journal and General Ledger Distribution Reports.
Note: The electronic payment solution Collector Solutions does not allow blind credits.

1. Go to Daily • System • Credit Card Terminal.
2. Highlight the merchant for which you wish to process a blind credit.
3. Click the down arrow next to the Action Type field and select **Process a Credit** from the drop down list. Then type the credit amount in the Amount field.
4. Click **Continue**. Next, you will either swipe the patron's credit card, or manually type the credit card information in the available fields. Click **Authorize**.
5. Select if you would like to print a receipt or not.
6. Click **Exit** to return to the main menu.

Processing a Void Using the Credit Card Terminal Program

The following set of steps will walk you through processing a blind void through the Credit Card terminal. It is important to remember, however, that unless a corresponding transaction takes place in RecTrac the Credit Card Report will not balance against the RecTrac Cash Journal and General Ledger Distribution Reports.

1. Go to Daily • System • Credit Card Terminal.
2. Highlight the merchant for which you wish to process a void.
3. Click the down arrow next to the Action Type field and select **Void a Sale** from the drop down list.

4. Notice that the browser box at the bottom of the screen will be filled with all transactions that match the specified criteria. Highlight the sale that you wish to void and click Continue.
5. Click **Yes** when asked: "Are you sure you want to void this transaction?".
6. Click **Exit** to return to the main menu.

Manually Settling a Batch Using the Credit Card Terminal Program

The following set of steps will walk you through manually settling a credit card batch through the Credit Card terminal. This might be necessary if your automatic settlement process fails to complete.

1. Go to Daily • System • Credit Card Terminal.
2. Highlight the merchant for which you wish to perform a settlement.
3. Click the down arrow next to the Action Type field and select **Perform Settlement** from the drop down list.
4. Notice that the browser box at the bottom of the screen will be filled with all transactions that match the specified criteria.
5. You may optionally choose to filter the transactions you wish to settle by entering a specific date and time range. Then click **Filter**.
6. Click **Continue** to proceed with the settlement process.
7. Click **Yes**, when asked if you would like to continue.
8. Click **Exit** to return to the main menu.

Note: Blind Sales or Credits will default to the Authorization Receipt printer if one is linked. Otherwise, it will default to the Windows Default printer. In either situation, the printer selection screen will come up and you can chose which printer to print to. One important thing to note is that authorization receipts from the credit card terminal are always in PDF format, so they must be printed to an 80 column printer (8.5 x 11).

Reprinting Credit Card Authorization Receipts

The Authorization Receipt Reprint program allows you to reprint credit card authorization receipts. This report will print on the Auth Printer linked to the Credit Card device linked to the currently logged in user.

1. Go to Daily • System • Credit Card Processing • Credit Card Authorization Reprint
2. Enter a receipt number for which you want to reprint the credit card authorization receipt. Or right-click or press F9 from within the Household field to select the household for which you want to reprint a credit card authorization receipt.
3. Click on the receipt you want to reprint in the *Receipts Linked to this Household* browser.
4. Click **Print** to print the selected credit card authorization receipt.

Note: If you do not store credit card numbers in your database, the last four digits will not print on the receipt.

Merchant IDs are not printed on Authorization Receipts in the U.S.

Looking Up Detailed Sales Information Linked to a Credit Card Transaction/Authorization Number

The Receipt Number Lookup program allows you to look up receipt numbers based on transaction numbers. You can get transaction numbers from the Credit Card Report. (Reports • System • Credit Card/E-Check Reports • Credit Card Report)

1. Go to Daily • System • Credit Card Processing • CC Transaction/Authorization Number Lookup.
2. You will continue to the Password Update screen. Enter your CC View/Print/Del password (or Master password) and click **OK**.
3. You will continue to the CC Transaction/Authorization Number Lookup screen. Select whether you wish to look up a transaction by Transaction Number, Authorization Code, or Receipt Number.
4. Based on your selection, enter the transaction number, authorization code or receipt number in the Lookup field.
5. Click the **Lookup** button.
6. If RecTrac finds a transaction linked to the selected number or code the following information will display for the selected sale:

    - Transaction Type (Sale or Credit)
    - Status (Authorized, Settled, Etc.)
    - Card Brand
    - Card Number (The *View CC Info* option must be selected for the current user within Security Maintenance to see the complete card number, otherwise only the last four digits of the card number will be displayed.)
    - Expiration Date
    - Amount of the Transaction
    - Receipt Number
    - Auth Code
    - Transaction Number
    - Date/Time
    - User ID (Clerk)
    - Cash Drawer #

7. Repeat steps 3–5 for every sale that you wish to search for.
8. Click **Exit** when you are done searching for specific sales.

Tip Processing

The tip processing screen allows you to add tip amounts to credit card transactions that have already been processed. In doing so, it accommodates restaurant-style tipping, where the patron is given a Credit Card bill with blank Tip and Signature lines.

Please refer to Topic Doc - Tip Processing for complete documentation

Automatically Settling Credit Cards

Please refer to: Topic Doc - Scheduling Events 10.3

Changing the Batch Number for a Paymentech or Vital Credit Card Batch

The Credit Card Batch Number Change program allows you change a Paymentech or Vital batch number. This program should ONLY be used to correct processing errors, and it is advised that you have the assistance of a Vermont Systems, Inc Technical Support Representative.

1. Go to Daily • System • Credit Card Processing • Credit Card Batch Number Change
2. Highlight the appropriate merchant in the Available Merchants browser box.
3. The Current Batch Number, Batch Count, and Batch Net Amount will automatically be updated upon selecting the merchant.
4. Enter the **New Batch Number**.

Note: Typically the new batch number is the **Current Batch Number + 500**.

5. Click **Process** to change the batch number for this credit card batch.
6. Once the process has successfully completed, go to Files • System • Device Maintenance • Device Assignments. Locate the credit card device linked to the user currently logged in. Highlight it, and click **Modify Device**.
7. Notice that the number in the **Batch #** field is the New Batch Number which you previously entered **+ 1**. *For example, if you previously entered a new batch number of 800, the number in this field will be 801.*
8. Change the Batch # BACK to the original batch number + 1. *For example if the original batch number was 300, enter 301.* This will allow the system to continue in the original batch sequence.
9. Click **Done.**

Requesting a Gift Card Balance

1. Go to Daily • System • Credit Card Processing • Gift Card Balance Request.
2. Enter the gift card number in the Card Number field (or swipe the gift card) then click **Get Balance**.
3. The remaining Gift Card balance will be displayed.

Changing the Current Processing Date

The Change Date program allows you to enter a new current processing date so that you can work on a different date from the one stored in the memory of your computer.

For example: This program might be useful if you had a system failure on Saturday and had to process all of Saturday's work manually. If your system were working on Monday, you could use this program to change the current processing date to Saturday's date and process all of Saturday's work. You could then change the date back to Monday's date and continue working on all of Monday's work.

Note: The date change only affects the user ID that makes the change. Also note that the date change will be effective immediately, but you will not see the date change in the title bar until you switch out of the daily processing function.

1. Go to Daily • System • Change Date. You will proceed to the Change Date screen. Press F1 for field-level Help as needed.
2. Enter the new Current Processing Date that you want to use.
3. Click **Process**. The following message will display: "Do You Wish To continue?"
4. Click **Yes**. An informational message will display with the following message: "Date Changed to ==> xx/xx/xx."
5. Click **OK**. You will return to the Main Menu and all processing will be dated (or defaulted) with the new current processing date.

Creating a Tickler for Any Module or a Miscellaneous Item

1. Go to Files • System • Other Maintenance • Tickler Maintenance. You will proceed to the Tickler Message Listing screen.
2. Click **Add**. You will proceed to the Tickler Detail Update screen.
3. Enter or select the appropriate beginning and ending action date. Press F1 for field-level Help as needed.
4. In the Brief Desc field, you may optionally add a brief description for this tickler.
5. Select the Module for which you wish to create the tickler, or leave the default setting (Misc Item).
6. Enter the Tickler Note.

7. Click **OK** to save the tickler. If you selected a Misc Item tickler, you will return to the Tickler Selection Listing screen. If you selected an Activity, Facility, or Pass tickler, you will be prompted to link an activity/section, facility type/location/ID, or pass number.
8. Repeat steps 2–7 to add another tickler.
9. When you have finished adding ticklers, click **Exit** to return to the Main Menu.

Entering Daily Receipt Comments

The Daily Comment Update program allows you to add, change or delete the Daily Comments that print on receipts throughout all of the RecTrac modules.

1. Go to Daily • System • Daily Comment update. You will proceed to the Daily Comment Update screen.
2. Select the module(s) whose Daily receipt comment you wish to change by checking the box(es).

Quick Tip: To check the boxes for all modules, click **Select All.** To un-check the boxes for all modules, click **Deselect All.**

3. Type in the new Daily Comment Text that you wish to appear on the transaction receipts within all selected modules, and click **Save Comment** or click **Clear Comment** to delete the Daily Comment Text from all selected modules.
4. Repeat 1 and 2 for other module(s).
5. Click **Exit** to return to the Main Menu screen.

Getting Messages/Updates from VSI

Run the Get Messages from VSI program (Daily • System • Get Messages from VSI). Press F1 for field-level Help as needed.

Note: You must have a linked VSINews device to use this feature. To link a device, go to Files • System • Device Maintenance • Device Assignments.

For additional VSINews Setup information, see: **Topic Doc - VSINews Setup**.

Importing Batch WebTrac Households & Family Members

The WebTrac Household and Family Member Import program allows you to review and import WebTrac households into your RecTrac database which were entered in Batch Mode.

Note: The New HH Option (WebTrac parameters: HH & FM screen) must have been previously set as ***Batch.***

At the top of the screen are shown the household records and at the bottom left are the corresponding family members. By clicking on any given household, you'll see only the family members associated with that household. To View and Import the Households added via WebTrac into your RecTrac database, complete the following steps:

1. Before starting the Import process, click on **Preview Rpt** (Report). You will be able to choose a printer device. After the Preview Report prints out, review carefully for "junk" data, duplicates or other oddities.
2. After previewing the data on paper, you may then choose to Edit HH (household data), Edit FM (family member data), Delete HH (household), Delete FM (family member data) before importing. To do so, highlight the HH or FM that you want to edit or delete and then click the appropriate button at the bottom of the screen.
3. When you are confident that all remaining households and family members are valid entries, select how you wish to confirm the new households. If your WebTrac Email

Device has been setup to use SMTP, you may choose to confirm each household by email. Otherwise, choose to confirm Manually, which will print you a report from which you can make phone calls or send a postcard.

4. Click **Import All** to begin the RecTrac import process.
5. If an existing household is found in the RecTrac database (based upon the home phone number), a warning message will notify you. You will have the option to Continue anyway and add the new household, Skip the household to give you time to research before importing, or Delete the new household (by making the assumption that it's a duplicate).
6. When all households and family members are imported (or otherwise accounted for), a Confirmation Report will print out giving you the status of what was done to each data record. **Save this report.**

Kiosk Survey

Path to this program: Daily • System • Kiosk Survey

The Kiosk Survey program is designed to run on a designated workstation for which you allow customers to complete a specified group of questions.

In order for this program to run properly you must do the following:

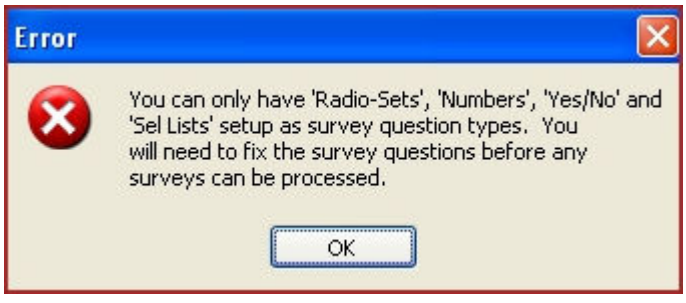
- Set up a survey question group consisting of Radio Set, Number, Logical and/or Selection List answer types.
- Link the question group in the ***Survey*** field within WebTrac Parameters: Pmts/Misc screen (Files • System • Parameter Codes Maintenance • WebTrac Parameters Maintenance).

Note: If using the ***Survey*** field for use within RecTrac, you may not use a separate question group for a WebTrac survey or promotion.

To run the Kiosk Survey:

1. Go to Daily • System • Kiosk Survey.
2. After a desired period of time you may review the kiosk survey results by running the Survey Statistics Report. (Reports • System • Survey Statistics Report)
3. Hit **F9** on your keyboard to **EXIT** the Kiosk Survey program.

If upon entering the Kiosk Survey program you receive the following error message, you must modify the questions linked to your question group to reflect the appropriate answer types as mentioned above.



Processing a Tender Exchange

The Tender Exchange program allows you to exchange one type of payment for another.

For example: A customer may write your organization a check for $20.00 in exchange for $20 in cash. You would use this program to process the exchange, and make the entries as described in the fields below.

1. From within the From Pay Code (into Drawer) field, select the appropriate pay code fro m which you are receiving a payment. Using the example above you would select '1' for check.
2. From within the To Pay Code (out of Drawer) field, select the appropriate pay code to which you are making the exchange. Using the example above you would select '2' for cash.
3. Enter the Exchange Amount.
4. Enter the number of Receipt Copies you would like to print.
5. Enter a Pay Reference for this transaction.
6. Enter the Pay User, Pay Drawer, and Pay Date for this transaction.
7. Click **Print** or **No Print** to complete the tender exchange process.

Golf Daily Work

Tee Times

Tee Time Reservation Specifications

Note: If processing tee times and check-ins through Touch POS, your best tee sheet option is Time Block Dwell.

Time Block Dwell Tee Sheet

- Designed for use with Touch POS, but can be used via Daily Processing
- Screen resolution 1024x768 required
- Displays up to 16 tee times with four or five slots per tee time allowed
- Tee slots color-coded by reservation status
- Thumbnail view displays tee times for entire day
- Hour buttons to jump to specific times of the day
- Day buttons to jump to specific days of the week
- Course button selections for tee sheets of up to five (5) courses
- Hot buttons for numerous tee sheet functions · Auto refresh every 'X' seconds as defined on the Golf device

Using the Tee Sheets

Using the Time Block Dwell Tee Sheet

Path to this program: Daily • Golf • Time Block Tee Sheet

The Touch Tee Sheet-Time Block Dwell program allows you to view and update the tee slots for your golf course(s).

Please also refer to Topic Doc - Touch POS Tee Sheets for complete documentation

Note: The first course listed in the *Linked* column of the Inquiry Dual Selection List of the Golf device will be used as the default course for most GolfTrac reports and applicable tee time programs.

This program is designed to be run though Touch POS. However, it may be accessed from the Daily • Golf menu, though you lose Point of Sale (POS) functionality by doing so. To use Time Block Dwell as your Touch POS tee sheet option, select Time Block Dwell from the POS Tee Sheet Option field on the Touch device linked to the appropriate Menu Group or User IDs used at your golf course.

Tee times are listed down the left-hand column. Tee time slots are color-coded as follows to designate the availability and status of a time slot and allow a clerk processing reservations to quickly determine where open slots can be found:

- **Green**: Available slot
- **Dark Red**: Slot Booked by a MEMBER. The slot will display member's last NAME or member's number. This option is defined on the Golf device.
- **Red**: Slot Booked by a Non-member or a Guest. The slot will display the non-member's last Name or, in the case of a Guest, your 'Daily Play' name. 'Daily Play' name is defined on the Golf device.
- **Light Blue**: Slot booked for Household Play (non-member) reservation.
- **Blue**: Slot Booked; the Reservee has checked in. The slot will display names as detailed above.
- **Black**: Slot Booked; the Reservee has teed off. The slot will display names as detailed above.
- **Gold**: Slots reserved for Starter tee time and displays the word, 'Starter.'
- **Gray**: Slots reserved for Lottery Tee Times and displays the word 'LOTTERY' until such time as the Lottery Spin is completed and the slot is filled. Once filled, it will display names as detailed above.
- **Teal**: Slot Booked; the Reservee has a status of "Show 2". The slot will display names as detailed above.

Making a reservation when you enter this program from Touch Point of Sale:

- Click the actual Tee Time as displayed on the left-hand side of the screen or click an individual Tee Time Slot and select **Book Times** at the top of the screen. You will continue to the Assign Reservees screen, where you can view, change, or add a new reservation.
- If there are existing reservations on the Tee Time you select, you will proceed immediately to Check In. To tee off golfers from this screen, you must return to the Assign Reservees screen and select **Tee** from the Status drop down.
- Click **POS** to return to the Touch Point of Sale Menu.

Making a reservation when you enter this program directly from a Hot Button or by going to Daily • Golf • Time Block Dwell:

- Click the actual Tee Time, as displayed on the left-hand side of the screen. You will continue to the Assign Reservees screen, where you can view, change, or add a new reservation.
- You cannot check-in golfers through the POS from this screen, but you can Tee Off golfers by clicking the Tee Time and then **Tee Off**. You will proceed to the Assign Reservees screen and select **Tee** from the Status drop down.

The buttons across the top of the screen:

Check In - This button takes you to Point of Sale Update and allows you to process the Tee Time and/or Tee Time Slot selected. This button is available when accessing this tee sheet through Touch POS only

POS - This button is available when accessing this tee sheet through Touch POS only. Touch the POS button to return to the Touch Point of Sale screen.

Book Times - This button is available when accessing this tee sheet through Touch POS only. Touch this button to continue to the *Assign Reservees* screen.

Tee Off - This button is available when accessing this tee sheet through Daily Processing only. Touch this button to tee off the currently selected tee time(s).

Show 2 - This button is available when accessing this tee sheet through Daily Processing only. Show 2 is between the status of "show" and "tee'd off". When a user clicks on the tee time slot and then on the Show 2 button, the status of the tee time will be changed to Show 2. This option might be used in situations when after a customer checks-in at the pro shop, for example, the golf course can then have someone with a laptop or terminal (could be the starter) that is running the Time Block Tee Sheet. When the party/golfer shows up to the tee area they initially change their status to "Show 2" and then when they actually tee off they change it to "Tee'd Off".

Slot - Touch the Slot button to change slot information on a tee time. Touch an individual or multiple slots and then touch **Slot**. Enter the new information on the Change Reservee pop up screen. Click OK, Check-In, Change to Daily or Cancel when done. Changes will affect as many Slots as you selected. *For example: You have four slots reserved for the 09:23am tee time. Two members cancel, so you want to change those slots and insert two daily players. You highlight slots 1&2 and click* **Slot***. Make your changes and click* **Done***. Both slots will be updated with the new information.* If changing a reservation from a member to a daily player (or to a group of daily players), click the Change to Daily button to auto-fill the Name field with your Daily Player Default Name as identified on the Courses screen of your Golf device (if desired).

Search - Touch the Search button to continue to the Tee Time Reservation Search screen. This screen allows you to search for reservations by golfer name or golfer ID number.

Stand By - Touch the Stand By button to maintain a list of "walk-in" golfers who are waiting for tee times. Upon pressing the button, you will be taken to the Stand By List Browser to maintain the list. The Stand By button will display in an alternate color if there are golfers on the Stand By list.

Print - Touch Print to print the Tee Sheet. This is a quick link to the Tee Sheet Report and the output will be generated using the last saved settings that the user logged into GolfTrac last ran the Tee Sheet report. Touch the Tee Sheet report link for more information on that report.

Statistics - Touch the statistics button to reveal a quick view percentage of tee times booked for "today".

Receipt - The Receipt button allows you to preview/reprint the receipts for the Tee Time Slot selected. Highlight a reserved slot and click the Receipt button. If the golfer has checked-in and/or Teed Off, you will be allowed to preview/reprint that golfer's receipt. This button will display only if the Hide Receipt Reprint toggle on the Golf device is disabled.

Notes - Touch the Notes button to enter daily notes for the golf course and date selected. Notes will print on the Tee Sheet, if the toggle is selected on the Tee Sheet Report.

Squeeze - Touch the Squeeze button to add a tee slot in between existing tee slots. Touch the Squeeze button and select a tee time from the left hand column. The new Squeeze time will be added after generated (x) number of minutes after the tee time selected, where (x) equals the Squeeze Time Interval identified on the linked to the Golf device for user who is logged in.

Cancel - Touch the Cancel button to remove individuals from tee slots or remove an entire party from a selected tee time. To remove a single golfer from a tee slot, touch Cancel and select the golfer you choose to remove. To remove an entire party from a tee time, touch Cancel and select the tee time you choose to cancel.

Move Mode - Touch the Move button to move an entire tee time or single golfers from one tee time to another. To Move Single Golfers: Touch the Move button and click on a single tee time slot and drag and drop to the slot you want. If the slot you into which you drop the name already has a name in it, those two slot will change places on the tee sheet. To Move an Entire Tee Time: Touch the Move button and then click on a Tee Time. Drag and drop the tee time onto an existing tee time. If the new tee time already has golfer on it, those two tee times will switch places on the tee sheet. You cannot move tee times across different days or golf courses.

Avail Slots/All Times - Click the Avail Only button to display only available tee times. Click the All Times button to display tee times regardless of availability.

Back 9/Front 9 - Touch the Back Nine button to view the tee time slots available for tee times starting on the 10th tee. From the Back Nine screen touch the Front Nine screen to view tee time slots available for tee times starting on the 1st tee. The display button is opposite of the Tee Sheet view. For example, if you are booking start times from the 1st tee, the Front Nine/Back Nine button will show 'Back Nine.' The Front Nine/Back Nine button will only be displayed if tee times for this course were generated using a Crossover option.

The buttons down the side of the screen:

Hours of the Day - These are hotkeys. Click a time and the tee sheet will jump to display all tee times for that hour plus a few more on either side for the course and date selected.

Days of the Week - These buttons will take you to the upcoming day of the week specified.

Calendar - The calendar button can be used to display a calendar where you may select a date.

Prev Slot - Reverses the tee sheet by approximately 15 minutes.

Next Slot - Advances the tee sheet by approximately 30 minutes.

Course Button(s) - You will see buttons here for all the courses to which you are linked on the Courses screen of your Golf devices. You can view up to five (5) courses here. To get the golfball.bmp image to display the name of your golf course(s): 1) Locate the following file on your workstation: Your Course Template.bmp. It should be located in the folder defined as your BMP Location on your Golf devices. 2) Change the name of that file to exact name of your Golf Course as defined in Golf Course Maintenance (i.e. Barber Beach.bmp). 3) Open the newly renamed file using any software package that allows you to edit graphics, such as MS Paint. 4) Add the name of your Golf Course to the image and save. For a result most consistent with the other graphics on the screen, use an Arial-based font, sized to approximately 10-12 points. If using MS Paint, be sure to deselect Draw Opaque under the Image menu. 5) Copy the file to the appropriate .bmp directory on all workstations linked to this golf course. If you have more than one golf course, you should copy Your Course Template.bmp to a Temp directory, rename it there and copy it back to your regular golf BMP Location. You can then repeat this process as many times as you have courses.

Exit - Touch the Exit button to leave the Tee Sheet and return to the main RecTrac/GolfTrac screen.

Thumbnail View- The Time Block Dwell tee sheet includes a thumbnail view which runs down the right-hand side of the screen. The thumbnail view displays the entire day's tee-times (for the date and course(s) selected).

Single/Multiple Radio Set Buttons - If you are linked to multiple courses, you can use these buttons to change the Thumbnail view from the course on which you are dwelling (Single) to all courses to which you are linked (Multiple).

- Single - Displays tee times for day and course selected using the main tee sheet color-coding scheme.
- Multiple - Displays one row of tee times for each course to which you are linked. The first course creates the time buttons. Subsequent courses will use that time that is greater than or equal to the original course. Any gaps in tee times due to this limitation will be colored in gray. Other color coding is as follows:

White	All Slots are Open
Green	Three (3) Slots are Open
Yellow	Two (2) Slots are Open
Maroon	One (1) Slot is Open
Black	Tee Time is Fully Booked

Reserving and Changing Tee Times

Canceling Tee Times

These instructions list the minimum information required to cancel Tee Times and/or Tee Time Slots and assume you are running your Tee Sheets through Touch POS.

To Cancel an Entire Tee Time:

1. Go to Daily • POS • Touch POS, or click your Touch POS hotkey.
2. Click the Cancel button located at the top of the screen. It will turn red.
3. Click on the Tee Time you wish to cancel. The reservations will disappear and the Cancel button will revert to blue. If canceling a Member's reservation, the Member's cancellation count will increase by one (1).
4. Repeat Steps 2-3 as necessary.

Note: This process will cancel all slots on the Tee Time regardless of status (reserved, show, tee). Canceling Tee Times with a status of 'Show' or 'Tee' will NOT reverse the POS transaction and will NOT remove the data from most Golfer reports and Financial reports. To remove that data, you must perform a reverse sale for the applicable Tran Code(s) in POS.

To Cancel a Single Tee Time Slot:

1. Go to Daily • POS • Touch POS, or click your Touch POS hotkey.
2. Click the Cancel button located at the top of the screen. It will turn red.
3. Click on the Tee Time Slot you wish to cancel. The reservation will disappear and the Cancel button will revert to blue. If canceling a Member's reservation, the Member's cancellation count will increase by one (1).
4. Repeat Steps 2-3 as necessary.

Note: This process will cancel the Tee Time Slot regardless of status (reserved, show, tee). Cancelling Tee Times with a status of 'Show' or 'Tee' will NOT reverse the POS transaction and will NOT remove the data from most Golfer reports and Financial reports. To remove that data, you must perform a reverse sale for the applicable Tran Code(s) in POS.

Changing a Name on a Tee Time Slot

Use the Slot button to change golfer information on a Tee Time Slot.

1. Touch an individual slot within a Tee Time and then touch Slot. OR
2. Touch multiple slots in the same Tee Time and then touch Slot.
3. Enter the new information on the Change Reservee pop up screen.
4. Click OK, Check-In, Change to Daily or Cancel when done.

   Changes will affect as many Slots as you selected. For Example: You have four slots reserved by Members for the 09:23am tee time. Two Members cancel, so you want to change those slots and insert two Daily Players. Find the Tee Time and highlight Slots 1 & 2. Click 'Slot.' Make your changes and click 'Done.' Both slots will be updated with the new information.

Note: If changing a reservation from a Member or Non-Member to a Daily Player (or to a group of Daily Players), click the Change to Daily button to auto-fill the Name field with your "Day Name for 'Make Daily' Button" as identified on the Courses screen of your Golf device, if desired.

Moving Tee Times

These instructions list the minimum information required to move Tee Times and/or Tee Time Slots and assume you are running your Tee Sheets through Touch POS.

Note: You cannot perform this function using the Block Tee Sheet.

To Move an Entire Tee Time:

1. Go to Daily • POS • Touch POS, or click your Touch POS hotkey.
2. Click the Move button located at the top of the screen. It will turn red.
3. Click and hold on the Tee Time you wish to move.
4. Drag the mouse to the new Tee Time. The entire party will move to the new tee time.

Note: If the new Tee Time contains existing reservations, the two tee times will change places on the tee sheet.

5. Repeat Steps 2-4 as necessary.
6. Click the Move button when done. It will revert to blue.

To Move a Single Tee Time Slot:

1. Go to Daily • POS • Touch POS, or click your Touch POS hotkey.
2. Click the Move button located at the top of the screen. It will turn red.
3. Click and hold on the Tee Time Slot you wish to move.
4. Drag the mouse to the new Tee Time Slot. The entire party will move to the new tee time.

Note: If a golfer exists in the new Tee Time Slot selected, those two golfers will change places on the tee sheet.

5. Repeat Steps 2-4 as necessary.

6. Click the Move button when done. It will revert to blue.

Pattern Tee Time Reservations

Making a Pattern Tee Time Reservation

1. Go to Daily • Golf • Pattern Tee Time Reservation.
2. Enter the range of courses for which you wish to generate pattern tee time reservations. Or press the F9 key or right-click from within the field to select the appropriate courses from the picklist.
3. Enter the range of dates for which you wish to generate pattern tee time reservations. Or press the F9 key or right-click from within the field to select the appropriate date from calendar.
4. Enter the range of times for which you wish to generate pattern tee time reservations.
5. Enter the number of slots for which you wish to generate pattern tee time reservations.
6. Select the days on which you wish to generate pattern tee time reservations.
7. Enter or select the golfer ID that you wish to link to the pattern tee time reservation. OR Enter the name of a non-RecTrac family member or tournament that you wish to link to the pattern tee time reservation.
8. Fill in all other fields or leave their default entries. Press F1 for field-level Help as necessary.
9. Click Process to begin the tee time pattern reservation process.

Note: This process will assign as many tee times as possible to the Golfer ID(s) selected over the date/time range entered.

Canceling Pattern Tee Times

The Pattern Tee Time Clear program allows you to cancel existing tee time based on a pattern. The program provides for multiple selections and also allows you to specify individual golfers in order to prevent you from canceling other tee times by accident.

Note: There are no permissions or restrictions associated with this program. ALL tee times that fit your selection criteria will be cancelled/deleted.

1. Go to Daily • Golf • Pattern Tee Time Clear.
2. Enter search/cancellation criteria.
3. Press F1 for field level help as needed.
4. Press Process when ready.

Reserving a Tee Time in Regular Daily Processing

These instructions list the minimum information required to process a single Tee Time reservation in Daily Processing and NOT in Touch POS.

These instructions assume that:

- You have generated tee times for the selected golf courses.
- Your users are linked to all appropriate devices
- The Tee Time you are reserving is open with no other reservations on it.

Note: You can reserve tee times in Daily Processing, but you cannot check in golfers as Daily Processing does not offer a link to POS. If you want to make reservations AND check in golfers, see Reserving a Tee Time in Touch POS.

Press F1 for field-level Help and more detailed information on any screen as needed.

1. Go to Daily • Golf • Select the Tee Sheet of your choice, or click your Tee Sheet hotkey.
2. Click or touch on the Tee Time you wish to reserve. You will proceed to the Golf Course - Assign Reservees for 'Time' on 'Date' screen. The field to which your cursor will default is established by your Starting Position on Tee Sheet Booking Screen selection on the Golf device.
3. Enter the golfer's information on the Slot 1 line.

   For Members: Enter the Member's Golf Pass Number in the Member # field. Members are defined as any Family Member in your database who holds a valid Pass for the golf course in question. If you do not know the pass number, you can right-click or press F9 from within the field and choose from the Pass Member Pick list.

   For Non-Members: Enter the non-member's Household # and Family Member # in the appropriate fields. Non-Members are defined as any Family Member in your database who does NOT hold a valid Pass for the golf course in question. If you do not know the Household/Family member number(s), you can right-click or press F9 from within the field and choose from the Family Member Section Pick list.

   For Guests: Enter the player's name in the Name field OR click the Daily button on the right-hand side of the screen to auto-fill the Name field with your Daily Player Default Name. Guests are defined as individuals who are NOT in your database and are therefore Daily Players.

4. Repeat Step 3 to add any additional golfers OR click the number of Tee Slots the golfer wants to reserve in his/her name by clicking the corresponding number from the Multiple Tee Time Slots near the bottom of the screen. *Optional*: Place a toggle in the Lead field to designate on of the golfers as the Lead. Lead golfers will designated as 'Golfer's Name (L)' on the rolling Tee Sheet. *For example: Nicklaus (L).*
5. Click the Reserve button at the bottom of the screen. You will be returned to the tee sheet from which you came, and the reserved tee time will be displayed. Reserved tee times will show differently depending on your tee sheet dwell option, but the individual slots will be outlined in red.

Reserving a Tee Time in Touch POS

These instructions list the minimum information required to process a single Tee Time reservation in Touch POS and the minimum information required to Check In the golfer(s) upon arrival.

Please also refer to Topic Doc - Touch POS Tee Sheets for complete documentation

These instructions assume that:

- You have generated tee times for the selected golf courses.
- Your users are linked to all appropriate devices.
- The Tee Time you are reserving is open and has no other reservations on it

Press F1 for field-level Help and more detailed information on any screen as needed.

To Make a Tee Time Reservation:

1. Go to Daily • POS • Touch POS, or click your Touch POS hotkey.
2. Click or touch on the Tee Time you wish to reserve. You will proceed to the Golf Course - Assign Reservees for 'Time' on 'Date' screen. The field to which your cursor will default is established by your Starting Position on Tee Sheet Booking Screen selection on the Golf device.
3. Enter the golfer's information on the Slot 1 line.

For Members: Enter the Member's Golf Pass Number in the Member # field. Members are defined as any Family Member in your database who holds a valid Pass for the golf course in question. If you do not know the pass number, you can right-click or press F9 from within the field and choose from the Pass Member Pick list.

For Non-Members: Enter the non-member's Household # and Family Member # in the appropriate fields. Non-Members are defined as any Family Member in your database who does NOT hold a valid Pass for the golf course in question. If you do not know the Household/Family member number(s), you can right-click or press F9 from within the field and choose from the Family Member Section Pick list.

For Guests: Enter the player's name in the Name field OR click the Daily button on the right-hand side of the screen to auto-fill the Name field with your Daily Player Default Name. Guests are defined as individuals who are NOT in your database and are therefore Daily Players.

4. Repeat Step 3 to add any additional golfers OR click the number of Tee Slots the golfer wants to reserve in his/her name by clicking the corresponding number from the Multiple Tee Time Slots near the bottom of the screen. *Optional*: Place a toggle in the Lead field to designate on of the golfers as the Lead. Lead golfers will designated as 'Golfer's Name (L)' on the rolling Tee Sheet. *For example: Nicklaus (L).*
5. Click the Reserve button at the bottom of the screen. You will be returned to the tee sheet from which you came, and the reserved tee time will be displayed. Reserved tee times will show differently depending on your tee sheet dwell option, but the individual slots will be outlined in red.

To Check In an Entire Tee Time:

1. Go to Daily • POS • Touch POS, or click your Touch POS hotkey.
2. Click the Tee Time you wish to check in. You will proceed to the Pont of Sale Update screen.
3. Applicable Tran Codes for your golf passes will display. Review those for accuracy.
4. Click the Payment button and complete the transaction. You will be returned to the tee sheet. Reserved tee times will show differently depending on your tee sheet dwell option, but the individual slots will be outlined in blue, denoting 'Show.'

Tee Time Lottery

The Tee Time Lottery programs allow you to make tee time reservations based on the results of a random spin. Tee Time Lottery is a good way of insuring fair and random reservations during known high volume hours when you have more golfers than tee times available. There are a number of steps involved in the lottery process, from creating the lottery tee times to running the spin.

Please refer to: Topic Doc - Tee Time Lottery 10.3 for a complete set of printable instructions

Running a Stand By List

Running a Stand By List

The Stand By button allows you to manage a list of golfers who are waiting for Tee Times. The Stand By button allows you to:

- Add golfers to the Stand By List
- Change information for golfers on the list
- Book Tee Times for golfers on the list
- Delete golfers from the list

Adding a Golfer to the Stand By List

1. From the Tee Sheet, click the Stand By button located at the top of the screen. You will proceed to the Stand By List for 'Date' browser. The Stand By List browser displays all golfers on the stand by list, sorted by entry time, and listing the slots requested waitlist status, golfer type and User ID of the clerk who made the entry.

Note: Whenever you have golfers on your Stand By list, the Stand By button on your Tee Sheet will display in an alternate color.

2. Click Add. You will be taken to the Stand By Entry screen.
3. Enter the golfer's name and the number of slots requested in the Name and Slot fields and click OK. You will be returned to the Stand By List browser. *Optional*: Enter data in the Golfer Type and Notes fields as desired.
4. Click <<Tee Sheet to return to the Tee Sheet. If this is the first entry on your Stand By List, the Stand By button will display in an alternate color.

Changing Stand By List Information

1. From the Tee Sheet, click the Stand By button located at the top of the screen. You will proceed to the Stand By List for 'Date' browser. The Stand By List browser displays all golfers on the stand by list, sorted by entry time, and listing the slots requested waitlist status, golfer type and User ID of the clerk who made the entry.
2. Highlight the entry you want to edit and click Change. You will be taken to the Stand By Entry screen.
3. Make changes as necessary and click OK. You will be returned to the Stand By List browser.
4. Click <<Tee Sheet to return to the Tee Sheet.

Booking Tee Times from the Stand By List

1. From the Tee Sheet, click the Stand By button located at the top of the screen. You will proceed to the Stand By List for 'Date' browser. The Stand By List browser displays all golfers on the stand by list, sorted by entry time, and listing the slots requested waitlist status, golfer type and User ID of the clerk who made the entry.
2. Highlight the entry you want to book and click Book Time. You will be taken to the Tee Sheet.
3. Click the Tee Time you wish to book. The entry from the Stand By list will appear on the sheet using the number of slots requested. The first slot will be designated as 'Lead' (L).
4. Repeat Steps 1-3 to book further tee times from the Stand By list.

Note: All Stand By list entries are booked as Guests by default. To change Stand By entries from Guests to Members or Non-Members (or to insert the Daily Play name), use the Slot button as described above.

5. Once booked, Stand By tee times are checked in as described above.

Deleting a Stand By List Entry

1. From the Tee Sheet, click the Stand By button located at the top of the screen. You will proceed to the Stand By List for 'Date' browser.
2. Highlight the entry you want to remove and click Delete. Answer 'Yes' to the challenge message and click <<Tee Sheet.

Note: All Stand By list entries must be removed in this manner. Booking a Tee Time does not delete the entry from the Stand By list.

Teeing Off

Checking In and Teeing Off

These instructions list the minimum information required to check golfers in for their tee times, either through Touch POS or via Daily Processing. Press F1 for field-level Help and more detailed information as needed.

Note: You can check in golfers via Daily Processing but you lose all POS functionality when doing so, meaning Tran Codes sales will not take place and data for most Golfer reports and Financial reports will NOT be captured.

To Check In an Entire Tee Time in Touch POS:

1. Go to Daily • POS • Touch POS, or click your Touch POS hotkey.
2. Click the Tee Time you wish to check in. You will proceed to the Pont of Sale Update screen.
3. Applicable Tran Codes for your golf passes will display. Review those for accuracy.
4. Click the Payment button and complete the transaction. You will be returned to the tee sheet. Reserved tee times will show differently depending on your tee sheet dwell option, but the individual slots will be outlined in blue, denoting ‘Show.’

To Check In a Single Tee Time Slot in Touch POS:

1. Go to Daily • POS • Touch POS, or click your Touch POS hotkey.
2. Click the Tee Time Slot you wish to check in and click the Check In button at the top of the screen. You will proceed to the Pont of Sale Update screen.
3. Applicable Tran Codes for the golf pass type will display. Review for accuracy.
4. Click the Payment button and complete the transaction. You will be returned to the tee sheet. Reserved tee times will show differently depending on your tee sheet dwell option, but the individual slot will be outlined in blue, denoting ‘Show.’

To Check In and Tee Off Golfers via Daily Processing

1. Go to Daily • Golf • Select the Tee Sheet of your choice, or click your Tee Sheet hotkey.
2. Using the mouse, click on the Tee Time you wish t modify. You will proceed to the Golf Course - Assign Reservees for 'Time' on 'Date' screen.
3. Find the tee slot you wish to check in and use the mouse to change the Status drop down list from ‘New’ to ‘Show.’
4. Repeat Step 3 to add any additional golfers who are checking in.
5. Click the Reserve button at the bottom of the screen. You will be returned to the tee sheet from which you came, and the reserved tee time will be displayed. Checked-in tee times will show differently depending on your tee sheet dwell option but the individual slots will be outlined in blue, denoting ‘Show’.
6. Once the party has tee’d off, repeat Steps 1-5 to change the status from ‘Show’ to ‘Tee.’ Tee’d Off tee times will show differently depending on your tee sheet dwell option.
7. To check in an individual golfer, repeat Steps 1-3 and 5.

Note: You can check in golfers via Daily Processing but you lose all POS functionality when doing so, meaning Tran Codes sales will not take place and data for most Golfer reports and Financial reports will NOT be captured.

Using the Tee Time Starter Program

The Tee Time Starter program allows you to set up a touch screen for your golf starter to use to keep customers up-to-date regarding tee off times. Customers are able to view this information using the Tee Time Monitor program. The following set of steps should be used by your starter to maintain tee times throughout the day.

1. Go to Daily • Golf • Tee Time Starter. You will proceed to the Tee Time Starter Options screen.
2. In the Course field use the keyboard to enter the Golf Course for which you are tracking start times. OR Touch twice in the field to select the appropriate golf course from the picklist.
3. Enter today's date in the Play Date field using the keyboard. OR Touch twice in the field to select the appropriate date from the calendar.
4. In the Refresh Min field enter the number of minutes you wish to pass before the browser on the Starter screen will be updated.
5. Choose whether you want the display tee times that have been tee'd off.
6. Choose whether you want to tee off all golfers linked to a slot, or individual golfers.
7. Touch the OK button. You will continue to the Tee Time Starter screen.
8. Highlight the reservation that you just started and touch the Tee'd Off button.
9. Repeat this step for each reservation as you tee them off.
10. At the end of the day, touch the Exit button to leave this program and log out.

Updating Tee Time Statuses Using the Tee Time Starter Program

The following steps assume that you are using a computer with touch screen capabilities.

1. Go to Daily • Golf • Tee Time Starter. You will proceed to the Tee Time Starter Options screen.
2. Touch twice from within the Course field to select the golf course from the touch picklist.
3. Touch in the Play Date field. Touch the Keyboard button.
4. Use the Keyboard screen to enter the Play Date for which you wish to process tee time starts.
5. In the Refresh Min field, use the keyboard to enter the interval in minutes that you want the tee time starter display field to be updated with changes made in Touch Screen Tee Time Processing.
6. Click OK. You will continue to the Tee Time Starter screen.
7. Highlight the tee time slot that you wish to update.
8. Touch the Tee'd Off button at the bottom of the screen.
9. Repeat steps 7 and 8 for each Tee Time Slot that you wish to mark as Tee'd Off.
10. Touch the Exit button.
11. You will return to the Tee Time Starter Options screen. Touch the Exit button.

Using the Tee Time Monitor

The Tee Time Monitor screen allows you to view upcoming tee times. The following steps assume that you are using a computer with touch screen capabilities.

1. Go to Daily • Golf • Tee Time Monitor. You will proceed to the Tee Time Monitor Options screen.
2. Touch twice from within the Course field to select the golf course from the touch screen picklist.
3. Touch in the Play Date field. Touch the Keyboard button.
4. Use the Keyboard screen to enter the Play Date for which you wish to view tee time statuses.

5. Select the appropriate refresh settings based on your needs. Press F1 for field-level Help as needed.
6. Select whether you want to run in manual or auto-mode. If you manually tee off golfers, do NOT run in auto-mode; only run the monitor in auto-mode if not using the Starter program.
7. Touch the OK button to continue to the Tee Time Monitor. You will proceed to the Tee Time Monitor. The following fields are displayed:

   Scheduled Time: The time slot for which the golfers were originally scheduled.
   Order: The order of the golfers scheduled for this slot (Waiting, In-Hole, On-Deck, Up).
   Status: The status for this slot.
   Tee Time: The tee time for the golfers who made a reservation in this slot. You can move these times back using the Tee Time Monitor Delay (Daily • Golf • Tee Time Monitor Delay) program.
   Golfers: The number of golfers for this slot, and their status.

8. Touch the Exit button to return to the Main Menu.

Billing Tee Time No-Shows

Billing Tee Time No-Shows

Run the Tee Time No-Show CC Processing program followed by the No Show Tee Time Auto Debit Credit Card Processing program, if needed. Press F1 for screen-level Help as needed.

The Tee Time No Show program allows you to charge fees for golfers who reserved a tee time but didn't 'Show' and/or didn't cancel. This program offers three (3) methods for charging patrons or applying fees to member households:

- You can bill credit card information if you have it associated with the tee time slots. To do that, you must run this program and then run the No Show Tee Time Auto Debit Credit Card Processing program.
- If you do not have Credit Card information associated with the No-Show in the tee slot, but the No-Show is a Member or Non-Member, you may opt to auto-apply No-Show Fees to the Member's/Non-Member's Household.
- If you do not have Credit Card information associated with the No Show in the tee time slot, and the No Show is a Guest, the individual's name (or your 'Daily Player' name) and tee time information will appear on a TTNoShow.log file that will be generated when you run this program. No fees will be charged or applied, but you will have a record of the No Show posting.

Note: Run the Tee Time No Show Report prior to running this program to obtain a list of golfers who didn't 'Show' according to the system. If you have golfers on that report who did 'Show,' you can check them in prior to running this program.

Note: This program applies No-Show fees only. It does not create a 'No Show' record anywhere on the Member's Household or Pass. A Member's No Show count information is maintained by the No Show Count Update program, which should be run on a regular basis.

Golfer Score Update

Deleting Handicap Scores

1. Go to Utilities • Golf • Golf Scores Delete.
2. Enter the name of the RecTrac family member for whom you wish to delete a handicap score in the Lookup field. OR Click Name Search or Pass Number to continue to the Family Member Listing screen.

3. Highlight the appropriate family member and click Select. You will continue to the Handicap Scores Listing screen.

Note: If this person holds more than one pass, depending on your setup you may visit the Pass Listing screen before proceeding to the Handicap Scores Listing screen.

4. Highlight the handicap score that you wish to delete. Click Delete.
5. You will be prompted with the following message, "Continue With Delete Of This Score?" Click Yes.
6. Click Exit.
7. You will be prompted with a message that lists your Old Trend Handicap Index and your New Trend Handicap Index. Click OK. You will return to the GolfTrac Scores Delete Family Member Selection screen.
8. Click Exit.

Self-Entry of Golfer Scores for a Foreign Course

Using the Handicap Update program, golfers can enter their scores at the end of a round to track his or her handicap at a selected golf course facility. Each day an employee of the golf course will set up the score self-update program.

Starting the Handicap Update Program

1. Go to Daily•Golf•Golfer Handicap Scores Posting. You will visit the visit the Handicap Post Options Update screen.
2. Enter the password you want to be used for exiting the Handicap Update program. If you use a dedicated PC accessed by the public, VSI STRONGLY RECOMMENDS the use of a password to protect your system security, database integrity, and customer's confidentiality.
3. Check the Post Scores Using Hole-by-Hole Method option to enter the score for each hole played during the round. Un-check this option to enter one total score for the round.
4. Check the Show Golfer IDs on Lookup Picklist option to display the following detailed information on the Family Member Listing screen: Family Member Name, H/H ID Number, Family Member Number, Gender, Residency Flag, Birthday, Status, Grade, Organization, Social Security Number and Photo ID Number. Un-check this option to show only the following limited information: Family Member Name, Birthday, Status, and Organization.
5. Select the Allow Golfer to Post Multiple Scores option if you want to allow golfers to post more than score.
6. Click Next to continue to the GolfTrac Scores Update Family Member Selection screen.

Entering Scores

1. Enter your pass number in the Lookup field and press Enter, or swipe your pass through the swiper device.
2. You will proceed to the Play Date screen. Enter or select the date on which you played this round.
3. Click Next. You will proceed to the Score Update screen. Enter the applicable score(s).
4. Click Next. You will continue to the Tourney screen.
5. Select whether this round was played as part of a tournament.
6. Click Next. You will continue to the Home Course screen.
7. De-select the toggle next to the box labeled 'Is This A Home Course Score?'
8. Click Next. You will proceed to the Course/Slope Rating screen.
9. Enter the applicable course and slope ratings for the foreign course.
10. Click Next. You will be prompted with the question 'Would you like to review any of your input?' Notice that all of the entries you made are listed at the top of the screen. If any of the entries are incorrect click Yes to cycle back through your selections and make the applicable correction. Otherwise click No.

11. You will return to the GolfTrac Scores Update Family Member Selection screen where the next golfer may now enter his or her scores.

Shutting Down the Handicap Update Program

1. Go to the terminal on which you setup the Score Posting program. The GolfTrac Scores Update Family Member Selection screen should be displayed. If not, click Cancel until you reach this screen.
2. Click Exit. You will continue to the Password Update screen.
3. Enter the exit password that you selected when you started the program.
4. Click Next. You will return to the Main Menu.

Self-Entry of Golfer Scores for a Home Course

Using the Handicap Update program, golfers can enter their scores at the end of a round to track his or her handicap at a selected golf course facility. Each day an employee of the golf course will set up the score self-update program.

Starting the Handicap Update Program

1. Go to Daily • Golf • Golfer Handicap Scores Posting. You will visit the visit the Handicap Post Options Update screen.
2. Enter the password you want to be used for exiting the Handicap Update program. If you use a dedicated PC accessed by the public, VSI STRONGLY RECOMMENDS the use of a password to protect your system security, database integrity, and customer's confidentiality.
3. Check the Post Scores Using Hole-by-Hole Method option to enter the score for each hole played during the round. Un-check this option to enter one total score for the round.
4. Check the Show Golfer IDs on Lookup Picklist option to display the following detailed information on the Family Member Listing screen: Family Member Name, H/H ID Number, Family Member Number, Gender, Residency Flag, Birthday, Status, Grade, Organization, Social Security Number and Photo ID Number. Un-check this option to show only the following limited information: Family Member Name, Birthday, Status, and Organization.
5. Select the Allow Golfer to Post Multiple Scores option if you want to allow golfers to post more than score.
6. Click Next to continue to the GolfTrac Scores Update Family Member Selection screen.

Entering Scores

1. Enter your pass number in the Lookup field and press Enter, or swipe your pass through the swiper device.
2. You will proceed to the Play Date screen. Enter or select the date on which you played this round.
3. Click Next. You will proceed to the Score Update screen. Enter the applicable score(s).
4. Click Next. You will continue to the Tourney screen.
5. Select whether this round was played as part of a tournament.
6. Click Next. You will continue to the Home Course screen.
7. Select the toggle box next to the label 'Is This A Home Course Score?'
8. Click Next. You will proceed to the Home Course Selection screen.
9. Select the home course on which this round was played.
10. Click Next. You will proceed to the Tee Played screen.
11. Select the tee from which this round was played.
12. Click Next. You will be prompted with the question 'Would you like to review any of your input?' Notice that all of the entries you made are listed at the top of the screen. If any of the entries are incorrect click Yes to cycle back through your selections and make the applicable correction. Otherwise click No.
13. You will return to the GolfTrac Scores Update Family Member Selection screen where the next golfer may now enter his or her scores.

Shutting Down the Handicap Update Program

1. Go to the terminal on which you setup the Score Posting program. The GolfTrac Scores Update Family Member Selection screen should be displayed. If not, click Cancel until you reach this screen.
2. Click Exit. You will continue to the Password Update screen.
3. Enter the exit password that you selected when you started the program.
4. Click Next. You will return to the Main Menu.

CYS Daily Work

Posting Attendance Figures

Changing a Provider Attendance Posting

Note: If you use the USDA Meal Reimbursement Posting program you will need to make corrections to the Provider Attendance Posting program BEFORE running the Meal Reimbursement Posting program for the selected date range. Otherwise your meal reimbursement amounts for Providers will be based on the incorrect attendance figures.

1. Go to Daily • CYS • CYS Provider Attendance Posting OR click the Provider Attendance Posting hot button.
2. Enter the Activity Number for which you wish to change posted Provider attendance figures. OR Press the F9 key or right-click from within the field to select the appropriate activity from the picklist.
3. In the Posting Dates fields, enter the date range for which you wish to change posted Provider attendance figures. OR Press the F9 key or right-click from within the field to select the appropriate dates from the calendar.
4. In the Skip Date fields, enter any dates within the range you want to skip.
5. Highlight the enrollee in the browser box for which you wish to change posted Provider attendance figures.
6. Click **Listing**. You will continue to the Provider Attendance Posting - Detail screen.
7. Click on the date for which you wish to change a posted attendance figure. Notice that the appropriate information is listed in the fields at the bottom of the screen.
8. Edit these fields as necessary. Press F1 for field-level Help as necessary.
9. Click **Record in List.**
10. Click **Post Attendance**. After a child's attendance has been posted the child should have a 'yes' entered in the posted column next to that child's name. If the column reads 'no' for that child, you have not posted the attendance correctly.
11. Click **Exit**.

Posting Provider Attendance for Full/Part Day Care

This program is typically run on a weekly basis. It must be run prior to running the USDA Meal Reimbursement Posting program if you wish to include Provider attendance figures in your posting process.

1. Go to Daily • CYS • Provider Attendance Posting. OR Click the FCC Attendance Posting hot button.
2. Enter the activity number for which you wish to post Provider attendance figures. OR Press the F9 key or right-click from within the field to select the appropriate activity from the picklist. The browser at the bottom of the screen will populate with the children assigned to the Provider.
3. Enter the range of dates for which you wish to post Provider attendance figures. OR Press the F9 key or right-click from within the Posting Dates fields to select the appropriate dates from the calendars.
4. Optional: Enter Skip Dates, if appropriate.

5. Highlight the first child in the browser box for whom you wish to post Provider attendance and click **Listing**. You will proceed to the Provider Attendance Posting for <Family Member> in <Provider> screen, and the browser at the top will be populated with date and time information based on your date range selections and the pre-selected attendance hours for the child.
6. To post for all dates and times in the browser, click **Post Attendance**, located at the bottom of the screen. You will receive a confirmation that attendance has been posted, and you will be returned to the Provider Attendance Posting screen to pick another child. Skip to Step 12 below.
7. To edit arrival and departure times for a specific date, or to post a no-show, click on the date you wish to modify. Notice that the appropriate information is listed in the fields at the bottom of the screen.
8. Click **No Show** to post a no-show for that day, or edit these fields as necessary to modify arrival and departure times. Press F1 for field-level Help as necessary.
9. When done, click **Record in List.**
10. Repeat steps 7-9 for each date that you wish to enter an attendance posting for this individual.
11. When done, click **Post Attendance**. You will receive a confirmation that attendance has been posted, and you will be returned to the Provider Attendance Posting screen to pick another child.
12. Repeat steps 5–11 until all children with visits in the date range have been posted. If a child visited a home and isn't on the browser, click **Add Enrollee**.
13. When all attendance has been posted, click **Print Journal** for a hard copy of posted information.
14. Click **Exit** when done or to exit without printing the journal.

Posting Provider Attendance for Hourly/Walk-In Care

This program is typically run on a weekly basis. It must be run prior to running the USDA Meal Reimbursement Posting program if you wish to include Provider attendance figures in your posting process.

1. Go to Daily • CYS • Provider Attendance Posting. OR Click the FCC Attendance Posting hot button.
2. Enter the activity number for which you wish to post Provider attendance figures. OR Press the F9 key or right-click from within the field to select the appropriate activity from the picklist. The browser at the bottom of the screen will populate with the children assigned to the Provider.
3. Enter the range of dates for which you wish to post Provider attendance figures. OR Press the F9 key or right-click from within the Posting Dates fields to select the appropriate dates from the calendars.
4. Optional: Enter Skip Dates, if appropriate.
5. Click **Add Enrollee**. You will continue to the Family Member Section Picklist.
6. Highlight the family member for whom you wish to post Provider Hourly Care attendance.
7. Click **Select**. You will return to the Provider Attendance Postings screen. The new individual will be displayed in the family member browser box.
8. Repeat steps 5–7 until all additional enrollees are displayed in the browser.
9. Highlight the newly added enrollee in the browser box for whom you wish to post Provider attendance figures and click Listing. You will continue to the Provider Attendance Posting for <Family Member> in <Provider>. The browser at the top will be populated with the date range information you selected.
10. Click on the date for which you wish to post an attendance posting.
11. Enter the appropriate arrival and departure times. Press F1 for field-level Help as necessary.
12. Click **Record** in List.
13. Once your arrival and departure times for the child are entered, click **Post** Attendance. You will receive a confirmation message that attendance has been posted for the child, and you will be returned to the Provider Attendance Postings screen.
14. Repeat steps 8–13 for each hourly care individual for whom you wish to process an attendance posting.

15. When all attendance has been posted, click **Print Journal** for a hard copy of posted information.
16. Click **Exit** when done or to exit without printing the journal.

Searching for Care

Searching For an Available CYS Program

These instructions list the minimum information required to complete the Search for Care process for center-based care within CYS. Press F1 for field-level Help and more detailed information as needed.

1. Go to Daily • CYS • CR Search for Care. OR Select the Search for Care hot button.
2. In the Lookup field, type all or part of the household's last name and press **Enter**. OR Leave the Lookup field blank and press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the household for which you wish to search for care.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select**. You will continue to the Search for Care screen.
5. Highlight the family member in the browser box for whom you wish to search for care.
6. De-select the Include Providers in Search option.
7. Select the Include Center Based Options In Search option.
8. The Age Group field will fill in by default when you select the child. If the field is blank, the child has no birth date. You will have to add one for the child using the HH & Member Update hot button. If you are performing a search for care for a child that has not yet been born, you may need to manually select the Infant age group.
9. Select the Only Include in List if Vacancy Exists option if you wish to view programs that meet your selected criteria AND have at least one opening. De-select this option to view all programs that meet the selected criteria regardless of whether those programs are at capacity.
10. Using the Location dual select list, highlight the building numbers in which your programs are based and **Add>>** them to the Include column for your search. If you do not choose a location, the search will include all locations.
11. In the Prog Type dual selection list, make sure that you select the program type(s) desired. If you do not choose a program type, the search will include all types of programs for that age group.
12. Click **Search**. You will continue to the Care Options for <Household> screen, which provides a listing of all available CYS classes that meet the criteria you specified on the Search for Care screen.

From here, you can either Add the child to a wait list or Cancel. You cannot enroll a child into a program from this screen.

Searching for an Available Provider

These instructions list the minimum information required to complete the Search for Care process for Provider-based care within CYS. Press F1 for field-level Help and more detailed information as needed.

1. Go to Daily • CYS • CR Search for Care. OR Select the Search for Care hot button.
2. In the Lookup field, type all or part of the household's last name and press **Enter**. OR Leave the Lookup field blank and press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the household for which you wish to search for care.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select**. You will continue to the Search for Care screen.
5. Highlight the family member in the browser box for whom you wish to search for care.
6. Select the Include Providers in Search option.
7. De-select the Include Center Based Options In Search option.
8. The Age Group field will fill in by default when you select the child. If the field is blank, the child has no birth date. You will have to add one for the child using the HH & Member Update hot button. If you are performing a search for care for a child that has not yet been born, you may need to manually select the Infant age group.
9. Select the Only Include in List if Vacancy Exists option if you wish to view programs that meet your selected criteria AND have at least one opening. De-select this option to view all programs that meet the selected criteria regardless of whether those programs are at capacity.
10. Using the Location dual select list, highlight the Provider locations for which you wish to search and **Add>>** them to the Include column. If you do not choose a location, the search will include all locations.
11. In the Prog Type dual selection list, make sure that you select the program type(s) desired. If you do not choose a program type, the search will include all types of programs for that age group.
12. Click **Search**. You will continue to the Provider Search for Care <Household> - Screen 1 of 2, which provides further selection criteria.
13. Optional: Use the Military Bases dual selection list to include selected Military Bases in your search. Leave the Include column blank to search for FCC care regardless of Military Base specifications.
14. Optional: Use the School Districts dual selection list to include selected School Districts in your search. Leave the Include column blank to search for FCC care regardless of School District specifications.
15. Optional: Use the Housing Areas dual selection list to include selected Housing Areas in your search. Leave the Include column blank to search for FCC care regardless of Housing Area specifications.
16. Select or de-select whether to include or exclude Providers located ON and OFF post as needed.
17. Click **More Opt** to continue to the Provider Search for Care for <Household> Screen 2 of 2 screen.
18. Optional: Use the Special Requirements dual selection list to include selected Special Requirements in your search. Leave the Include column blank to search for FCC regardless of Special Requirements.
19. In the Prog Type dual selection list, make sure that you select the program type(s) desired. If you do not choose a program type, the search will include all types of programs for that age group.

Note: The program type selection(s) will be carried over from the entry on the initial search screen.

20. In the Required Begin and End Time #1 fields enter the beginning and ending times for which care is needed, such as Mon – Fri, 0700 – 1700.
21. If care is required for different sessions during day, such as for Before and After school care, enter a second range of times in the Begin and End Time #2 fields.
22. Click **Search** to continue to the Care Options for <Household> screen to display all applicable care options based on the FCC specified search criteria.

Note: Providers who fully meet ALL requirements will be listed with a 'Yes' in the OK column. Providers listed with 'NO!' in the OK column meet all the requirements EXCEPT care times.

From here, you can either: Post Provider Referrals, Print Results (Providers will print in random order), Add the child to a wait list, or Cancel. You cannot enroll a child into a program from this screen.

Adding a Waitlist Entry

The following steps assume that:

- You have already run Search for Care for CYS Programs and/or Providers.
- You are currently on the Search for Care – Care Options for <Household> screen.

1. Highlight the desired CYS Program or Provider.
2. Select the appropriate Waitlist Category at the bottom of the screen.
3. Click **Add to W'List.** You will continue to the Wait List Update screen.
4. Enter the initial date on which this family member is being added to the selected wait list. The date will default to "today." OR Press the F9 key or right-click from within the field to select a different date from the calendar
5. Enter the time at which this family member was added to the wait list. The time will default to "now," or you may enter a different time.
6. Select the appropriate Priority Code from the picklist.
7. Enter comments as necessary.

Note: If you are placing a child on the Projected Care wait list, you must assign a Need Date to the wait list entry.

If you are placing the child on the Preferred Care wait list, you must assign a Preference Date and Time. "Today's" date the current time will be entered by default, or you may override them.

8. Click **OK**. Click **Yes** when you are prompted with a question asking whether you wish to add the child to the wait list.
9. If you were searching for an FCC Provider, remember to post referrals before exiting this program. This will allow you to prove to FCC providers that you have been recommending their households to prospective clients.
10. Click **Exit**.

Changing an Existing Waitlist Entry

1. Go to Daily • CYS • CYS Search for Care OR select the Search for Care hot button.
2. In the Lookup field, type all or part of the household's last name and press the **Enter** key OR leave the field blank and press the **Enter** key. You will proceed to the Household Listing screen.
3. Highlight the household for which you wish to change a wait list entry.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select**. You will continue to the Search for Care screen.
5. Highlight the family member for which you wish to change a wait list entry.
6. Click **H/H Wait List.** You will continue to the Household Wait List Entries screen.
7. Highlight the Wait List entry that you wish to change.
8. Click **Change**. You will continue to the Family Member Wait List Update screen.
9. Select whether you wish this wait list entry to be in the Excess Demand or Projected Care Category.
10. Make all changes as necessary. Press F1 for field-level Help as needed.
11. Click **OK** to save your changes and return to the Household Wait List Entries screen.

12. Click **Exit**.

Deleting a Waitlist Entry

1. Go to Daily • CYS • CYS Search for Care OR select the Search for Care hot button.
2. In the Lookup field, type all or part of the household's last name and press the **Enter** key OR leave the field blank and press the **Enter** key. You will proceed to the Household Listing screen.
3. Highlight the household for which you wish to delete a wait list entry.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select**. You will continue to the Search for Care screen.
5. Highlight the family member for which you wish to delete a wait list entry.
6. Click **H/H Wait List**. You will continue to the Household Wait List Entries screen.
7. Highlight the Wait List entry that you wish to delete.
8. Click **Delete**.
9. You will receive the following message: "Continue with Wait List Delete?" Click **Yes**.
10. Click **Exit**.

Printing a List of CYS Available Care Options

1. Go to Daily • CYS • CYS Search for Care OR select the Search for Care hot button.
2. In the Lookup field, type all or part of the household's last name and press the Enter key OR leave the field blank and press the **Enter** key. You will proceed to the Household Listing screen.
3. Highlight the household for which you wish to search for care.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select**. You will continue to the Search for Care screen.
5. Highlight the family member in the browser box for whom you wish to search for care.
6. Select whether or not you wish to include Providers in your search.
7. Select whether or not you wish to include Center-Based Options in your search.
8. Select whether or not you wish to view only classes that currently have a vacancy.
9. Fill in all other fields or leave their default settings. Press F1 for field-level Help as necessary.
10. Click **Search**. If you opted to include Providers in your search, you will continue to the Search for Care - Screen 1 of 2. Select the Military Base, School District, Housing Area, Age Requirement, and On/Off Post requirements and click **More Opt**. Select the Special Requirements and Program Type Requirements, enter required beginning and ending times, and click **Search**. You will continue to the Care Options screen, which will provide a listing of all available CYS classes that meet the criteria you specified on the Search for Care screen.

    OR

    If you opted not to include Providers in your search, you will continue to the Care Options screen, which will provide a listing of all available CYS classes that meet the criteria you specified on the Search for Care screen.

11. Click **Print Results** to continue to the Print Search Results screen.
12. Decide whether or not you wish to print the Print Address, Miscellaneous Provider Information, skip a line between each referral line item, print schedule details for Providers on the list, and/or print only Provider matches that are ok.

13. Click **Print**. You will continue to the Device Selection screen.
14. Click **Print**.

Hourly Care

Posting Hourly Care 'No Show' Fees

The CYS system has the ability to charge fees to households when an hourly reservation for care was made but no one showed up for care. In order for the system to be able to track information and charge fees accurately you will need to:

- Always enter hourly reservations into your CYS system using Daily • Court • Quick Court Reservations. See Also: Processing Hourly Reservations
- Select the Check for Hourly Reservations toggle on the Pass Visit Processing Options screen.

1. Go to Daily • CYS • CYS Resv No Show Fee Posting.
2. Enter the location for which you wish to process hourly care no show fees. OR Press the F9 key or right-click from within the field to select the appropriate location from the picklist.

Note: This entry will default to the Facility Location entry specified on the Security File Maintenance - Core Information screen for your user ID.

3. Enter or select the date range in which you wish to search for hourly no shows.
4. Enter the fee that you wish to charge as a penalty for not showing up for scheduled hourly care.
5. Select whether this fee should be charged as a flat or hourly rate.
6. Enter or select the date on which you wish to post the selected no-show fees.
7. Click **Journal Only**. You will continue to the Device Selection screen. Print and review the results of this posting. If everything looks okay and there are no mistakes continue to step 8.
8. Click **Post**. You will continue to the Device Selection screen.
9. Click **Print** to print a journal listing of all households who owe hourly care no-show fees.
10. You will return to the CYS No Show Fee Postings screen. Click **Exit**.

Checking In/Out of CYS Hourly Care

The following steps assume that:

- You have already generated hourly care time slots for the selected facility.
- Individuals using care have already purchased an Annual (Pass) Registration. The hourly fee amount is determined by the entry in the Hourly Fee Schedule field on the CYS screen of the Pass Type for the selected individual's pass.

To Check In to Hourly Care

1. Go to Daily • Pass • Pass Visit Checkin. Enter the Visit Date. You will continue to the Visit Processing Family Member Selection/Last Four Visits screen.
2. Swipe the member's pass. OR Enter the enrollee's last name in the Lookup field and press the **Enter** key.
3. You will proceed to the CYMS Care Type screen. Select Hourly Care, and the appropriate child number.
4. Click **OK**. You will receive a reservation information box that reads "<Member Name> is scheduled from <Begin Time> to <End Time> in <CYS Facility>."

Note: If the child is late, an hourly reservation late show fee screen will display. Enter your local penalty fee (if any) and click **OK**.

If a reservation does not exist for this child you will be prompted with a message that outlines this information and asks you if you wish to continue. Click **No** and process an hourly reservation for this child before continuing. Without a reservation there is no way to track that that child's space has been used and you may accidentally overbook the room.

5. Click **OK**. You will return to the Visit Processing Family Member Selection/Last Four Visits screen. Notice that the last pass visit is recorded in the "Last Four Visits" browser box as a swipe-in.
6. Repeat steps 2–5 for every individual that you wish to swipe-in to hourly care.
7. To verify that this child has been checked into care go to: Inquiry • CYS • Current Attendance Inquiry.

To Check Out of Hourly Care

1. Go to Daily • Pass • Pass Visit Checkin. Enter the Visit Date. You will continue to the Visit Processing Family Member Selection/Last Four Visits screen.
2. Swipe the member's pass. OR Enter the enrollee's last name in the Lookup field and press the **Enter** key.
3. You will proceed to the CYMS Care Type screen. Select Hourly Care.
4. Previous visit balances and any late fee balance for this child will be displayed.

Note: If late fee displays but you do not wish to charge the fee you may zero that amount out on this screen. If there is another child in this family that needs to be signed out of care click the Next Member button at the bottom of the payment screen. Select **Payment** and enter the total paid in the Visit Paid field.

5. Click **Print** to process payment and print a Pass Visit receipt. You will continue to the Device Selection screen.
6. Click **Print**. You will return to the Visit Processing Family Member Selection/Last Four Visits screen. Notice that the last pass visit is recorded I the "Last Four Visits" browser box as a swipe-out with the selected time.
7. Repeat steps **2–6** for every individual that you wish to swipe-out of hourly care.

Collecting Hourly Care "No Show" Fees

1. Go to Daily • Pass • Pass Payments.
2. In the Lookup field, type all or part of the household's last name and press the Enter key OR leave the field blank and press the **Enter** key. You will proceed to the Household Listing screen.
3. Highlight the household for which you wish to pay a "no show" fee.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select**. You will continue to the Payment Update screen. The total pass visit balance for this household will appear in the Visit Prev Balance field.
5. Enter the amount being paid in the appropriate field.
6. Enter the appropriate Pay Code.
7. Click **Print**. You will continue to the Device Selection screen.
8. Click **Print** to print a receipt through the printer that you selected as your default receipt printer in Security File Maintenance.

Reserving/Filling Hourly Care Time Slots

The following steps assume that you have already generated hourly care time slots for the selected facility.

Note: This procedure must be completed for ALL children who use hourly care regardless of whether they have reserved a spot ahead of time or are a drop-in. If this procedure is not followed you will be unable to keep accurate hourly care counts.

1. Go to Daily • Court • Quick Court Reservations.
2. You will continue to the Quick Court Reservations screen. Click **Next Crt>>** until the Browser displays the room for which you wish to reserve/fill an hourly care time slot.
3. Select the toggle labeled Allow Group Bookings.
4. Click the time slot(s) for which you wish to reserve/fill an hourly care time slot.
5. Click **Select**. This hourly care slot will now be displayed in the Transaction Browser Box at the bottom of the screen.
6. Repeat steps 4 and 5 for every hourly care time slot that you wish to reserve/fill for the selected individual.
7. Click **Payment**. You will continue to the Court Reservations Family Member Selection screen.
8. Enter the child's last name and click the **Name Search** button to proceed to a Family Member picklist. Or swipe the reservee's pass.
9. Highlight the family member for whom you are processing a quick court reservation and click **Select**.
10. You will proceed to the Court Payment Update screen. Notice that no fees are due for this reservation. Hourly care fees are calculated and collected at the time of the Visit Swipe-Out. Click **Print**.
11. You will continue to the Device Selection screen. Click **Print**.
12. You will return to the Quick Court Reservation screen. Click **Exit**.
13. To verify that you have entered this reservation correctly go to Inquiry • Court • Court Reservation Inquiry. If a Court shows as being partially reserved you can click on that date to view the people already reserved on that date.

Using an Agency Pay Code with the Split Payment Option

When processing payment for hourly visit fees you may encounter customers who wish to pay for part of their visit using an Agency voucher. Typically agency vouchers are good for a specified amount of time. The RecTrac split payment program allows you to enter the amount of time that the agency pay code will cover and then the system calculates the remaining fee.

The following steps assume that:

- You have processed an hourly visit swipe in and out.
- You are currently on the Payment Processing screen.

1. Enter the Total Amount Paid in the Total Paid field.
2. Click the **Split Payment** button at the bottom of the screen. You will continue to the split payment processing window.
3. In the pay code field press the F9 key or right-click to continue to the Pay Code picklist.
4. Highlight the Agency pay code against which you wish to charge part of the hourly visit fee.
5. Click **OK**. You will return to the Split Payment - Detail screen.
6. Enter the amount you want to distribute to this pay type.
7. Click the **Split Payment** button.
8. Repeat steps 3–7 for every pay code against which you wish to charge hourly care visit fees.
9. When you have finished distributing all of the hourly care visit fees, click **Print** to complete the payment process.

Meal Reimbursements

Posting USDA Meal Reimbursement Amounts

This program uses posted attendance figures for Provider and visit swipes for CDC/SAS care to base counts for which USDA Meal Reimbursement charges should be billed.

1. Go to Daily • CYS • CYS USDA Meal Reimbursement Posting.
2. Enter the Activity Number for the class for which you wish to post meal reimbursement amounts. OR Press the F9 key or right-click from within the field to select the appropriate activity from the picklist.
3. Enter the date on which you are posting meal reimbursements for this class. OR Press the F9 key or right-click from within the field to select the appropriate date from the calendar.
4. Enter or select search dates that encompass the entire range of dates for which you wish to post meal reimbursement amounts.
5. Enter the number of adults in the classroom or a Provider household for which you are posting meal reimbursement counts.
6. Select whether you wish to post for: Full Time (CDC Classes), Hourly, Full Time/Hourly (Provider Classes), or Other Care (EDIS child).
7. Click **Listing**. You will continue to the Meal Reimbursement Update screen.
8. Review each child's meal counts and edit as necessary. Press F1 for field-level Help as necessary.
9. Click **Post Meal Record**.

Note: If you do not click on Print Journal before posting another meal record you will not be able to print a detailed report for those postings.

10. Click **OK**.
11. Click **Exit**.
12. To verify that you entered this information correctly go to Reports • CYS • CYS General Reports • USDA Meal Reimbursement Report.

Correcting Meal Reimbursement Amounts Before Posting

The following steps assume that you are currently on the Meal Reimbursement Update screen (Daily • CYS • CYS USDA Meal Reimbursement Posting) and have not yet posted meal counts for the selected activity and date range.

1. Highlight the child and double click in the browser box for which you wish to edit meal counts. Notice that this child's meal counts are now listed in the appropriate fields at the bottom of the screen.
2. Enter the correct meal count for this child in each field.
3. Click **Update Meal List** to save your changes.
4. Repeat steps 1–3 for each child in the selected activity for whom you need to edit meal count amounts.
5. Click **Post Meal Record.**
6. Click **Exit**.
7. To verify that you entered this information correctly go to Reports • CYS • CYS General Reports • USDA Meal Reimbursement Report.

Correcting Meal Reimbursement Counts After Posting

1. Go to Daily • CYS • CYS USDA Meal Reimbursement Posting.
2. Enter the Activity Number for the class for which you wish to change posted meal reimbursement amounts. OR Press the F9 key or right-click from within the field to select the appropriate activity from the picklist.

3. Enter the date on which you originally posted the meal reimbursements for this class. OR Press the F9 key or right-click from within the field to select the appropriate date from the calendar.
4. Enter or select search dates that encompass the entire range of dates for which you wish to post meal reimbursement amounts.
5. Enter the number of adults in the classroom or a Provider household for which you are posting meal reimbursement counts.
6. Select whether you wish to post for: Full Time (CDC Classes), Hourly, Full Time/Hourly (Provider Classes), or Other Care (EDIS child).
7. Click **Listing**. You will continue to the Meal Reimbursement Update screen.
8. Review each child's meal counts and make changes as necessary. Press F1 for field-level Help as necessary.
9. Click **Post Meal Record.**
10. You will receive the following message: "A USDA Meal Posting Already Exists for this Class on this Date. Do you want to overwrite this record?" Click **Yes**. Click **OK**.
11. Click **Exit**.
12. To verify that you entered this information correctly go to Reports • CYS • CYS General Reports • USDA Meal Reimbursement Report.

Posting Meal Reimbursement Administrative Charges

If Provider centers get reimbursed based on the number of providers per base, you will need to run this program. Values entered in the fields are defaults from the USDA Misc Rate/Fee Maintenance program.

1. Go to Daily • CYS • CYS Administration Post.
2. Review all of the count and amount entries on this screen and make changes as necessary.
3. Enter or select the date on which you wish to post the entered figures.
4. Click **Post**.
5. Click **Exit**.
6. To verify that you entered this information correctly go to Reports • CYS • CYS General Reports • USDA Meal Reimbursement Report.

Posting Meal Reimbursement Counts for Children Not Enrolled in an Activity

This procedure will allow you to register meal counts for visitors to your class that are not currently enrolled in the class.

Note: In order to use this procedure, the child that is not enrolled in the activity must be already set up as a family member in your RecTrac database and he/she must hold a current CYS pass.

1. Go to Daily • CYS • CYS Provider Attendance Postings.
2. Enter or select the activity for which you wish to post meals.
3. Enter the date range for which you wish to post meal counts. Enter any dates within the range you want to skip.
4. Click **Add Enrollee**. You will proceed to the Family Member Listing Picklist.
5. Highlight the visiting family member and click **Select**. You will return to the Provider Attendance Posting screen. Notice that the family member you just selected is now listed in the browser box with the rest of the Activity enrollees.
6. Click **Listing**. You will continue to the Fee Attendance Posting - Detail screen.
7. Highlight the date for which you wish to post meal reimbursement counts.
8. Edit the arrival and departure times accordingly.
9. After making all applicable adjustments click the **Record in List** button.
10. Click the **Post Attendance** button after all changes have been made. Click **OK**.
11. Click **Exit** and perform the steps outlined in the topic Posting USDA Meal Reimbursement Amounts to complete the meal reimbursement posting process.

Processing Waitlists

Wait List Processes

Transferring an Individual to a New Wait List

Transferring individuals between wait lists is a hierarchical function. Children on the Projected Care Wait List can only be transferred to the Excess Demand Wait List. Children on the Excess Demand Wait List can only be transferred to the Preference for Care Wait List. Children on the Preference for Care Wait List can not be transferred to any other Wait List.

1. Go to Daily • CYS • CR Waitlist Processing. OR Click the Wait List Processing hot button.
2. Enter the activity/section number for which you wish to process a wait list transfer. Or press the F9 key or right-click from within the field to select the appropriate activity/section from the picklist.
3. Click **OK**. You will continue to the CYMS Waitlist Processing for <selected Program/Provider> screen.
4. Select the wait list type that you wish to transfer from. The children on these wait lists are all waiting for the Program or Provider that was selected in step 2.
5. Highlight the child in the browser box that you wish to transfer to another wait list.
6. Click **Transfer to New Wait List**.
7. Based on the Wait List Type that you are transferred from you will visit one of two screens (Projected Care to Excess Demand transfer Or Excess Demand to Preference for Care transfer).
8. Fill in each field(s) or leave their default settings. Press F1 for field-level Help as needed.
9. Click **OK** to complete the transfer process. You will return to the Wait List Processing screen.
10. Repeat steps 4–9 for every wait list entry in this activity type that you wish to transfer.
11. Click **Exit**.

Removing a Child from the Wait List

Method #1 – Removing a single name from a wait list and/or all wait list entries associated with a single Program type.

1. Go to Daily • CYS • CR Waitlist Processing. OR Click the Wait List Processing hot button.
2. Enter the activity/section number for which you wish to remove a wait list entry. OR Press the F9 key or right-click from within the field to select the appropriate activity/section from the picklist.
3. Click **OK**. You will continue to the Waitlist Processing for <Program/Provider> screen.
4. Select the wait list type from which you wish to remove an entry.
5. Highlight the child in the browser box that you wish to remove from the wait list.
6. Click **Remove** from Waitlist.

Note: This will remove the child's wait list entry on all 'like' classes, not just the particular section that was selected in step 2.

7. A challenge message will appear asking whether you want to remove the child from the wait list. Click **Yes**.
8. Repeat steps 4–7 for every wait list entry that you wish to remove from the selected activity class.
9. Click **Exit**.

Method #2 – Removing all wait list entries associated with a Household.

1. Go to Period End • CYS • CYS Waitlist Processes • CYS Waitlist Delete.

2. In the Lookup field, type all or part of the household's last name and press the Enter key or leave the Lookup field blank and press **Enter**. You will proceed to the Household Listing screen.
3. Highlight the household for which you wish to remove a wait list entry.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select** or press the **Enter** key.
5. A challenge message will appear asking whether you wish to remove this household from the CYMS wait list. Click **Yes**.
6. Once the household is removed, click **OK**.

Adding Comments to a Wait List Entry

1. Go to Daily • CYS • CYS Waitlist Processing OR click the Wait List Processing hot button.
2. Enter the activity/section number for which you wish to add a wait list comment. Or press the F9 key or right-click from within the field to select the appropriate activity/section from the picklist.
3. Click **OK**. You will continue to the Wait List Processing screen.
4. Select the wait list type from which you wish to add a wait list comment.
5. Highlight the child in the browser box for whom you wish to add a wait list comment.
6. Click **Waitlist Comments.** You will proceed to the Waitlist Comments screen.
7. Enter all applicable comments in the text box.
8. Click **OK**.
9. Repeat steps 4–8 for every wait list comment that you wish to add for the selected activity.
10. Click **Exit**.

Enrolling a Child in a CYS Class from the Wait List

1. Go to Daily • CYS • CYS Waitlist Processing OR click the Wait List Processing hot button.
2. Enter the activity/section number for which you wish to process an enrollment from the wait list. OR Press the F9 key or right-click from within the field to select the appropriate activity/section from the picklist.
3. Click **OK**. You will continue to the Wait List Processing screen.
4. Select the wait list type from which you wish to process an enrollment from the wait list.
5. Highlight the child in the browser box for whom you wish to process an enrollment.
6. Click **Enroll from Wait List.** You will be prompted with a question that asks whether you wish to be removed from the wait list. Select either Yes or No. You will proceed to the Activity Registration screen.
7. The appropriate activity number will display as the default in the Actv No field. To view the selected activity's details, click Details. To view a tickler linked to the selected activity, click the **Tickler** button (if it displays in red). If this is a Provider class registration go to step 8. All other registrations continue to step 11.
8. Click **Roster Note.** You will continue to the Roster Note Update screen.
9. In the CYS Prog Type field enter or select the appropriate program type for this registration. This information is required for the Provider Weekly Report to display the correct enrollment counts.
10. Click **OK**. You will return to the Activity Registration screen.
11. Click **Select** to add this activity registration to the Current Transaction Listing Browser Box.
12. If this is a CYS Center class you will continue to the Enrollment Start Date screen. Enter the first day on which this child will attend class. If this is a Provider class you will continue to the Attendance Times screen. Enter the days and times that you want this enrollee to be enrolled in Provider care.
13. Click **OK**.

14. Click **Payment** to process the registration(s) listed in the Current Transaction Listing Browser Box. You will proceed to the AR (Activity) Payment Update screen.
15. In the New Amt (Amount) Paid field, enter the current amount begin paid by the household. Press F1 for field-level Help as needed. The family will be charged a pro-rated fee for the CYS registration until the end of the current month. At that time CYS installment billing will begin for this CYS registration.
16. Click **Print** to continue to the Device Selection screen where you can elect to preview and/or print the resulting receipt.

Enrolling a Child from the Wait List (AND Keeping on the Preference for Care Wait List)

1. Go to Daily • CYS • CYS Waitlist Processing OR click the Wait List Processing hot button.
2. Enter the activity/section number for which you wish to process an enrollment from the wait list. OR Press the F9 key or right-click from within the field to select the appropriate activity/section from the picklist.
3. Click **OK**. You will continue to the Wait List Processing screen.
4. Select the wait list type from which you wish to process an enrollment from the wait list.
5. Highlight the child in the browser box for whom you wish to process an enrollment.
6. Click **Enroll from Wait List.** You will be prompted with a question that asks whether you wish to be removed from the wait list. Select either Yes or No. You will proceed to the Activity Registration screen.
7. The appropriate activity number will display as the default in the Actv No field. To view the selected activity's details, click Details. To view a tickler linked to the selected activity, click the Tickler button (if it displays in red). If this is a Provider class registration go to step 8. All other registrations continue to step 11.
8. Click **Roster Note.** You will continue to the Roster Note Update screen.
9. In the CYS Prog Type field enter or select the appropriate program type for this registration. This information is required for the Provider Weekly Report to display the correct enrollment counts.
10. Click **OK**. You will return to the Activity Registration screen.
11. Click **Select** to add this activity registration to the Current Transaction Listing Browser Box.
12. If this is a CYS Center class you will continue to the Enrollment Start Date screen. Enter the first day on which this child will attend class. If this is a Provider class you will continue to the Attendance Times screen. Enter the days and times that you want this enrollee to be enrolled in Provider care.
13. Click **OK**.
14. Click Payment to process the registration(s) listed in the Current Transaction Listing Browser Box. You will proceed to the AR (Activity) Payment Update screen.
15. In the New Amt (Amount) Paid field, enter the current amount begin paid by the household. Press F1 for field-level Help as needed. The family will be charged a pro-rated fee for the CYS registration until the end of the current month. At that time CYS installment billing will begin for this CYS registration.
16. Click **Print** to continue to the Device Selection screen where you can elect to preview and/or print the resulting receipt.

Transferring Multiple Projected Care Wait List Entries to Excess Demand Waitlist

1. Go to Period End • CYS • CYS Projected Care W'List Trf.
2. Enter the need date for which you wish to transfer projected care wait list entries. Entries with a need date on or before the selected Transfer date will be moved to the Excess Demand Wait List. OR Press the F9 key or right-click from within the field to select the appropriate date from the calendar.
3. Click **OK**. You will receive the following message: "Transfer all Projected Care Wait List Entries with a Need Date on or before _____ to the Excess Demand Wait List?"
4. Click **Yes**. You will receive the following message: "CYMS Projected Care Transfer for _____ complete."

5. Click **OK**.

Renewing a CYS Wait List Entry

Note: If you want to renew multiple wait list entries for the same date, follow the instructions listed in the topic titled Initializing Renewal Dates on Wait List Entries.

1. Go to Daily • CYS • CYS Search for Care.
2. In the Lookup field, type all or part of the household's last name and press the Enter key OR leave the field blank and press the Enter key. You will proceed to the Household Listing screen.
3. Highlight the household of the family member that you wish to renew their wait list.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select**. You will continue to the Search for Care screen.
5. Click the **HH Waitlist** button at the bottom of the screen. You will continue to the Household Wait List Listing screen.
6. Highlight the wait list entry that you wish to renew.
7. Click **Renewal**. You will receive the following message: "The Renewal Date Has Been Updated To ==> <Today's Date> For: <Enrollee Name>."
8. Click **OK**.
9. Click **Exit** to return to the Search for Care screen.
10. Click **Exit** to return to the Main Menu.

Checking In or Out of Full or Part Time Care

Checking In/Out of Full/Part Day Care

The following steps assume that: · Individuals using care have already purchased an Annual (Pass) Registration.

To Check In to Full/Part Day Care:

1. Go to Daily • Pass • Pass Visit Checkin. Enter the Visit Date. You will continue to the Visit Processing Family Member Selection/Last Four Visits screen.
2. Swipe the member's pass. OR Enter the enrollee's last name in the Lookup field and press the Enter key.
3. You will proceed to the CYMS Care Type screen. Select Full/Part Day Care. Note: If the Treat All CYMS Swipe-Ins as Full/Part Day? option is selected on the visit device linked to your user, you will not visit this screen.
4. Click **OK**. You will return to the Visit Processing Family Member Selection/Last Four Visits screen. Notice that the last pass visit is recorded in the "Last Four Visits" browser box as a swipe-in.
5. Repeat steps 2–4 for every individual that you wish to swipe-in to Full/Part Day care.

To Check Out of Full/Part Day Care:

1. Go to Daily • Pass • Pass Visit Checkin. Enter the Visit Date. You will continue to the Visit Processing Family Member Selection/Last Four Visits screen.
2. Swipe the member's pass. OR Enter the enrollee's last name in the Lookup field and press the Enter key.
3. You will return to the Visit Processing Family Member Selection/Last Four Visits screen. Notice that the last pass visit is recorded in the 'Last Four Visits' browser box as a swipe-out.

4. Repeat steps 2 and 3 for every individual that you wish to swipe-out of Full/Part Day care.

Temporarily Checking Out of and Back Into Care

Signing Children Out of Care Temporarily

Signing Child Out

Use this program to sign children out of care for a short block of time before being signed back in to care.

For example, you would use this program for a child that is in care all day but leaves for one hour to go to a swimming lesson.

1. Go to Daily • CYS • CYS Temp Visit Sign In/Out.
2. Enter or select the Activity/Section number in which the full/part day child(ren) that you wish to sign out of care are registered. OR Enter or select the Location where the hourly child that you wish to sign out of care is located.
3. Click **Signed In List**. You will proceed to the CYS Temp Visit - Signed In screen.
4. Highlight the child(ren) in the browser box that you wish to sign out of care; if everyone in the room is signing out, check the **Select All** toggle.
5. Click **Process/Journal.** You will continue to the Sign Out Purpose screen.
6. Enter the reason that the child(ren) is being temporarily sign out of care.
7. Click **OK**. You will continue to the Device Selection screen.
8. Click **Print** to print a listing of all CYS enrollees checked out of care temporarily.
9. Click **Exit**.
10. To validate the children that have been swiped out of care temporarily go to Inquiry • CYS • CYS Current Attendance Inquiry.

Signing Child Back In After Temporary Absence

1. Go to Daily • CYS • CYS Bulk Visit Sign In/Out.
2. Enter or select the Activity/Section number in which the child that you wish to sign back into care is registered. OR Enter or select the Location where the child's class that you wish to sign back into care is located.
3. Click **Signed Out List**. You will proceed to the CYS Temp Visit - Signed Out screen.
4. Highlight the child(ren) in the browser box that you wish to sign back into care, check the Select All toggle to select all the children in the browser.
5. Click **Process**. You will return to the CYS Bulk Visit Temporary Posting screen.
6. Click **Exit**.

Bulk Visit Check In or Out

Signing Children In and Out In Bulk

Bulk Sign In

Use this program when a group (e.g., bus load) of children arrive at your center for care at one time. It is not recommended that you use this program to check children into care as this program will NOT check individual records for shot, illness, pass, and/or tickler information.

1. Go to Daily • CYS • CYS Bulk Visit Sign In/Out.
2. Enter or select the Activity/Section number in which you wish to sign children into care in bulk.
3. Click **Sign In**. You will proceed to the CYS Bulk Visit - Sign In screen.
4. Highlight the children in the browser box that you wish to sign in to care; click **Select All** to select all the children in the browser.

5. Click **Process**. You will return to the CYS Bulk Visit Posting screen.
6. Click **Exit**.
7. To verify the children that were signed into care go to Inquiry • CYS • CYS Attendance Inquiry.

Bulk Sign Out

Use this program when a group (e.g., a bus load) of children leave your center's care at the same time. This program is not to be used in lieu of the Individual Check In procedure and should only be used in situations like the one described above.

1. Go to Daily • CYS • CYS Bulk Visit Sign In/Out.
2. Enter or select the Activity/Section number from which you wish to sign children out of care in bulk.
3. Click **Sign Out.** You will proceed to the CYS Bulk Visit – Sign Out screen.
4. Highlight the children in the browser box that you wish to sign out of care.
5. Click **Process**. You will return to the CYS Bulk Visit Posting screen.
6. Click **Exit**.

Transistioning Children

Transitioning Children

Transferring a Child from One CYS Class to Another (When Fees are Different)

The following steps assume that:

- You have run the Transition Report and are transferring an enrolled child in need of transition from one CYS class to another.
- There is an open slot in the CYS class that you are transferring the child into.

Transferring Out of a Class:

1. Go to Period End • Activity • Activity Roster Maintenance • Roster Transfer to History (Indiv).
2. In the Lookup field, type all or part of the household's last name and press the Enter key OR leave the field blank and press the **Enter** key. You will proceed to the Household Listing screen.
3. Highlight the household of the family member that you wish to transfer to another CYS class.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select**. You will continue to the Individual Roster Transfer to History screen.

Note: If the child is currently only enrolled in one class you will be prompted with a message asking if you if you want to transfer the selected child from this class. Click **Yes**.

5. Highlight the activity roster record for the enrollment that the child is transferring out of.
6. Click **Transfer**. Click **Yes**. Click **OK**.
7. Click **Exit**. You will return to the Main Menu.

Enrolling in the New CYS Class:

1. Go to Daily • Activity • Activity Registrations.
2. In the Lookup field, type all or part of the household's last name and press the Enter key OR leave the field blank and press the **Enter** key. You will proceed to the Household Listing screen.
3. Highlight the household of the family member that you wish to enroll in the new CYS class.
4. Click **Select**. You will continue to the Activity Registration screen.
5. Highlight the appropriate family member in the Family Member Selection Browser Box.
6. Press the F9 key or right-click in the Actv No field and select the activity/section for which you are registering the family member.
7. Click **Select** to add this activity registration to the Current Transaction Listing Browser Box. You will continue to the Enrollment Start Date screen.
8. Enter or select the date on which this activity enrollment will begin.
9. Click **OK**. You will return to the Activity Registration screen.
10. Click **Payment** to process the registration(s) listed in the Current Transaction Listing Browser Box.

Note: Remember this amount will represent the prorated fees for the remainder of the month in which your enrollment start date falls. All subsequent monthly fees will be installment billed to this household.

Transferring a Child from One CYS Class to Another (When Fees are the Same)

The following steps assume that:

- You have run the Transition Report and are transferring an enrolled child in need of transition from one CYS class to another.
- There is an open slot in the CYS class that you are transferring the child into. · The fees of the old and new CYS classes are identical.

1. Go to Period End • CYS • CYS Roster Reassignment.
2. In the Lookup field, type all or part of the household's last name and press the Enter key OR leave the field blank and press the **Enter** key. You will proceed to the Household Listing screen.
3. Highlight the household of the family member that you wish to enroll in the new CYS class.
4. Click **Select**. You will continue to the CYS Roster Reassignment screen.
5. Highlight the CYS enrollment in the browser box that you wish to reassign to a new class.
6. In the New Act/Sec field, enter the activity/section that you wish to transfer the enrollee into. OR Press the F9 key or right-click from within the field to select the appropriate activity/section from the picklist.
7. Click **Reassign** to move the enrollee to the new class.
8. You will receive the following question box: "Reassign <enrollee> from <old class> to <new class>?"
9. Click **Yes**. The following message will display: "CYS Roster Reassignment Complete."
10. Click **OK**. You will return to the Household Selection screen.
11. Click **Exit**.

Transferring a Child Out of CYS Care

1. Go to Period End • Activity • Activity Roster Maintenance • Roster Transfer to History (Indiv).
2. In the Lookup field, type all or part of the household's last name and press the Enter key OR leave the field blank and press the Enter key. You will proceed to the Household Listing screen.

3. Highlight the household of the family member that you wish to transfer out of a CYS class.

Quick Tip: Type the first few letters of the last name for which you are searching to proceed to the household(s) that start with those letters.

4. Click **Select**. You will continue to the Roster Transfer to History (Individual) screen.

Note: If the child is currently only enrolled in one class you will be prompted with a message asking if you if you want to transfer the selected child from this class. Click **Yes**.

5. Highlight the activity roster record for the enrollment that the child is transferring out of.
6. Click **Transfer**. Click **Yes**. Click **OK**.
7. Click **Exit**. You will return to the Main Menu.

Personal Trainer Daily Work

Processing a Personal Trainer Reservation

Please refer to Topic Doc - PT 10.3 for a complete set of instructions

Note: The "Do NOT reserve a facility with P/T Reservations" option in your linked Daily Processing device controls whether or not RecTrac will check for facility conflicts when you make a personal trainer reservation.
Please also note that if you would like the ability to make personal trainer reservations without first creating trainer time slots, you must select the *Allow Flexible Trainer Reservation Times* option in Static Parameters Maintenance. Selecting this option also makes it possible to book a trainer for any time within their restriction code availability. *For example, you could make reservations for 15 minutes, 30 minutes, 45 minutes, etc.*

Updating Personal Trainer Fees

Updating Personal Trainer Fees During the Reservation Process

To update the personal trainer fees during the personal trainer reservation process:

1. On the Personal Trainer Reservations screen (Daily • PT • Trainer Reservations), highlight the appropriate family member in the Family Member Selection browser box.
2. In the Trainer field, right-click or press the F9 key to select the appropriate trainer ID from the picklist. AND/OR Right-click or press the F9 key from within the Purpose field to select the appropriate qualifications from the picklist.
3. In the From and To fields, enter the correct beginning and ending personal trainer reservation dates or press the F9 key or right-click from within the field to select the dates from the calendar.
4. In the Start and End fields, enter the starting and ending personal trainer reservation times.
5. Click **Select** to proceed to the Trainer Time Slots screen. Select the slot(s) you want to reserve. (Hint: To select more than one slot, hold down the Control key.)
6. Click **Fees** to proceed to the Fees Update screen for the first selected slot. The fields that you are allowed to update are determined by your override settings on your linked Permissions device.
7. Enter the appropriate changes. Click **OK**.
8. Repeat step 7 for any additional selected slots.
9. You will return to the Personal Trainer Reservation processing screen where the reservation will automatically be added to the Current Transaction Listing browser box.
10. Click **Payment** to process the payment as usual.

Updating Personal Trainer Fees AFTER the Reservation Process

1. Go to Daily • PT • Trainer Cancel/Change. You will proceed to the Personal Trainer Cancel/Changes Household Selection screen.
2. Enter the household name and press Enter or locate the household through another available search option. Press F1 for field level help as necessary. You will continue to the Household Listing screen.
3. Highlight the correct household and click **Select**. You will proceed to the Personal Trainer Cancel/Changes screen.
4. Highlight the personal trainer reservation for which you wish to update charges.
5. Click **Update Charges**. You will proceed to the Personal Trainer Fee Update screen.
6. Enter all field changes. Press F1 for field-level Help as needed.
7. Click **OK**. You will return to the Personal Trainer Cancel/Changes screen where the corrected fees will now be listed in the browser box.
8. Repeat steps 4–7 for all personal trainer reservations within the browser box for which you wish to change the fees.
9. Click **Payment/Refund.** Depending on your changes you will be taken to either the Payment Update or Payment Refund screen.
10. Process the **Payment** or **Refund** as usual and click **Print** or **No Print** to complete the transaction**.**

Reserving Facilities for Personal Trainer Purposes

Please refer to Topic Doc - PT 10.3 for a complete set of instructions

Deleting Facility Reservations for Personal Trainer Purposes

Please refer to Topic Doc - PT 10.3 for a complete set of instructions

Processing a Personal Trainer Payment After the Reservation Process

1. Go to Daily • PT • Trainer Payments. You will continue to the Trainer Payment Household Selection screen.
2. In the Lookup field, enter the Household Name and press **Enter** or locate the household through another available search option. Press F1 for field-level Help as needed. You will continue to the Household Listing screen.
3. Highlight the correct household and click **Select**. You will proceed to the Payment Update screen.
4. Enter the amount paid in the Total Paid field. *For example, 5.00.*
5. Enter the appropriate pay type in the Pay Code field. *For example, 2 (cash)*.

Note: For information on processing split payments see Split Payment Processing.

6. If the customer is paying with a check, you might enter the customer's driver's license number in the pay reference field depending upon your office policies.
7. Click **Print** or **No Print** to complete the transaction.

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Correcting Processing Mistakes

Global Fixes Corrections

Accidentally Processed a Surcharge During a Cancellation

If the household "paid" the surcharge, and the refund they received was reduced by the amount of the surcharge, you may do the following in order to correct the mistake (meaning give the customer back the surcharge fee they were charged by accident.)

1. Depending on the module (i.e., Activity, Facility, etc.) for which the surcharge was accidentally charged you will go to:

   Daily • Activity • Activity Cancelled Registration Update
   Daily • Facility • Facility Cancelled Reservation Update
   Daily • Pass • Pass Cancelled Registration Update
   Daily • League • League Cancelled Registration Update
   Daily • Rent • Cancelled Rental Reservation Update
   Daily • Court • Court Cancelled Reservation Update
   Daily • Trip • Trip Cancelled Booking Update
   Daily • PT • Trainer Cancelled Reservation Update

2. After you have selected the appropriate household for one of the above mentioned programs, you will proceed to the <Module> Cancel Update screen.
3. Highlight the registration or reservation for which this household was accidentally charged a surcharge.
4. Click **Cancellation/Void**. Notice the Refund Amount field will be automatically populated will the accidental surcharge amount.
5. Click **OK** to proceed if the information is correct. Then click **Yes** to verify the information.
6. Repeat steps 2-5 for any other line-items as necessary.
7. Click **Refund**, then click **Yes**, to proceed to the Refund Update screen.
8. Select the appropriate refund method, then click **Print** or **No Print** to complete the transaction.

Forgot to Process a Surcharge for a Cancellation

All steps assume that you have NOT printed a refund check for the household.

Lets say a customer cancelled from an activity for which the fee was $20.00. However, during the cancellation the clerk forgot to charge the customer a mandatory $5.00 surcharge, and now the system shows that the customer will get a $20.00 refund instead of $15.00.

If you selected the "Refund Later Finance" refund type

1. Go to Utilities • System • Refund Finance Reversal.
2. Enter the **Receipt Number for the cancellation** for which a surcharge was supposed to be charged, but was not.
3. Click **Process**. This Refund from Finance transaction will be converted to a Refund Now (Cash) transaction. A Debit to Cash will be created, which we will now have to offset by making a payment (Credit to Cash) for the same amount of the original refund.
4. Go to Daily • <Module> • <Module> Payments. *For example, Daily • Activity • Activity Payments*.
5. In the **Pay Amt** field enter the original refund amount. *For example, if the original refund check was for $20.00, enter $20.00 here.*
6. Enter a Pay Code of 2 (Cash). You will receive a message indicating you are paying more than is due. Select to **Create a Credit Balance**. Click **Print** or **No Print** to complete the transaction. This will offset the previous transaction that we performed in steps 2&3.

Note that the credit is the amount of the original refund. From here we will take the necessary steps to subtract the surcharge amount from this refund.

7. Depending on the module (i.e., Activity, Facility, etc.) for which a surcharge should have been charged, you will go to:

   Daily • Activity • Activity Cancelled Registration Update
   Daily • Facility • Facility Cancelled Reservation Update
   Daily • Pass • Pass Cancelled Registration Update
   Daily • League • League Cancelled Registration Update
   Daily • Rent • Cancelled Rental Reservation Update
   Daily • Court • Court Cancelled Reservation Update
   Daily • Trip • Trip Cancelled Booking Update
   Daily • PT • Trainer Cancelled Reservation Update

8. After you have selected the appropriate household for one of the above mentioned programs, you will proceed to the <Module> Cancel Update screen.
9. Highlight the registration or reservation for which this household was not charged a surcharge, but should have been. Notice the credit balance in the New H/H Balance field in the lower right-hand corner of the screen.
10. Click **Update Charges**.
11. Enter the appropriate surcharge bill code in the next available **Code** field, and then enter the **Fee Amt** for the surcharge that should have been previously charged. *For example, $5.00.*
12. Click **OK**. If using the above mentioned example, the New H/H Balance field will now reflect a $5.00 difference; correcting the incorrect refund of $20.00 to be $15.00.
13. Click **Refund**, then click **Yes**, to proceed to the Refund Update screen.
14. Select **Refund Finance** as the refund type for this transaction. Click **Print** or **No Print** to complete the transaction.

    Now when the Refund Report is processed, the refund check for this customer will reflect the correct amount including the appropriate surcharge.

If you selected the "Apply Refund to Household Balance" refund type

1. Depending on the module (i.e., Activity, Facility, etc.) for which a surcharge should have been charged, you will go to:

   Daily • Activity • Activity Cancelled Registration Update
   Daily • Facility • Facility Cancelled Reservation Update
   Daily • Pass • Pass Cancelled Registration Update
   Daily • League • League Cancelled Registration Update
   Daily • Rent • Cancelled Rental Reservation Update
   Daily • Court • Court Cancelled Reservation Update
   Daily • Trip • Trip Cancelled Booking Update
   Daily • PT • Trainer Cancelled Reservation Update

2. After you have selected the appropriate household for one of the above mentioned programs, you will proceed to the <Module> Cancel Update screen.
3. Highlight the registration or reservation for which this household was not charged a surcharge, but should have been.
4. Click **Update Charges**.
5. Enter the appropriate surcharge bill code in the next available **Code** field, and then enter the **Fee Amt** for the surcharge that should have been previously charged. *For example, $5.00.*
6. Click **OK**. If using the above mentioned example, the New H/H Balance field will now reflect a $5.00 difference.
7. Click **Payment** or **Refund** to proceed to the Payment or Refund Update screen.
8. Select the appropriate payment or refund type, then click **Print** or **No Print** to complete the transaction.

If you selected the "Refund from Cash Drawer Now" refund type

1. Depending on the module (i.e., Activity, Facility, etc.) for which a surcharge should have been charged, you will go to:

   Daily • Activity • Activity Cancelled Registration Update
   Daily • Facility • Facility Cancelled Reservation Update
   Daily • Pass • Pass Cancelled Registration Update
   Daily • League • League Cancelled Registration Update
   Daily • Rent • Cancelled Rental Reservation Update
   Daily • Court • Court Cancelled Reservation Update
   Daily • Trip • Trip Cancelled Booking Update
   Daily • PT • Trainer Cancelled Reservation Update

2. After you have selected the appropriate household for one of the above mentioned programs, you will proceed to the <Module> Cancel Update screen.
3. Highlight the registration or reservation for which this household was not charged a surcharge, but should have been.
4. Click **Update Charges**.
5. Enter the appropriate surcharge bill code in the next available **Code** field, and then enter the **Fee Amt** for the surcharge that should have been previously charged. *For example, $5.00.*
6. Click **OK**. If using the above mentioned example, the New H/H Balance field will now reflect a $5.00 difference.
7. Click **Payment** to proceed to the Payment Update screen.
8. Select the same Payment type for which the original refund was processed. *For example, if you processed a Refund Now for Cash, then process this payment for cash.*
9. Click **Print** or **No Print** to complete the transaction.

If you selected the "Refund Later RecTrac" refund type

1. Process the original activity or pass registration or facility reservation, etc. using the appropriate daily processing program. Process the transaction again for the full amount.
2. Make a payment in the amount of the refund voucher, using a Journal Pay Code. Print a payment receipt.
3. Cancel the transaction again using the applicable module's Cancel/Change program. This time, enter a surcharge amount.
4. Staple the first incorrect voucher (where no surcharge was taken) to the payment receipt (from the payment processed using these steps). Process the correct refund with the surcharge using RecTrac's Refund Check Print program (Period End • System) OR submit to finance the correct refund voucher (on which a surcharge is taken).

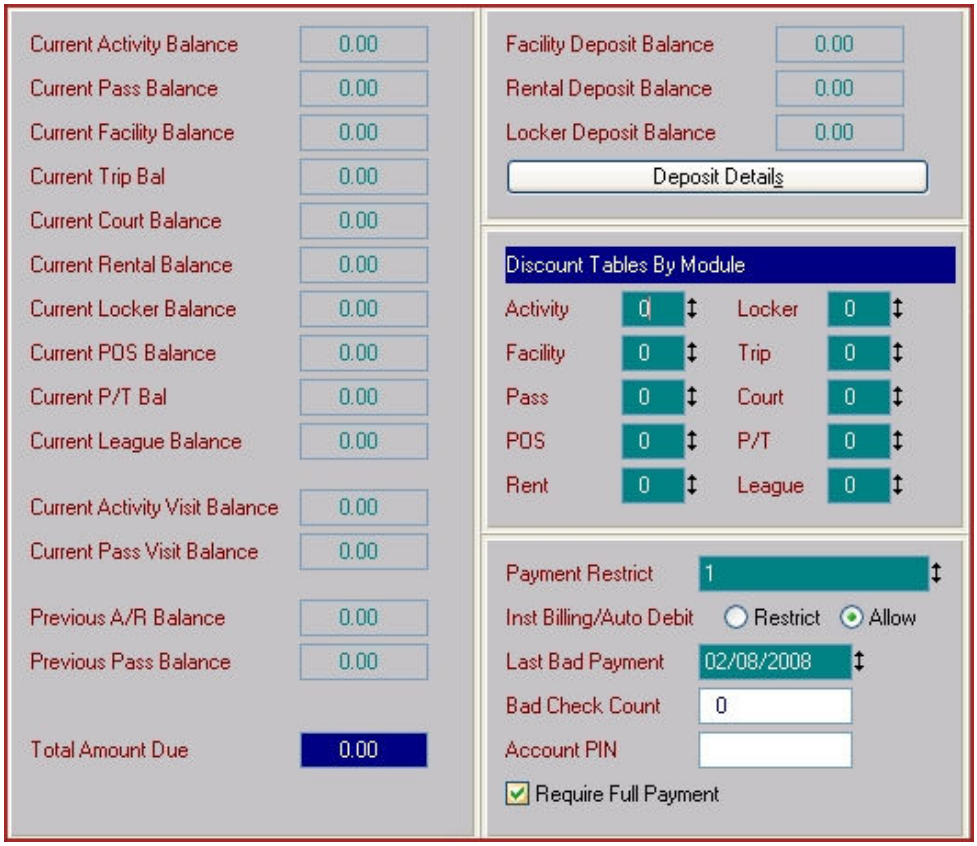
Returned Check with NSF or a Credit Card Denial

1. Check the module in which the original payment was made using the Household Inquiry program.
2. Process a payment reversal for the amount of the check or credit card payment and reverse it for the appropriate module using the Global Payment Reversal program.
3. Select the appropriate **Rev(ersal) Code** that reflects a check or credit card reversal, whichever is appropriate.
4. You may optionally select the **Log as Bad Payment** option to record the date of the **Last Bad Payment** on the household record.
5. You may also add a **Payment Restriction** (i.e., check or credit card) for the household (on the Financial Information screen within the Household Maintenance program).

   This will prevent the household from being able to use this particular payment method until the pay code is removed from the Payment Restriction field.

Payment Reversal screen settings:

Household Maintenance: Financial Info screen settings:



Updating an Answer Record

The following steps assume that you have already answered a question record either during household/family member maintenance or during a daily processing procedure.

1. Go to Daily • Global • Global Answer Update.
2. In the Lookup field, type all of part of the household name for which you wish to update answer records and **press Enter**. Or enter the household ID number, the primary guardian's home phone number, the primary guardian's work phone number, or the family member' s name, and click the appropriate lookup button. You will proceed to the Household or Family Member Listing screen, depending on the lookup option selected on the previous screen.
3. Highlight the household or family member for whom you wish to process an answer update and press **Enter** or click **Select**. You will proceed to the Answer Update screen.
4. Highlight the family member record for whom you wish to update an answer record. Then click the button that corresponds to the module where you answered the question originally. You will continue to the Transaction Listing - Answer Update screen.
5. Highlight the transaction for which you wish to update an answer record.
6. Click **Answer Update**. You will continue to the Question box.
7. Fill in the appropriate answer for this question and click **OK**.
8. Repeat steps 5–7 for each transaction for which you wish to update an answer record.
9. Click **<<Back**. You will return to the Answer Update screen. Repeat steps 4–8 for each family member whose answer records you wish to update.
10. Click **Exit**.

Accidentally Entered Transactions on the Wrong Date

Run the GL/Cash Transfer program (Period End • System • GL/Cash Processing • GL/Cash Transfer). Press F1 for field-level Help as needed.

The General Ledger Distribution and Cash Journal Transfer program allows you to change the posting date for a given day's transaction(s) to a new date.

For example: If receipts were posted on a Friday, but were not actually logged by the finance department until Monday, then you could use this program to change the posting date for the Friday transactions to reflect Monday's date.

Activity Fixes Corrections

Changing the Class Status and/or Lottery Option for a Range of Activities/Sections

The ability to change the class status and/or lottery option on a range of activities/sections is a time saver for end of season procedures. Since only active classes show on the activity/section picklist during a registration, you could run this program for a finished season of activities and thereby keep them from being included on the picklist. (You would NOT want to run Rosters Transfer to History on this season of classes until preparation for their new season).

1. Go to Utilities • Activity • Section Status Change.
2. Enter or select the range of activities/sections for which you wish to change the status.
3. In the *Activity Type Range* fields, enter or select the range of activity types for which you wish to change the status.
4. In the *Sec End Date Range* fields, enter or select the range of end dates for which you wish to change the status of the linked activity/sections.
5. Based on your organization's needs, select whether you wish to change the status of activities/sections with a status of Active, Inactive, Cancelled or Pending to: Active, Inactive, Cancelled or Pending.
6. Based on your organization's needs, select whether you wish to change the lottery option of Normal Only, Both or Lotto Only to: Normal Only, Both or Lotto Only.
7. Select the 'Make Activity Active/Inactive If All Sections are Active/Inactive' option if you would like to change the status of an activity to that of the linked sections (should those sections all have the same status).
8. Click **Process** to begin changing the statuses of the selected activities/sections.

Charged the Wrong Price for an Activity

Before fixing the problem for the existing household, check the following to make sure an incorrect charge will not reoccur for this activity/section or household:

1. Is the household incorrectly set as a resident or non-resident?

   *Go to **Household Maintenance**:**Core Info screen** to verify residency.*

2. Is the household incorrectly listed as taxable or non-taxable?

   *Go to **Household Maintenance**:**Core Info screen** to verify tax status.*

3. Is a discount table incorrectly linked to the household?

   *Go to **Household Maintenance:Financial Info screen** to verify discounts.*

4. Is an activity/section late bill code fee incorrectly set as required?
5. Is any activity/section non-resident bill code fee incorrectly set to R(esident) or B(oth)?

6. Is a discount not allowed for the bill code fee when it should be?
7. Are discounts mistakenly always allowed for a bill code, even if the discount is not allowed for the bill code fee when linked to the activity/section?
8. Is an incorrect bill code fee linked to the activity/section?
9. If installment billing is allowed for this activity/section, are the activity/section fees mistakenly set up as the total fees due, when the fees should reflect the amount due for each installment bill?

*For steps 4-9: Go to **Activity/Section Maintenance**:**Fees screen** to verify fee setup.*

To fix the problem for the current household:

1. Update the charges for the activity registration using the Activity Cancel/Changes (Indiv) program. (Daily • Activity • Activity Cancel/Changes (Individual))
2. If a payment was made and the fee the household originally paid was less than the updated fee (i.e., you charged and the household paid $25 but the household should have paid $50), then process a payment amount (if you have the additional fee in your hand).
3. If a payment was made and the fee the household originally paid was greater than the updated fee (i.e., you charged and the household paid $50 but the household should have paid $25), then process a refund as per your organization's policy.
4. If no payment was made earlier and the fee you originally charged was less than or greater than the updated fee, process the payment amount (if you have a payment in hand now).

Enrolled the Correct Family Member in the Wrong Activity

Method 1

1. Run the Activity Transfers (Indiv) program and transfer the family member from the incorrect activity into the correct activity.
2. If a payment was made and the fee the household originally paid for the wrong activity was less than the correct activity's fees (e.g., you charged and the household paid $25 for the incorrect activity, but the correct activity costs $50), process a payment amount (if you have the additional fee in your hand).
3. If a payment was made and the fee the household originally paid for the wrong activity was greater than the correct activity's fees (e.g., you charged and the household paid $50 for the incorrect activity, but the correct activity costs $25), process a refund as per your organization's policy.
4. If no payment was made earlier and the wrong activity's fees are less than or greater than the correct activity fees, process the payment amount (if you have a payment in hand now).

Method 2

1. Process a cancellation for the family member in the incorrect activity using the Activity Cancel/Changes (Indiv) program and select the "Apply the Refund to the Household's Balance" option.
2. Enroll the family member in the correct activity using the Activity Registrations program and allow the credit balance to pay the correct activity's fees. A refund or payment may ultimately be due, depending on the difference between the correct activity's fees and the incorrect activity's fees. See the steps mentioned in *Method 1* above for how to handle a payment or refund, based on whether or not the household has paid.

Enrolled the Wrong Family Member in the Correct Activity

1. Cancel the registration for the incorrect family member using the Activity Cancel/Changes (Indiv) program and select the "Apply the Refund to the Household's Balance" option.

2. Register the correct family member for the activity using the Activity Registrations program and allow the credit balance to pay off the registration fees.

Entered an Incorrect Payment Amount for a Registration

If you notice the error on the same day that the error was made:

1. Process a payment reversal using the Global Payment Reversal program for the incorrect payment amount, and use the original pay code as the reversal code.

   For example: if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the correct amount using the Activity Payments program.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example: if you processed a payment with a Pay Code of 1 (check), you would use a reversal code of 1 (check). You will need an override password in order to change the date.

2. Process a payment for the correct amount using the Activity Payments program, but change the processing date, drawer and user to reflect the original processing information.

Entered the Wrong Pay Code for a Registration

If you notice the error on the same day that it was made:

1. Process a payment reversal using the Global Payment Reversal program and use the original payment code as the reversal code.

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the activity using the Activity Payments program and use the correct Pay Code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check). Change the reversal date to the date the error was made. You will need an override password in order to change the date.

2. Process a payment for the correct pay code using the Activity Payments program, but change the processing date, drawer and user to reflect the original processing information.

Need to Reverse an Instructor Payment

1. Go to Period End • Activity • Instructor Payments and Maintenance • Payment History Maintenance.
2. Lookup the instructor you would like to reverse a payment for and be sure to enter the correct payment date range. Click Select.
3. Locate the records which were incorrectly posted and delete them.
4. Go to Utilities • Activity • Roster Utilities • Roster Resequence. Input the activity number(s) in question in the beginning and ending range and select the “Reset Instructor Percent/Per Head/Flat Payments” and “Recalculate Instructor Pay Totals For Range” options.
5. Click **Recalc**, then click **Yes** to the message box that appears. A date range box will appear, input a date way out into the future (i.e. 1/1/2099 • 12/31/2099) and use that date for the beginning and end date and click **OK**. (This will make the section totals for instructor pay zero out.)
6. Next, reverse the amount of money that hit the Cash and GL. To do this, you will need to post a miscellaneous income transaction to the correct GL account with the appropriate pay code and date.
7. Go to Period End • Global • Global Misc Inc/Exp Postings. Choose a 'Misc' type and click on Post Details.
8. Click **Add**. Enter the proper information into these fields. To offset the instructor pay which is an expense, you would have to post an Income transaction. Be sure to use the date and pay codes that the original payment was made on. Click **Post**.
9. Click **Exit**, then click **Print** to print a receipt for this posting.

Note: If the reversal was due to an incorrect instructor link, remove the incorrect instructor and link the correct one via Activity Maintenance. You will then be able to re-run the instructor pay program as usual.

Processed an Activity Registration for the Wrong Household

If you notice the error on the same day that it was made:

1. Process a cancellation for the family member in the incorrect household using the Activity Cancel/Changes (Indiv) program. If you processed a payment for the incorrect household, use the original pay code as the refund code.

   For example, if you processed a payment for the incorrect household with a pay code of 1 (check), you would use a refund code of 1 (check). Select the Refund from Cash Drawer Now option.

2. Enroll the correct family member from the correct household in the activity using the Activity Registrations program and make the payment using the appropriate pay code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a cancellation for the incorrect family member from the incorrect household, using the original pay code as the refund code.
2. Change the processing date, drawer and user information to reflect that of the original transaction.

   For example, if you processed a payment with a pay code of 1 (check), you would use a refund code of 1 (check). Change the refund date to the date the error was made. Make any appropriate refund reference notes in the Ref 1 and 2 fields. You will need an override password in order to change the date.

3. Enroll the correct family member from the correct household using the Activity Registrations program and make the payment with a the original pay code. Change the payment date to the date the error was made. You will need an override password in order to change the date.

Facility Fixes Corrections

Accidentally Applied Deposit Money to Facility Fees

If you notice the error the same day that the error was made:

1. Process a payment reversal for the amount of the deposit against the reservation fees, using the Global Payment Reversals program. Use the original pay code as the reversal code.

   For example, if the incorrect payment was made with a pay code of 1 (check), then select 1 as the reversal code.

2. Make a deposit payment for the same amount using the Facility Payments program and select the correct pay code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal for the amount of the deposit against the reservation charges using the Global Payment Reversals program. Use the original pay code as the reversal code.

   For example, if the incorrect payment was made with a pay code of 1 (check), then select 1 as the reversal code. Change the reversal date to the date that the error was made. You will need an override password to change the date.

2. Make a deposit payment for the same amount using the Facility Payments program.
3. Change the processing date, user, and drawer information to reflect that of the original transaction.
4. Click **Print** or **No Print** to complete the transaction.

Charged the Wrong Price for a Facility Reservation

Before fixing the problem for the existing household, check the following to ensure that an incorrect charge will not reoccur for this facility or household:

1. Is the household or organization incorrectly set as a resident or non-resident?

   *Go to **Household/Organization Maintenance**:**Core Info screen** to verify residency.*

2. Is the household or organization incorrectly listed as taxable or non-taxable?

   *Go to **Household/Organization Maintenance**:**Core Info screen** to verify residency.*

3. Is a discount table incorrectly linked to the household or organization?

   *Go to **Household/Organization Maintenance:Financial Info screen** to verify discounts.*

4. Is any facility non-resident bill code fee incorrectly set to R(esident) or B(oth)?
5. Is a discount not allowed for the bill code fee when it should be?
6. Are discounts mistakenly always allowed for a bill code fee even if the discount is not allowed for the bill code fee when linked to the facility?
7. Is an incorrect bill code fee linked to the facility?

   *For steps 4-7: Go to **Facility ID Maintenance**:**Fees/Charges screen** to verify fee setup.*

If you notice the error before the customer leaves:

1. Update the charges for the reservation number using the Facility Cancel/Changes program.

If you notice the error after the customer paid for the reservation:

1. Update the charges for the reservation number using the Facility Cancel/Changes program.
2. If the correct charge was lower than what they household paid, then process a refund as per your organization' s policy.
3. If the correct charge was higher than what was paid, send the customer a new statement with the revised charges.

Entered a Deposit Payment in Error

Given this scenario it is assumed that no payment was actually received and that the customer should have deposit balance.

If you notice the error the same day that the error was made:

1. Refund the deposit using the Facility Deposit Changes program. Use the original pay code as the refund code.

   For example, if the incorrect deposit payment was made with a pay code of 1 (check), then select 1 as the refund code. Select the Refund from Cash Drawer Now option.

2. Click **Print** or **No Print** to complete the transaction.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Refund the deposit using the Facility Deposit Changes program. Use the original pay code as the refund code.
2. Change the processing date, user, and drawer information to reflect that of the original transaction.
3. Click **Print** or **No Print** to complete the transaction.

Pass Fixes Corrections

Charged the Wrong Fees for a Pass

Before fixing the problem for the existing household, check the following to make sure an incorrect charge will not reoccur for this pass type or household:

1. Is the household incorrectly set as a resident or non-resident?

   *Go to **Household Maintenance**:**Core Info screen** to verify residency.*

2. Is the household incorrectly listed as taxable or non-taxable?

   *Go to **Household Maintenance**:**Core Info screen** to verify tax status.*

3. Is a discount table incorrectly linked to the household?

   *Go to **Household Maintenance:Financial Info screen** to verify discounts.*

4. Is any pass type non-resident bill code fee incorrectly set to R(esident) or B(oth)?
5. Is a discount not allowed for the bill code fee when it should be?
6. Are discounts mistakenly always allowed for a bill code, even if the discount is not allowed for the bill code fee when linked to the pass type?
7. Is an incorrect bill code fee linked to the pass type?
8. If installment billing is allowed for this pass type, are the pass type fees mistakenly set up as the total fees due, when the fees should reflect the amount due for each installment bill?

   *For steps 4-8: Go to **Pass type Maintenance**:**Fees screen** to verify fee setup.*

To fix the problem for the current household:

1. Update the charges for the pass registration using the Pass Cancel/Changes program. (Daily • Pass • Pass Cancel/Changes)
2. If a payment was made and the fee the household originally paid was less than the updated fee (i.e., you charged and the household paid $25 but the household should have paid $50), then process a payment amount (if you have the additional fee in your hand).
3. If a payment was made and the fee the household originally paid was greater than the updated fee (i.e., you charged and the household paid $50 but the household should have paid $25), then process a refund as per your organization's policy.

4. If no payment was made earlier and the fee you originally charged was less than or greater than the updated fee, process the payment amount (if you have a payment in hand now).

Entered an Incorrect Payment Amount for a Registration

If you notice the error on the same day that the error was made:

1. Process a payment reversal using the Global Payment Reversal program for the incorrect payment amount, and use the original pay code as the reversal code.

   For example: if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the correct amount using the Pass Payments program.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example: if you processed a payment with a Pay Code of 1 (check), you would use a reversal code of 1 (check). You will need an override password in order to change the date.

2. Process a payment for the correct amount using the Pass Payments program, but change the processing date, drawer and user to reflect the original processing information.

Entered the Wrong Pay Code for a Registration

If you notice the error on the same day that it was made:

1. Process a payment reversal using the Global Payment Reversal program and use the original payment code as the reversal code.

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the activity using the Pass Payments program and use the correct Pay Code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check). Change the reversal date to the date the error was made. You will need an override password in order to change the date.

2. Process a payment for the correct pay code using the Pass Payments program, but change the processing date, drawer and user to reflect the original processing information.

Processed a Pass Registration for the Wrong Household

If you notice the error on the same day that it was made:

1. Process a cancellation for the family member in the incorrect household using the Pass Cancel/Changes program. If you processed a payment for the incorrect household, use the original pay code as the refund code.

   For example, if you processed a payment for the incorrect household with a pay code of 1 (check), you would use a refund code of 1 (check). Select the Refund from Cash Drawer Now option.

2. Register the correct family member using the Pass Registrations program and make the payment using the appropriate pay code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a cancellation for the incorrect family member from the incorrect household, using the original pay code as the refund code.
2. Change the processing date, drawer and user information to reflect that of the original transaction.

   For example, if you processed a payment with a pay code of 1 (check), you would use a refund code of 1 (check). Change the refund date to the date the error was made. Make any appropriate refund reference notes in the Ref 1 and 2 fields. You will need an override password in order to change the date.

3. Enroll the correct family member from the correct household using the Pass Registrations program and make the payment with a the original pay code. Change the payment date to the date the error was made. You will need an override password in order to change the date.

Sold the Correct Person the Wrong Pass Type

Method 1

1. Run the Pass Transfers program and transfer the family member from the incorrect activity into the correct activity.
2. If a payment was made and the fee the household originally paid for the wrong pass type was less than the correct pass type's fees (e.g., you charged and the household paid $25 for the incorrect pass, but the correct pass costs $50), process a payment amount (if you have the additional fee in your hand).
3. If a payment was made and the fee the household originally paid for the wrong pass was greater than the correct pass's fees (e.g., you charged and the household paid $50 for the incorrect pass, but the correct pass costs $25), process a refund as per your organization's policy.

4. If no payment was made earlier and the wrong activity's fees are less than or greater than the correct activity fees, process the payment amount (if you have a payment in hand now).

Method 2

1. Process a cancellation for the family member in the incorrect activity using the Pass Cancel/Changes program and select the "Apply the Refund to the Household's Balance" option.
2. Register the family member for the correct pass using the Pass Registrations program and allow the credit balance to pay the correct pass's fees. A refund or payment may ultimately be due, depending on the difference between the correct pass type's fees and the incorrect pass type's fees. See the steps mentioned in *Method 1* above for how to handle a payment or refund, based on whether or not the household has paid.

Pass Visit History Fixes

Adding a Pass Visit History Record

Perform the following set of steps if you wish to add a pass visit history record that is NOT linked to any visit fees.

1. Go to Utilities • Pass • Pass Visit Utilities • Pass Visit History Update.
2. In the Pass field, enter or select the pass type for which you wish to add a pass visit history record.
3. In the Date Range fields, enter or select the range of dates over which you wish to add pass visit history record(s) for the selected pass type.
4. Click **Process**. You will continue to the Pass Visit History Line Item Listing screen.
5. Click **Add**. You will continue to the Pass Visit Update screen.
6. In the Visit Date field, enter or select the date on which the visit took place.
7. In the Time In field, enter the time that the visit begin. In the Time Out field, enter the time that the visit ended, if applicable.
8. In the Visit Count field, enter the number of visits being recorded for this pass holder's visit.
9. In the Guest Count field, enter the number of guests accompanying this pass holder.

Note: In order for a Guest Count to be entered, the pass type must have the Max Guest Visits option on the Pass Type Maintenance - Restr/Featr screen set to 1 or more.

10. Press the F9 key or right-click from within the Purpose field to select the appropriate visit purpose.
11. Press the F9 key or right-click from within the Location field to select a default location from the location from the location picklist, if applicable.
12. If this is a CYMS day care visit, select the type of visit that corresponds to your needs.
13. Click **Process**.
14. Click **Exit** to return to the Main Menu.

Changing a Pass Visit History Record

Perform the following set of steps if you wish to update an existing pass visit history record that is NOT linked to any visit fees.

1. Go to Utilities • Pass • Pass Visit Utilities • Pass Visit History Update.
2. In the Pass field, enter or select the pass type for which you wish to change a pass visit history record.
3. In the Date Range fields, enter or select the range of visit dates for which you wish to update pass visit history records.
4. Click **Process**. You will continue to the Pass Visit History Line Item Listing screen.

5. Highlight the Pass Visit History record that you wish to update and click **Change**. You will continue to the Pass Visit Update screen.
6. Update the fields as needed. Click **Process** when you have completed making your changes.
7. Repeat steps 5 and 6 for each pass visit history record listed that you wish to change.
8. Click **Exit** to return to the Main Menu.

Deleting a Pass Visit History Record

Perform the following set of steps if you wish to delete an existing pass visit history record that is NOT linked to any visit fees.

1. Go to Utilities • Pass • Pass Visit Utilities • Pass Visit History Update.
2. In the Pass field, enter or select the pass type for which you wish to delete a pass visit history record.
3. In the Date Range fields enter the range of visit dates for which you wish to delete pass visit history records.
4. Click **Process**. You will continue to the Pass Visit History Line Item Listing screen.
5. Highlight the Pass Visit History record that you wish to delete. Then, click **Delete**.
6. A question box will display asking you if you are sure that you want to delete this record. Click **Yes** to confirm.
7. Repeat steps 5 and 6 for each pass visit history record listed that you wish to delete.
8. Click **Exit** to return to the Main Menu.

League Fixes Corrections

Charged the Wrong Price for a League Registration

Before fixing the problem for the existing household, check the following to make sure an incorrect charge will not reoccur for this league or team:

1. Is the team incorrectly set as a resident or non-resident?

   *Go to **League Team Maintenance**:**League Core Info screen** to verify residency.*

2. Is the team incorrectly listed as taxable or non-taxable?

   *Go to **League Team Maintenance**:**League Core Info screen** to verify tax status.*

3. Is a discount table incorrectly linked to the team?

   *Go to **League Team Maintenance:Financial Info screen** to verify discounts.*

4. Are discounts mistakenly always allowed for a bill code, even if the discount is not allowed for the bill code fee when linked to the league?
5. Is an incorrect bill code fee linked to the league?

   *For steps 4-5: Go to **League Maintenance**:**Fees/Charges screen** to verify fee setup.*

To fix the problem for the current team:

1. Update the charges for the league registration using the League Cancel/Changes program. (Daily • League • League Cancel/Changes)

2. If a payment was made and the fee the team originally paid was less than the updated fee (i.e., you charged and the team paid $25 but the team should have paid $50), then process a payment amount (if you have the additional fee in your hand).
3. If a payment was made and the fee the team originally paid was greater than the updated fee (i.e., you charged and the team paid $50 but the team should have paid $25), then process a refund as per your organization's policy.
4. If no payment was made earlier and the fee you originally charged was less than or greater than the updated fee, process the payment amount (if you have a payment in hand now).

Entered an Incorrect League Payment Amount

If you notice the error on the same day that the error was made:

1. Process a payment reversal using the League Payment Reversal program for the incorrect payment amount, and use the original pay code as the reversal code.

   For example: if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the correct amount using the League Payments program.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the League Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example: if you processed a payment with a Pay Code of 1 (check), you would use a reversal code of 1 (check). You will need an override password in order to change the date.

2. Process a payment for the correct amount using the League Payments program, but change the processing date, drawer and user to reflect the original processing information.

Entered the Wrong Pay Code for a League Registration

If you notice the error on the same day that it was made:

1. Process a payment reversal using the League Payment Reversal program and use the original payment code as the reversal code.

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the activity using the League Payments program and use the correct Pay Code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the League Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check). Change the reversal date to the date the error was made. You will need an override password in order to change the date.

2. Process a payment for the correct pay code using the League Payments program, but change the processing date, drawer and user to reflect the original processing information.

POS Fixes Corrections

Charged the Wrong Price for an Inventory Item

Before fixing the problem for the existing household, check the following to make sure an incorrect charge will not reoccur for this item or household:

1. Make sure sale dates and prices have not been incorrectly entered on the inventory or tran code level for the item.

   *Go to **Tran Code or Inventory Maintenance** to verify information.*

2. Check to make sure that the default quantity field on the tran code level is correct.

   *Go to **Tran Code Maintenance**:**Restrict/Features screen** to verify quantity.*

3. Check the tax tables on the tran code, inventory and household levels. Consult the Inventory/Ticket, Tran Code and Trip Tax Precedence tables to confirm that the correct tax amount is being charged for the selected item.

   *Go to **Tran Code Maintenance**:**Restrict/Features screen** to verify tax code.*
   *Go to **Inventory Maintenance**:**Core Information screen** to verify tax code.*
   *Go to **Household Maintenance**:**Core Information screen** to verify tax status.*

4. If purchasing an inventory item, check to make sure that the price is listed correctly in the right time spot on the price matrix screen.

   *Go to **Inventory Maintenance**:**Price Matrix screen** to verify price.*

5. If purchasing an inventory item, check to see if the correct price option is selected along with the appropriate markup/margin percent.

   *Go to **Inventory Maintenance**:**Price Matrix screen** to verify price option.*

6. Check the residency status on the household.

   *Go to **Household Maintenance**:**Core Information screen** to verify residency status.*

7. Check the discounts by module on the household.

   *Go to **Household Maintenance**:**Financial Information screen** to verify discounts.*

8. Review the quantity listed on the POS screen.

To fix the problem for the current household:

1. Return the item by going into the Point of Sale program and selecting the same item which was processed for the wrong price.
2. Before clicking Select, change the price to the same price which was incorrectly charged, and change the Qty (Quantity) to reflect the negative quantity that was original processed. *For example, if a customer purchased 1 item for the wrong price, enter a -1 in the qty field.*
3. Click **Select**. Note that the button in the lower left-hand corner of the screen now says Refund.
4. Click **Refund** to continue to the Refund Update screen. Process the refund as a Refund Now, using the same pay code as used in the original transaction. *For example, if the original transaction was processed as a cash payment, process the refund for cash as well.*
5. Process the transaction again for the correct price.

Didn't Link a Household to a Sale

If you notice the error the same day that the error was made:

1. Process a POS reverse sale with no household. If you processed a payment, use the original pay code as the refund code.

   For example, if you processed a payment with a pay code of 1 (check), you would use a refund code of 1. Select the Refund from Cash Drawer Now option.

2. Sell the item to the correct family member from the correct household using the POS program.

If you notice the error one or more days after the error was made:

1. Process a POS reverse sale with no household. Use the original pay code as the refund code.

   For example, if you processed a payment with a pay code of 1 (check), you would use a refund code of 1. Change the refund date to the date the error was made. Make any appropriate refund reference notes in the Ref 1 and 2 fields. You will need an override password in order to change the date.

2. Sell the item to the correct family member from the correct household using the POS program and make the payment with a the original pay code. Change the payment date to the date the error was made. You will need an override password in order to change the date.

Entered an Incorrect Payment Amount in POS Processing

If you notice the error on the same day that the error was made:

1. Process a payment reversal using the Global Payment Reversal program for the incorrect payment amount, and use the original pay code as the reversal code.

   For example: if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the correct amount using the POS Payments program.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example: if you processed a payment with a Pay Code of 1 (check), you would use a reversal code of 1 (check). You will need an override password in order to change the date.

2. Process a payment for the correct amount using the POS Payments program, but change the processing date, drawer and user to reflect the original processing information.

Entered the Wrong Pay Code During POS Processing

If you notice the error on the same day that it was made:

1. Process a payment reversal using the Global Payment Reversal program and use the original payment code as the reversal code.

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the activity using the POS Payments program and use the correct Pay Code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check). Change the reversal date to the date the error was made. You will need an override password in order to change the date.

2. Process a payment for the correct pay code using the POS Payments program, but change the processing date, drawer and user to reflect the original processing information.

Processed a Sale for the Wrong Household

If you notice the error on the same day that it was made:

1. Process a return/refund for the family member in the incorrect household using the POS program. If you processed a payment for the incorrect household, use the original pay code as the refund code.

For example, if you processed a payment for the incorrect household with a pay code of 1 (check), you would use a refund code of 1 (check). Select the Refund from Cash Drawer Now option.

2. Sell the item to the correct family member using the POS program and make the payment using the appropriate pay code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a reverse sale for the incorrect family member using the original pay code as the refund code.
2. Change the processing date, drawer and user information to reflect that of the original transaction.

   For example, if you processed a payment with a pay code of 1 (check), you would use a refund code of 1 (check). Change the refund date to the date the error was made. Make any appropriate refund reference notes in the Ref 1 and 2 fields. You will need an override password in order to change the date.

3. Sell the item to the correct family member using the POS program and make the payment with a the original pay code. Change the payment date to the date the error was made.

Sold the Wrong Item to the Right Household

If you notice the error the same day that the error was made:

1. Process a POS reverse sale for the incorrect family member using the Point of Sale program. If you processed a payment for the incorrect household, use the original pay code as the refund code.

   For example, if you processed a payment for the incorrect household with a pay code of 1 (check), you would use a refund code of 1. Select the Refund from Cash Drawer Now option.

2. Sell the item to the correct family member from the correct household using the Point of Sale program and make the payment using appropriate pay code.

If you notice the error one or more days after the error was made:

1. Process a POS reverse sale for the incorrect family member from the incorrect household using the Point of Sale program and use the original pay code as the refund code.

   For example, if you processed a payment with a pay code of 1 (check), you would use a refund code of 1. Change the refund date to the date the error was made. Make any appropriate refund reference notes in the Ref 1 and 2 fields. You will need an override password in order to change the date.

2. Sell the item to the correct family member from the correct household using the Point of Sale program and make the payment with a the original pay code. Change the payment date to the date the error was made. You will need an override password in order to change the date.

Rental Fixes Corrections

Applied Deposit to Rental Fees in Error

If you notice the error the same day that the error was made:

1. Process a payment reversal for the amount of the deposit against the reservation fees, using the Global Payment Reversals program. Use the original pay code as the reversal code.

   For example, if the incorrect payment was made with a pay code of 1 (check), then select 1 as the reversal code.

2. Make a deposit payment for the same amount using the Rental Payments program and select the correct pay code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal for the amount of the deposit against the reservation charges using the Global Payment Reversals program. Use the original pay code as the reversal code.

   For example, if the incorrect payment was made with a pay code of 1 (check), then select 1 as the reversal code. Change the reversal date to the date that the error was made. You will need an override password to change the date.

2. Make a deposit payment for the same amount using the Rental Payments program and use a Journal pay code.

Entered a Rental Deposit in Error

Given this scenario it is assumed that no payment was actually received and that the customer should have deposit balance.

If you notice the error the same day that the error was made:

1. Refund the deposit using the Rental Deposit Changes program. Use the original pay code as the refund code.

   For example, if the incorrect deposit payment was made with a pay code of 1 (check), then select 1 as the refund code. Select the Refund from Cash Drawer Now option.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Refund the deposit using the Rental Deposit Changes program.
2. Change the processing date, user, and drawer information to reflect that of the original transaction.
3. Click **Print** or **No Print** to complete the transaction.

Court Fixes Corrections

Charged the Wrong Fees for a Court Reservation

Before fixing the problem for the existing household, check the following to make sure an incorrect charge will not reoccur for this court or household:

1. Is the household incorrectly set as a resident or non-resident?

   *Go to **Household Maintenance**:**Core Info screen** to verify residency.*

2. Is the household incorrectly listed as taxable or non-taxable?

   *Go to **Household Maintenance**:**Core Info screen** to verify tax status.*

3. Is a discount table incorrectly linked to the household?

   *Go to **Household Maintenance:Financial Info screen** to verify discounts.*

4. Is any court non-resident bill code fee incorrectly set to R(esident) or B(oth)?
5. Is a discount not allowed for the bill code fee when it should be?
6. Are discounts mistakenly always allowed for a bill code, even if the discount is not allowed for the bill code fee when linked to the court?
7. Is an incorrect bill code fee linked to the court?

   *For steps 4-7: Go to **Facility ID Maintenance**:**Fees/Charges screen** to verify fee setup.*

To fix the problem for the current household:

1. Update the charges for the pass reservation using the Court Cancel/Changes program. (Daily • Court • Court Cancel/Changes)
2. If a payment was made and the fee the household originally paid was less than the updated fee (i.e., you charged and the household paid $25 but the household should have paid $50), then process a payment amount (if you have the additional fee in your hand).
3. If a payment was made and the fee the household originally paid was greater than the updated fee (i.e., you charged and the household paid $50 but the household should have paid $25), then process a refund as per your organization's policy.
4. If no payment was made earlier and the fee you originally charged was less than or greater than the updated fee, process the payment amount (if you have a payment in hand now).

Entered an Incorrect Payment Amount for a Court Reservation

If you notice the error on the same day that the error was made:

1. Process a payment reversal using the Global Payment Reversal program for the incorrect payment amount, and use the original pay code as the reversal code.

   For example: if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the correct amount using the Court Payments program.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example: if you processed a payment with a Pay Code of 1 (check), you would use a reversal code of 1 (check). You will need an override password in order to change the date.

2. Process a payment for the correct amount using the Court Payments program, but change the processing date, drawer and user to reflect the original processing information.

Entered the Wrong Pay Code for a Court Reservation

If you notice the error on the same day that it was made:

1. Process a payment reversal using the Global Payment Reversal program and use the original payment code as the reversal code.

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the activity using the Court Payments program and use the correct Pay Code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check). Change the reversal date to the date the error was made. You will need an override password in order to change the date.

2. Process a payment for the correct pay code using the Court Payments program, but change the processing date, drawer and user to reflect the original processing information.

Locker Fixes Corrections

Charged the Wrong Fees for a Locker

Before fixing the problem for the existing household, check the following to make sure an incorrect charge will not reoccur for this locker or household:

1. Is the household incorrectly set as a resident or non-resident?

*Go to **Household Maintenance**:**Core Info screen** to verify residency.*

2. Is the household incorrectly listed as taxable or non-taxable?

   *Go to **Household Maintenance**:**Core Info screen** to verify tax status.*

3. Is a discount table incorrectly linked to the household?

   *Go to **Household Maintenance:Financial Info screen** to verify discounts.*

4. Is a discount not allowed for the bill code fee when it should be?
5. Are discounts mistakenly always allowed for a bill code, even if the discount is not allowed for the bill code fee when linked to the locker?
6. Is an incorrect bill code fee linked to the locker?
7. If installment billing is allowed for this locker room, are the locker fees mistakenly set up as the total fees due, when the fees should reflect the amount due for each installment bill?

   *For steps 4-7: Go to **Locker Maintenance**:**Fees/Features screen** to verify fee setup.*

To fix the problem for the current household:

1. Update the charges for the pass registration using the Locker Cancel/Changes program. (Daily • Locker • Locker Cancel/Changes)
2. If a payment was made and the fee the household originally paid was less than the updated fee (i.e., you charged and the household paid $25 but the household should have paid $50), then process a payment amount (if you have the additional fee in your hand).
3. If a payment was made and the fee the household originally paid was greater than the updated fee (i.e., you charged and the household paid $50 but the household should have paid $25), then process a refund as per your organization's policy.
4. If no payment was made earlier and the fee you originally charged was less than or greater than the updated fee, process the payment amount (if you have a payment in hand now).

Entered an Incorrect Payment Amount for a Locker Reservation

If you notice the error on the same day that the error was made:

1. Process a payment reversal using the Global Payment Reversal program for the incorrect payment amount, and use the original pay code as the reversal code.

   For example: if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the correct amount using the Locker Payments program.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

For example: if you processed a payment with a Pay Code of 1 (check), you would use a reversal code of 1 (check). You will need an override password in order to change the date.

2. Process a payment for the correct amount using the Locker Payments program, but change the processing date, drawer and user to reflect the original processing information.

Entered the Wrong Pay Code for a Locker Reservation

If you notice the error on the same day that it was made:

1. Process a payment reversal using the Global Payment Reversal program and use the original payment code as the reversal code.

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the activity using the Locker Payments program and use the correct Pay Code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check). Change the reversal date to the date the error was made. You will need an override password in order to change the date.

2. Process a payment for the correct pay code using the Locker Payments program, but change the processing date, drawer and user to reflect the original processing information.

Trip Fixes Corrections

Charged the Wrong Fees for a Trip Booking

Before fixing the problem for the existing household, check the following to make sure an incorrect charge will not reoccur for this trip or household:

1. Is the household incorrectly set as a resident or non-resident?

   *Go to **Household Maintenance**:**Core Info screen** to verify residency.*

2. Is the household incorrectly listed as taxable or non-taxable?

   *Go to **Household Maintenance**:**Core Info screen** to verify tax status.*

3. Is a discount table incorrectly linked to the household?

*Go to **Household Maintenance:Financial Info screen** to verify discounts.*

4. Are discounts mistakenly always allowed for a bill code, even if the discount is not allowed for the bill code fee when linked to the trip?
5. Is an incorrect bill code fee linked to the trip?

*For steps 4-5: Go to **Trip Maintenance**:**Fees screen** to verify fee setup.*

To fix the problem for the current household:

1. Update the charges for the pass registration using the Trip Booking Cancel/Changes program. (Daily • Trip • Trip Booking Cancel/Changes)
2. If a payment was made and the fee the household originally paid was less than the updated fee (i.e., you charged and the household paid $25 but the household should have paid $50), then process a payment amount (if you have the additional fee in your hand).
3. If a payment was made and the fee the household originally paid was greater than the updated fee (i.e., you charged and the household paid $50 but the household should have paid $25), then process a refund as per your organization's policy.
4. If no payment was made earlier and the fee you originally charged was less than or greater than the updated fee, process the payment amount (if you have a payment in hand now).

Entered an Incorrect Payment Amount for a Trip Booking

If you notice the error on the same day that the error was made:

1. Process a payment reversal using the Global Payment Reversal program for the incorrect payment amount, and use the original pay code as the reversal code.

   For example: if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the correct amount using the Trip Booking Payments program.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example: if you processed a payment with a Pay Code of 1 (check), you would use a reversal code of 1 (check). You will need an override password in order to change the date.

2. Process a payment for the correct amount using the Trip Booking Payments program, but change the processing date, drawer and user to reflect the original processing information.

Entered the Wrong Pay Code for a Trip Booking

If you notice the error on the same day that it was made:

1. Process a payment reversal using the Global Payment Reversal program and use the original payment code as the reversal code.

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check).

2. Process a payment for the activity using the Trip Booking Payments program and use the correct Pay Code.

If you notice the error one or more days after the error was made:

Note: You should NOT change the date if you are running End of Shift Processing. In the event you are running EOS, you should process this transaction using the Void Drawer User ID.

1. Process a payment reversal using the Global Payment Reversal program, but change the processing date, drawer and user to reflect the original processing information. Use the original pay code as the reversal code

   For example, if you processed a payment with a pay code of 1 (check), you would use a reversal code of 1 (check). Change the reversal date to the date the error was made. You will need an override password in order to change the date.

2. Process a payment for the correct pay code using the Trip Booking Payments program, but change the processing date, drawer and user to reflect the original processing information.

End of Day, Week, Month, Season, and Year Procedures

Period End Processing Overview

The following procedures and the recommended frequency with which each procedure should be run (end of season, end of year, etc.) are provided for *reference purposes only*. These recommendations seek to balance database size with program performance and information availability. Adjust the frequency of these procedures to meet your own organization's needs.

Each procedure is listed as one of the following:

- **Required** – Procedures should be run as directed or the system will malfunction or provide incorrect information.
- **Should Be Done** – Procedures may hinder efficiency and speed if they are not done, but will not cause the system to malfunction if not completed.
- **Optional** – Procedures may be done on an optional basis and will not have an adverse affect if they are not completed.

Note: Any procedure related to a module that is not installed on your system is not required (even if it is listed as required).

Processes Not Covered Here:

Yearly, seasonal, or occasional pricing and date (activation or expiration) changes may require that you update file maintenance records in any module. Do so at any time if the need arises.

If you have a question related to running the actual program, press F1 for field-level Help from any screen.

How Far Back to Purge:

VSI recommends saving at least 2 years of data in your database if disk space and application performance and speed are not issues.

For example, if you wish to purge at 2006 year-end, do not include the current year (2006) or previous year (2005) in your purge date range. You would purge only from 1/1/1985 – 12/31/2004.

End of Day Procedures

End of Day Procedures

See Also: Topic Doc - End of Shift 10.3

See Also: Topic Doc - Period End Processes

What to Do at the End of the Shift/Day

Each user should follow these steps at the end of the shift or day:

1. If applicable, run the Rental End-of-Day program (Daily • Rent) to print lists of the rental items that should have either been returned or picked up by the current system date/time but have not yet been returned or picked up. The program can also process auto returns, allowing you to automatically return rental items without having to return the item for each

household through the Rental Check Out/Check In program. When processing auto returns, no fees are processed. It is therefore recommended that you only process auto returns for rental items to which no fees are attached or for which you collect all payments in advance.

2. Remove your cash drawer and count your cash.
3. If applicable, total the refund vouchers that you've printed out that day. Treat them as a separate tender type.
4. Run the Global Refund Report (Reports • Global • Global Financial Reports). You might attach to this report all refund vouchers printed for that day.
5. Run the Cash Journal (Reports • System • System Financial Reports) with a balancing worksheet. Make sure to use your pre-defined selection criteria.
6. Enter your cash totals on the balancing worksheet.
7. Run the GL Distribution Report (Reports • System • System Financial Reports) for the same selection range as you used for the Cash Journal. If the net debit and credit totals on the Cash Journal and GL Distribution reports match and your cash drawer tender totals match the Cash Journal tender totals, turn in the cash and reports to your manager or finance department. You have successfully balanced! If the report totals don't match and/or your drawer totals don't match the reports, see the section titled What to Check if You Are Out of Balance.

Note: Military users can run the DAR Report (Reports • System • System Financial Reports) instead of (or in addition to) the Cash Journal and GL Distribution Reports. If applicable, users may also run the End of Shift Cash-Out program (Daily • System).

Refer to:Topic Doc - End of Shift 10.3-w.pdf

8. If applicable, once you've balanced, you may run the GL Interface Processing program (Period End • System • GL/Cash Processing) to create a batch file for import into your finance department's software.

Note: Only organizations that automatically interface with an accounting system will do this.

9. **USMC only**: Marines also need to run the Payment Export program process (Period End • System).
10. **USMC only**: Run the Inventory Daily Accountability Report for the present day (Reports • POS • Inventory Reports).
11. Log out of RecTrac.

Manager: If you use a credit card authorization tool (ICVerify, PCCharge, Lynk, or VeriSign), after all cash drawer users have balanced individually, run the Credit Card Report. (Reports • System • Credit Card/E-Check Reports • Credit Card Reports) Compare this total to the credit card total on the Cash Journal for all cash drawers. **DO NOT close the batch until you compare this report to the RecTrac Cash Journal report!**

If totals are correct, follow your normal procedures to close the batch. If totals are not correct, make the necessary corrections in RecTrac, then re-run the credit card report and close the batch.

Remember, your goal is to:

- Match your cash drawer totals by tender type to the Cash Journal tender types
- Match the Cash Journal net debits and credits total to the GL Distribution Report net debits and credits total
- Match the refund vouchers to the Global Refund Report; they should also balance to the pay types 97 and 98 on your Cash Journal and GL Distribution reports.

End of Day Balancing

At the end of each day, the RecTrac cash balancing process will include printing the Cash Journal Report and the GL Distribution Report. The Military DAR Report can be run as a substitute for these two reports. If the net debit/credit totals on the two reports equal, then transactions have been processed correctly by RecTrac. The Military DAR II Report and the End of Shift Cash Out program will post over/short amounts against the appropriate G/L codes.

If applicable, only after all RecTrac users have balanced individually, as well as by location, and in total, you are ready to run the RecTrac G/L Interface program to create a summary batch file containing the day's RecTrac transactions for automatic posting to your financial accounting system (i.e., VSI' s FinTrac, etc.). As an alternative to the GL Interface, you can forward the daily summary reports to your finance office for manual posting of the summary total entries generated by RecTrac to the applicable general ledger accounts.

As part of the RecTrac to FinTrac Interface process, entries to offset the credits and debits in the general ledger are created for each payment code during the interface import into FinTrac.

As part of the RecTrac to Army Interface process, offset entries to the credits and debits of the general ledger entries are created for each payment code during the interface file creation.

What to Check if You are Out of Balance

The following examples show some of the most common end-of-day error scenarios and how to correct them:

The Scenario	Your Cash Drawer Totals	Cash Journal by Tender	GL Distribution
In Balance	$90 - Check	$90 - Check	$10 - Sales Tax
	$25 - Cash	$25 - Cash	$135 - Programs
	$45 - Credit Card	$45 - Credit Card	$15 - T-Shirt Sales
	Total - $160	**Total - $160**	**Total - $160**

If your cash drawer tender totals match the Cash Journal tender types exactly and the Cash Journal and GL totals match:You are in balance!

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The Scenario	Your Cash Drawer Totals	Cash Journal by Tender	GL Distribution
Tender Type Switch	$100 - Check	$90 - Check	$10 - Sales Tax
	$25 - Cash	$25 - Cash	$135 - Programs
	$35 - Credit Card	$45 - Credit Card	$15 - T-Shirt Sales
	Total - $160	**Total - $160**	**Total - $160**

If the Cash Journal and GL totals match,but your cash drawer tender totals do not match the Cash Journal tender types:Recount your cash drawer. You may have miscounted among the different tender types.

OR

If your cash drawer recount holds up, match each check and credit card receipt by name or number to the Cash Journal. You may find that an incorrect payment type was processed for a transaction. In the above example: A $10 credit card payment accidentally got processed as a check, so the checks are OVER while credit cards are SHORT by the same amount. To correct it,

find the erroneous transaction, process a Global Payment Reversal (Daily • Global • Global Payment Reversals) and reapply with the correct payment type.

****

The Scenario	Your Cash Drawer Totals	Cash Journal by Tender	GL Distribution
Cash Over	$90 - Check	$90 - Check	$10 - Sales Tax
	$30 - Cash	$25 - Cash	$135 - Programs
	$45 - Credit Card	$45 - Credit Card	$15 - T-Shirt Sales
	Total - $165	**Total - $160**	**Total - $160**

If the Cash Journal and GL totals match,but you have more money than the Cash Journal and GL say you should have:Recount your cash drawer. You may have miscounted the total.

OR

If your cash drawer recount holds up, then match up each check and credit card receipt by name or number to the Cash Journal Detail. You may find that an extra check or credit card item was put into your drawer, but not processed in RecTrac. Unfortunately, if the extra $ is cash, it may be more difficult to find out which household it belongs to. If you save copies of all receipts for the day, match them up with the cash drawer items. To correct the problem, find the household in question, process the transaction and apply the payment.

OR

If the above steps don’t yield you an answer, you may post the "cash over" as a miscellaneous transaction for the day.

****

The Scenario	Your Cash Drawer Totals	Cash Journal by Tender	GL Distribution
Cash Short	$90 - Check	$90 - Check	$10 - Sales Tax
	$30 - Cash	$25 - Cash	$135 - Programs
	$25 - Credit Card	$45 - Credit Card	$15 - T-Shirt Sales
	Total - $155	**Total - $160**	**Total - $160**

If the Cash Journal and GL totals match,but you have less money than the Cash Journal and GL say you should have:Recount your cash drawer. You may have miscounted the total.

OR

If your cash drawer recount holds up, then match up each check and credit card receipt by name or number to the Cash Journal Detail. You may find that an extra payment was processed in RecTrac, with no money put into your drawer.(This sometimes happens if you have setup RecTrac to default to "full payments" on the payment screen, and you quickly advance through the payment screen, thus posting a payment that was never made.) Unfortunately, if the $short is cash, it may be more difficult to find out what household had a payment applied in error. If you save copies of all receipts for the day, match them up with the cash drawer items. To correct the problem, find the household in question, reverse the transaction and process again with no payment.

OR

If the above steps don’t yield you an answer, you may post the "cash short" as a miscellaneous transaction for the day.

****

The Scenario	Your Cash Drawer Totals	Cash Journal by Tender	GL Distribution
RecTrac Out of Balance	$90 - Check	$90 - Check	$5 - Sales Tax
	$25 - Cash	$25 - Cash	$135 - Programs
	$45 - Credit Card	$45 - Credit Card	$15 - T-Shirt Sales
	Total - $160	**Total - $160**	**Total - $155**

If your cash drawer totals match either the Cash Journal totals or the GL Distribution totals but the Cash Journal and GL totals don't match each other:Run the Cash/GL Comparison Report (Reports • System • System Financial Reports). Find the transaction(s) that are out of balance. Call VSI Customer Support at 1-877-883-8757 for help correcting the offending transaction.

OR

If the Cash/GL Comparison Report doesn't yield an answer, that is an indication that RecTrac is out of balance with itself. Please call VSI Customer Support at 1-877-883-8757 to report your findings. We may ask that you fax supporting documentation to help us solve the problem quickly and accurately.

Note: If you used the End of Shift Cash-Out program to balance your cash drawer, a manager can run the Close Out Adjustments program (Daily • System • End of Day Processing) to correct over/short amounts.

What to Send to Finance at the End of Day

Each organization has different financial reporting needs in terms of what to send to the finance department and when. Discuss this topic with your finance contact person, and produce the reports that best you're your organization's needs.

At a Minimum

- Cash Journal (Reports • System • System Financial Reports) in summary for all cash drawers for the date (or date range)
- GL Distribution Report (Summary) (Reports • System • System Financial Reports) for all cash drawers for the date or date range
- Global Refund Report (Reports • Global • Global Financial Reports) for all modules for the date or date range

Note: Military customers may run the Military DAR report in place of the Cash Journal Report and GL Distribution Report.

Optional

Run the GL Interface Processing program (Period End • System • GL/Cash Processing) to create a batch file for import into your finance department's software. Only organizations that automatically interface with an accounting system will do this.

End of Week Procedures

End of Week Procedures

Activity Module:

- (**Should Be Done**) Run the Flat, Hourly, Percent, or Per Head Payment Processing program (Period End • Activity • Instructor Payments & Maint). This option is included under end-of-week processing assuming that your payroll is done on a weekly basis. If your payroll is not done weekly, you should run this program to match your payroll frequency.
- (**Should Be Done**) Run the Salary Payment Processing program (Period End • Activity • Instructor Payments & Maint). This option is included under end-of-week processing assuming that your salaried instructors are paid on a weekly basis. If your payroll is not done weekly, then you should run this program to match your payroll frequency.
- (**Optional**) If you charge additional fees when your customers do not pay for registrations on time, run the Activity Late Fee Calculation program (Period End • Activity).

Facility Module:

- Not applicable.

Pass Module:

- (**Should Be Done**) If you have pass type visits that are not recorded using the Pass Visit Processing program, run the Pass Type Posting program (Period End • Pass). This program can be run on a daily basis, if desired. The figures posted under this program will be reflected on both the Pass Type Comparative Report and the Pass Type Analysis reports (Reports • Pass • Statistical Reports).

League Module:

- Not applicable.

POS Module:

- (**Optional**) Run the Inventory Posting Program (Period End • POS).
- In preparation, you might run the following reports to assist you in this procedure: Inventory Count Worksheet (Reports • POS • Inventory Reports) Inventory Reorder Report (Reports • POS • Inventory Reports)

Rental Module:

- (**Optional**) Print the Rental Billing Reminder Report (Reports • Rent • Financial Reports).
- (**Optional**) Print the Outstanding Quick Rental Report and Outstanding Rental Report (Reports • Rent • Availability/Usage Reports).
- (**Optional**) Print the Rental Alert Report (Reports • Rent • Availability/Usage Reports).

Court Module:

- Not applicable.

Locker Module:

- (**Should Be Done**) Run the Locker Rental History Status Change program (Period End • Lock).

Trip Module:

- Not applicable.

Golf Module:

- Not applicable.

Personal Trainer Module:

- (**Should Be Done**) Run the Hourly, Percent, or Per Head Payment Processing program (Period End • PT). This option is included under end-of-week processing assuming that your payroll is done on a weekly basis. If your payroll is not done weekly, you should run this program to match your payroll frequency.

Global Module:

- (**Optional**) Run the Global Late Charge Assessment program (Period End • Global) to charge late fees for balances still due.
- (**Optional**) Run the Global HH Trial Balance report (Reports • Global • Global Financial Reports) to view debit and credit balances by module.
- (**Optional**) Run the Global Refund Report (Reports • Global • Global Financial Reports) to view refunds due or paid.

System Module:

- (**Optional**) Run the Cash/GL Comparison Report (Reports • System • System Financial Reports) to view entries that are out of balance.

Processing Instructor Pay

Please refer to: Topic Doc - Instructor Pay 10.3 for complete documentation

Processing Personal Trainer Pay

Please refer to Topic Doc - PT 10.3 for a complete set of instructions

End of Month Procedures

End of Month Procedures

See Also: Topic Doc - Period End Processes

Facility Module:

- (**Optional**) Run the Facility Attendance Post program or Facility Auto Attendance Post program (Period End • Facility).

Pass Module:

- (**Should Be Done**) Run the Pass Member Status Update program (Period End • Pass) before running the Pass Member Count Initialization program listed below. This program will read each member's pass expiration date and compare it to the current processing date and will change the pass type membership status to Expired for any pass type where the expiration date is earlier than the current date.

- (**Should Be Done**) Run the Pass Member Count Initialize program (Period End • Pass) after running the Member Status Update program listed above. This program will re-total the member count for each pass type and count only active passes.
- (**Optional**) Run the Pass Type Analysis Report (Reports • Pass • Statistical Reports). This report will provide a snapshot of the pass membership profile for a selected month or a selected range of membership dates.
- (**Optional**) Run the Pass Labels and Letters program (Reports • Pass) to send out pass renewal notification mailings for those passes set to expire in the next month.

POS Module:

- (**Should Be Done**) Do a physical count of all inventory and post (Period End • POS • Inventory Posting). (Required for month-to-month comparison reporting.)
- (**Should Be Done**) Run the Inventory Month End Transfer program (Period End • POS). (Required for month-to-month comparison reporting.)
- (**Should Be Done**) Print the following reports immediately after the Month End Transfer: (Required for month-to-month comparison reporting)
    - Inventory Comparison Report
    - Inventory Valuation Report
    - Cost of Goods Sold Report
    - Sales History Report
    - Ticket Valuation Report
    - Inventory Cost Value Comparison Report
- (**Should Be Done**) Inventory Sales Accountability History Report (Reports • POS • Inventory Reports). (Required if you wish to compare sales figures from month to month.)

Rental Module:

- Not applicable.

Court Module:

- (**Should Be Done**) Generate next month's court slots if they are created one month in advance (Period End • Courts • Court Slot Generator).

Locker Module:

- (**Optional**) Run the Abandoned Locker Deposit Reallocation program (Period End • Locker) if you want to move deposit funds not collected by customers from a liability account to a revenue account.

Golf Module:

- **Important Reminder**: Perform the steps listed in the POS and Pass modules, if applicable. Required Run the GolfTrac Month End program (Period End • Golf).
- (**Should Be Done**) If using tee times, run the Tee Time Generator to create next month's tee times if they are created one month in advance (Period End • Golf).

Personal Trainer Module:

- (**Should Be Done**) Generate next month's personal trainer time slots if they are created one month in advance (Period End • PT • Trainer Time Slot Generator).

Global Module:

- (**Optional**) Run the Global Invoice/Statements program (Period End • Global) for all applicable modules that your organization uses.

- (**Optional**) Run the Auto Debit/Installment Billing program (Period End • Global). Auto Debit is typically run twice per month.

System Module:

- (**Should Be Done**) Run the Household Duplicate Listing from the (Utilities • System • Household Utilities) menu to produce a Suspect Duplicate HH Listing. You can then use this list to clean up the household file.
- (**Should Be Done**) Run the Duplicate Family Member Listing program (Utilities • System • Household Utilities) to produce a suspect duplicate family member listing. You can use this list to clean up the family member files.

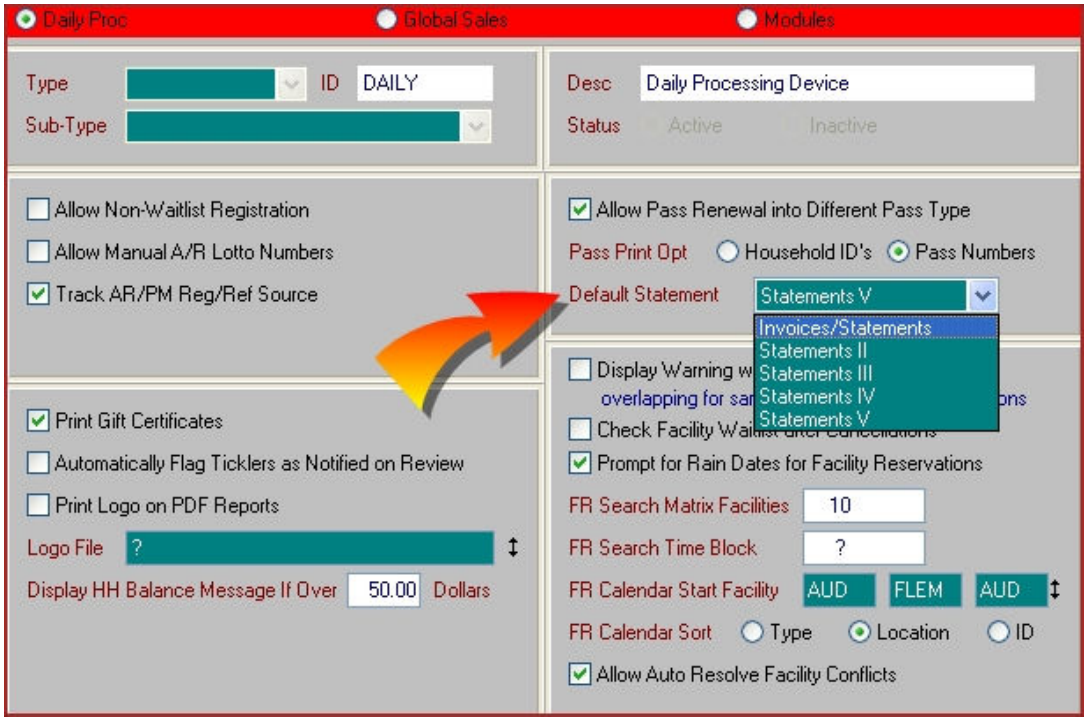
Trip Module:

- Not applicable.

Processing Invoices and Statements

1. Go to Period End • Global • Global Invoices/Statements.

Note: Depending on the *Default Statement* selected on the current users Daily Processing device (Daily Proc screen), you may see one of the following Invoice/Statement screens upon entering the Global Invoices/Statements program: ***Invoices/Statements***, ***StatementsII***, ***Statements III***, ***Statements IV***or **Statements V**.



2. In the Begin Date and End Date fields, enter the dates of any activity enrollments, facility reservations, pass memberships, rental reservations, trips, or POS transactions for which you want an invoice or statement to print.
3. In the **Inv. Date** field, enter the date that you want to be printed on the invoice or statement.
4. Enter the **Due Date** that you want to print on the invoice or statement.

5. Complete all remaining fields or leave their default settings. Press F1 for field-level Help as needed.
6. Be sure to leave the **Review Invoice Detail for Each Household** option de-selected if you are processing many invoices or statements.
7. To limit the range of activity/sections, pass types, facilities, rental items, transaction codes, and lockers, click **Detail>>**. You will proceed to the Global Invoices & Statements - Details screen. Enter the appropriate ranges.
8. Click **Process**. You will continue to the Output Selection screen.
9. Click **Print** to send your invoices or statements directly to the printer. Be sure NOT to click **Preview** if you are processing many invoices or statements.
10. If you de-selected the **Review Invoice Detail for Each Household** option, your Invoices/statements will be sent directly to the printer. If you selected the **Review Invoice Detail for Each Household** option, you will proceed to the Invoice Detail for Household screen. Review the household transactions; for each transaction that you do NOT want to include, highlight the transaction and click **Remove**. Press F1 for field-level Help as needed. Click **Print/Next Household** to print the current household's invoice or statement and then continue to the next household's Invoice Detail screen.

Processing Installment Bills/Auto Debits

See Also: Topic Doc - Installment Billing, Auto Debit and ACH 10.3-w.pdf

1. Go to Period End • Global • Global Auto Dr/Install Billing. You will proceed to the Installment Billing/Auto Debit screen.
2. Enter the appropriate Due Date, Bill Date, and Post Date. Enter information in all applicable fields or leave their default settings. Press F1 for field-level Help as needed.
3. Click **Details>>** to proceed to the Installment Billing/Auto Debit - Details screen for more selection criteria. Press F1 for field-level Help as needed.
4. Click **Process** to proceed to the Output Selection screen to select to print or preview the resulting installment bills.
5. After the printing process is complete, you will return to the Installment Billing/Auto Debit screen.
6. Click **Exit** to return to the Main Menu.

Processing RecTrac Refund Checks

1. Go to Period End • System • Refund Processing • Refund Check Print. You will proceed to the Refund Check Processing screen.
2. Choose **Laser 1, Laser 2, or Laser 3** printing. Make sure that your check paper is properly inserted in the printer.
3. When you have entered the remaining information and are ready to print your refund checks, click **Print Checks**. You will proceed to the Output Selection screen. Click **Preview** to preview the refund check results via Adobe.
4. Go to File-->Print within Adobe to print the resulting checks.
5. When the printing process has completed you will proceed to the Refund Check Post screen. If all checks printed correctly, accept the default check number in the Last Good Check Printed field.

   OR

   If the checks did not all print correctly, enter the number of the last check that printed correctly in the Last Good Check Printed field and click **Reprint Checks.** Click **Yes** to continue with the check printing.

6. When the printing process has completed you will proceed to the Refund Check Post screen.
7. When all applicable checks have printed correctly, click **Post Checks**. Click **Yes** to continue posting the checks. If you want to print a check register, click **Yes** when prompted. If you elected to print a check register, you will continue to the Output Selection screen. Click **Print**.

8. Click **Exit** to return to the Main Menu.

Beginning and End of Season Procedures

What to do at the Beginning and End of Seasons

See Also: Topic Doc - Period End Processes

What to do at the Beginning of the Season

Pass Module:

- (**Should Be Done**) Update default membership and expiration dates as needed. Update pass type fees.
- (**Should Be Done**) Run Activity Reservations program for new season's activities if not already done.

League Module:

- (**Optional**) Use the League Record Clone program (in League Maintenance). This program allows you to copy last season's leagues to new league IDs for the current season with the option to also copy the facilities and exemptions.

Court Module:

- (**Optional**) Run the Court Slot Generator program (Period End • Court) to create court reservation slots for the coming season, if not already done.

Locker Module:

- (**Optional**) In Locker Room Maintenance, update the default locker begin and end dates, if applicable.

System Module:

- (**Should Be Done**) Run the Global Refund Report (Reports • Global • Global Financial Reports), Cash Journal, and the GL Distribution Report (Reports • System • System Financial Reports) for the same date range on which you will run the purge programs for cash and GL transactions. You will want to retain a copy of these reports for audit purposes.

Golf Module:

- **Important Reminder:** Perform the steps listed in the POS and Pass modules, if applicable.
- (**Optional**) Run the Tee Time Generator program (Period End • Golf) to generate tee time slots for the coming season, if not already done.

Personal Trainer Module:

- (**Optional**) Run the Trainer Time Slot Generator program (Period End • PT) to generate personal trainer time slots for the coming season if not already done.

Facility, Rental, POS, and Trip Modules:

- Not applicable.

What to at the End of the Season

Activity Module:

- (**Should Be Done**) Run the Flat Payment Processing program (Period End • Activity • Instructor Payments & Maint). This option is included under end of season assuming that you pay instructors at the end of the activity season. If you pay instructors two weeks into the activity season, run this program at that time.
- (**Should Be Done**) Run the Percent Payment Processing program (Period End • Activity • Instructor Payments & Maint). You may optionally run this program at one point during the season and pay instructors a portion of their earnings and then run the program at the end of the season and pay instructors the remaining percentage.
- (**Should Be Done**) Run the Per Head Payment Processing program (Period End • Activity • Instructor Payments & Maint). This option is included under end of season assuming that you pay instructors at the end of the activity season. If you pay instructors two weeks into the activity season, run this program at that time.

  Print the following reports on the same range of classes that you plan to transfer to history (see below):

  - Bottom Line Report
  - Activity Fees Report
  - Miscellaneous Income/Expense Report
  - Refund Report
  - Cash Receipts Journal and the GL Distribution Report (Run for the same date range on which you will run the purge programs for cash and GL transactions. You will want to retain a copy of these reports for audit purposes.)
  - Any other statistical reports on which you need to report information

- (**Required**) After all reports listed above are printed, run the Roster Transfer to History program (All) (Period End • Activity • Activity Roster Maintenance). This program must be run before you begin enrollments for your next cycle of seasons. If you began using RecTrac with your summer season, then you would have to run the roster transfer before you started enrollments for the next summer session. This program must be run at least once per year.
- (**Optional**) Run the Activity Miscellaneous Income/Expense Item Purge program (Period End • Activity). You would typically run this program for activities after transferring their rosters to history in preparation for the new season.
- (**Optional**) Prepare the Activity Brochure Interface (Period End • Activity) for upcoming season.
- (**Optional**) Run the Inactive Activity Section by End Date (Period End • Activity) to make all Sections inactive until the next season, if desire.

Pass Module:

- Prior to running any of the period end programs listed below, print the following reports for audit purposes:
  - Pass Type Comparative Report
  - Pass Type Analysis Report
  - Pass Visit History Report
  - Pass Member Report
  - Pass Type Membership Report
  - Pass Type Listing
  - Pass History Analysis Report
- (**Optional**) Run the Pass Type Visit Purge program (Period End • Pass • Pass Purges). This program purges visit statistics that are used for the Pass Type Visit Report.
- (**Optional**) If you do NOT use the Pass Renewal program, then run the Pass Purge program (Period End • Pass • Pass Purges).

League Module:

- Run all final reports for Leagues that are ended:
    - League Schedule Print
    - League Master Schedule Print
    - League Team Standings Report
    - League Results Report
    - League Facility Usage Report
- (**Optional**) Run the League Transfer to History program (Period End • League). This allows you to retain last year's league information for mailing purposes.
- (**Optional**) If you use the same league IDs for the current year that you used last year and use the League Maintenance program to update changes for the new year, run the League Initialize program (Period End • League) to remove that season's league schedules and to remove last year's team payments. When generating the schedule for the new year, the system removes the facility reservations for the old schedule before creating the new schedule. This could reduce the facility usage reports for last year.

Court Module:

- (**Should Be Done**) Generate next season's court slots if they are created one season in advance.

Golf Module:

- **Important Reminder:** Perform the steps listed in the POS and Pass modules, if applicable.
- If using tee times and you want to purge previous season's worth of tee time reservations, run the Bulk Tee Time Delete program (Period End • Golf). Input dates and times to purge and select the Delete Tee Times That Have Been Reserved option.
- (**Should Be Done**) If using tee times, run the Tee Time Generator program (Period End • Golf) to create next season's tee times if they are created one season in advance.

Personal Trainer Module:

- (**Should Be Done**) Generate next season's personal trainer time slots if they are created one season in advance.

Facility, POS, Rental, Locker, Trip, System, and Global Modules:

- Not applicable.

End of Year Procedures

End of Year Procedures

See Also: Topic Doc - Period End Processes

If your organization runs on a calendar year, then on the Static Parameters - Core Info screen (Files • System) you would have selected January in the Beg Fiscal Month field. The following required period end programs should be run on December 31 or before you start any processing in January of the next year.

If your organization is running on a fiscal year, then on the Static Parameters - Core Info screen (Files • System) you would have selected July in the Beg Fiscal Month field.

The following required programs should be run on June 30 or before you start any processing in the next month in the new year. The following list of programs should be run consistently, either

on a calendar year or fiscal year basis, depending on your organization. Do NOT run some of them at calendar year end and others at fiscal year end.

(**Required**) You must perform a full backup of RecTrac before you begin the year end processes. The \vsi directory with all its subdirectories must be included in the backup. Your RecTrac engines must be shut down to ensure your database is backed up. Validate that the backup tape or disks are good. Label the backup as RecTrac Final Backup Year End mm/dd/yyyy. You will want to save this backup in a fireproof, waterproof, secure place for at least one year.

Activity Module:

- (**Required**) Run the Instructor YTD Initialize program (Period End • Activity • Instructor Payments & Maint).
- (**Optional**) Run the Payment History Purge program (Period End • Activity • Instructor Payments & Maint). You would typically keep two years of transactions.
- (**Optional**) Run the Roster History Purge program (Period End • Activity • Activity Roster Maintenance). If this is your first year using the RecTrac system, this step can be skipped. The roster history can be kept indefinitely, but its value for mailing purposes decreases with each passing year. You may choose to purge all roster entries that are older than two years.

Facility Module:

- (**Required**) Run the Facility Reservation Year End Transfer program (Period End • Facility). This program must be run prior to the first facility attendance post for the new fiscal year.
- (**Should Be Done**) If you have premium dates linked to any of your facilities, run the Facility Premium Maintenance program (Files • Facility) to update any days/dates on which premium billing should apply.
- Print the Facility Attendance Report (Reports • Facility • Statistical/Usage Reports) on the same range of facilities that you plan to run the Facility Year End Transfer program:
- Print the following reports on the same range of facilities that you plan to run the Facility Reservation Purge program:
    - Facility Attendance Schedule
    - Facility Fees Report
- (**Should Be Done**) Run the Facility Reservation Purge program (Period End • Facility). Typically, you might want to want to keep two years worth of reservations. By running the program annually and clearing out old reservations, the facility reservation programs will process more efficiently.
- (**Should Be Done**) Run the Global Misc Inc/Exp Report (Reports • Global • Global Financial Reports) to print a hard copy of this information before running the purge (see next step).
- **(Should Be Done**) Run the Facility Misc Income/Expense Item Purge (Period End • Facility). Typically you might want to keep two years worth of postings. By running the program annually and clearing out old miscellaneous postings, the programs will run more efficiently.

Pass Module:

- Prior to running any of the period end programs below, print the following reports for audit purposes:
    - Pass Type Comparative Report
    - Pass Type Analysis Report · Pass Visit History Report
    - Pass Member Report
    - Pass Type Membership Report
    - Pass Type Listing
- (**Required**) Run the Pass Type Statistics Transfer program (Period End • Pass). This program must be run before you post any pass type figures for the first month of the new fiscal year.

- (**Optional**) Run the Pass Type Visit Purge program (Period End • Pass • Pass Purges). This program purges visit statistics that are used for the Pass Daily Visit Report. You would typically keep two years of data.
- (**Optional**) If you do not use the Pass Renewal program, then run the Pass Purge program (Period End • Pass • Pass Purges).
- (**Optional**) Run the Pass Visit History Purge program. This program removes the pass member's visit history. You would typically keep two years of data.

League Module:

- (**Optional**) If you do not run the same leagues year after year, and you want to delete your leagues from the system, run the League Purge program (Period End • League).
- (**Optional**) Use the League Record Clone program (in League Maintenance). This program allows you to copy last year's leagues to new league IDs for the current year with the option to also copy the facilities and exemptions.

POS Module:

- (**Required**) Perform all your regular month end processes.
- Prior to running any of the period end programs below, print the following reports for audit purposes:
    - Household Sales Report
    - Sales Summary Report
    - Cost of Goods Sold Report
    - Inventory Comparison Report
    - Inventory Cost/Value Comparison Report
    - Inventory Valuation Report
    - Ticket Valuation Report
    - Sales History Report
    - Ticket History Report
    - Inventory Daily Accountability Report
- (**Required**) Run the Inventory Year-End Transfer program (Period End • POS). This program transfers all the cost, sales, and quantity figures for each month of last year to the respective historical records for the previous year, and those for the current fiscal year to last year. In addition. this program resets the year to date figures to zero.
- (**Should Be Done**) Run the Sales History Purge program (Period End • POS). This program removes the sales history for a given period of time for a selected range of trans codes, inventory, and/or tickets. You would typically keep two years of data.
- (**Should Be Done**) Run the Ticket History Purge program (Period End • POS). This program removes ticket sales history for a selected range of dates and tickets. You would typically keep two years of data.

Rental Module:

- Prior to running any of the period end programs listed below, print the following reports for audit purposes:
    - Rental Yearly Usage Report
    - Rental Revenue Report
- (**Required**) Run the Rental Year-End Transfer program (Period End • Rent). This program transfers rental revenue and expense figures for each month of last year to respective historical records for the previous year and does the same for each month of the current year to records for last year.
- (**Should Be Done**) Run the Rental History Purge program (Period End • Rent). This program removes rental sales history for a selected range of dates and items. You would typically keep two years of data.

Court Module:

- (**Should Be Done**) If you have premium dates linked to any of your court facilities, run the Facility Premium Maintenance program (Files • Facility) to update any days/dates on which premium billing should apply.
- Print any statistical reports for the same range of courts for which you plan to run any of the purges or deletions listed below. The reports you choose to run might be those reports that provide you with essential information that will be lost with the purge or deletion.
- (**Optional**) Run the Court Reservations Purge program (Period End • Court). You would typically keep two years of data.
- (**Optional**) Run the Court Slot Delete program (Files • Court).

Locker Module:

- (**Optional**) If you do NOT use the Locker Renewal program, then run the Locker Rental History Purge program (Period End • Locker). You would typically keep two years of data.

Trip Module:

- (**Optional**) Run the Trip Booking Purge program (Period End • Trip). You would typically keep two years of data.

Golf Module:

- **Important Reminder:** Perform the steps listed in the POS and Pass modules, if applicable.
- (**Optional**) Run the Golfer Auto Expire program (Period End • Golf).
- (**Optional**) Run the Golfer History Analysis Report (Reports • Golf • Golfer Reports). Run the Weather Purge program (Period End • Golf) if you input weather information and want to remove it from your database. You would typically keep two years of data.

Personal Trainer Module:

If you want to purge previous years worth of personal trainer time slots, run the Trainer Time Slot Delete program (Period End • PT). Input dates and times to purge and toggle options to delete reserved time slots with or without balances. You would typically keep two years of data.

System Administration Module:

- (**Optional**) Run the Cash Journal (with the Print Detail option DE-selected) and GL Summary Distribution Report for the year. Note: These two reports can take hours to run; please plan accordingly.
- (**Should Be Done**) Update system holidays in the Holiday Dates Maintenance program (Files • System • Parameter Codes Maintenance).
- (**Should Be Done**) Revise default POS tiered pricing cutoff dates/times as needed (Files • System • Parameter Codes Maintenance • Static Parameters - POS/Misc screen)
- (**Optional**) At the end of the school year, run the Grade Bump program (Period End • System) to advance family member grade codes.
- (**Optional**) Run the following purges (all found in Period End • System • Period End Purges), taking care to purge only data that you will not need to refer to in the future:
    - Audit Log Purge
    - Cash Journal Purge
    - GL Distribution Purge
    - Refund Purge
    - Tickler Purge
    - Transaction History Purge

- Household Purge (for inactive households only)

CYS Period End Processes

Advancing Ages for CYMS Wait List Entries

The CYMS Waitlist Age Group Shift program allows you to adjust program types linked to wait list entries. The program advances the age group of children on the wait list as time advances so that their wait list criteria will always stay up-to-date. Run this program at consistent periodic intervals (e.g., the last day of each month).

1. Go to Period End • CYS • CYS Waitlist Processes • CYS Waitlist Age Group Advance.
2. In the **Aging Date** field, enter or select the date on which you wish to recalculate wait list enrollees' ages.
3. In the **Age Group Range** fields, enter the range of age groups for which you wish to recalculate wait list enrollees' ages.
4. If the enrollee record does not have a date of birth specified, select whether you wish to:

    - Leave the waitlist age entry as is
    - Set the waitlist age entry to infant
    - Set the waitlist age entry to blank

5. Select the **Print Group Advance Log** option if you want to print a log of all entries that are shifted during this process. The report prints the Member Name, From Group, To Group, Sponsor Name, Work Phone and Home Phone Number of the shifted waitlist enrollees.
6. Click **OK** to begin processing your selections.
7. Click **Exit**.

Calculating Late Fees for CYS Activities

The Activity Late Fee Calculator program allows you to apply late payment penalty fees to a household on or after a specified date. The Activity Late Fee Calculator searches for all activities that have a date in the Begin Assessing Late Fee On field, which is located on the Activity/Section Fees screen in Activity Maintenance. It then compares that date to the current processing date. If the "Begin Assessing Late Fee On" date is before the current processing date, then the program will add the Late Fee Amount to Assess to any enrollee's activity registration balance for which an amount is still due. The Late Fee Amount to Assess will also be added to the household balance. Lastly, an entry will be made in the household's Transaction History listing.

The Activity Late Fee Calculator program also allows you to print a journal which lists the Household Name, Number, Family Member Number, Activity, Section and Late Fee amount for each processed record.

Note: In order for this feature to work properly, users must fill in the following fields on the Activity/Section Fees screen in Activity Maintenance screen:

· Late Fee Amount To Assess
· Begin Assessing Late Fee On
· Late Fee Line Number
· Charge Late Fee Mult Times If Unpaid (Optional)

This program can be run once during the activity/section's current season.

Note for CYMS Users: CYMS users do NOT have access to the Late Fee Amount To Assess and Begin Assessing Late Fee On fields on the Activity/Section Fees screen. In order for this feature to work for CYMS users, they must fill in the following fields on the Activity/Section Fees screen in Activity Maintenance screen:

· Late Fee Line Number
· Charge Late Fee Mult Times If Unpaid

CYMS users MUST fill in selected fields on the CYS Late Fee Parameters screen as well.

Run this program to calculate and charge late fees to households who have not paid their installment bills before the dates specified on the USDA Meal Reimbursement – Late Payment Fee Parameters screen.

1. Go to Period End • Activity • Activity Late Fee Calculation.
2. Enter or select the range of CYS classes for which you wish to calculate and charge late fees.
3. Select **Print and Update**.
4. Select **Edit list/fees prior to update?** if you would like the ability to modify any late fees before they are actually charged/posted.
5. You will receive the following message 'The following process will assess late charges for all enrollments that have outstanding balances and are linked to sections with late fees enabled. Do you wish to continue with this program?'
6. Click **Yes**.
7. If you selected the **Edit list/fees prior to update?** option you will continue to the Activity Late Fee - Edit screen where you may edit or remove late fee line items. Click **Process** once you have modified the late fees as necessary. Then click **Yes** to continue.

   If you did not, you will continue to the Output Selection screen.

8. Click **Preview** to view the journal before printing. The following message will appear: "Activity Late Fee Assessment Complete!"
9. Click **OK**.
10. Click **Exit**.

Deleting Wait List Entries Based on Renewal Dates

The CYMS Waitlist Purge program allows you to delete wait list entries based on wait list renewal dates.

1. Go to Period End • CYS • CYS Waitlist Processes • CYS Waitlist Purge.
2. In the **Renewal Cutoff Date** field, enter or select the renewal date on which you wish to base your purge. All wait list entries with a renewal date before the date entered here will be deleted.
3. Select the **Include Active Waitlist Records?** option if you wish to include wait list entries with an active status in this process.
4. Select the **Include Inactive Waitlist Records?** option if you wish to include wait list entries with an inactive status in this process.
5. Click **OK**. The purging process will begin.
6. Click **Exit** when the process is complete.

Inactivating Wait List Entries that Have Not Been Renewed

The CYMS Waitlist Status Change program allows you to inactivate wait list entries that have not been renewed within a specified period of time. You would run this program to make sure that your wait list stays active and current. See Also: Renewing a Wait List Entry Deleting Wait List Entries Based on Renewal Dates

1. Go to Period End • CYS • CYS Waitlist Processes • CYS HH Waitlist Status Change.

2. Select whether you want to use the Cutoff Date Only or Beginning/Ending Cutoff Dates.
3. In the Cutoff Date field (or Inactive Cutoff Date range fields if you selected Beginning/Ending Cutoff Dates above), enter or select the date(s) that wait list entries have to be renewed by in order to remain on the wait list. Wait list entries with dates before this date will be coded as inactive.
4. Select whether you want to include Inactive Wait Lists Only or All Wait Lists.
5. Select whether you want to print a Status Change log, showing the details of the changes you made.
6. Select the waitlist type(s) you want to include.
7. Click **OK** to begin processing your selections.
8. Click **Exit**.

CYS Installment Billing

The installment billing procedure should be run on a consistent basis based on the smallest interval of time for which you installment bill for any one enrollee. Prior to running the installment billing procedure you will need to run the Installment Billing Recalc program to update billing amounts based on any changes that may have taken place in your CYS database since the last time you ran the installment billing program.

Note: Whenever the installment billing process is run, the DAR Report should be run immediately after. By completing these two processes in succession you will be able to see the installment bill amounts move from the control account into the proper revenue account. The following steps assume that: · You set up your activities according to CYS standards and selected the 'Allow Installment Billing' toggle on all CYS activities.

1. Go to Period End • CYS • CYS Install Bill Recalc.
2. Leave the Household range wide open, including all households.
3. Click **Recalc**. Click **Yes**.
4. When the process is complete the following message will display: "CDC Activity Installment Bill Recalc Complete!'"
5. Click **OK**. Click **Exit** to will return to the Main Menu. Now that all installment bill amounts have been checked for accuracy we can run the Installment Bill procedure.
6. Go to Period End • Global • Global Auto Dr/Install Billing.
7. Select the Activity toggle. De-select Pass, Rental and Locker.
8. Select the Process and Journal option.
9. Enter the appropriate due date for this batch of installment bills. This entry will automatically default to one month after the bill date. Remember that late fees will be assessed based on this due date.
10. Click **Process** to begin the Installment Billing Process.
11. A message will be displayed in regards to auto-debiting. Since CYS does not currently use the auto-debit feature in RecTrac ignore the message and click **Yes**.
12. You will continue to the Output Selection screen. Click **Preview**. An Installment Billing Journal will display.
13. Click **Print** to print the journal listing. You will return to the Installment Billing screen.
14. Click **Exit**.

PCS Bulk Transfer to History

1. Go to Period End • CYS • CYS PCS Bulk Transfer to History.
2. Enter the range of activity sections that you want to search.
3. Enter the as of date you want to use for enrollment start date.
4. Select Process to go to the PCS Bulk Transfer to History PSC Browser screen or Exit to return to the Main Menu.
5. Select the names you want to transfer to History by picking individually from the browser or toggling the Process All Rosters On This List? option.
6. Enter a transfer date
7. Click **Process** to begin the process or Back to return to the previous screen.

Prorating Before/After School Fees for Summer Camp

1. Go to Period End • CYS • CYS B/A School Prorate for Camp.
2. Enter the range of activity sections that you want to prorate.
3. Enter the before/after school end date you want to use for proration.
4. Enter the before/after school resume date you want to use.
5. Click **Process** to begin the proration process.

Prorating Final Installment Bill Amounts When PSC'ing

Run the CYS PCS Prorate for Installment Bill/Auto-Debit program (Period End • CYS • CYS PCS Prorate for Installment Bill/Auto-Debit).

Roster Future to Enrolled Status

1. Go to Period End • CYS • Roster Future To Enrolled Status Change.
2. Enter the range of activity sections that you want to search.
3. Enter the as of date you want to use for enrollment start date.
4. Select **Print Log** to get a print out of children whose status changed from ‘Future’ to ‘Enrolled.’
5. Click **Process** to begin the process or **Exit** to return to the Main Menu.

Runnng Reports

Creating Report Templates

Please refer to Topic Doc - Report Templates 10.3 for complete instructions

Activity Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection* screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Activity Accrual Report ***Path to: Reports • Activity • Financial Reports***	X		Lists the fees and accrual amounts for a selected range of activities. The report lists the Activity Number, Section, Activity Description, Enrollee, Enrollee Status, Fee Amt, Discount Amount, Fee Paid, Accrued Amount, and Accral Left.
Activity Below Min Enroll Report ***Path to: Reports • Activity • Status Reports***	X		Activities which have not yet met the minimum enrollment threshold. The report lists Activity Number, Section Number, Description, Minimum and Maximum Counts, Resident and Non-Resident Enrolled, Minimum and Maximum Counts by Residency and Number of Enrollees Needed for activities in the ranges selected.
Activity Bill Code Report ***Path to: Reports • Activity • Status Reports***			Allows you to report on the bill codes and fees attached to a selected range of activity sections.
Activity Bill Code Roster ***Path to: Reports • Activity • Roster Reports***	X		Rosters for enrollees that have specific bill codes linked to them. The report prints the Dates and Times for the class, the Meeting Days, Location, Facility, Instructors, Section Min/Max/Waiting List Counts, Resident/Non Resident Max/Enrolled Count, Resident/Non-Resident Fees, Enrollee Number, Enrollee's

Report Name:	XL	XLG	Gives this information:
			Name, and the four user-selected fields.
Activity Bottom Line Report ***Path to: Reports • Activity • Financial Reports***	X	X	Enrollment and financial statistics for each selected activity. The report lists Activity & Section Number, Description, Enrollment Maximum, Number of Enrollees, Wait List Count, Fees, Discount, Amount Paid, Amount Refunded, Instructor Pay, Miscellaneous Income/Expenses and Net Income or Expense for the ranges selected.
Activity Bottom Line Report II ***Path to: Reports • Activity • Roster Reports***			Compares roster history records from multiple years.
Activity Brochure Report ***Path to: Reports • Activity***			Creates an ASCII file that can be imported to the word processing or desktop publishing software program that you use to create your activity brochure.
Activity Budgetary Report ***Path to: Reports • Activity • Financial Reports***			Compares Budget versus Actual Features. This report lists Activity & Section Number, Description, Original Budget, Budget Adjustments, Net Budget, Actual and Variance for Revenue and Expenses (both Dollars and Percentages of Total) for the ranges selected.
Activity Bus Stop Roster ***Path to: Reports • Activity • Roster Reports***			Generates roster schedules for bus stops. This report prints the Group/Organization or the Features linked to the family member on the Household Maintenance: Family Member Update screen. This report also lists the Student's Name and Home Phone Number and five blank lines to write in the dates and ten blank check boxes [ ] (two boxes for each day of the week to mark whether a student was picked up or dropped off).
Activity Calendar ***Path to: Reports • Activity***			Prints activity reservations for selected month(s) and year. Optionally the class location can also be printed.
Activity Child Care Statement ***Path to: Reports • Activity • Financial Reports***			Provides annual records of payments made towards activities that have been flagged as "child care" activities (see Activity Maintenance - Core 2 Section Detail screen). For example, if a child is enrolled in 10 consecutive weeks of summer day camp, the payments made for these classes may qualify as child care payments. The statements should be run at the end of the calendar year end for distribution to the parent(s) or guardian(s) of the enrollees in those classes.
Activity Discount Report ***Path to: Reports • Activity • Financial Reports***	X		Enrollees who have received fee discounts as well as the total amount of fee discounts given. The report prints the Households, Fees Charged and Discounts given for the selected range of households.

Report Name:	XL	XLG	Gives this information:
Activity Evaluation Forms ***Path to: Reports • Activity***			Allows patrons to evaluate a program once the end date of the section has been reached, up until the End Evaluation Date.
Activity Facility Usage Report ***Path to: Reports • Activity • Status Reports***	X		Facilities being used for activities. This report lists Activity Number, Description, Activity Type, Section, Facility Type/Location/ID, Activity Dates and Hours, Days of the Week and Activity Reservation Number for the ranges selected.
Activity Fee Code Report ***Path to: Reports • Activity • Financial Reports***			Shows the number of rosters with the fee code(s) you select. The report prints the Activity Number, Description, Section Number, Beginning/Ending Dates, Status, Number of Rosters with the Selected Fee Code(s), Max Count, and Number of Enrollees.
Activity Fees Report ***Path to: Reports • Activity • Financial Reports***	X		Fees and tax charged by bill code, broken down by the amount paid, refunds given, and net amount due. The report lists Activity Number, Section, Description, Number of Enrollees, Bill Code & Description, Fees + Tax, Discount, Total Paid, Partial Refunds and Total Amount Due for the ranges selected. There is also a special summary section of the report which lists total fees/discounts/paid/refunds/due by Resident/Non-Resident/Both.
Activity Full Class Report ***Path to: Reports • Activity • Status Reports***			Activities which have met the maximum enrollment threshold. The report lists Activity Number, Section Number, Description, Minimum and Maximum Counts, Resident and Non-Resident Enrolled, Minimum and Maximum Counts by Residency and Wait List Count for full classes in the ranges selected.
Activity GL Report ***Path to: Reports • Activity • Financial Reports***	X		Revenue received for a given date range and activity range. It prints the activity total followed by each g/l code and line item total linked to each g/l code.
Activity History Rosters ***Path to: Reports • Activity • Roster Reports***			Information on roster records that have been transferred to history. In order to select records accurately you will need to know the transfer date linked to records transferred to history. The report prints the Enrollee Number, Enrollee Name, and four other user-selected fields.
Activity Household Roster ***Path to: Reports • Activity • Roster Reports***			Allows you to view all of a household's enrollments for a specified range of households, dates and activities. The report prints the Household Name, Household ID Number, Activity Description, Begin and End Date, Time Range, and the Facility where the activity will meet.

Report Name:	XL	XLG	Gives this information:
Activity Household Roster II ***Path to: Reports • Activity • Roster Reports***			Allows you to view all of an activity's enrollments for a specified range of activities and dates. The report prints the Household Name, Household ID Number, Member's First Name, Activity Code, Begin and End Date, Time Range, and the Facility where the activity will meet.
Activity Listing With Instructors ***Path to: Reports • Activity • Instructor Reports***			Activity Number, Description, Section, Dates, Times, Meeting Days, Enrollment Counts and Instructor Names for activities in the ranges selected.
Activity RecConnect ***Path to: Reports • Activity • RecConnect***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of activity enrollees that fall within the ranges selected.
Activity Listing ***Path to: Reports • Activity • Status Reports***	X		Summarizes activity information. The report prints the Activity Number and Description, as well as multiple other fields as determined by your report selections.
Activity Location Report ***Path to: Reports • Activity • Status Reports***			Displays all facilities, dates, and times associated for a range of activities and sections.
Activity Lottery Spin Report ***Path to: Reports • Activity***			Summarized lottery results by activity. The report lists Activity Number, Section, Description, Household Number, Family Member, Receipt Number, Fees + Tax Due, Discount Amount, Net Fees, Fees, Paid, Net Due, Residency and Summary Lottery Results.
Activity Medical Roster ***Path to: Reports • Activity • Roster Reports***			Used as a roster to notify instructors of specified medical conditions of the enrollees in the class. The report builds off of the Medical Record established for each family member in Family Member Maintenance.
Activity Proof Report ***Path to: Reports • Activity • Status Reports***	X		Detailed activity section setup information. The report can display nearly every field available n Activity and Section Maintenance depending on the toggle selections you make on the Details screen.
Activity Roster Fees Report ***Path to: Reports • Activity • Financial Reports***			Fees paid by activity. The report lists the Activity Number, Activity Description, Section, Enrollee, Fee Amount, Discount Amount, Net Fees, Tax Amount, Total Amount Paid and Total Amount Due within the ranges selected.
Activity Rosters ***Path to: Reports • Activity • Roster Reports***	X		Lists Roster Number and Roster Names for activities in the ranges selected. The Details screen provides over 100 additional options to which can be displayed.

Report Name:	XL	XLG	Gives this information:
Activity Status Report ***Path to: Reports • Activity • Status Reports***	X		Activity Date Ranges and Instructor Pay Rates. The report lists Date, Day of the Week, Activity Number, Description, Status (Begin or End), Instructor Initials and Instructor Rate for activities in the ranges selected.
Activity Transportation Roster ***Path to: Reports • Activity • Roster Reports***			Uses Reg/Ref User Codes to designate activity enrollees that require transportation. The report prints the Activity Number, Description, Begin Date, Enroll Date, Household Number, Enrollee Name and Transportation (Transportation User Code) for the selected range of enrollees.
Activity Trend Analysis Report ***Path to: Reports • Activity • Financial Reports***	X	X	Shows the enrollment numbers and revenue for a program over the course of multiple years. It uses season/year logic which ties roster history to a specific year. You are allowed to select which years to include, as well as select the "Current Rosters" option on the Details screen which will include all current rosters. You can filter by activity type and/or activity category and subtotal by these, as well as filter by activity coordinator(s).
Activity Trial Balance ***Path to: Reports • Activity • Financial Reports***	X		Allows you to print a list of all households that have a balance in any of the activities/sections selected. The report lists Household Name, Household Number, Family Member Name, Activity/Section Number, Description, Year, Fees/Tax Charged, Discounted Amount (if any), Amount Paid to date, Amount Due and the number of "aging" Days for the ranges selected. (Debit balances only, NOT credit balances.)
Activity Type Statistics Report ***Path to: Reports • Activity***			Analyzes activity enrollment statistics. The report lists Activity Type, Description, Number of Enrollees, Enrollee Percentage, Fees Paid, Fee Percentage.
Activity Types Listing ***Path to: Reports • Activity • Status Reports***			Lists Activity Type and Description for the ranges selected.
Activity Visit Report ***Path to: Reports • Activity***	X		Allows you to report on pass visits recorded for activities.
Activity Waiting List Report ***Path to: Reports • Activity***	X		Allows you to report on activities that have wait list enrollees. The report prints in landscape mode and lists the Activity and Section, Activity Description, Beginning and End Dates, Household Number, Primary Guardian, Enrollee Name, Waitlist Number and Home, Cell and Work Phone Numbers for the ranges selected.

Report Name:	XL	XLG	Gives this information:
			The Slots version of this report displays columns for Total Enrollment and Max Count, so that you can go back and enroll the wait-listed people if slots exist.
Activity Waiver Print ***Path to: Reports • Activity***			Prints selected liability waiver letters for selected family members.
Activity Wellness Report/Export ***Path to: Reports • Activity • Financial Reports***			Allows you to determine how much compensation enrollees should receive based on their completion of a selected range of activities. In addition, running this report can create an export file which can be imported into Johnson Control's Payroll.
Activity Wellness Statement ***Path to: Reports • Activity • Financial Reports***			Allows you to determine how much compensation enrollees should receive based on their completion of a selected range of activities. The report prints the Activity Number, Enrollee First Name, Begin Date, End Date, Activity Description, Wellness Type, Credit Available, and the Credits Allowed for the selected range of activities and enrollees.
Activity Year-End Information ***Path to: Reports • Activity***	X		Shows activity year-end information in summary or detail. The report lists the Activity/Section Number, Number of Offerings, Number of Held, Percentage of Held to Offered Sections, Number of Enrollees, Meeting Hours, Number of Meetings, Total Meeting Hours, Total Visits, and Total Visit Hours for the activities in the ranges selected.
Birthday/Grade Report ***Path to: Reports • Activity • Enrollment Reports***	X		Individual enrollees' birthday/grade and other specified information. The report lists Enrollee Names, Age, Grade, Gender, Primary Guardian, Home Phone and either Birthday or Amount Paid for the ranges selected.
Class Attendance Worksheet ***Path to: Reports • Activity • Instructor Reports***			Prints an attendance worksheet so that your instructors may track the attendance of activity enrollees. You may print the worksheet with blank boxes that instructors may check if an enrollee is present, with class numbers that instructors may circle if an enrollee is present or with signature lines that enrollees may sign if they are present.
Class Emergency Contact Listing ***Path to: Reports • Activity • Instructor Reports***			Generates a listing of emergency contact information for enrollees in a selected range of activities. The report prints the Emergency Contact Name, Home Phone Number, Work Phone Number, Primary Guardian Name, Guardian's Home/Work Phone Numbers and the Enrollee's Name.
Daycare Sign In/Out Sheet ***Path to: Reports • Activity***			Prints a sign in/sign out sheet for each daycare enrollee, so that your daycare staff may track their arrivals and departures. The sheet has signature lines for the guardian to sign and space to write in the time of arrival

Report Name:	XL	XLG	Gives this information:
			and departure.
Demographics/Statistics Report ***Path to: Reports • Activity • Enrollment Reports***	X	X	Analyzes activity enrollment statistics for a variety of different ranges. The report lists Headcounts and Percentage of Total Headcount for enrollees in the activity/section ranges selected. Categories covered are: Age, Grade, User Codes, Registration/Referral Codes, Zip Code, Residency and Gender.
Double Booking Report ***Path to: Reports • Activity • Enrollment Reports***			Allows you to view all family members in the database that have more than one activity enrollment. An asterisk prints for any family member enrolled in the same activity but different section. This report lists the Participant's Name, Age, Activity/Section, Status (Enrolled, Wait Listed) and Activity Description.
Enrollment Statistics Report ***Path to: Reports • Activity • Enrollment Reports***	X	X	Compares activity enrollment statistics between GUI (RecTrac), WebTrac, and TeleTrac.
Enrollment Type Report ***Path to: Reports • Activity • Enrollment Reports***	X	X	Enrollment statistics broken down by Web, TeleTrac, and Regular enrollments—by date.
Family Member Comments Report ***Path to: Reports • Activity • Enrollment Reports***			Enrollees that have Family Comments attached to his/her record(s). The report lists Family Member Name, Primary Guardian, Home Phone Number, Birthday and Family Member Comments if they exist for the ranges selected.
Household Roster Calendar ***Path to: Reports • Activity • Roster Reports***			Prints an activity calendar for specified household(s), by indicating the month(s) and year. Optionally the class location can also be printed on the calendar.
Instructor Block Schedule ***Path to: Reports • Activity • Instructor Reports***			Landscape (i.e., horizontal) format report that allows you to view multiple instructor schedules in a block format. The report prints the schedule in the selected reservation time block for each selected instructor.
Instructor Class Listing ***Path to: Reports • Activity • Instructor Reports***			Activities that are linked to specific instructors. The report lists Instructor ID, Name, Activity Number, Beginning and Ending Dates and Times, Meeting Days, Maximum Count and Enrolled Count and Facility ID for the ranges selected.
Instructor Comments Report ***Path to: Reports • Activity • Instructor Reports***			Instructors with comments attached to their records. The report lists Instructor Name, Comment Date and Comment Text for the ranges selected.

Report Name:	XL	XLG	Gives this information:
Instructor Eval/Contract Report ***Path to: Reports • Activity • Instructor Reports***			Prints an evaluation form for each of the instructors within the selected range. The report lists Instructor Name, Address, Social Security Number, Home and Work Phone, Activity/Section, Contract Number, Activity Dates and Meeting Days, Facility, Activity Fee Description, Amount, Percentage Pay Basis, Total Fees, Total Activity Participants, Total Fee Income, Job Title, Pay Group and Evaluation of Contract Comments for the ranges selected.
Instructor GL Report ***Path to: Reports • Activity • Instructor Reports***			Allows you to report on each Instructor's pay rate tables and associated g/l codes. The report lists Instructor ID, Name and Address, Social Security Number, Pay Group, Rate Table ID, Rate, Rate Type, G/L Code and Cost Center for the ranges selected.
Instructor Pay History Report ***Path to: Reports • Activity • Instructor Reports***	X		Instructors' pay history by activity for a range of pay types. The report lists the Instructor ID, Instructor's Name, Activity Number, Rate ID, Pay Date, Type, Rate, Hours/Fees, Standard Pay, Overtime Hours, Overtime Pay, Other Pay, and Total Pay for the instructor ranges selected. A pay history summary for all instructors in the range is also printed and there is an option to print a G/L Pay Summary as well.
Instructor RecConnect ***Path to: Reports • Activity • RecConnect***	X		Prints laser or matrix mailing labels, print mail merge letters, print a report, create an export file, and/or email instructors that fall within the ranges selected.
Instructor Listing by Rate Table ***Path to: Reports • Activity • Instructor Reports***			Instructors sorted by and including rate tables. The report shows all instructors linked to each rate table—therefore, an instructor might show up more than once on this report.
Instructor Pay Alert Report ***Path to: Reports • Activity • Instructor Reports***			Allows you to report on any instructor that has year-to-date earnings that are greater than or equal to the amount entered. For those instructors that have multiple job titles, this report combines all earning figures into one total. The report lists Instructor ID, Instructor Name, Gross Earnings and the Amount Over Alert for the "Minimum Alert Amount" entered on this screen.
Instructor Phone Listing ***Path to: Reports • Activity • Instructor Reports***	X		Creates an up-to-date phone list for any or all of your instructors at any time. This report lists Instructor Name and Home/Work/Emergency Phone Numbers for the ranges selected.
Instructor Roster Schedule ***Path to: Reports • Activity • Instructor Reports***	X		Generates roster schedules for instructors for each day of the week. This report lists the entry in the Group/Org field or the Feature linked to a family member on the Household Maintenance: Family Member Update screen. This report also lists the Activity Meeting

Report Name:	XL	XLG	Gives this information:
			Day(s), Beginning and Ending Dates of the Activity, Student Name, Home Phone Number, Activity Number, Activity Description and Location of the Activity for the selected ranges.
Instructor Rosters ***Path to: Reports • Activity • Instructor Reports***	X		Enrollees for a selected range of Instructors/Activities. The report lists Activity Information, Roster Number, Enrollee Name, Home/Work/Emergency Phone Numbers and Amount Due for the ranges selected.
Instructor Summary Report ***Path to: Reports • Activity • Instructor Reports***	X		Allows you to report on the Instructors linked to each activity. The report lists Instructor ID, Name and Address/Email Address, Social Security Number/Tax ID, Telephone Numbers, Category, Service Years, Pay Group, Rate Table ID, Rate, Rate Type, Earnings and Status for the ranges selected.
Lottery Batch Receipt ***Path to: Reports • Activity • Financial Reports***			Prints receipts for each of the participants in the Lottery after the spin has taken place. As an option, a Lottery Batch Receipt report can also be printed.
Lottery Enrollment Report ***Path to: Reports • Activity • Enrollment Reports***	X		Detailed pre-lottery spin information by activity. The report lists Activity Number, Section, Description, Household Number, Lottery Number, Family Member, Net Fees, Amount Paid, Amount Due and Refund Option for the ranges selected.
Participation Report ***Path to: Reports • Activity • Enrollment Reports***	X		Enrollment counts and participation hours by activity. The report lists Activity Number, Section Number, Description, Beginning and Ending Dates and Times, Meetings Days, Status, Number of Enrollees, Class Hours and Participation Hours for the ranges selected.
Pass Linkage Report ***Path to: Reports • Activity • Status Reports***			Pass Membership Counts as a percentage of activity enrollments. The report lists Activity Number, Description, Section Date, Enrollment Count, Pass Member Count and The Ratio Of Pass Members To Total Enrollees for the ranges selected.
Player Rating Card ***Path to: Reports • Activity***			Used to help coaches "Rate" participants in a program to get a better idea of how to split up teams.
Post Card Confirmations ***Path to: Reports • Activity • RecConnect***	X		Prints laser or matrix labels, post cards, and reports or create an export file for a selected range of activities. See Post Card Confirmation Overview for more information about setting up and using Post Card Confirmations.
Program Coordinator Activity Listing ***Path to: Reports • Activity • Program***			Activities that are linked to specific program coordinators. The report lists the Program Coordinator, Activity/Section, Maximum Count, Total Enrolled and Notes for the ranges selected.

Report Name:	XL	XLG	Gives this information:
Coordinator Reports			
Program Coordinator RecConnect ***Path to: Reports • Activity • Program Coordinator Reports***	X		Prints laser or matrix labels, post cards, and reports or create an export file for a selected range of activities. See Post Card Confirmation Overview for more information about setting up and using Post Card Confirmations.
Program Coordinator Report ***Path to: Reports • Activity • Program Coordinator Reports***	X		Program Coordinators linked to each activity. The report lists Program Coordinator/Instructor ID, Name and Address/Email Address, Gender/Age, Telephone Numbers, Category, Qualifications, Service Years, Pay Group and Status for the ranges selected.
Section Address Exception Report ***Path to: Reports • Activity • Enrollment Reports***			Enrollees whose street address does not match the list of streets entered in the Keyword Search field of the selected sections. In Activity Section Maintenance, the Keyword Search field must contain a comma-delimited list of street names (e.g., elm,pine,oak,maple).
SRA Activity Medical Condition RecConnect ***Path to:Reports • Activity • SRA Reports***	X		Allows Special Recreation Associations to run RecConnect reports for children linked to specific medical conditions
SRA Activity Type Stats Report ***Path to: Reports • Activity • SRA Reports***	X	X	Shows the number of registrations that member districts (family member user codes) had during a certain time period based on activity type. You can report on up to 11 types at once.
SRA Family Member Profile Print and RecConnect ***Path to: Reports • Activity • SRA Reports***			Allows Special Recreation Associations to mail a profile letter and questionnaire to individuals that have no email address and email the report as an attachment (if desired) to individuals with an email address.
SRA Service Hours by District Report **Path to: Reports • Activity • SRA Reports**	X		**Total Participants and Total Service Hours for 'Districts' and 'Out of District'.**
SRA Service Hours by Program Report **Path to: Reports • Activity • SRA Reports**	X		Service hours based on the number of participants, class hours, number of times that a class meets, and the setup and cleanup time for the class
Unique Enrollment Report ***Path to: Reports • Activity • Enrollment Reports***	X	X	Allows you to report on the number of unique family members with enrollments, lottery entries and wait list entries in comparison with the total number of enrollments, lottery entries and wait list entries. The report lists Enrollee Status, Enrollee Name, Gender, Age, Residency and Number of Classes Each Enrollee Is Enrolled In for the ranges selected.

Report Name:	XL	XLG	Gives this information:
Unique Family Report ***Path to: Reports • Activity • Enrollment Reports***			Number of unique family members with enrollments, lottery or wait list entries as well as the total number of enrollments, lottery and wait list entries. The report lists Primary Guardian, Number of Roster Members per Household, Number of Enrollments, Number of Wait Listed and Total Number of Roster Entries for the ranges selected.
Unique Participation Stats Report ***Path to: Reports • Activity • Enrollment Reports***	X	X	Creates a matrix based on Family Member User Codes and Medical Condition Questions which allows you to determine how many family members in each district answered yes to a selected range of medical condition questions. The report prints Medical Condition Questions and District Counts for each question for the selected set of ranges.
User Codes Statistical Report ***Path to: Reports • Activity***	X	X	Breakdown of gender and residency status by user code. The report lists the Family Member User Code, Description and Count by Resident/Non-Resident/Male/Female and Family Members for the ranges selected.

Court Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection* screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Court Bottom Line Report ***Path to: Reports • Court • Financial Reports***	X		Enrollment and financial statistics for each selected court.
Court RecConnect	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of court reservees that fall within the ranges selected.

Report Name:	XL	XLG	Gives this information:
Path to: Reports • Court			
Court Reservation Calendar ***Path to: Reports • Court • Reservation Reports***			Prints a report in calendar format, with reservations listed for the selected court facility type and location. The usage code and phone number of the first person who reserved a time slot will be displayed.
Court Reservation Report II (CYS) ***Path to: Reports • Court • Reservation Reports***			Reservations sorted by date, time and/or name. It also allows for sign-up reservations. For CYS Users, the report is listed as the CYMS Hourly Reservation Report and allows you to view CYS Hourly Reservations sorted by date, time and/or name. The CYS version includes toggles for important allergy, medical and special needs information and can also be printed in Attendance Sheet format.
Court Reservation Show/No-Show Report ***Path to: Reports • Court • Reservation Reports***			Used for tracking whether or not a range of court reservees showed for their court reservations. In order for the system to record "shows," you must have the Check for Court/CYMS Reservations option selected on the linked Visit device(s) for your swipe stations.
Court Reservation Stats Report ***Path to: Reports • Court • Reservation Reports***	X	X	Usage statistics in hours and percent used based upon the number of court reservations.
Court Reservation Usage Report ***Path to: Reports • Court • Reservation Reports***			How and when your courts are being used throughout the day.
Court Reservations Report ***Path to: Reports • Court • Reservation Reports***	X		Reservations by date and time, as well as allow for sign-up reservations. The report lists the court reservation Date, Begin Time, End Time, court Type, court Location, Court ID, the Reservee, the Usage Code the reservee's Home Phone, Work Phone, the Head Count and the Amount Due for the court reservation. If you deselect the "Print Reserved Courts Only" field (as described below), every court slot will print on the report for the select court and dates.
Court Trial Balance ***Path to: Reports • Court • Financial Reports***	X		Prints a listing of households that owe you money in the court module. **Note**: To list households with a negative

Report Name:	XL	XLG	Gives this information:
			(credit) balance, use the Global Household Trial Balance report.
Household Hourly Reservation Report ***Path to: Reports • Court • Reservation Reports***	X	X	Household court reservations and total booked hours for a given date range.

CYS Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection*screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Allergy Report ***Path to: Reports • CYS • Health/Medical Reports***			Allergy information for children enrolled in CYS programs. The report prints the Family Member Name, Program Code, Section Detail, Original Date, Date of Next Review is Due and the Allergy Description. When run in Detail Mode, the report will print in landscape format and also list Reactions and Treatments if those options are selected.
Boys and Girls Club Report ***Path to: Reports • CYS • Annual Summary Reports***	X		Statistical participation analysis of total pass memberships and visits to selected centers and activities. It also provides Ethnicity percentages for pass memberships, ADA/Frequency of attendance statistics and provides a comprehensive list of zip codes of all children outside the installation who use the services of a CYS Center.
CDP Annual Summary Report ***Path to: Reports • CYS • Annual Summary***	X		Allows you to prepare the Child Development Program DOD Form 2605. This report should be run annually for the Date of Record (DOR), but with flexible

Report Name:	XL	XLG	Gives this information:
Reports			coding it can also be run monthly to see true data trends at your Centers.
CYS Agency Payment/Reimbursement Report ***Path to: Reports • CYS • CYS Admin Reports***			Payments and reimbursements made using Discount/Agency pay codes and Miscellaneous Income/Expense Postings over separate date ranges. In this manner, it ties payments made using Discount/Agency pay codes to their reimbursements, thus allowing you to track the net balance of those accounts.
CYS Attendance Report ***Path to: Reports • CYS • CYS Admin Reports***			Children who were swiped into a Center during any portion of the date/time range entered. *For example, if you set the time range for 0600p -- 0630p and your date range for one week, 07/23 -- 07/29, the report will list any child whose visit encompassed some part of that range. So, a child who swiped in at 0500p and swiped out at 0615p will be included, but a child who swiped in at 0700a and out at 0559p will not. Children with multiple visits will be listed multiple times. In Detail Mode, the report lists the Child's Name, Visit Date, Swipe In Time, Swipe Out Time (if applicable), Pass Type, Pass Number, Visit Count, Late Count (if applicable), Hours and Fee Amount.*
CYS Auto Pay Report ***Path to: Reports • CYS • CYS Admin Reports***	X		Which Family Members are receiving benefits and/or entitlements against the bill amounts for the Program they're in via the Installment Billing Auto Pay feature. Depending on your run option, the report will display ether all auto-pay bills for those family members who have them during the date range selected, or it will show all family members whose auto-pay is set to expire during the date range selected.
CYS Demographics Report (Ann Report) ***Path to: Reports • CYS • CYS Admin Reports***	X	X	Enrollment and registration statistics for Programs and Households in CYMS based on a variety of criteria, such as Sponsor and/or Spouse Status and/or Rank, On/Off Post housing and Special Needs.
CYS Ethnicity Report ***Path to: Reports • CYS • CYS Admin Reports***			Percentile analysis of ethnic diversity in CYS by Pass Memberships, Program Registrations or both. At a minimum, the report will display the total number of children linked to an Ethnicity Code and that code's percentage of the total. Children not linked to an Ethnicity Code will be listed as "Not Assigned."
CYS Facility Usage Report	X		Unique facility visits by date for each family member broken down by military status, and male and female.

Report Name:	XL	XLG	Gives this information:
Path to: Reports • CYS • CYS Admin Reports			
CYS Family Care Plan Report ***Path to: Reports • CYS • CYS Admin Reports***			Status of single parent or dual military Households' Family Care Plans.
CYS Free Hour Tracking Report ***Path to: Reports • CYS • CYS Admin Reports***	X		Tracks Free/Reduced Hours for Deployed/Mission Support Children.
CYS HH Audit Report ***Path to: Reports • CYS • CYS Admin Reports***			Inaccurate household information specific to CYS functions. The report displays the Household Name, Household Number, Status, Family Size, Calculated Family Size, USDA Income, USDA Category, Calculated USDA Category, DoD Income, Income Category, and Calculated Income Category when run for every option EXCEPT "Miss Spouse Only." When run for "Miss Spouse Only," the report displays the Household; Household Number; Status; Spouse's Name; and Military Status, Branch, Grade and Rank.
CYS Hourly Visit Report ***Path to: Reports • CYS • CYS Admin Reports***	X		Hourly visits in order to get a roster of who came in and how often, what was paid, etc. This report also calculates totals.
CYS Income Category Report ***Path to: Reports • CYS • CYS Admin Reports***			Household and family member enrollment statistics broken down by Programs, Locations and Income Categories.
CYS Income Rate Change Report ***Path to: Reports • CYS • CYS Admin Reports***	X		Allows you to enter proposed changes to the current Income Categories. The report may also be used to display the current income category of all Households with an active enrollment in a Program regardless of any changes. The report displays the Sponsor's Name, Present Income Category, New Income Category, Home Phone Number and Work Phone Number.
CYS Labor Schedule Tool ***Path to: Reports • CYS • CYS Admin Reports***	X		Designed to assist CYS directors/managers in the scheduling process of their staff by displaying trends in attendance at a specific location during any given week. The report is output to Microsoft Excel format only and displays valid swipes per 15 minute blocks by Age Group (Infant, Pre-Toddler, Toddler, Hourly, etc…) for the week selected.
CYS PCS Report ***Path to: Reports • CYS • CYS Admin Reports***			Detailed listing of children who are due (or were due) to PCS from selected CYS activities within the date range specified. The report keys from the PCS Status and Last Attendance Date assigned to a child

Report Name:	XL	XLG	Gives this information:
			during the CYS PCS Prorate for Installment Bill/Auto-Debit process.
CYS Pick List Print Out ***Path to: Reports • CYS • CYS Admin Reports***			Setup information for all Codes associated with CYMS.
CYS Rates Report ***Path to: Reports • CYS • CYS Admin Reports***	X		Listing of the CYS Rates Maintenance table which can be sorted by Income Category or by Program Type. The report displays the Income Category, Rate Type, 1st Child/1st Program Rate, 2nd Child/1st Program Rate, 1st Child/2nd Program Rate and 2nd Child/2nd Program Rate.
CYS Transition Report ***Path to: Reports • CYS • CYS Admin Reports***			Children enrolled in CYS Programs that currently exceed the maximum age for that class and are thus ready to be transitioned to another class in a higher age group.
CYS Unit RecConnect ***Path to: Reports • CYS • CYS Admin Reports***	X		Prints a report or RecConnect labels and letters for a range of children whose parents (Sponsor and Spouse) are linked to a selected unit. The Labels option will print name and address information. The report option will list the Child' s Name, Age (in years/months), Gender, Home Phone Number, Found (Cur Roster or Prev Roster), Sponsor's Unit and Spouse's Unit.
CYS Visit Report ***Path to: Reports • CYS • CYS Admin Reports***	X		Usage totals of pass holders either by Visits or Hours over a range of selection criteria. The report is good for identifying individuals who have exceeded set usage limits but also provides valuable data for total visits, hours and fees.
CYS Weekly Report ***Path to: Reports • CYS • CYS Admin Reports***			Number of children in each activity involved in each stage of the enrollment process. The report prints the Capacity, Number of Spots Filled, Number of Children on the Preference for Care Waitlist, Number of Children on the Projected Care Waitlist, ADA, Average Hours, and Year to Date Hours for each CYS Program in each Program Time Type.
Health Assess/Physical Report ***Path to: Reports • CYS • Health/Medical Reports***			Family members whose Health Assessment or Physical Exam date will expire during a specified date range. The report displays the Family Member's Name, Last Assessment/Physical Date, Sponsor's Name, and Home Phone Number.
Illness Report ***Path to: Reports • CYS • Health/Medical Reports***			Allows you to report on illnesses for a selected range of dates.

Report Name:	XL	XLG	Gives this information:
Medical Issues Report ***Path to: Reports • CYS • Health/Medical Reports***			Allows you to report on Medical Condition, Medication, Allergy, Illness and Basic Care information for children holding any CYS pass type, including MZZ. Data for this report is pulled from the Medical, Allergies and Illnesses screens in CYS Family Member Maintenance.
Medical Report ***Path to: Reports • CYS • Health/Medical Reports***			Medical records and comments linked to family members sorted by activity. It displays the Family Member's Name, Program, Program Description, Medical Type, Medical Code, and Comments.
Military Status Statistics Report ***Path to: Reports • CYS • Annual Summary Reports***			Numerous statistical categories within your CYMS database, primarily sorted by Sponsor/Spouse Military Status. The report can provide statistical analysis of Program Enrollments, Hourly and Full Day Pass Swipes, Annual Registrations and Waitlist Use and can include statistics for up to nine (9) separate categories of information.
Provider Audit Report ***Path to: Reports • CYS • Provider Reports***			Search for and report on information specific to selected Activity/Program-related fields for Providers. The information provided in these fields directly impacts the Program set up as well as Search For Care and Provider Referrals.
Provider Availability Report ***Path to: Reports • CYS • Provider Reports***	X		List of Providers who offer programs that meet the hours, ages and type of care selection criteria entered. This lists the Provider's Housing Area, Name, Status and Home Phone as well as the Hours, Ages, and Type of Care the Provider offers. The report will also display a "Yes" or "No" in the following fields depending on whether-or-not the Provider is linked to the selected Program Type for that type of care: Part/Full Day, and Drop-off Availability.
Provider Background Check Form ***Path to: Reports • CYS • Provider Reports***			Prints basic information needed to perform the initial Background Checks on Providers and their family members.
Provider Background Check Report ***Path to: Reports • CYS • Provider Reports***			Background check information for a selected range of Staff Members or Providers. The report prints a variety of information including the Name; ID; Social Security Number; Linked Background Codes and Description.
Provider Certification Report ***Path to: Reports • CYS • Provider Reports***			Status of an Provider's accreditation date for up to five (5) different certifications. The report displays the Provider's Name, ID, Social Security Number and the Certification Code for those selected. Certification Status codes are user-defined and are established using in Provider Certification Maintenance.

Report Name:	XL	XLG	Gives this information:
Provider Credentials/Evaluation Report ***Path to: Reports • CYS • Provider Reports***			Allows TACS/TAPS and Provider support staff to report on professional Credential and Evaluation award and renewal dates. You may select to report on Credentials/Evaluations Due within a date range, Creds/Evals Due Prior to "Today" or All Cred/Eval records regardless of due date.
Provider Home Visit Report ***Path to: Reports • CYS • Provider Reports***			Room visit results for Staff Members and Providers. The report displays the Visit ID, Description, Visit Date, Visit Time, User ID and Visit Comments for the selected range of visit dates.
Provider Inspection Report ***Path to: Reports • CYS • Provider Reports***			Prints inspections that are either coming due or are delinquent for a selected range of Providers, dates, and inspection codes.
Provider Listing ***Path to: Reports • CYS • Provider Reports***	X		Setup information for Staff Members and/or Providers.
Provider Listing II ***Path to: Reports • CYS • Provider Reports***			Lists pre-selected information about your Staff Members/Providers using the same reporting flexibility found in the Activity Roster. Using selections on the Details screen, you can define what information you want the report to display and choose the location on the report where you want it listed .
Provider Medical Report ***Path to: Reports • CYS • Provider Reports***			Search and report on Due Dates and Completed Dates for Medical Codes linked to Providers or Staff Members. The report displays the Provider's or Staff Member's Name, ID, Social Security Number/Tax ID, Medical Code, Description, Due Date and Completed Date.
Provider Operational Requirements *Path to: Reports • CYS • Provider Reports*			Prints a list of operational plans/documentation along with their due and completed dates for selected providers. The report displays the Provider's Name, ID and Social Security/Tax ID # as well as the Operational Requirement Code, Description, Due Date and Completed Date.
Provider Pet Report ***Path to: Reports • CYS • Provider Reports***			Annual immunization and Distemper shots for pets in Provider homes. It allows for three types of 'due date' options: You may select to report on Shots Due within a date range, Shots Due Prior to "Today" or All Shot records regardless of due date.
Provider Quarterly Report ***Path to: Reports • CYS • Provider Reports***			General Provider information totals. The report prints totals for Provider Homes, Providers with CDA, Provider Home Accreditations, Provider Certifications and Provider Staff Totals based on your

Report Name:	XL	XLG	Gives this information:
			selection criteria.
Provider Referral Report ***Path to: Reports • CYS • Provider Reports***			Lists all referrals posted to Providers over the date range selected. Referrals can be posted to Providers as a result of running Search For Care.
Provider Subsidy Invoice ***Path to: Reports • CYS • Provider Reports***			Prints Provider subsidy information onto a pre-existing form. The report prints the Provider's Name (First & Last), Social Security Number, Home Phone Number, and Address (Street, City, State and Zip) as well as the enrollees' Names (First & Last)
Provider Subsidy Report ***Path to: Reports • CYS • Provider Reports***	X		Providers who were given selected subsidies within a range of approval dates as well as the amount of the subsidies received.
Provider Training Due Report ***Path to: Reports • CYS • Provider Reports***	X		Staff Members or Providers who will have selected training's due within the date range provided.
Provider Training Record (IDP) ***Path to: Reports • CYS • Provider Reports***			Number of credits received by selected Staff or Providers for completing training courses.
Provider Weekly Report ***Path to: Reports • CYS • Provider Reports***			Allows you to report on Provider, Enrollment and Visit Counts for a selected visit date range.
SA Annual Summary Report ***Path to: Reports • CYS • Annual Summary Reports***	X		Allows you to prepare the School Age Care DOD Form 2605. This report should be run annually for the Date of Record (DOR), but with flexible coding it can also be run monthly to see true data trends at your Centers.
Shot Report ***Path to: Reports • CYS • Health/Medical Reports***			Shots that have been given and shots that are due for a selected range of shots, due dates and family members.
Shot/Physical RecConnect ***Path to: Reports • CYS • Health/Medical Reports***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of CYMS enrollees that fall within the ranges selected.
Special Needs RecConnect ***Path to: Reports • CYS • Health/Medical Reports***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of selected of family members with special needs.
Staff Audit Report	X		Used to identify Staff Members whose Core Information records are missing data that must appear on the military Annual Report.

Report Name:	XL	XLG	Gives this information:
Path to: Reports • CYS • Staff Reports			
Staff Background Check Report ***Path to: Reports • CYS • Staff Reports***			Background check information for a selected range of Staff Members or Providers.
Staff Credentials/Evaluation Report ***Path to: Reports • CYS • Staff Reports***			Allows TACS/TAPS and Provider support staff to report on professional Credential and Evaluation award and renewal dates. You may select to report on Credentials/Evaluations Due within a date range, Creds/Evals Due Prior to "Today" or All Cred/Eval records regardless of due date.
Staff Last Evaluation Report ***Path to: Reports • CYS • Staff Reports***			Prints a list of Staff Members whose last evaluation record in CYMS occurred on or before the Last Evaluation Cutoff Date entered in the selection criteria of the report. This report also provides a listing of Staff Members who have never had an evaluation recorded in CYMS.
Staff Listing ***Path to: Reports • CYS • Staff Reports***	X		Setup information for Staff Members and/or Providers.
Staff Listing II ***Path to: Reports • CYS • Staff Reports***			Lists pre-selected information about your Staff Members/Providers using the same reporting flexibility found in the Activity Roster. Using selections on the Details screen, you can define what information you want the report to display and choose the location on the report where you want it listed .
Staff Medical Report ***Path to: Reports • CYS • Staff Reports***			Search and report on Due Dates and Completed Dates for Medical Codes linked to Providers or Staff Members. The report displays the Provider's or Staff Member's Name, ID, Social Security Number/Tax ID, Medical Code, Description, Due Date and Completed Date.
Staff Room Visit Report ***Path to: Reports • CYS • Staff Reports***			View room visit results for Staff Members and Providers.
Staff Sponsor Unit Report ***Path to: Reports • CYS • Staff Reports***			Staff Members who have Spouses in certain military units. The Spouse's information for this report is pulled from the Spouse Military Details section of the CYS Staff Emergency Contacts/Perm screen in Staff Maintenance.
Staff Training Due Report	X		Staff Members or Providers who will have selected training's due within the date range provided.

Report Name:	XL	XLG	Gives this information:
Path to: Reports • CYS • Staff Reports			
Staff Training Record (IDP) ***Path to: Reports • CYS • Staff Reports***			Number of credits received by selected Staff or Providers for completing training courses.
USDA Category (Child) ***Path to: Reports • CYS • USDA Reports***			CYMS enrollee counts broken down by USDA reimbursement category.
USDA Category (Household) ***Path to: Reports • CYS • USDA Reports***	X		USDA Meal Reimbursement Type (free, reduced, and/or paid) for households in selected CYS or Provider Programs.
USDA Meal/Revenue Reimbursement ***Path to: Reports • CYS • USDA Reports***	X		Total meal counts and fees by meal time. Meal reimbursement counts are broken down into the following categories: Meal Type (Breakfast, AM Snack, Lunch, PM Snack, and Dinner), Rate (Free, Reduced and Paid) and Program (CDC activity or Provider). Reimbursement amounts are calculated by accessing the reimbursement rate found in the USDA Reimbursement file.
USDA Monthly Attendance ***Path to: Reports • CYS • USDA Reports***			Monthly attendance figures and the number of meals offered during meal times by activity.
USDA Reimbursable Meal Summary ***Path to: Reports • CYS • USDA Reports***			Meal counts by activity number and meal times.
USDA Total Meal Count ***Path to: Reports • CYS • USDA Reports***			Number of meals that were offered to children during meal times at each Activity/Section listed within your range.
Waitlist Follow Up/Renewal Report ***Path to: Reports • CYS • Central Reg/Waitlist Reports***			Waitlist entries for which you wish to follow-up, based on the date the waitlist entry was made or the date on which a waitlist renewal is due.
Waitlist II Report ***Path to: Reports • CYS • Central Reg/Waitlist Reports***	X		Prints a report or labels for a selected range of Projected Care, Excess Demand or Preference for Care waitlist enrollees.
Waitlist RecConnect	X		Prints a report or RecConnect labels/letters for a selected range of Projected Care, Excess Demand or Preference for Care

Report Name:	XL	XLG	Gives this information:
Path to: Reports • CYS • Central Reg/Waitlist Reports			waitlist enrollees.
Waitlist Placed Statistics Report ***Path to: Reports • CYS • Central Reg/Waitlist Reports***			Statistics related to the number of days family members spent on a waitlist prior to being placed in a program and also allows you to see how many people were placed into programs within a selected date range.
Waitlist Report ***Path to: Reports • CYS • Central Reg/Waitlist Reports***			Waitlist registrations for a selected waitlist type. The report prints the Waitlist Number, Waitlist Registrant's Name, Birthday, Age, Waitlist Type, Preference for Care Date, Sponsor Name, and Locations.
Waitlist Statistics Report ***Path to: Reports • CYS • Central Reg/Waitlist Reports***	X		Statistics related to the amount of time family members spent on a waitlist prior to class registration. **Note**: In order to use this report, you must setup a question group that has the following 3 questions (the question group can have other questions as well, but these three are required and don't have to be in any specific order): -The date that the child was first placed on the waitlist. -The date that the child was first assigned to a program. -The center or provider location of the first assignment.
Youth Annual Summary Report ***Path to: Reports • CYS • Annual Summary Reports***	X		Allows you to prepare the Youth Programs DOD Form 2884. This report should be run annually for the Date of Record (DOR), but with flexible coding it can also be run monthly to see true data trends at your Centers. You must visit the YP Annual Summary Report - Fill In Details screen and make selections there in order to run this report.

Facility Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection* screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Billing Premium Report ***Path to: Reports • Facility • Financial Reports***			Individuals who need to be billed under Bill Code Premiums. The report lists Premium ID, Premium Description, Premium Beginning Date, Premium End Date, Premium Begin Time, Premium End Time, Premium Amount and Premium Factor for the selected ranges. This report lists all premiums in effect during the selected date range.
Billing Reminder Report ***Path to: Reports • Facility • Financial Reports***	X		Allows you to print a listing of those reservations that need to be paid within a particular number of days to prevent the loss of the reservation. This report lists Household (name), Reservation (number), Reservation Date, Log Date, Facility, Fees/Tax, Amount Paid and Net Due, Days, Home Phone Number and Work Phone Number for households with outstanding reservation balances for a specified range of dates.
Billing Report ***Path to: Reports • Facility • Financial Reports***			Generates a listing of all line items that have been invoiced using the Global Invoices/Statements program (Period End - Global) within an entered date range. The report prints the G/L Code, Facility Description, Account Number and Bill Amount for the selected date range.
Consolidated Reservation Report	X		Allows you to report on summary reservation and fee information by facility ID. The report prints the Contact Name,

Report Name:	XL	XLG	Gives this information:
Path to: Reports • Facility • Reservation Reports			Facility Type/Location/ID, Arrival and Departure Dates, Fee Amount, Amount Paid, Amount Due, Headcount and Total Days for reservations in the ranges selected. It only includes Facility reservations in the counts; Court, Activity and League reservations are not included.
Daily Facility Schedule ***Path to: Reports • Facility • Reservation Reports***			Prints a listing of all existing reservations in your database for a selected range of facilities and reservation dates. Each day's reservation prints on a separate page. The following fields are printed on the report: Facility (Room and Location), Reservation Time, Reservee, Contact Phone Number and Headcount.
Deposit Liability Report ***Path to: Reports • Facility • Financial Reports***			Allows you to report on all facility reservation deposits on account within the system. The report lists the Household Name, Reservation Number, Facility Type/Location/ID, Description, Deposit Amount, Deposit Paid and the number of Days until the reservation.
Facility Attendance Report ***Path to: Reports • Facility • Statistical/Usage Reports***			Allows you to report on attendance and income figures for this year, last year and variance by month. The report prints Facility Type, Facility Location, Facility ID, Facility Description, This Year's Attendance Figures, Last Year's Attendance Figures, the Variance (between the two years' attendance figures) and This Year's Income Figures, Last Year's Income Figures and the Variance (between the two years' income figures).
Facility Attendance Schedule ***Path to: Reports • Facility • Reservation Reports***			Allows you to manually track actual attendance figures for a selected range of facility reservations. You might use this report to pencil in the actual facility attendance counts for a selected range of dates and then post the figures using the Facility Attendance Posting (Period End - Facility) program.
Facility Availability Report ***Path to: Reports • Facility • Statistical/Usage Reports***			Allows you to view the available time blocks for a selected range of facilities and dates. This report lists the Facility, the facility Description, the Date, and the Time Blocks Available.
Facility Block Schedule ***Path to: Reports • Facility • Reservation Reports***			Allows you to view multiple facility schedules in a block format. The report prints the reservation information in the selected reservation time block for each selected facility.
Facility Bottom Line Report	X		Reservation and financial statistics for each selected facility. The report lists Facility, Description, Reservation Count, Fees and Surcharges, Discount, Fees and

Report Name:	XL	XLG	Gives this information:
Path to: Reports • Facility • Financial Reports			Surcharges Paid, Miscellaneous Amount, Net Income or Expense, and Amount Refunded for the ranges selected.
Facility Checklist ***Path to: Reports • Facility • Statistical/Usage Reports***			Household facility reservation information in card format.
Facility Daily Count Report ***Path to: Reports • Facility • Financial Reports***			Allows you to report on a Bill Code Count for each reservation by date. The report lists the Reservee, Date, Facility, Count and Amount for facility bill codes that fall within a selected reservation date range.
Facility Deposit Trial Balance ***Path to: Reports • Facility • Financial Reports***			Prints a list of all households that have an deposit balance due in the facility module. This report lists the Household Name, Reservation Number, Facility Type/Location, Description, Deposit Amount, Deposit Paid, Deposit Due, and the number of 'aging' days. The report allows you to print a listing of households that have a reservation deposit balance greater than or equal to the amount entered on the screen for a selected range of facilities.
Facility Family Report ***Path to: Reports • Facility • Setup Reports/Listings***			Lists the Facility, Parent, Children and Siblings for all applicable facilities (if your organization uses the Facility Tree Maintenance program) OR this report lists the Parent Facility, Parent Description, Overlap Facility and Overlap Description for all applicable facilities (if your organization uses the Facility Overlap Maintenance program).
Facility Fees Report ***Path to: Reports • Facility • Financial Reports***	X	X	Lists the Bill Code, Description, G/L Code, G/L Description, Fees Charged and Fees Paid for the selected ranges. This report is useful to determine which billing categories are generating the most revenue and also to see if you are making or losing money. If you wish to look at revenue received, run a G/L Report for the facility revenue accounts.
Facility GL Report ***Path to: Reports • Facility • Financial Reports***	X		All GL transactions for a date range including the facility module only. **Note**: This report will only pick up transactions that have been completed in RecTrac versions 10.1 and higher.
Facility HH Reservation Report ***Path to: Reports • Facility • Reservation***			Summary reservation and fee information by household. The report lists the Organization Name, Facility Type/Location/ID, Reservation Number,

Report Name:	XL	XLG	Gives this information:
Reports			Beginning and Ending Dates, Fee Amount, Amount Paid, Amount Due, Expected Headcount and Total Days for reservations in the ranges selected.
Facility Household Report ***Path to: Reports • Facility • Financial Reports***			Households that owe your organization money broken down by Facility/Trip/Court modules. The report lists the Household/Organization Name, Household/Organization Address, Primary Contact, Work Phone, Last Active (date), Facility (balance), Trip (balance), Court (balance) and Deposit Balance.
Facility ID Listing ***Path to: Reports • Facility • Setup Reports/Listings***	X		Prints a summarized report of selected facilities and their descriptions. The report prints the Facility ID, Type, Location and Description for the ranges selected.
Facility RecConnect ***Path to: Reports • Facility***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of activity enrollees that fall within the ranges selected. **Note**: Internal and Maintenance Facility reservations will not be included in output generated by this report program.
Facility Locations Listing ***Path to: Reports • Facility • Setup Reports/Listings***			Summarized facility details. The report lists Facility Location, Description, Name and Address and Phone Numbers for the ranges selected.
Facility Reservation Calendar ***Path to: Reports • Facility • Calendars***			Reservation information in a calendar format. This report lists Facility Type/Location/ID, Description, Use Date, Hours and Percent of Total Available Hours for the ranges selected.
Facility Reservations Change Report ***Path to: Reports • Facility • Reservation Reports***			Allows you to view changed and/or deleted facility reservations.
Facility Resv Denial Stats Report ***Path to: Reports • Facility • Statistical/Usage Reports***			Facility reservations that have been denied for various reasons. The report prints the Facility Type, Type Description, Location, Location Description, Facility Code, Facility Code Description, Date and Number of Denials.
Facility Schedule ***Path to: Reports • Facility • Reservation***			Reservation information at a facility by date. The report lists Reservation Date, Facility Type/Location/ID, Reservation Number Begin Time, End Time, Source, Lookup Name, Home/Work Phone, Maintenance

Report Name:	XL	XLG	Gives this information:
Reports			Comment, Headcount and Status for the ranges selected.
Facility Schedule (Landscape Format) ***Path to: Reports • Facility • Reservation Reports***	X		Prints selected facility schedule information in landscape format. In order for this report to print correctly you will need to add the appropriate landscape control codes to your selected printer. These codes can be found in your printer's manual. To enter these codes go to File Maintenance • System Administration • Other Maintenance • Printer/Device Maintenance, select the appropriate printer and continue to the More CTRL Code screen for that printer device.
Facility Schedule/Booking Date ***Path to: Reports • Facility • Reservation Reports***			Reservations made by booking date. The report is useful if your department schedules reservations as tentative and then has a review process before the reservation is confirmed or approved. Typically, the department may have a week or two from when the reservation is booked to approve them, so they would print this report each day or week to go over the reservations made during that period.
Facility Statistics Report ***Path to: Reports • Facility • Statistical/Usage Reports***			Total reservation counts, by Facility ID. The report lists Facility Type, Description, Location, Location Description, Facility ID, ID Descriptions, Reservation Counts, Head Counts, Net Fees, Discounts and Amounts Paid for the ranges selected.
Facility Summary Block Schedule ***Path to: Reports • Facility • Reservation Reports***			Multiple facility schedules in a column format. The report prints the reservation information in the selected reservation time block for each selected facility.
Facility Trial Balance ***Path to: Reports • Facility • Financial Reports***	X		Prints a list of all households that have an overdue balance in the facility module. Allows you to print a listing of households that have a reservation balance greater than or equal to the amount entered on the screen for a selected range of facilities and reservation dates. **Note**: To list households with a negative (credit) balance, use the Global Household Trial Balance report.
Facility Types Listing ***Path to: Reports • Facility • Setup Reports/Listings***			Facility types and their descriptions. The report lists Facility Type, Description and Linked Flag for the ranges selected.

Report Name:	XL	XLG	Gives this information:
Facility Usage Report ***Path to: Reports • Facility • Statistical/Usage Reports***	X	X	Usage in hours and percent of utilization per number of open hours. The report lists Facility Type/Location/ID, Description, Use Date, Hours and Percent of Total Available Hours for the ranges selected.
Facility Waitlist Report Path to: Reports • Facility • Reservation Reports	X		Information provided includes the waitlist number, time range in which the facility is needed, the facility type/location/ID, household/organization and telephone numbers for the household/organization.
Facility Weekly Booking Report ***Path to: Reports • Facility • Reservation Reports***			Booked time blocks for a selected range of facilities and dates. This report lists the Facility, the Date, and the Time Blocks Booked (with the reservee's name).
Household Reservation Detail II Report ***Path to: Reports • Facility • Reservation Reports***			Receipt and Payment date for facility reservations by household. The report displays a line item for each reservation showing the Reservation Day I& Date, Begin and End Time Period, Facility Type, Facility Location, Facility Reservation Number, Fees, Fees Paid and Fees Due for reservations in the ranges selected. Further the report lists all Receipts for the reservations separately, along with the payment date.
Household Reservation Report II ***Path to: Reports • Facility • Reservation Reports***			Summary reservation and fee information by household. The report lists the Organization Name, Address, Phone Number, Facility Name, Facility Location, Facility Type, Reservation Number, Beginning and Ending Dates, Fee Amount Charged, Fee Amount Paid, Amount Discounted, Amount Due, Headcounts, Total Time and Total Days for reservations in the ranges selected.
Household Resv Detail Report ***Path to: Reports • Facility • Reservation Reports***	X		Facility Reservations for a selected range of Households, Organizations and Facilities. This report lists the Day, Date, Time Period, Facility Type/Location/ID, Reservation Number, Fee/Tax Amount, Amount Paid, and Amount Due.
Household Usage Stats Report ***Path to: Reports • Facility • Statistical/Usage Reports***	X	X	Total reservation counts, head counts, and fees paid by household/organization. The report lists Organization/Household Name, Reservation Count, Head Count and Fees Paid for the ranges selected.
Location Fee Code Report ***Path to: Reports • Facility • Financial Reports***			Reservation and fee code totals by location.

Report Name:	XL	XLG	Gives this information:
Location GL Revenue Report ***Path to: Reports • Facility • Financial Reports***			Facility G/L distribution records for a given date range. This report totals revenue figures by location by G/L code based on the bill codes linked to each reservation.
Location Maintenance Schedule ***Path to: Reports • Facility***			Maintenance Information/Instructions for a selected range of Locations, Facility Types, and Dates. The report prints the Location, Facility Type, Facility ID, Date, Begin and End Times, and the Facility Maintenance Information.
Location Reservation Calendar ***Path to: Reports • Facility • Calendars***			Prints a graphic calendar for an entered month and selected facility location.
Location Schedule by Date ***Path to: Reports • Facility • Reservation Reports***	X		Reservation information at a facility location by date. The report lists Reservation Number, Reservation Date, Begin Time, End Time, Source, Contact Name, Home/Work Phone, Facility Type/Location/ID, Maintenance Comment, Expected Headcount and Status for the ranges selected.
Location Statistical Report ***Path to: Reports • Facility • Statistical/Usage Reports***	X	X	Total reservation counts, headcounts and fees paid by location. The report prints Facility Location/Type/ID, Number of Reservations, Headcount, Fees Charged, Fees Paid and Amount Due for reservations in the ranges selected.
Location Usage Report ***Path to: Reports • Facility • Statistical/Usage Reports***			Shows all usage for a facility location. (All modules) • Activities (based on the enrollment count for the program - NOT AR-Visit) Counts for each program session date; based off of enrollment date, not section date. • Facility headcounts- Reservation must NOT be Activity, League, Personal Trainer type of reservation to keep from duplicating info- if count is 0, will still do count of 1. • All pass visits for all pass types in the date range • All league scheduling games (based on team members for each game)- Calculates the number of players on the team. If no players linked, it will still do a count of 1. • All Personal Trainer reservations. • All court reservations.
Maintenance Schedule	X		Reservation and Maintenance information by location. The report lists Facility Type/Location/ID, Reservation Date, Begin

Report Name:	XL	XLG	Gives this information:
Path to: Reports • Facility			Time, End Time and Maintenance Comments for the ranges selected.
Multi-Day Reservation Card ***Path to: Reports • Facility • Reservation Reports***			Lists scheduled reservations for a single facility or multiple facilities at the same location, as well as for single or multiple dates.
Multi-Facility Weekly Booking Report ***Path to: Reports • Facility • Reservation Reports***			Booked time blocks for a selected range of facilities and dates. This report lists the Facility, Date, and Time Blocks Booked (with the reservee's name).
Reservation Statistical Report ***Path to: Reports • Facility • Statistical/Usage Reports***	X	X	Total reservation counts, head counts, and percent of totals by facility ID. The report lists Facility Type/Location/ID, Head Count, Hours use, Event Count, Print Count, Site Count and Percents Of Totals for reservations in the ranges selected.
Summary Facility Schedule ***Path to: Reports • Facility • Reservation Reports***	X		Summary reservation information by date. The report prints Reservation Date, Facility Type Description, Facility Location Description, Facility ID Description, Reservation Times, Organization/Household Name and Event/Purpose.
Summary Reservation Schedule ***Path to: Reports • Facility • Reservation Reports***	X		Reservation and Fee information by date.
Today's Reservation Cards ***Path to: Reports • Facility • Reservation Reports***			Prints individual reservation cards for a selected range of dates. The following information is printed on the card: Date of Reservation, Reserved Facility, Facility Type, Name of Reservee, Reservation Time, Number, Reservation Purpose and the Contact Name of the Reservee. These cards can be distributed by location to inform each staff of the day's events.

Global Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection* screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
All Modules RecConnect ***Path to: Reports • Global • Global Miscellaneous Reports***	X		Allows you run RecConnect Labels and Letters reports from multiple modules in RecTrac concurrently. The Multiple Module Combiner and Multiple Module Results options allow for great flexibility in limiting or expanding the output results
Cancellation Reason Report ***Path to: Reports • Global • Global Miscellaneous Reports***	X	X	Shows and subtotals all cancellation user codes selected in all of the Cancel/Changes programs in RecTrac.
CDBG Report ***Path to: Reports • Global • Global Miscellaneous Reports***	X	X	Month-by-month activity enrollment, facility reservation, and pass visit totals by Age, Race and Income user code categories. (Please note that there will be no age/race statistics for F/R since Facility Reservations are linked to Household/Organizations, not individual family members. The households/organizations may have income data, but age/race data is stored strictly at the family member level.)
Census Tract Report ***Path to: Reports • Global • Global***			Allows you to use the User Defined Field #1 entry on the Household file to track yearly activity of that entry in the Activity,

Report Name:	XL	XLG	Gives this information:
Miscellaneous Reports			Facility, and Pass Management modules. The report prints the Census Tract (individual entries in the User Defined field on the Household record), Monthly breakdown of Activity Registrations, Facility Reservations and Pass Registrations, as well as the Total Number of Registrations/Reservations by Census Tract. **Note**: User Defined Field #1 can be defined on the Static Parameters - Global screen.
Credit Balance Aging Report **Path to: Reports • Global • Global Financial Reports**	X		The Credit Balance Aging Report prints the age of credit balances on a household.
Global Childcare Statement ***Path to: Reports • Global • Global Financial Reports***			Annual records of payments made towards activities that have been flagged as "child care" activities. Statements should be run at the end of the calendar year for distribution to the parent(s) or guardian(s) of the enrollees in those classes. The report prints the Transaction Date, Family Member, Module, Transaction Reference, Clerk and Transaction Amount for each selected household.
Global Child Care Statements (General Ledger) ***Path to: Reports • Global • Global Financial Reports***			Annual records of payments applied toward activities/programs that have been flagged as Child Care Activities. Childcare Statements are typically run at the beginning of a new calendar year for the preceding year and distributed to the parent(s) or guardian(s) of the enrollees in those classes. (The Global Childcare Statement (General Ledger) report pulls its data from General Ledger records and NOT from transaction numbers, like the other Childcare Statements do.)
Global Demographics Report ***Path to: Reports • Global***	X	X	Household and family member stats. HH/FM must have some "action" in the selected modules for the specified date range in order to be included.
Global Deposit Liability Report ***Path to: Reports • Global • Global Financial Reports***			Reservation deposits on account within the system. The report lists the Household Name, Household Number, Deposit Type, Reservation Number, Reservation Date, Reservation Detail, Number of Days until the reservation, and the Deposit Amount.
Global Deposit Trial Balance ***Path to: Reports • Global • Global Financial***	X		Individuals that owe your organization money, or that your organization owes money to, by module. The report prints Household Name, the Module-By-Module

Report Name:	XL	XLG	Gives this information:
Reports			Deposit Balance Due and Total Deposit Balance Due for the ranges selected.
Global Document RecConnect ***Path to: Reports • Global • Global Miscellaneous Reports***	X		Allows you run RecConnect functionality for linked Household and/or Family Member documents based on Expiration date and/or 'As Of' date.
Global Household Payment Restriction Report ***Path to: Reports • Global • Global Financial Reports***			Households that have been restricted to using one type of pay code. The report prints the Household Name, H/H Number and the Pay Code that the Household is restricted to use.
Global Household Transaction History Listing ***Path to: Reports • Global • Global Financial Reports***	X		Household balances and transactions by module. This report lists Family Member, Date, Time, Receipt Number, Module, Transaction Type, Payment Type, User ID, Transaction Reference and Transaction Amount for the household(s) and ranges selected.
Global Household Trial Balance ***Path to: Reports • Global • Global Financial Reports***			Balances and credit balances due by module. The report lists Household Name/Number, the Module-By-Module Balances, and Total Balance Due for the ranges selected.
Global Household Trial Balance II ***Path to: Reports • Global • Global Financial Reports***	X		Balances and credit balances due by module. It differs from the Global Trial Balance report in that a household will be included in the report if it exceeds the minimum amount in any module.
Global Misc Inc/Exp Report ***Path to: Reports • Global • Global Financial Reports***	X		Miscellaneous posted income or expense items. The report prints Module, Module Link (either the Activity Number & Section, the Facility or the League), Description, Posting Date, Item Description, Income/Expense Flag, G/L Code, Cost Center, User ID and Gross Amount of Each Item Posted within the ranges selected.
Global Receipts Reprint ***Path to: Reports • Global • Global Financial Reports***			Reprints transaction, payment and refund confirmation receipts for the ranges selected.
Global Refund Report ***Path to: Reports • Global • Global Financial Reports***			Refunds due or paid, due to payment reversals and cancellations. The report prints Refund Date, Module, Source, Description, Family Member, Original Transaction Date, Refund Type Code, Source, User ID, Total Paid and Total Refund Amount for the ranges selected.
Household Adjustment Decrease Report	X		Lists any household that has had an adjustment decrease made to it via any of the Cancel/Changes programs.

Report Name:	XL	XLG	Gives this information:
Path to: Reports • Global • Global Financial Reports			
Household Discount Code Listing ***Path to: Reports • Global • Global Financial Reports***			Allows you to view households with linked discount codes.
Household Payment Summary ***Path to: Reports • Global • Global Financial Reports***	X		View customers in order of the amount of money they have spent. You can select individual or multiple modules.
Installment Billing Audit Report ***Path to: Reports • Global • Global Financial Reports • Installment Billing Reports***	X		Processes a range of activity registrations, passes, rentals, and/or locker rentals to see if a bill had been produced within the entered date range. This report can be useful to show bills that have "slipped through the cracks."
Installment Billing RecConnect ***Path to: Reports • Global • Global Miscellaneous Reports***	X		Print laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of installment billing setup information that falls within the ranges selected.
Installment Billing Proof Report ***Path to: Reports • Global • Global Financial Reports • Installment Billing Reports***	X		Shows that installment bills exist for selected households and when run under certain conditions will display only those households with installment bills that have problems, such as faulty bank account numbers or credit cards that expire prior to the end date of the bill.
Installment Billing Receivables Report ***Path to: Reports • Global • Global Financial Reports • Installment Billing Reports***			Totals the amounts that will be billed between two user-specified dates.
Installment Billing Report ***Path to: Reports • Global • Global Financial Reports • Installment Billing Reports***	X		Installment Billing setup information. The report prints the Family Member Name, Household Number, Family Member, Module, Activity/Pass/Rental, Type, Start Date, End Date, Last Billing Date, Billing Interval, and the Amount of the Installment Bills.
Installment Billing Schedule Proof Report ***Path to: Reports • Global • Global Financial Reports • Installment Billing Reports***	X		Scheduled installment bills for a given date range and other user-selected criteria. Any Installment Bills listed that have incomplete data appear in bold type. These bills will not get picked up in the next billing cycle.
Household Features RecConnect ***Path to: Reports • Global • Global***	X		Print laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of RecTrac households that fall within the ranges selected.

Report Name:	XL	XLG	Gives this information:
Miscellaneous Reports			
Member Features RecConnect ***Path to: Reports • Global • Global Miscellaneous Reports***	X		Print laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of RecTrac family members that fall within the ranges selected.
Promotional Giveaway RecConnect ***Path to: Reports • Global • Global Miscellaneous Reports***	X		Randomly select a number of individuals who have participated in the WebTrac promotional giveaway and give them a prize. You can print laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report that lists the number of winners you specify.
Quick Receipt Reprint ***Path to: Reports • Global***			Allows you to quickly print or preview any household receipt in the system.
User Codes Statistical Report ***Path to: Reports • Global • Global Miscellaneous Reports***	X	X	Breakdown of gender and residency status by user code. The report lists the Family Member User Code, Description and Count by Resident/Non-Resident/Male/Female and Family Members for the ranges selected.

Golf Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection* screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Golf Cart Tracking Report ***Path to: Reports • Golf***			Tracks the number of carts needed per day with filters for date and time range.

Report Name:	XL	XLG	Gives this information:
Golf GL Report ***Path to: Reports • Golf • Financial Reports***	X	X	General ledger distributions for golf transactions included in the POS and Pass Management modules.
Golf Tee Time RecConnect ***Path to: Reports • Golf***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of golf tee times that fall within the ranges selected.
Golfer Handicap Report ***Path to: Reports • Golf • Scores/Handicap Reports***			Player's Trend and Actual Handicaps. The report will also list the Golfer's Handicap to Use (aka converted handicap) for each tee on the course selected. In default mode, the report lists the Golfer Name, Golfer Number, Last Play Date, Number of Scores on file, Trend Index, Actual Handicap and Golfer's Handicap to Use for the tees on the course selected.
Golfer Handicap Card Print ***Path to: Reports • Golf • Scores/Handicap Reports***			The Handicap Card Print program allows you to print handicap cards for a selected range of pass members. The cards may be printed on card stock, paper or labels and may be printed on a dot matrix or laser printer. Establish the format for your handicap card printing in Pass Template Maintenance (File Maintenance – Pass).
Golfer Handicap Pin Report ***Path to: Reports • Golf • Scores/Handicap Reports***			Allows you to report on players' handicap information. The report prints the Golfer Name, Number, Date of Last Play, Trend Handicap, Actual Handicap and the player's Handicap PIN number.
Golfer History Analysis Report ***Path to: Reports • Golf • Golfer Reports***			Helps to provide the basis for membership pricing for the following season. It is usually run at the end of the season since all plays must be included to make the analysis accurate. For greens fee trans codes, it calculates the average plays by member type and multiplies this figure by the green fees charge for a non-member to arrive at a usage amount. If this amount is significantly greater/less than the membership fee, then adjustments can be made for the following season.
Golfer Income Report ***Path to: Reports • Golf • Financial Reports***			Revenue received within a selected date and golfer type range. This report is useful in determining which golfer types are using the golf course the most or the least. The report prints the Golfer Type Code, Description, Transaction Count and Transaction Amount. The DAILY PLAY and TEMPORARY PLAY golfers are not included in this report.

Report Name:	XL	XLG	Gives this information:
Golfer Rounds Report ***Path to: Reports • Golf • Golfer Reports***	X	X	Number of rounds (in 18-hole round equivalents) and the amount charged for these rounds by Tran code. The report prints the Tran Code, Tran Code Description, Number of Rounds (in 18 Hole Equivalents), Percentage of Total Rounds for each Tran code, Amount Charged by Tran Code, and the Percentage of the Total Charged for each Tran code.
Golfer Scores Listing ***Path to: Reports • Golf • Scores/Handicap Reports***			Prints posted scores.
Golfer Type Analysis Report ***Path to: Reports • Golf • Golfer Reports***			Groups all golfer type greens fee transactions together, and tallies golfer type statistics such as gross plays, gross equivalent amount, average plays, and average equivalent amount. At the end of the report, it will total all golfer types and provide averages in sum. This is an excellent report to find out whether you are over- or under-charging for membership dues based upon your greens fee charges.
Golfer Type/TC Analysis Report ***Path to: Reports • Golf • Golfer Reports***			Transaction code totals for each golfer type. The report prints the Golfer Pass Type, Description, Tran Code, Tran Code Description, Transaction Count, Golfer Count Gross Amount, Average Count and the Average Amount. The DAILY PLAY and TEMPORARY PLAY golfers are not included in this report.
GolfTrac Comparison Report ***Path to: Reports • Golf • Golfer Reports***			Allows you to enter two date ranges and compare point of sale and pass revenues recorded in those two date ranges.
GolfTrac Daily Recap Report ***Path to: Reports • Golf • Financial Reports***	X		Processed GolfTrac POS fees and Dues fees in a 40 column format. The default printer for this report will be your POS printer, not your regular report printer!
Tee Sheet ***Path to: Reports • Golf • Tee Time Reports***			Reserved and/or open tee times for a selected range of courses and dates. The report prints the Tee Time, Slots 1-5 Reservee Name & Phone Number for each Golf Course on a separate sheet.
Tee Time Cancellation Report ***Path to: Reports • Golf • Tee Time Reports***			Cancelled tee times sorted by day or by golfer, depending on your selections. When sorted by Name, the report displays the Golfer's Last Name, Golfer's First Name, Phone Number, Date(s), Tee Time, Course, and number of Slot(s).
Tee Time Daily Usage Report			Daily tee time statistics by a user-defined block size. The report prints Filled vs. Unfilled Slots Per Time Block Per Day and

Report Name:	XL	XLG	Gives this information:
Path to: Reports • Golf • Tee Time Reports			Show vs. No-Show Slots Per Time Block Per Day.
Tee Time No -Show Report ***Path to: Reports • Golf • Tee Time Reports***			Members who did not 'Show' for tee times that were reserved in the system. The report prints the Date, Tee Time, Course Number, Slot Time, Member Name and Phone Number.
Tee Time Statistics ***Path to: Reports • Golf • Tee Time Reports***	X	X	Statistics based on filled versus unfilled slots; show versus no-show slots, and tee times by golfer type.
Tee'd Off Report ***Path to: Reports • Golf • Tee Time Reports***	X	X	Allows you to track the difference between scheduled tee times and actual start times for golfers that have been teed off from the starter program.
Tournament Rosters ***Path to: Reports • Golf • Tournament Reports***			Anticipated participants in a selected range of tournaments. The report prints the Golfer Name, Team, Handicap, Flight, Play Date, Tee Time, and Start Hole.
Tournament Signup Sheet ***Path to: Reports • Golf • Tournament Reports***			Prints a form on which customers interested in playing in a tournament can signup for that tournament. The report prints the Tournament Description, # of Holes, Type of Tournament, Player Limit Count, Flights and Play Dates above the signup section. Spaces are left open for individuals to write their Name, Address, Phone Number, Gender, Handicap and Team Name.
Weather Report ***Path to: Reports • Golf***	X	X	Weather conditions by date and golf course. The report prints the Date, Golf Course Number, Day of the Week, Temperature, Precipitation, Humidity and Miscellaneous Comments for the selected range.

Incident Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

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See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Incident Report ***Path to: Reports • Incident***	X		Prints information about incident records within a selected number and date range.
Incident Summary Report ***Path to: Reports • Incident***			Prints summary information for incident records within a selected number and date range.

League Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

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***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Basketball League Score Sheets ***Path to: Reports • League • Schedules***			Scoring worksheet complete with team rosters, team contacts and referees. Points and fouls are included, as well as technical foul and sportsmanship comments. You might use this report to print out all Score Sheets needed for a particular date's game(s).
League Bottom Line Report ***Path to: Reports • League • Financial Reports***	X		Registration and financial statistics for each selected league. The report lists League, Name, Max Number of Teams, Current Number of Teams, Fees and Surcharges, Discount, Fees and Surcharges Paid, Miscellaneous Amount, Net Income or Expense, and Amount Refunded for the ranges selected.
League Demographics Report ***Path to: Reports • League • Statistical/Standings Reports***	X	X	Age and grade analysis of players linked to teams. The report prints the counts and percentage of the total count that the age/grade makes up.
League Facility Usage Report ***Path to: Reports • League • Setup Reports/Listings***			What facilities are being used for the league at what times. The report lists Facility Type/Location/ID, League ID, Description, League Dates and Usage Hours by Day of the Week for the ranges selected.
League Master Schedule Print ***Path to: Reports • League • Schedules***	X		Schedule of all games within a league "master" category, by date and time. The report prints schedule information for leagues in the ranges selected, including Day Of The Week, Date, Time, Home Team Vs. Away Team, Facility, Game Or Practice, League Name and Blank Lines For Final Scores.
League Officials Report ***Path to: Reports • League • Setup Reports/Listings***			Referees and their personnel and pay rate information. The report prints Instructor ID, Name and Address, Social Security Number, Telephone Numbers, Pay Group, Rate Table, Rate, Earnings, and Status for the ranges selected.
League Officials Schedule ***Path to: Reports • League • Schedules***			Selected referee's game dates, times, locations and the associate pay rate. The report lists schedule information of leagues in the ranges selected, including Game Date, Game Time, Facility, League Name, Game Type (Practice, Normal, Tournament) Home Team Number Vs. Away Team Number, and Rate.
League Participation Statistics Report ***Path to: Reports • League • Statistical/Standings Reports***			Number of teams and players who have participated in leagues that fit your selection criteria.

Report Name:	XL	XLG	Gives this information:
League Player Conflicts Report ***Path to: Reports • League • Setup Reports/Listings***			All league player conflicts with league restrictions.
League Player Stats Report ***Path to: Reports • League • Statistical/Standings Reports***			Each player's personal statistics by team. The report prints the Team Number, Team Name, Player Name, the Statistic Name and Value for each player in the ranges selected. You can only print for one league at a time.
League RecConnect ***Path to: Reports • League • RecConnect***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of leagues that fall within the ranges selected.
League Report ***Path to: Reports • League • Setup Reports/Listings***			Detailed or summarized league setup information. The report prints the following league information for the ranges selected, including League Name, Dates, Facilities, Teams and Contacts, Fees and Exemptions.
League Results Report ***Path to: Reports • League • Statistical/Standings Reports***			Team standings. The report prints Team Number, Its Standing, Team Name, Last Game With Scores, and The Team Record for the ranges selected. Games must be scored and records computed before this report will have much meaning. This report is useful when sending scores to the local newspaper.
League Schedule Print ***Path to: Reports • League • Schedules***	X		Allows you to create team schedules in two different formats. The report prints schedule information for each league in the ranges selected, including Round, Cycle, Day Of The Week, Date, Time, Facility, Home Team Vs. Away Team, Game Or Practice, League Name and Blank Lines For Final Scores.
League Statistics Report ***Path to: Reports • League • Statistical/Standings Reports***			Average number of games played on each day of the week, at each time slot, at each facility.
League Team Roster Report ***Path to: Reports • League • Setup Reports/Listings***	X		Players on a team and their personal statistics. The reports prints Team Players, Player Number, Address, Phone Number, Birthday, and Age for the league and team ranges selected.
League Team Standings Report ***Path to: Reports • League • Statistical/Standings Reports***	X		Team standings with multiple variations. The standard two-column format (Print Standings 2Format) lists the League Standings and Team Records. The non-two-column format provides greater flexibility.

Report Name:	XL	XLG	Gives this information:
League Trial Balance ***Path to: Reports • League • Financial Reports***	X		Prints a list of all teams that have a debit or zero balance in the league module.
League Type Statistics ***Path to: Reports • League • Statistical/Standings Reports***			Number of leagues, teams, and players for each league type.
League Visit Report ***Path to: Reports • League • Statistical/Standings Reports***			Pass visits recorded for leagues.
Master Schedule Calendar ***Path to: Reports • League • Schedules***			Graphically depicts one day's schedule for all facility ID's for the selected facility type and location. In each cell of the calendar, the league name, team pairing and game time are listed.
Referee RecConnect ***Path to: Reports • League • RecConnect***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of league officials/referees that fall within the ranges selected.
Schedule Template Print ***Path to: Reports • League • Schedules***			Lists the league scheduling templates used by the Template Schedule Generator. If you have a question related to the Template Scheduler logic, then you may be able to get an answer by printing this report for the team count in question.
Team Listing ***Path to: Reports • League • Setup Reports/Listings***			League(s) linked to selected family members. The report prints the Family Member Name, Team ID, Team Name, Primary Contact, Home Phone, and Work Phone.
Team Schedule Print ***Path to: Reports • League • Schedules***			Each team's game dates, times and facilities.
Tournament Brackets ***Path to: Reports • League • Schedules***	X		Prints graphical tournament brackets for up to ninety seven teams. You may run this report for a preexisting Single or Double Elimination league tournament (that already has its schedule generated) or for a "generic" league. If you are printing the report for a generic league, you do not have to establish the league, its teams, facility links or schedule. You are only required to enter the number of teams and whether it is a single or double elimination tournament. Using a generic league allows you to quickly run schedules or brackets without

Report Name:	XL	XLG	Gives this information:
			having to set up a league.

Locker Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

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See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

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Report Name:	XL	XLG	Gives this information:
Impounded Locker Report ***Path to: Reports • Lock***	X		Lockers that will be impounded and/or expiring during a certain date range. The report lists Locker Room, Locker Number, Renter's Name, Beginning/Ending Dates, Impound Ending Date, Net Fees and Tax, Amount Paid, Amount Due and Deposit Paid for the ranges selected.
Lock Listing ***Path to: Reports • Lock • Setup Reports and Listings***			Lock setup information. The report prints the Lock Number, Status, Make, Serial Number and Key Number for the selected range of locks.
Locker Bottom Line Report ***Path to: Reports • Lock • Financial Reports***	X		Reservation and financial statistics for each selected locker room. The report lists Locker Room, Description, Locker Count, Reservation Count, Fees and Surcharges, Discount, Fees and Surcharges Paid, Net Income/Expense, and Amount Refunded for the ranges selected.
Locker Deposit Trial Balance ***Path to: Reports • Lock • Financial Reports***			Prints a list of all households that have a deposit balance due in the locker module.
Locker RecConnect	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of locker renters that

Report Name:	XL	XLG	Gives this information:
Path to: Reports • Lock			fall within the ranges selected.
Locker Listing ***Path to: Reports • Lock • Setup Reports and Listings***			Prints out a list of all your lockers, just those lockers that are rented, just those lockers that are available or just those lockers that are past their rental expiration date.
Locker Post Card Confirmations ***Path to: Reports • Lock***	X		Prints laser or matrix labels, post cards, and reports or create an export file for a selected range of locker rooms and/or lockers.
Locker Proof Report ***Path to: Reports • Lock • Setup Reports and Listings***	X		Financial information linked to selected locker rooms and lockers. The report prints the Locker Room, Locker Number, Lock Number, Bill Code, Bill Code Description, Fee Amount and the Deposit Amount.
Locker Rental Report ***Path to: Reports • Lock***	X		Lockers that have been rented over a certain date range. The report lists Locker Room, Locker Number, Renter's Name, Beginning/Ending Dates, Impound Ending Date, Net Fees and Tax, Amount Paid, Amount Due and Deposit Paid for the ranges selected.
Locker Room Listing ***Path to: Reports • Lock • Setup Reports and Listings***			Locker Room setup information. The report prints the Locker Room Code, Description, Gender, Location, whether this locker room uses the Impound Procedure, Number of Impound Days, Number of Grace Period Days, whether a Deposit is automatically refunded when a locker is returned, Default Begin and End Dates displayed during locker processing, Default Number of Months to rent locker room, whether the locker room uses the Lowest Pricing Option (if multiple Bill codes are linked to it), Deposit G/L Number, and the Deposit Cost Center.
Locker Trial Balance ***Path to: Reports • Lock • Financial Reports***	X		Balances due and credit balances per household. The report prints Locker Location, Gender, Locker Number, Renter's Name, Rental Date, Expiration Date, Net Fees, Amount Paid, Amount Due, Deposit Amount, Deposit Paid and Deposit Due for the ranges selected.

Pass Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection* screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Average Daily Attendance Report ***Path to: Reports • Pass • Visit Reports***	X	X	Allows you to enter range of pass types, facility locations, days of the week, dates and times to create a two-section report or graph that shows average daily attendance by day of week plus the average for the week and weekly attendance with average weekly attendance. The report also will allow you to report on Unique Visits Only, meaning patrons will only be counted once per day per location no matter how many time they swipe into a specific location during the course of a day. **Note**: "A Week" in this report runs from Monday through Sunday. Each visit is processed and linked back to the nearest Monday in the past on the weekly section (part 2) of the report.
Daily Visit Summary Report ***Path to: Reports • Pass • Visit Reports***	X	X	Total counts and fees for daily visit pass types. The report displays the Location, Location Description, Daily Visit Type, Number of Visits, and Visit Fees. It also displays counts and fees by day of the week.
Generic Visit History Report ***Path to: Reports • Pass • Visit Reports***			Allows you to track generic visits for the criteria you set up.
Individual Visit History Report	X		Detailed listing of all visits and associated fees for a single family member by Pass Type, Location and/or Date/Time range.

Report Name:	XL	XLG	Gives this information:
Path to: Reports • Pass • Visit Reports			
Location Pass Visit Report ***Path to: Reports • Pass • Visit Reports***	X	X	Summarizes visits by pass type by location. The report displays the Location, Location Description, Membership Type, Number of Visits, Visit Hours, Visit Fees, Resident Visits, and Non-resident Visits.
Member Count Report ***Path to: Reports • Pass • Statistical Reports***	X	X	Records created via the Member Count Posting program that was introduced in RecTrac 10.1
Monthly Attendance Summary ***Path to: Reports • Pass • Visit Reports***			Shows the enrollee's name, gender, birthday, race, family status, family income, days attended, and hours attended based on a given activity and date range. The program calculates the duration of each visit by subtracting the time-in from the time-out. If no time-out exists, it will use the minimum hours value entered on the screen.
MTSS Meal Reimbursement Report (Mil Only) ***Path to: Reports • Pass***	X		Actual visits for each person broken down by breakfast, lunch, dinner, Sunday brunch, Sunday dinner, and holiday meals. These counts are then multiplied by the meal rate to give a reimbursement total, which are subtotaled by school (via pass types linked to schools).
Pass Access Control Attendance Report ***Path to: Reports • Pass***	X	X	Sales and redemption information for Access Control Tickets linked to passes. The Report also has a Microsoft Excel Graph option that will allow you to create statistical reports and graphs as needed.
Pass Access Control Ticket Print ***Path to: Reports • Pass***			Allows you to print access control tickets. This program is useful if you are printing a select number of tickets that allow access to an area at which a pass is required. This program allows you to print a specified number of tickets with a barcode number and some type of "Print Text," such as your organization's name. This program only works if you are printing to one of the following printers: the Ovation2, Sato or Clever Code. **Note**: Prior to RecTrac 10.1h, single access tickets were allowed at all doors. Beginning in RecTrac 10.1h, you are able to restrict the use of single access tickets to select channels (doors). VSI has added a special "Pass Type" of "<single access>" to the list of pass types. This button is located on the Channels screen of your Access Control Device. It is a special button that allows single

Report Name:	XL	XLG	Gives this information:
			access tickets. It also uses the allow/restrict code for the single access ticket type - this would be in addition to the restrictions on the ticket itself.
Pass and Access Control Visit Log ***Path to: Reports • Pass • Visit Reports***			Listing of all Pass Visits and Access Control Visits within the date and time range selected. The report displays the Visit Date, Time In, Time Out, Member Name, Pass Type/Tran Code, Pass #/Access Control #, Visit Purpose (if tracked), Visit Count, Total Hours, and Amount.
Pass Bar Code Print ***Path to: Reports • Pass***			Allows you to print bar codes for passes or ID cards for a selected range.
Pass Billing Report ***Path to: Reports • Pass • Financial Reports***			Used to estimate pass billing reimbursement based on the swipe counts for a given date range, grouped by the passes you associate with up to four schools.
Pass Bottom Line Report ***Path to: Reports • Pass • Financial Reports***	X		Registration and financial statistics for each selected pass type. The report lists Pass Type, Description, New Registration Count, Renewal Count, Transfer To/From Count, Cancellation Count, Fees and Surcharges, Discount, Fees and Surcharges Paid, Net Income/Expense, and Amount Refunded for the ranges selected.
Pass Daily Visit Report ***Path to: Reports • Pass • Visit Reports***	X		Visits on a given date by pass type. Data displayed in this report can be found in the Pass Daily Visit History table.
Pass Discount Report ***Path to: Reports • Pass • Financial Reports***			Pass members who have received fee discounts as well as the total amount of fee discounts given. The report prints the Households, Fees Charged and Discounts given for the selected household, pass type, date, and discount type range.
Pass Generic Visit Report ***Path to: Reports • Pass • Visit Reports***	X	X	Visit counts by age, organization, gender and household user codes. Data displayed in this report can be found in the Generic Visit History table. The report prints the Number Of Visits For Each Age/Organization/Gender/User Code for each pass type in the ranges selected.
Pass GL Report ***Path to: Reports • Pass • Financial Reports***	X		Total amounts paid for selected passes by G/L code and Cost Center (if applicable) over the date range and pay codes chosen and can be sorted by Pass Type, Pass Member or G/L Code.
Pass History Analysis Report	X	X	Historical membership information broken down by pass type. All selection criteria and report results are based on the pass

Report Name:	XL	XLG	Gives this information:
Path to: Reports • Pass • Membership Reports			member's historical records.
Pass RecConnect ***Path to: Reports • Pass***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of pass members that fall within the ranges selected.
Pass - Market New Members RecConnect ***Path to: Reports • Pass***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report lisint family members or households who DO NOT have a pass of the type(s) selected. Use this report as a marketing tool to target new memberships.
Pass Loads/Swipe Report ***Path to: Reports • Pass • Visit Reports***			Pass members or swipes for a range of up to fifteen days, grouped by the passes you associate with up to four schools.
Pass Member Analysis Report ***Path to: Reports • Pass • Membership Reports***	X	X	CURRENT membership information broken down by pass type. All selection criteria and report results are based on the pass members' current pass membership.
Pass Member Fee Code Report ***Path to: Reports • Pass • Financial Reports***	X		Registration totals by pass type.
Pass Member Liability Report ***Path to: Reports • Pass • Financial Reports***			Unearned income for passes that have been paid for, but not used.
Pass Member Monthly Comparison Report ***Path to: Reports • Pass • Membership Reports***			Allows you to compare on New and Renewed Pass Memberships/Revenue for last year and this year by month. Data displayed in this report can be found in the Pass New/Renew Detail History table. **Note**: For each pass type for which you wish to print you must have pass membership tracking turned on. This can be done in Pass Type Maintenance by selecting the pass type - select Fees/Charges toggle at the top - toggle on the Track New/Renewed History field.
Pass Member Question and Answer Report ***Path to: Reports • Pass • Membership Reports***	X		Prints questions asked and answers given during pass registration.
Pass Member Report	X	X	Membership and fee information. The report prints Members' Names, Pass Numbers, Primary Guardian, Pass Type,

Report Name:	XL	XLG	Gives this information:
Path to: Reports • Pass • Membership Reports			Status, Membership Date, Expiration Date, Net Fee/Tax, Fee/Tax Paid, and Amount Paid for pass members in the ranges selected.
Pass Member Visit Report ***Path to: Reports • Pass • Visit Reports***	X		Membership and fee information. The report prints Pass Member Name, Type, Pass Number, Membership & Expiration Dates, Home Phone, Total Amount Paid and Number of Visits for passes in the ranges selected.
Pass Print ***Path to: Reports • Pass***			Allows you to print passes for a selected range of pass numbers and pass types. The passes may be printed on card stock, paper or labels and may be printed on a dot matrix or laser printer. You establish the format for your pass printing in Pass Template Maintenance (Files • Pass) or by linking a Report Builder template on the Core Info screen in Pass Maintenance.
Pass Retention Management Report **Path to: Reports • Pass • Statistical Reports**	X		Provides the following information when running as a standard .PDF report: Household ID, Family Member Number, Last Name, First Name, Birthday, Original Membership Date, Home Phone Number, Status, Pass Type, Last Visit Date, Expiration Date, Year To Date Visits.
Pass Trial Balance ***Path to: Reports • Pass • Financial Reports***	X		Households that have an overdue balance in the pass module. **Note**: To list households with a negative (credit) balance, use the Global Household Trial Balance report.
Pass Type Analysis Report ***Path to: Reports • Pass • Statistical Reports***			Allows you to report on morning, afternoon and evening attendance and income figures for this year, last year and the variance by pass type. Data displayed in this report can be found in the Pass Summary Statistics table. The report prints Pass Type, Description, Member Count, Attendance and Income Figures (generated from visits and sales) for Morning/Afternoon/Evening During the Month Selected in the Current Year and Last Year. If you wish, you may mirror the report selection criteria used on this report on the Pass Type Analysis report and compare the data generated by each report for accuracy purposes. **Note**: Before running this report, VSI recommends that you run Pass Member Status Update and then Pass Member Count Initialize. If you do not run these two programs (in the order listed), the

Report Name:	XL	XLG	Gives this information:
			pass member counts pulled in the report may include expired pass type memberships in the totals.
Pass Type Comparative Report ***Path to: Reports • Pass • Statistical Reports***			Monthly attendance and income figures for this year, last year and variance by pass type. The report prints Pass Type, Description, Member Count, Attendance and Income Figures For Each Month Of The Current and Last Year (generated from visits and pass sales) for each pass type in the ranges selected. If you wish, you may mirror the report selection criteria used on this report on the Pass Type Analysis report and compare the data generated by each report for accuracy purposes. **Note**: Prior to running this report the End of Year Transfer program must have been run for the previous year to ensure that the correct totals are displayed in the appropriate years' buckets. In addition, the Member Count Initialization program should be run to update the current member count.
Pass Type Daily Stats Report ***Path to: Reports • Pass • Visit Reports***	X	X	Pass visits broken down by location, pass type and gender. The report prints the Pass Type, Location of Pass Visit, # of Male Visits, # of Female Visits, Unique Male Visits, Unique Female Visits, Total Number of Unique Visits, and Visit Results.
Pass Type Demographics Report ***Path to: Reports • Pass • Statistical Reports***	X	X	Allows you to print an age, grade, Zip code, and user code analysis of pass members. The report prints the counts and percentage of the total count that the age/grade/Zip code/Residency Status/user code makes up.
Pass Type Listing ***Path to: Reports • Pass***			Detailed pass type setup information. Data displayed in this report can be found in the Pass Type table. The report prints Pass Type, Description, Months, Restrictions, Member Count, New Fee and Renewal Fee for pass types in the ranges selected.
Pass Type Membership Report ***Path to: Reports • Pass • Membership Reports***	X		Membership and fee information by pass type. Data displayed in this report can be found in the Pass Member table. The report prints Pass Type, Pass Number, Member Name, Birthday, Home Phone, Status, Membership Dates, Fees, Fees Paid and Amounts Due for pass members in the ranges selected.

Report Name:	XL	XLG	Gives this information:
Pass Visit Blank GL Report ***Path to: Reports • Pass • Financial Reports***			This report will display visits with unpaid fees greater than $0 that have a blank GL code linked to the visit. There are no report parameters, it simply runs.
Pass Visit Demographics Report ***Path to: Reports • Pass • Visit Reports***	X	X	Comprehensive analysis of the types of pass visits which have taken place within several selected ranges. Data displayed in this report can be found in the Pass Visit History table. The report prints the counts per separate codes within a range, as well as the percentage of the total count that the specific code makes up. Ranges that you may choose from include: Pass Type, Pass Number, Visit Date, User Codes, Last Names, Purpose Codes, Sex, Resident Status, Age, Grade, Zip Code and Organization.
Pass Visit Fee Code Report ***Path to: Reports • Pass • Visit Reports***	X		Pass members' visit history information (dates, times, purposes, and fee amounts) restricted by the fee codes linked to the pass members. This report lists Fee Code, Pass Number, Name, Visit Date, Visit Time, Location, and Count for pass members in the ranges selected.
Pass Visit History II Report ***Path to: Reports • Pass • Visit Reports***			Visit statistics for generic check-ins. Data displayed in this report can be found in the Pass Visit History table. The report prints Pass Member, Swipe-In, Swipe-Out, Visit Date, Male/Female, User Code, User Defined Field 1, and Pass Types.
Pass Visit History Report ***Path to: Reports • Pass • Visit Reports***	X		Pass members' visit history information (dates, times, purposes, and fee amounts). Data displayed in this report can be found in the Pass Visit History table. This report lists Pass Member Name, Type, Pass Number, Visit Dates, Purpose, In/Out Time, Hours Spent (if tracking swipe-outs) and Amount of Pass Visits for pass members in the ranges selected.
Pass Visit Log ***Path to: Reports • Pass • Visit Reports***	X	X	Pass visits that took place during a specified time range for a selected set of pass types, numbers and visit purposes. Data displayed in this report can be found in the Pass Visit History table. The report prints the Visit Date, In/Out Times, Pass Member Name, Pass Type, Pass Number, Purpose, Visit Count, Visit Hours, and Visit Amounts. **Note**: This report keys off of swipe counts. It does not count multiple visits linked to one swipe. Guest visits are included in the count totals.

Report Name:	XL	XLG	Gives this information:
Pass Visit Purpose Report ***Path to: Reports • Pass • Visit Reports***	X	X	Allows you to report on the purposes linked to pass visits. The report prints Pass Type, Purpose, Visit Date, Pass Member Name, Pass Number, Location, Count, Number of Guests, Fees Charged, and Fees Paid for the ranges selected.
Pass Visit Trial Balance ***Path to: Reports • Pass • Financial Reports***			Pass visit balances owed by and to selected pass members. The report prints the Household Name, Family Member Name, Pass Type, Description, Visit Balance, Tax Balance, Late Balance, Total Amount Due and the Aging Days for each pass visit balance.
Pass Visits By Expiration Date ***Path to: Reports • Pass • Visit Reports***			Pass visits by visit date range if there is a pass history record that expires within the selected expiration date range.
Punch Pass Trial Balance ***Path to: Reports • Pass • Financial Reports***	X		Debit and credit balances for each household for a selected range of punch passes. Data displayed in this report can be found in the Pass Member table. The report prints Pass Member Name, Pass Number, Type, Membership & Expiration Dates, Original Visit Count, Visits Left, and the Visit Left Value for passes in the ranges selected.
Purpose Daily Visit Report ***Path to: Reports • Pass • Visit Reports***	X		Number passes swiped for various purposes by hours in a day over the date range selected In Detail Mode, the report lists the Purpose, Date, and Hourly Swipe Totals for each Pass Type within the range selected.
Quick Pass Print ***Path to: Reports • Pass***			Useful for finding and quickly printing one or more member passes. The passes may be printed on card stock, paper or labels and may be printed on a dot matrix or laser printer. You establish the format for your pass printing in Pass Template Maintenance (Files • Pass) or by linking a Report Builder template on the Core Info screen in Pass Maintenance.
Rejected Visits Report ***Path to: Reports • Pass • Visit Reports***			Rejected swipes by family member for a given date range. **Note**: Rejected visits are only tracked if your visit device(s) have the Track Rejected Visits option selected on the Visit Core screen.
Summary Pass Usage Report ***Path to: Reports • Pass • Visit Reports***	X	X	Summarizes visits by month, day, or hour. It also shows the percent of the total visits and average variance (i.e., how far a total is from the average) for the passes selected.

Report Name:	XL	XLG	Gives this information:
Swipe to Billing Comparison ***Path to: Reports • Pass • Financial Reports***			Swipes compared to billing, grouped by the passes you associate with up to four schools.
Unique Family Pass Report ***Path to: Reports • Pass • Membership Reports***			Number of unique families with passes. Data displayed in this report can be found in the Pass Member table. The report prints Primary Guardian, Number of Unique Passes and Total Passes for each household in the ranges selected.

POS Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection* screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Access Control Tickets Attendance Report ***Path to: Reports • POS***	X	X	Trans code, trans code description, time sold, access control ticket number, date/time used (if applicable), clerk that sold the ticket(s), number of visits sold/used.
Cashiers Sales History Report ***Path to: Reports • POS • Sales Reports***	X		Sales history on selected inventory items, tickets, and/or Tran codes for a specified user.
Clerk Ticket Assignment Report ***Path to: Reports • POS • Ticket Reports***	X		Lists the clerk assigned to the tickets in a given range, along with ticket detail information.
Cost of Goods Sold Report			Compares the average cost to the average sales amount and the gross cost amount to the gross sales amount for each selected item to establish the gross margin and cost

Report Name:	XL	XLG	Gives this information:
Path to: Reports • POS • Sales Reports			of goods sold percent for a selected section of your inventory.
Household Detailed Sales Report ***Path to: Reports • POS • Sales Reports***	X		Selected POS sales broken down by household, and can be run for all households in the database or for one selected household.
Household Sales Report ***Path to: Reports • POS • Sales Reports***	X		Sales amounts for each inventory item purchased by the month, quarter, and total by Household. This report would be beneficial if you wished to target a mailing to "big user" households of particular inventory items.
Inventory Accountability History Report ***Path to: Reports • POS • Inventory Reports***	X		Inventory for each of your items in the selected range. The report prints Item Number, Item Description, Beginning Count, Purchases, Sales, Transfers, Spoilage, Ending Count, Variance, and Variance Cost Value. **Note**: This report must be run after you run the Month-End Transfer program (Period End • POS) in order to see the most up-to-date figures.
Inventory Comparison Report ***Path to: Reports • POS • Inventory Reports***	X		Compares the quantity of selected inventory items that were sold this year, last year and two years ago. The report prints the Item Number, Description, Quantity Sold YTD(Year to Date), Quantity Sold LYR (Last Year), Variance LYR (from Last Year), Percent Variance from LYR, Quantity Sold 2YR (2 Years Ago), Variance 2YR and the Percent Variance 2YR.
Inventory Cost/Value Report ***Path to: Reports • POS • Inventory Reports***			Prints, for every inventory item, the Item Number, Description, Unit of Measure, Quantity on Hand, Average Cost, and Cost Value for each of the two selected comparison months, as well as the Value Change between the two months. This report would typically be run on the same day each month to give you comparison figures from the current month to last month.
Inventory Count Worksheet ***Path to: Reports • POS • Inventory Reports***	X		Should be used when doing your physical count updates. It allows you to compare the system amounts to the actual inventory that you see on the shelves. The report prints the Bin Location, Item Number, Description, Units of Measure, Last Activity Date, Quantity on Hand (if selected to print) as well as the Physical Count field for all inventory items within the selected range.

Report Name:	XL	XLG	Gives this information:
Inventory Daily Accountability Report ***Path to: Reports • POS • Inventory Reports***			Allows you to report on how sales, transfers and receivings affect total inventory value on a daily basis. The detail report prints the Item Number, Description, Beginning Sale Value, Transfers, Receivings, Sub-Total, Sales and the End Sale Value. **Note**: If you want meaningful figures on your Daily Inventory Accountability Report, you should run the report consistently on a daily basis, preferably as part of your end-of-day procedures. If you miss a day, there is no way to recapture that lost day's snapshot figure. Also, if you wish to run the Daily Inventory Accountability Report, you must also run the Month-End Transfer program (POS - Period End) on a regular basis in order to see the most up-to-date figures.
Inventory Listing ***Path to: Reports • POS • Inventory Reports***			Quantity sold YTD, normal stock amount, quantity on hand and on order for a selected range of inventory items.
Inventory Posting Journal ***Path to: Reports • POS • Inventory Reports***	X		Prints information about inventory items that you have posted in POS - Period End - POS Inventory Posting.
Inventory Price List ***Path to: Reports • POS • Inventory Reports***	X		Item Number, Description, Units of Measure, Bin Number, Quantity on Hand, Unit Price, Tax, Total Price, Last Cost, and Average Cost for each of the inventory items within the selected range. This report can be used as a quick price sheet.
Inventory Recipe Report ***Path to: Reports • POS • Inventory Reports***			Displays recipe items. It lists the Parent Item Number, Description, Item Unit of Measure, Recipe Item ID, Item Description, Recipe Unit of Measure and Recipe Quantity.
Inventory Reorder Report ***Path to: Reports • POS • Inventory Reports***	X		Allows you to easily determine the items that you need to order based on the Quantity on Hand as compared to the Normal Stock Quantity amount.
Inventory Valuation Report ***Path to: Reports • POS • Inventory Reports***	X		Compares your cost basis for inventory (either last cost or average cost) to your sales basis. It then creates your margins from these figures. Cost figures are based on the average or last cost multiplied by the current qty-on-hand. Sales value is based on the current retail price multiplied by the current qty-on-hand.

Report Name:	XL	XLG	Gives this information:
Inventory/Ticket Bar Codes ***Path to: Reports • POS***			Labels for standard and child inventory items as well as tickets. Depending on your needs you may choose to print labels with different formats and in different quantities.
Lost Ticket Report ***Path to: Reports • POS • Ticket Reports***	X		Tickets lost within a date range.
Markup/Margin Variance Report ***Path to: Reports • POS • Inventory Reports***	X		Items whose markup or margin is below or above a target percent.
Military Ticket Voucher Remittal Report ***Path to: Reports • POS • Ticket Reports***			Military ticket voucher information for a selected range of items and dates. Military Ticket Vouchers are Tran codes with the option 'Prt Military Ticket Voucher?' selected on the Core Information screen.
Military Voucher Remittal Report ***Path to: Reports • POS • Ticket Reports***	X		Military ticket voucher remittal information for a selected range of items and dates. Military Ticket Vouchers are Tran codes with the option 'Prt Military Ticket Voucher?' selected on the Core Information screen.
Monthly Comparison Sequence File Sales Report **Path to: Reports • POS • Sales Reports**	X		Comparison for one year to another. This report allows the option of running as a regular report or as a comparative report. Will allow you to select which months you wish to include, and the year or years to be included.
Monthly Sales History Report ***Path to: Reports • POS • Sales Reports***	X		Monthly figures for quantity sold, amount sold, discount given, and tax.
Open Ticket Clerk Report ***Path to: Reports • POS***	X		Information about open tickets that have been closed out for a given range of days, clerks, and/or locations.
Open Ticket Listing ***Path to: Reports • POS***			Tickets that have not been closed for range of clerks and dates.
POS Bottom Line Report ***Path to: Reports • POS • Sales Reports***	X		Sales and financial statistics for each selected Tran code.
POS Discount Report ***Path to: Reports • POS • Sales Reports***			Allows you to print a report for selected households that are linked to a Discount code.

Report Name:	XL	XLG	Gives this information:
POS Hourly Sales History Report ***Path to: Reports • POS • Sales Reports***	X	X	What types of transactions are taking place at what times during the day. Running this report is a good way to figure out how to best use your resources at "peak" times throughout the day. The report lists the Time, Tran Code, Tran Code Description, Source, Count, Sale Amount, Sales Tax and Net Sales. **Note**: Net Sales Amount does not include sales tax, but does include discounts.
POS Household Receivables Report ***Path to: Reports • POS***	X		Household balances broken down into date categories: Current, 31–60 days, 61–89 days, 90–179 days, 180–269 days, and Over 269 days.
POS RecConnect ***Path to: Reports • POS***	X		Prints laser or dot matrix mailing labels, print mail merge letters, create an export file, and/or print a report of activity enrollees that fall within the ranges selected.
POS Profit Report ***Path to: Reports • POS • Sales Reports***	X	X	Summary sub-total blocks print not only the total profit for that TC/Date/Item/Ticket, but also print the profit that would have been received had the list price with no disc been charged. Only Inventory and Ticket Tran code types are included in this report as these are the only types that would have a cost linked to them and thus profit calculated.
POS Ticket Print ***Path to: Reports • POS***			Allows you to print a large amount of tickets in advance for a specified event.
POS Ticket Reprint ***Path to: Reports • POS***			Allows you to reprint a POS access control ticket.
POS Trial Balance Report ***Path to: Reports • POS***	X		Households that have a POS balance greater than or equal to the amount entered on the screen.
Price Code Report ***Path to: Reports • POS***			Tran Codes, Inventory Items and/or Tickets that were sold using a particular price code.
Quick Trans Code Review			Cash register receipt tape for one day at one selected course.

Report Name:	XL	XLG	Gives this information:
Path to: Reports • POS • Transaction Code Reports			
Sales History Report ***Path to: Reports • POS • Sales Reports***	X	X	Transaction code are most used, which date period is hottest, or which items are your biggest sellers.
Sales Promotion Report ***Path to: Reports • POS • Sales Reports***			All items that will be on sale during an entered date range.
Sales Summary Report (40 col) ***Path to: Reports • POS • Sales Reports***			Summarized transaction totals by item, date, user ID, or time range.
Sales Tax Report ***Path to: Reports • POS • Sales Reports***			Analyzes sales for a selected date range and then itemizes the sales tax revenue for each tax general ledger code that you choose.
Serialized Ticket History Report ***Path to: Reports • POS • Ticket Reports***	X		Allows you to see how many of a selected group of tickets were sold during a selected range of time. The report prints the Total Transactions for each ticket type selected, as well as the Total Transactions for the Entered Range.
Summary Inventory Valuation Report ***Path to: Reports • POS • Inventory Reports***	X	X	Compares your cost basis for inventory to your sales basis. It then creates your margins from these figures. Cost figures are based on the Average Cost multiplied by the Current Qty-On-Hand. Estimated sales figures are based on the Current Retail Price multiplied by the Current Qty-On-Hand.
Ticket Commission Report ***Path to: Reports • POS • Ticket Reports***	X	X	Break down of the commission amounts on tickets sold.
Ticket Detail Sales Report ***Path to: Reports • POS • Ticket Reports***	X		Displays ticket sales in the order they were sold along with household information for those who bought them. Report also lists questions/answers that were completed at the time of sale.
Ticket GL Report ***Path to: Reports • POS • Ticket Reports***	X		G/L Codes and Cost Centers linked to tickets.
Ticket Listing	X		Ticket fees, revenue, and the number of tickets sold and the number still available.

Report Name:	XL	XLG	Gives this information:
Path to: Reports • POS • Ticket Reports			
Ticket Physical Count Worksheet ***Path to: Reports • POS • Ticket Reports***			Should be used when doing your physical count updates. It prints the Ticket Number, Description, Status, Quantity on Hand and Physical Count for all tickets within the selected range.
Ticket Sales Activity Report **Path to: Reports • POS • Ticket Reports**			Displays the following information for each ticket transaction found within the selection range: Customer Name/Contact Information (Address, Home Phone and Email), Ticket Type(s), Quantity Sold, Ticket Price, Convenience Fee, Pay Type, Sold Date, User ID (that sold the ticket) and Receipt Number (of the transaction).
Ticket Tran Code Report ***Path to: Reports • POS • Ticket Reports***	X		Number of tickets sold and the commission and remittance amount on ticket sales.
Ticket Valuation Report ***Path to: Reports • POS • Ticket Reports***			Allows you to compare your cost basis for tickets to your sales basis. It then creates your margins from these figures.
Touch POS ID Card Print ***Path to: Reports • POS***			Allows you to create user id cards to use to swipe in to and out of POS Touch Screen Processing.
Trans Code Activity Report ***Path to: Reports • POS • Transaction Code Reports***	X		Income totals by transaction codes. The report prints the Tran Code, Tran Code Description, Transaction Count, and Transaction Amount for the selected range.
Trans Code Comparative Report ***Path to: Reports • POS • Transaction Code Reports***			Compares transaction totals from one selected year to transaction totals from another selected year.
Trans Code Custom Comparative Sales Report ***Path to: Reports • POS • Transaction Code Reports***	X		Allows you to compare transaction totals from year-to-year.
Trans Code Custom Format Layout Print ***Path to: Reports • POS • Transaction Code Reports***			Allows you to either print, preview or email the layout of your own Custom created report. You can design the report under POS Maintenance - T/C Custom Report Builder. The sample report will print the selected Tran Code Information, and Sample Figures for the selected Format File.

Report Name:	XL	XLG	Gives this information:
Trans Code Custom Sales Report ***Path to: Reports • POS • Transaction Code Reports***	X	X	Allows you to print a report that you created under POS - File Maintenance - T/C Custom Report Builder. It will calculate a transaction code's sales in relation to the total sales of all transaction codes for a specified period of time and within the entered sequence file. The report will print Tran Code Information, Count, Percent of Total Count, Amount and Percent of Total Amount for the date range selected.
Trans Code GL Sales Report ***Path to: Reports • POS • Transaction Code Reports***	X		General ledger distributions broken down by Tran code. The report prints Tran Code, Tran Code Description, General Ledger Account Number, Number of Transactions, Debit/Credit, and Sales Amount .
Trans Code Listing ***Path to: Reports • POS • Transaction Code Reports***	X		Default and override counts and amounts for each Tran Code, as well as G/L Codes, Account Numbers and Cost Centers that are linked to each Tran Code. The Tran Codes Listing Report prints in landscape format and lists the Tran Code, Description, Status, GL Code(s), Account Number(s), GL Code Percent, Cost Center, Discount GL Code, Receivables GL Code, Receivables Cost Center, Tax Table(s), Tran Code Type, Default Amount, Default Count and the Override Amount/Count for the selected range of Tran Codes. **Note**: Tran codes NOT using Standard Rate Pricing will be listed with an asterisk (*) after the amount in the Dflt Amt column. For example: 15.00 * The MS Excel version of the report has a separate column for Pricing type.
Trans Code Percentage Report ***Path to: Reports • POS • Transaction Code Reports***			Summarizes all sales activity for a given date, course and Tran code range. The report prints the Tran Code, Tran Code Description, Count, Percentage and Amount for the selected range of Tran codes.
Unused Serialized Tickets Report ***Path to: Reports • POS • Ticket Reports***	X		Shows a listing or summary of the unused serialized tickets in the database. It lists the Ticket ID, Description, Block Number, and Serial Number (Detail) or Unused Count.
Vendor Listing ***Path to: Reports • POS***	X		Vendor setup information. The report prints the Vendor ID, Vendor Name, Contact, Phone Number, Extension, Status, and the Last Purchase Date for a selected range of Vendors.

Report Name:	XL	XLG	Gives this information:
Vendor Sales History Report ***Path to: Reports • POS • Sales Reports***	X	X	Lists and subtotals sales by vendor. Only items with a linked Prime Vendor (on the Price Matrix screen of Inventory Maintenance) will be included in this report.
Void History Report ***Path to: Reports • POS • Transaction Code Reports***			All voided transactions for a given date and course range.
What's Hot/What's Not Report ***Path to: Reports • POS • Sales Reports***	X	X	Calculates an item's sales in relation to the total sales of all items for a specified period of time. The report can be run for Inventory Items, Tickets and/or Miscellaneous Tran Codes .It prints the Item (Inventory, Ticket and/or Tran Code) Code, Description, Type Count, Percent of Total Count, Dollar Amount, Percent of Total Dollar Amount, Profit Amount and Percent of Profit. The total count percent for any item is derived by an item's quantity sold divided by total quantity sold for all items on the report. The total amount percent figure and total profit percent are derived by the amount sold divided by total amount sold for all items on the report. The report sorts in descending order as determined by the Sort Option setting.

Personal Trainer Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection* screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Household Trainer Reservations Report ***Path to: Reports • PT • Reservation Reports***			Personal trainer reservations by household. The report prints the Household, Family Member Name, Trainer ID, Purpose, Status, Date, Time Range, and Facility.
Trainer Bottom Line Report ***Path to: Reports • PT • Financial Reports***	X		Reservation and financial statistics for each selected trainer. The report lists Trainer, Name, Purpose, Reservation Count, Fees and Surcharges, Discount, Fees and Surcharges Paid, Net Income/Expense, and Refunds for the ranges selected.
Trainer Date Comparison Report ***Path to: Reports • PT***			Comparison of reservations, amounts charged and amounts paid for two separate date ranges. The report prints the Trainer ID, Facility, Purpose, Date 1 Reservations, Date 2 Reservations, Difference in Reservations for two dates, Amount Charged for Date 1 and 2, Difference between amounts charged, Amounts Paid for Date 1 and 2, and the Difference between amounts paid.
Trainer Demographics Report ***Path to: Reports • PT • Statistical Reports***	X	X	Prints an age, grade, Zip code, and user code analysis for personal trainer reservations. The report prints the counts and percentage of the total count that the age/grade/Zip code/user code makes up.
Trainer RecConnect ***Path to: Reports • PT***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of personal trainer enrollees that fall within the ranges selected.
Trainer Open Slots Report ***Path to: Reports • PT • Reservation Reports***			Trainers available for a given date range. The reports prints the Trainer Name, Trainer ID, Purpose, Date, Begin Time and End Time.
Trainer Pay History Report ***Path to: Reports • PT***			Pay information for a given range of personal trainers.
Trainer Purpose Statistics Report ***Path to: Reports • PT • Statistical Reports***			Personal trainer reservation hours, fees and count totals. The report prints the Purpose, Description, Date, Hours of Reservation, Fees Paid for Reservation and Reservation Count.
Trainer Reservations Report ***Path to: Reports • PT • Reservation Reports***			Reservations that currently exist in your database. The report prints the Trainer ID, Purpose, Status, Family Member, Date, Begin Time, End Time, and Facility ID.
Trainer Statistics Report ***Path to: Reports • PT • Statistical Reports***			Hours used and fees charged for each selected personal trainer. The report prints the Personal Trainer ID, Trainer Name, Date of Reservation, Total Hours Reserved,

Report Name:	XL	XLG	Gives this information:
			Total Hours Used, Available Hours for Reservations, Fees Charged, Fees Paid, and Fees Owed.
Trainer Time Slots Report ***Path to: Reports • PT • Reservation Reports***			Personal trainer slots that are available, filled or all personal trainer slots regardless of status. The report lists the Reservation Time, Family Member Name, Phone Number, Purpose and the Amount Due.
Trainer Trial Balance Report ***Path to: Reports • PT • Financial Reports***			Prints a list of all households that have an overdue balance in the personal trainer module. This report lists Household Name, Member Name, Trainer, Fees/Tax Charged, Discount Amount, Amount Paid, Amount Due and the number of aging Days for the ranges selected. **Note**: To list households with a negative (credit) balance, use the Global Household Trial Balance report.

Rental Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection* screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Household Rental Schedule ***Path to: Reports • Rent • Schedules/Calendars***			Prints out a list of rental reservations by household.
Outstanding Quick Rental Report ***Path to: Reports • Rent • Availability/Usage***			Allows you to view the quick rental items that have not been yet been returned for a selected range of dates. You might run

Report Name:	XL	XLG	Gives this information:
Reports			this report at the end of each day to get the names and phone numbers for those households that still have items checked out.
Outstanding Rental Report ***Path to: Reports • Rent • Availability/Usage Reports***			Allows you to view all the rental items that have not yet been returned for a selected range of dates. You might run this report at the end of each day to get the names and phone numbers for those households that still have items checked out.
Quick Rental History Report ***Path to: Reports • Rent***			Transaction history of quick rental items.
Rental Access Control Attendance Report ***Path to: Reports • Rent***	X	X	Sales and redemption information for Access Control Tickets linked to rental items. The Report also has a Microsoft Excel Graph option that will allow you to create statistical reports and graphs as needed.
Rental Alert Report ***Path to: Reports • Rent • Availability/Usage Reports***			Selected range of rental item(s) rented within a selected range of dates, which have either been returned late or not returned at all. This report lists the Rental Item, Description/Serial Number, Make/Model, Reservation Period, Reservation Number, Renter's Name/Phone Number and the status of the rental (either Late Return or Rent Alert!) for the selected rental item(s) and selected date range.
Rental Availability Report ***Path to: Reports • Rent • Availability/Usage Reports***	X		Availability of a selected range of rental items for a selected range of dates. Optionally, you can choose to skip the date restriction to see what is available "now."
Rental Billing Reminder Report ***Path to: Reports • Rent • Financial Reports***			Prints a listing of rental reservations that are to take place in a specified number of days and that have an outstanding balance. You may also print a listing of those rental reservations that have already occurred and that also have an outstanding balance. You might use this report to call households that owe your organization money for their rentals.
Rental Bottom Line Report ***Path to: Reports • Rent • Financial Reports***	X		Reservation and financial statistics for each selected rental item. The report lists the Rental Item, Description, Reservation Count, Fees and Surcharges, Discount, Fees and Surcharges Paid, Misc Amounts, Net Income/Expense, and Refunds for the ranges selected.

Report Name:	XL	XLG	Gives this information:
Rental Calendar ***Path to: Reports • Rent • Schedules/Calendars***			Rental reservations in monthly calendar format.
Rental Daily Schedule ***Path to: Reports • Rent • Schedules/Calendars***			Daily rental information for each rental item at a glance. This report lists the Date, Rental Item, Capacity, Booked, Available, and Renter Names for the ranges selected.
Rental Daily Schedule II ***Path to: Reports • Rent • Schedules/Calendars***			Rental information on a page per day format. In its default mode, the report presents a line for each item that includes the Beginning Time, Ending Date & Time, the Item, Item Description and Serial No (if applicable), the Item 's Make and Model, the Quantity reserved, the Reservation Number, the renter's Name and Phone Number (Home and Work) and the Amount Due, if any.
Rental Deposit Trial Balance ***Path to: Reports • Rent • Financial Reports***			All households that have an deposit balance due in the rental module. This report lists the Household Name, Reservation Number, Out Date, Rental Item, Deposit Amount, Deposit Paid, Deposit Due and the number of 'aging' days. The report allows you to print a listing of households that have a rental deposit balance greater than or equal to the amount entered on the screen for a selected range of rental items.
Rental Headcount Stats Report ***Path to: Reports • Rent • Availability/Usage Reports***	X		Selected range of rental item(s) rented within a selected range of dates, to determine the rental statistics for the item(s). **Note**: This report will only print information about rental items which have a type listing of Quantity or Capacity. The report will not print information about Individual type rental items.
Rental Item Bar Code Labels ***Path to: Reports • Rent***			Prints rental item labels for a selected range of rental items. You may also print barcodes on a laser printer or dot matrix printer. Labels can print one, two or three columns wide and can print just the item and description (for bin markers) or item, description and serial number (for individual item labels).
Rental Item Fee Listing ***Path to: Reports • Rent • Setup Reports/Listings***	X		Listing of all rental items and their associated bill code fees and fee descriptions. This report may be used to display all of the prices your organization charges for rental equipment. You may also print the total fees for all rental items within

Report Name:	XL	XLG	Gives this information:
			the selected range.
Rental Item Listing ***Path to: Reports • Rent • Setup Reports/Listings***	X		Lists all rental items within a specified range. You may include all rental items, Capacity rental items, Inactive rental items, Individual rental items, No-Val rental items, Quantity rental items or Quick rental items on the report.
Rental Package Report ***Path to: Reports • Rent • Availability/Usage Reports***			Lists Package ID, Package Description, Count, Rental Item ID, and Rental Item Description for the rental packages that fall within the selected ranges.
Rental Percent Usage Report ***Path to: Reports • Rent • Availability/Usage Reports***			Rental percentages for each month of the selected year. This report lists the Rental Item, the rental item Description, the rental item's Status, the Year-to-Date monthly rental percentage and the Total percentage.
Rental Picnic/Camping Report ***Path to: Reports • Rent • Availability/Usage Reports***			The Picnic and Camping Report allows you to print out rental reservations in a custom Picnic & Camping format. This report lists the Rental Item, Description, Renter's Phone Number and Address, the Household ID#, Renter's Name, Reservation Period (Date/Time Range) and the Renter's Military Status, if applicable. **Note**: This report is intended to be run for a grouping of rental items with similar settings. *For example, if you enter header text for Quantity/Capacity items the headers will only be meaningful if all of the items on which you are reporting hold the same entries in the following fields on their file maintenance screens: Cap/Qty Desc 1, Cap/Qty Desc 2, and Cap/Qty Desc 3.*
Rental RecConnect ***Path to: Reports • Rent***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of renters that fall within the ranges selected.
Rental Return Schedule ***Path to: Reports • Rent • Schedules/Calendars***			Prints a selected range of rental items that have been returned. This report lists Rental Item, Description, Serial Number, Make, Model, Reservation, Reservation Number, Renter's Name and Phone Number and Amount Due.
Rental Revenue Report	X		Total revenue figures for all rental items that fall within the selected ranges. The detailed version of this report lists rental

Report Name:	XL	XLG	Gives this information:
Path to: Reports • Rent • Financial Reports			Item Number, item Description, Reservation Number, Out Date, Out Time, Renter Name, and Revenue generated from the transaction. The summary version of this report lists the rental Item Number, rental item Description, rental item Make, Model, Serial Number and total Revenue figures for the item over the selected ranges.
Rental Schedule by Class ***Path to: Reports • Rent • Schedules/Calendars***			All reservations for all rental items that are linked to a selected range of rental classes and that fall within a selected date range. This report lists the Rental Item, rental item Description, rental item Serial Number, Make, Model, Reservation Period, Reservation Number, Renter's Name, renter's Phone number and the Amount Due for the rental.
Rental Schedule by Class II ***Path to: Reports • Rent • Schedules/Calendars***			Rental reservation details broken down by rental class. The report prints the Rental Item Number, Description/Serial #, Make/Model, Reservation Date/Time, Reservation Number, Renter's Name and Phone Number, and the Amount Due for each selected rental reservation.
Rental Schedule by Item ***Path to: Reports • Rent • Schedules/Calendars***	X		All reservations for all rental items that fall within the selected ranges. This report lists all rental items that are "Out" (checked out) or "Pending" (are reserved but have not yet been taken out). You may optionally include rental items that have been "Returned" (checked-in).
Rental Status Report ***Path to: Reports • Rent • Availability/Usage Reports***			All reservations for all rental items that fall within the selected ranges. This report lists the items rented within a specified date range. This report lists Rental Item, Rental Item Description, Rental Item Serial Number, Rental Status (pending, out, etc.), Reservation Time, Reservation Number, Renter's Name, Home and Work Phone Numbers and the Amount Due.
Rental Trial Balance ***Path to: Reports • Rent • Financial Reports***	X		Prints a listing of households that owe you money in the rental module. This report lists the Household (name), Reservation Number, Out Date, Rental Item, Fee & Tax, Discount Amount, Amount Paid, Amount Due and the number of "aging" Days. Note: To list households with a negative (credit) balance, use the Global Household Trial Balance report.
Rental Usage Report ***Path to: Reports • Rent • Availability/Usage Reports***	X	X	Number of rentals for each rental item within the selected ranges. This report lists the Rental Item, Description, Serial Number, Make/Model, number of Rentals, Quantity used, Hours Used, Hours Not Used, and the Percentage Used for the ranges selected.

Report Name:	XL	XLG	Gives this information:
Rental Yearly Usage Report ***Path to: Reports • Rent • Availability/Usage Reports***			Rental figures for the months of the selected year. You may opt to print the rental hours and/or the number of rental reservations.
Rental/Facility Calendar ***Path to: Reports • Rent • Schedules/Calendars***			Reservation information in a calendar format.
Rental/Facility Use Report ***Path to: Reports • Rent • Availability/Usage Reports***			The Rental/Facility Use Report is a custom program written for Three Rivers Park District. This report lists the Rental Item Code, Rental Item Name, Date Out/In, Time Out/In, Reservee Name/Household Number/Address/Home Phone/Work Phone, Reservation Number, Headcount, and Reservation Comments for rentals that fall within the selected ranges.
Weekly Rental Availability Report ***Path to: Reports • Rent • Availability/Usage Reports***			Rental availability for a selected range of dates and rental items. The report prints the Rental Item, Description, and the Availability Status for each selected Date.

System Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection* screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Address Code Listing ***Path to: Reports • System • Setup Codes and***	X		Address codes, which allow you to determine residency status based on city, state and Zip code locations. Address codes are set up in Address Maintenance

Report Name:	XL	XLG	Gives this information:
File Listings			(Files • System • Other Maintenance • Address File Maintenance).
Audit Log Listing ***Path to: Reports • System • Other Reports and Listings***			Prints the log of entries made each time a user runs a Period End or Utility program. This report allows you to track the users who are running those programs and to track the settings of the programs at the time they are run. This report lists the Date that the period end or utility program was run, the Time the program was run, the Program Number, the User ID of the person who ran the program and the Program Run Parameters for the ranges selected.
Bar Code Print ***Path to: Reports • System***			Prints miscellaneous bar codes: You may print for a range of household ID numbers, pass numbers or for transaction codes.
Bill Codes Listing ***Path to: Reports • System • Setup Codes and File Listings***	X		Bill code setup information. The report prints Module, Bill Code, Description, Bill Code Type, Revenue G/L Code, Revenue Cost Center, Discount G/L Code, Discount Cost Center, Suspense G/L Code, Suspense Cost Center, Default Count, and Default Amount for the bill codes in the ranges selected.
Bill/Tran Code Revenue Report II ***Path to: Reports • System • System Financial Reports***			Revenue earnings broken down by bill code type and bill code. This report offers a 'slimmed-down' version of the original Bill Code Revenue Report. The report prints the RecTrac Module, Type Bill Code, Tran Code, etc.), Code, Code Description, Net Count Sold and Net Revenue.
Bulk Ticket Print ***Path to: Reports • System***			Allows you to print tickets in bulk for all modules.
Cash Journal (40 Column) ***Path to: Reports • System • System Financial Reports***			Lists Date, Time, Receipt Number, Cash Drawer, Module, Debit Or Credit, User ID, Household, Transaction Payment Reference and Dollar Amount of all payments/refunds made in RecTrac for the ranges selected and prints the information in receipt format. An optional Cash Balancing Worksheet can print as a separate page.
Cash Journal (81/2 x 11) ***Path to: Reports • System • System Financial Reports***	X		Total debits and credits by payment type for a selected date range. The report prints Module, Pay Type, Description, Total Credit Amount, Total Credit Count, Total Debit Amount, Total Debit Count, and the Net Amount of all payments/refunds made in RecTrac for the ranges selected. An optional Cash Balancing Worksheet can print as a separate page.

Report Name:	XL	XLG	Gives this information:
Cash Journal - Current Batch for Drawer ***Path to: Daily • System • End of Day Processing***			Prints the current batch enabling you to see transactions in the batch that are currently opened before it is closed out.
Cash/GL Comparison Report ***Path to: Reports • System • System Financial Reports***			Prints in receipt number order, the amount posted to the general ledger and cash journal and the status (OK or PROBLEM). This report can be used to diagnose end of day balancing problems.
Comment Codes Listing ***Path to: Reports • System • Setup Codes and File Listings***			Comment code setup information. The report prints the Comment Code, Type and Description for the ranges selected.
Cost Center GL Report ***Path to: Reports • System • System Financial Reports***	X		Lists summary data by unique cost center - general ledger code combinations. Information displayed includes G/L Code, Description, G/L Account Number, Cost Center, Description, Cost Center Account Number, Total Debits, Total Credits and Net Amount of all financial activity in RecTrac for the ranges selected.
Cost Center/Sub Account Listing ***Path to: Reports • System • Setup Codes and File Listings***	X		Cost Center setup information. Prints the Cost Center, Account Number and Description for the ranges selected.
Coupon Code Listing **Path to: Reports • System • Setup Codes and File Listings**			Coupon Code setup information. Prints the Coupon Code, Description, Begin and End Ends for which the coupon is valid, the Amount/Percentage of the coupon and if the coupon is a Flat or Percentage off for the ranges selected.
Credit Book Listing ***Path to: Reports • System • System Financial Reports***			Credit book totals for a range of family members.
Credit Card Consolidation Report ***Path to: Reports • System • Credit Card/E-Check Reports***	X		Settled transactions consolidated by device. Information on this report includes: Device Name, Description of the Device, Merchant Number, Settlement Date, Counts, and Amounts.
Credit Card Report ***Path to: Reports • System • Credit Card/E-Check Reports***	X	X	Detailed information about credit card transactions. The report prints the Device ID, Date, Time, Credit Card Number, Expiration Date, Amount, Authorization Code, Transaction Number, Receipt Number, Order Number, Household ID, UID, Type, Status and Drawer.

Report Name:	XL	XLG	Gives this information:
Credit Card Tips Report ***Path to: Reports • System • Credit Card/E-Check Reports***	X	X	Credit card transactions that included tips. The report prints the User, Receipt Number, Status, Sale Amount, Tip Amount, Cash Drawer Number, Date, and User the Tip Was Applied By.
Custody Card Listing ***Path to: Reports • System • Other Reports and Listings***			Custody Card Items setup information. The report prints Item Number, Description, Location, Dates Received And Returned, User ID, Status, Serial Number, Purchase Order Number, Comments, Quantity and Cost for the ranges selected.
Device Assignment Report ***Path to: Reports • System • Setup Codes and File Listings***	X		Allows you to select a user ID and/or workstation and print all of the devices associated with this combination. Click here for information on the device hierarchy for RecTrac.
Device Assignments by Device ***Path to: Reports • System • Setup Codes and File Listings***	X		Devices linked to users, menu groups, workstations, and the default level in your database. Click here for information on the device hierarchy for RecTrac.
Device Links ***Path to: Reports • System • Setup Codes and File Listings***	X		Devices and their links to the users, menus, workstation, and/or defaults.
Discount Codes Listing ***Path to: Reports • System • Setup Codes and File Listings***			Discount Code setup information. The report prints the Discount Table Number, Description, Discount Percent, Global Flag, Age Based, and Age Breaks for the ranges selected.
Duplicate Credit Card Transaction Report ***Path to: Reports • System • Credit Card/E-Check Reports***			Lists duplicate credit card transactions/authorizations based on matching credit card numbers, expiration dates, and amounts. The report prints the Device, Date, Time, Type, Status, Amount, Credit Card Brand, Credit Card Number (last 4 digits), Authorization Number, Transaction Number, Unique ID Number, Household Number, User ID, Receipt Number, and Drawer Number.
E-Check Report ***Path to: Reports • System • Credit Card/E-Check Reports***			Detailed information about e-check transactions. The report prints the Device ID, Date, Time, Transaction Type, Transaction Status, Amount, Account Number, Authorization Number, Transaction Number, Check Number, Household ID, User ID, Receipt Number and Drawer.
Executive Summary Report	X	X	Summarized revenue and expense amounts by module. The report prints Revenue, Refunds, Expenses and Net

Report Name:	XL	XLG	Gives this information:
Path to: Reports • System • System Financial Reports			Revenue/Expense by Module for the ranges selected.
Family Member Links Report ***Path to: Reports • System • Household/Family Member Reports***			Shows all family members with links and also displays the household to which the family member is linked.
Finance Codes Proof Report ***Path to: Reports • System • Setup Codes and File Listings***			Financial codes linked to activity numbers, facility locations, pass types, leagues, rental items, locker rooms and/or trips. The report prints the Module, Record Code, Description, Bill Code, General Ledger Code, General Ledger Account Number, Cost Center Code, Cost Center Account Number, and Percent for each selected code.
Gift Certificate Activity Report ***Path to: Reports • System • Gift Certificate Reports/Print***	X		Allows you to track the following information for your gift certificates: GC Number, GC Code, Name (of the person issued the gift certificate), Issue Date, Expiration Date, Issue Amount, Amount Used, Amount Left, Status, Use Date, Amount Used, Receipt Number, and (clerk) User ID.
Gift Certificate Listing ***Path to: Reports • System • Gift Certificate Reports/Print***	X		Gift certificate setup information. The report prints the Gift Certificate Number, Gift Certificate Code, Name, Issue Date, Expiration Date, Issue Amount, Amount Used, Amount Remaining, and the Status of the Gift Certificate.
Gift Certificate Print ***Path to: Reports • System • Gift Certificate Reports/Print***			Allows you to print a selected range of gift certificates or gift card. There are several methods of creating templates for use with gift certificates and gift cards. **Option 1** (Preferred Method): Template Design Studio - In order to use this program you must have already set up a gift card template in Template Design Studio (File Maintenance • System • Other Maintenance • Template Design Studio). The data that prints on your gift certificates is determined by this pass template. See: Template Design Studio . **Option 2**: Pass Template Maintenance - In order to use this program you must have already set up a pass template in Pass Template Maintenance (File Maintenance • Pass) titled GCERT. The data that prints on your gift certificates is determined by this pass template. See: Designing a Gift Certificate Layout

Report Name:	XL	XLG	Gives this information:
GL Accrual Proof Report ***Path to: Reports • System • System Financial Reports***	X		Allows you to report on the results of accrual processing. The report prints the Household Name, Source, Module, Fee Paid, Accrued Amount, Amount Left to be Accrued, and the Last Date of Accrual.
GL Accrual Report (Detail) ***Path to: Reports • System • System Financial Reports***	X		Transactions that are being accrued for a pre-determined time period. The report prints the General Ledger Code, Cost Center, Detail, Module, Source, Begin Date, End Date, Date of Last Accrual, Original Amount, Previous Amount Earned and the New Amount Earned. **Note**: For POS Tickets, the amount will be accrued when the END DATE of the event falls in the accrual date range.
GL Code Proof Report ***Path to: Reports • System • Setup Codes and File Listings***	X		Allows you to confirm the bill codes and Tran codes that have been linked to each GL code. It analyzes each of your section, facility, pass type, locker, etc. records and prints all of the detail records by bill code or Tran code. It then prints the records by GL code, by module, by detail (class number, pass type, etc.), by bill code or Tran code.
GL Codes Listing ***Path to: Reports • System • Setup Codes and File Listings***	X		General Ledger setup information. The report prints the General Ledger Code, Description, Account Number, Department Number and Sub-Total Level for the ranges selected.
GL Department Report ***Path to: Reports • System • System Financial Reports***	X	X	General ledger distribution records subtotaled by department. The report prints Department, G/L Code, Description, G/L Account Number, and Net Amount Posted for each department in the ranges selected.
GL Distribution Report (Detail) ***Path to: Reports • System • System Financial Reports***	X		General ledger distribution records sorted by g/l code, cost center, date or receipt number. The report prints Date, Pay Type, Pay Type Description, Total Credit Amount, Total Credit Count, Total Debit Amount, Total Debit Count, and the Net Amount for all financial activity in RecTrac for the ranges selected. The presentation of information on the report will vary depending on your Sort Options.
GL Distribution Report (Summary) ***Path to: Reports • System • System Financial Reports***	X		General ledger distribution records for a selected range of g/l codes, cost centers, dates, or receipt numbers. The report prints Description, Pay Type, Pay Description, Credit Count, Credit Amount, Debit Count, Debit Amount, and the Net Amount of all financial activity in RecTrac for the ranges selected.

Report Name:	XL	XLG	Gives this information:
HH Pay Code Audit Report ***Path to: Reports • System • System Financial Reports***	X		Allows you to subtotal certain household payment codes against other pay codes and display the percentage of total paid using a given pay code.
HH/FM Listing ***Path to: Reports • System • Other Reports and Listings***	X		Household and Family Member setup information. This detail report lists Household Name, Household ID Number, Status, Home Phone, Family Member List (With Number, Age, Grade, Gender and Social Security Number) for the ranges selected.
HH/FM Profile Print ***Path to: Reports • System • Other Reports and Listings***			Prints selected profile information about enrollees in selected activities.
Household Balance Aging Report ***Path to: Reports • System • Household/Family Member Reports***	X		Shows the age of household balances broken down into five categories. Balances that are: Current, over 30 days old, over 60 days old, over 90 days old, and over 120 days old. The idea is that a record that has been installment billed several times, but never paid, will have different dollar amounts in different categories because the fees were incurred at different times. If there is no history to match a fee that is still due, that amount is placed in the category that corresponds to the date the record was created. The report is run for debit balances only and looks at each module individually, meaning a household with a $50.00 debit in AR and a $50.00 credit in PM will display as owing $50.00 even though the balances offset.
Household Balance by Date **Path to: Reports • System • Household/Family Member Reports**	X		Displays the ending balance for a selected range of households as of a given date.
Household Calendar ***Path to: Reports • System • Household/Family Member Reports***			The Household Calendar shows the following: Activity Registrations, Facility Reservations, Pass Memberships that are Expiring, Scheduled League Games (for linked players on teams), Golf Tee Times, Rentals, Court Reservations & Ticket Events (if ticket sale was linked to a HH).
Household Comment Listing	X		Prints household and family member comments and/or ticklers for any family members for which they exist.

Report Name:	XL	XLG	Gives this information:
Path to: Reports • System • Household/Family Member Reports			
Household Creation Report ***Path to: Reports • System • Household/Family Member Reports***	X		Allows you to report on the method used to create the households in your database. The report displays the Household Creation Date (Added), Creating User ID (By), Method, Household Number, Primary Guardian Name, Home Phone Number, Residency Status, Number of Members, and Email Address. Optionally, you may include WebTrac Login and PIN information as well as Household Address information.
Household Duplicate Listing ***Utilities • System • Household/FM Utilities***	X		Allows the system to scan the household file for records that have the same primary guardian last name and then prints a Duplicate Household Listing report. The report is printed in alphabetical order by the primary's guardian's last name. You may use the report to select those households that you wish to delete from your database using the Household Maintenance program or merge using the Household Merge/Family Member Transfer program (Utilities • System • Household Utilities). You may also optionally indicate whether you want the system to also search for duplicate primary guardian home phone numbers, work phone numbers, addresses (line 1) and/or Zip codes.
Household ID Print ***Path to: Reports • System • Household/Family Member Reports***			Allows you to print ID cards for a selected range of household numbers. The ID cards may be printed on card stock, paper or labels and may be printed on a dot matrix or laser printer. You establish the format for your ID card printing in Pass Template Maintenance (File Maintenance - Pass).
Household Rewards Report ***Path to: Reports • System • Household/Family Member Reports***	X		Reward points information for households based on your selection criteria. The Household, Home Phone, Cell Phone, Email, Current Rewards, and Range Totals may all be listed.
Household Scholarship Usage Report ***Path to: Reports • System • System Financial Reports***	X		Household usage details for Scholarship pay codes for any combination of modules. The report shows the Household, Date, Receipt Number, Debit/Credit, User, Pay Code, Amount, and Transaction Details.
Household X-Ref Listing ***Path to: Reports • System • Household/Family Member Reports***			Family Member cross-reference information. This detail report includes: Household Name, Household ID Number, and a Family Member List (With X-Ref(s)) for the ranges selected. This report also summarizes the total number of households, family members, and number of households that have x-ref numbers.

Report Name:	XL	XLG	Gives this information:
Language Audit Report ***Path to: Reports • System • Setup Codes and File Listings***	X	X	Prints a list of Language Code enabled fields that do not have Language Descriptions or Comments or Both Descriptions and Comments linked for the selected Language Type. This report will not print the Language Code descriptions or wording.
Language File Listing ***Path to: Reports • System • Setup Codes and File Listings***			Prints out your Language File entries. The report contains a 'Search For' option that allows you to print out only items that contain the phrase or word you entered. The report lists the Language Phrase ID, Language Code and Description.
Marine HH AFFES Ticket Report ***Path to: Reports • System***			Allows you to view selected Marine AFFES tickets that currently exist in your RecTrac database. The report prints the Transaction Date, Household Number, Household Name, Ticket Number, Receipt Number, Description and Amount.
Military DAR II Report ***Path to: Reports • System • System Financial Reports***			Used by military customers as their end-of-shift and/or end-of-day balancing report. This program works in conjunction with the Shift Close-Out program (Daily Processing • System) and thus has NO cash balancing functionality as this step is performed in the Shift Close-Out procedure. This program should be used by customers who wish to segregate the report from the close-out procedure. It combines some aspects of the cash journal and some aspects of the g/l report.
Military DAR Report ***Path to: Reports • System • System Financial Reports***			Used by military customers as their end-of-day balancing sheet. It should be run daily by the cashier to close-out or balance their drawer. It combines some aspects of the cash journal and some aspects of the g/l report. After entering each cash drawer's tender amounts, the calculated cash over or cash short is printed on the report but is not posted to the general ledger. Since no entries are posted, the report can be re-run unlimited times.
Missing Receipts Report ***Path to: Reports • System • System Financial Reports***	X		Allows you to search for receipts that do not have either cash or GL information stored in the database. For example, receipts on which the customer paid $0 will not appear on a Cash Journal or GL Distribution Report, but will be included on this report.
NOVA Batch Totals Report ***Path to: Reports • System • Credit Card/E-Check Reports***			Allows you retrieve Nova batch totals.
Parameter File Listing			Lists all the static parameter settings in your RecTrac system.

Report Name:	XL	XLG	Gives this information:
Path to: Reports • System • Setup Codes and File Listings			
Pay Code Listing ***Path to: Reports • System • Setup Codes and File Listings***			Pay code setup information. This detail report lists the Pay Code, Description, Type, G/L Code, Cost Center, and Status for the ranges selected.
Pay Code Summary Cash Report ***Path to: Reports • System • System Financial Reports***	X		Cash transactions for a selected range by pay code. The report prints the Pay Code, Description, Total Credit Amount, Total Credit Count, Total Debit Amount, Total Debit Count, and the Net Amount of the Transaction.
PcCharge Report Generator ***Path to: Reports • System • Credit Card/E-Check Reports***			The PcCharge Report Generator allows you to run three reports through PcCharge: Credit Card Detail Report Batch Pre-Settle Report Batch Post-Settle Report
Permissions Proof Report ***Path to: Reports • System • Setup Codes and File Listings***	X		RecTrac file maintenance records and their permissions.
PlugNPay Reconciliation Report ***Path to: Reports • System • Credit Card/E-Check Reports***	X		Detailed information about PlugNPay credit card transactions.
Program Menu Listing ***Path to: Reports • System • Setup Codes and File Listings***			Lists the Module, Menu, Menu Title, Program Title, Run Program, Exit Program, Type and Program Options for the menu group(s) selected.
Question Group Answer Details ***Path to: Reports • System • Question Group Reports***	X		Allows you to select questions and the required answers for the questions, and prints detail records for the selected modules that have the same answers as all the questions you selected.
Question Group Answer Listing ***Path to: Reports • System • Question Group Reports***	X		Compiles answers to registration questions and answer statistics.

Report Name:	XL	XLG	Gives this information:
Question Group Answer Statistics ***Path to: Reports • System • Question Group Reports***	X	X	Allows you to view and analyze answers for a given question group.
Receipts Report ***Path to: Reports • System • System Financial Reports***			Allows you to report on general ledger and cash journal distributions for a selected range of receipts. The report prints the Receipt Number, Date and Time of Sale, Clerk, Household, Module, Transaction Type, Pay code, Reference Notes, and the Amount of the Sale. Important Note: The receipts report does NOT include POS receipts linked to the Internal HH (Quick POS – No H/H).
Receipts Report II ***Path to: Reports • System • System Financial Reports***			Basic summary of what happened with EVERY receipt number used in RecTrac. This report should never have a missing receipt number for all NEW transactions done once upgraded to RecTrac version 10.1a. The fee amount and fee paid on this report are not totaled at the bottom because it is not necessarily a true representation of money that came in or out due to our various uses of the receipt number within the system.
RecTrac Database Inventory Report ***Path to: Reports • System • Setup Codes and File Listings***			Database extent information.
Revenue by Bill Code Report ***Path to: Reports • System • System Financial Reports***			Revenue earnings broken down by bill code type and bill code. The report prints the Bill Code Type, Bill Code, Description, Count (of transactions), Amount Charged (of transactions) and Amount Paid (of transactions) for the selected range.
Registration Type Statistics Report ***Path to: Reports • System***			The Registration Type Statistics Report allows you to analyze fees and counts based on the method that was used to register or reserve.
Sales Demographics Report ***Path to: Reports • System • System Financial Reports***	X	X	Sales statistics based on demographics codes entered during Quick POS processing. The report prints the Demographic Code, Date, Sales Count, Percentage of Total Sales Counts, Amount of Sale, and Percentage of Total Sales Amount.
Sales Tax Report ***Path to: Reports • System • System Financial Reports***			Analyzes sales for a selected date range and then itemizes the sales tax revenue for each tax general ledger code that you choose. The 'Detail' report displays the G/L Code, G/L Account Number, Account Description, Date, Cost Center (C/C) code,

Report Name:	XL	XLG	Gives this information:
			Cost Center Account Number, Cost Center Description, Debit or Credit and Amount.
Scheduled Events Calendar ***Path to: Reports • System***			Calendar of events for RecTrac scheduler.
Scholarship GL Report ***Path to: Reports • System • Scholarship Reports***			Scholarship general ledger distributions. The report prints the Pay Code, Pay Code Description, Total Credit Amount, Total Credit Count, Total Debit Amount, Total Debit Count, Net Amount, GL Code, G/L Code Description, Account Number, Cost Center, Cost Center Description, Account Number, Debit/Credit, and the Net Post Amount.
Scholarship Listing ***Path to: Reports • System • Scholarship Reports***			Scholarship setup information. The report prints the Scholarship Code, Description, Status, Expiration Date, General Ledger Code, Cost Center, Whether to Deduct Usage from the Household Allotment, Maximum Amount of Scholarship, Maximum Transaction Percentage, Original Amount, Amount Used, and the Amount Left.
Scholarship Trial Balance ***Path to: Reports • System • Scholarship Reports***			Household scholarship balances. The report prints the Household Name, Household ID, Original Scholarship Amount, Scholarship Amount Used, and the Remaining Scholarship Amount.
Security File Listing ***Path to: Reports • System • Setup Codes and File Listings***	X		User security setup information. The report prints the User ID, User Name, Menu Group, Password, Cash Drawer Number, GUI Flag, POS Type, Drawer Pop Flag and Default Devices for the ranges selected.
Statement of Receipts Report ***Path to: Reports • System • System Financial Reports***	X		This is a custom report for New Britain (CT) Parks and Recreation. **Note**: This report uses fields from G/L Code Maintenance—the Bank Code field must contain the G/L category, and the Project Code must contain the pro commission percent.
Survey Statistics Report ***Path to: Reports • System***	X	X	Allows you to analyze answers from surveys posted on kiosks and/or the web.
TeleTrac Statistics Report ***Path to: Reports • System***			Prints a comprehensive analysis of the numbers of calls which have taken place within several selected ranges. The report prints the counts per phone line within a time block range, as well as the percentage

Report Name:	XL	XLG	Gives this information:
			of the total count that the specific time block makes up. Ranges that you may choose from include: Date Range, Time Range, Time Block (in minutes), Detail (line by line) or Summary (all lines combined).
Tender Balancing Report ***Path to: Reports • System • System Financial Reports***			Offers a quick way to balance your cash drawer(s) by printing the breakdown of what pay types (cash, check, etc.) make up the daily physical drawer holdings. You might use this report if a customer was given cash back from a different pay type.
Ticket Print Template Report ***Path to: Reports • System***	X		Allows the user to view the line items linked to a selected range of ticket templates. Ticket templates are set up in Files • System • Other Maintenance • Ticket Template Maintenance.
Tickler Listing ***Path to: Reports • System • Other Reports and Listings***			Tickler setup information. The report prints the Action Date, Author, Status and Tickler Text of ticklers falling within the ranges selected.
Unearned Income Report ***Path to: Reports • System • System Financial Reports***	X		This report is used in conjunction with Accrual Processing: Since RecTrac income is originally credited as earned income when the fee is paid, the Accrual Process debits the unearned amount in each general ledger account and credits the total unearned income to an unearned income liability account. If your organization does not use Accrual Processing, this report is not necessary for you to run.
User Codes Listing ***Path to: Reports • System • Setup Codes and File Listings***	X		User code setup information. The report prints the User Code, Code Type and Description for the ranges selected.
WebTrac Address Change ***Path to: Reports • System • WebTrac Reports***			Households who have changed their address information via WebTrac. When address information is changed by a WebTrac user, a record is created that stores the old address and the new one. This report displays that information.
WebTrac Parameter Listing ***Path to: Reports • System • Setup Codes and File Listings***			WebTrac parameter settings in your RecTrac system. There are no selection criteria.
WebTrac Statistics Report ***Path to: Reports • System • WebTrac Reports***	X	X	Prints a comprehensive analysis of the numbers of WebTrac sessions which have taken place within a selected date range. A session is defined by a successful login to WebTrac.

Report Name:	XL	XLG	Gives this information:
WebTrac Surf Path Report ***Path to: Reports • System • WebTrac Reports***			Detailed "action list" for a selected range of Web sessions.
Weekly Cash Journal ***Path to: Reports • System • System Financial Reports***	X		Cash totals for a selected range of dates (typically one week). The report prints the Pay Type, Description, Total Credit Amount, Total Credit Count, Total Debit Amount, Total Debit Count, and the Net Debit/Credit Fees and Tax for the selected range.

Trip Report Listing

Note: Below each report name is the path within RecTrac where the report can be found on the drop-down menu.

If there is an '**X**' in the *'XL'* column for a report, this indicates that the report may be exported to Excel. If there is an '**X**' in the *'XLG'* column for a report, this indicates that the report may also be displayed in Excel Graph format. To utilize the Excel or Excel Graph options when running your own reports, you will need to select the **Advanced** option from the *Output Selection* screen after clicking **Print**.

***If viewing report listings via the RecTrac on-line help, you can click each report name for an example of that report, or click on each Path To a report, to be directed to that report's help page. Please note that some reports will not have examples available. (i.e., Ticket Reprint programs)*

See Also: Excel Reports for a complete listing of all RecTrac reports that can be exported to MS Excel.

All Reports in RecTrac 10.3 can be scheduled to run at regular intervals. To schedule a report, click **Details** on the Output Selection screen and select **Schedule**. You will continue to the Schedule Settings screen.

Report Name:	XL	XLG	Gives this information:
Trip Access Control Attendance Report ***Path to: Reports • Trip***	X	X	Used to print trip access control ticket information. It includes the trip ID, departure date/time, trip description, date/time each ticket was sold, number of visits sold, and the number of visits used.
Trip Booking Statistics Report ***Path to: Reports • Trip • Roster/Statistical Reports***	X	X	Trip bookings broken down by zip code, group size, and market code. The report prints the Zip Codes, Group Sizes, Market Codes and Reservation Counts, Percentages, and Head Counts for each of these features.
Trip Bottom Line Report ***Path to: Reports • Trip • Financial Reports***	X		Booking and financial statistics for each selected trip. The report lists the Trip ID, Departure Date and Time, Return Date and Time, Description, Headcount, Fees and Surcharges, Discount, Fees and Surcharges Paid, Net Income/Expense, and Refunds for the ranges selected.

Report Name:	XL	XLG	Gives this information:
Trip Booking Report by Log Date ***Path to: Reports • Trip • Roster/Statistical Reports***	X		Prints trip booking information, sorted either by log date or departure date.
Trip Detail Report ***Path to: Reports • Trip • Setup Reports/Listings***	X		Summarized trip setup information. The report prints the Departure Date, Departure Time, Trip ID, Return Date and Time, Trip Description, Minimum/Maximum Count, Booked Count, and the Waitlist Count for all records that fall within the selected range.
Trip RecConnect ***Path to: Reports • Trip***	X		Prints laser or matrix mailing labels, print mail merge letters, create an export file, and/or print a report of trip reservees that fall within the ranges selected.
Trip Payment Report ***Path to: Reports • Trip • Financial Reports***	X		Bookings followed by the payments for these bookings based on the departure date range and other selection criteria.
Trip Proof Report ***Path to: Reports • Trip • Setup Reports/Listings***	X		Detailed trip setup information. The report prints the Departure Date, Departure Time, Trip ID, Return Date, Return Time, Max Count, Min Count, Number of Enrollees, Number of Waiting List Enrollees, Rules and Regulations Letter, Question Code, Comment ID, Maintenance ID, Bill Code/Fee Info, Allow Registration on the Web Setting, Display on the Web Setting, and the Tickler Code for all records that fall within the selected range.
Trip Roster ***Path to: Reports • Trip • Roster/Statistical Reports***	X		Prints the enrollment rosters for a selected range of trips. These rosters may be used as a trip boarding checklist as well as providing a listing of all trips. These rosters include both enrollee and wait list information. You may also print blank lines on the report, allowing you to manually fill in any open slots with names for each trip that prints on the report.
Trip Ticket Reprint ***Path to: Reports • Trip***			Reprints trip booking tickets for the household and trip selected (highlighted) in the browser.
Trip Trial Balance ***Path to: Reports • Trip • Financial Reports***	X		Prints a list of all households that have a balance due in the trip module. The report lists Household Name, Reservation Number, Trip ID, Department Date, Description, Fees + Tax Due, Discount Amount, Amount Paid and Total Amount Due and the number of "aging" Days for the ranges selected.

Database Organization and Cleanup

Global

Consolidating ACH Files

The ACH Record Consolidation program allows you to combine multiple ACH files. This program should be run after running the Installment Bill/Auto-debit process. If a household has four different ACH bills that are all to be charged against the same account and routing number, these are combined into one record with amount equaling the total of all of the separate bills.

1. Go to Period End • Global • ACH File Creation
2. With the **New** option selected, highlight the batches in the browser that you would like to create the ACH file for, and click **Consolidate**. (To multi-select, hold the control key on your keyboard, and click the desired batches.)
3. A message box will appear asking if you would like to continue. Click **Yes** to finish the consolidation, or click **No**, to return to the main ACH File Creation screen.
4. When the batch is finished consolidating, a message box will appear stating the new consolidated batch number. Click **OK**. The new batch will appear in the New browser with a description showing all of the batch numbers that were consolidated.
5. Highlight the batch and click **Create ACH File**.
6. The File Name field will display, showing the file location which has been specified on the ACH device. This is the location where the file will be exported.
7. Click **OK** to continue with the ACH file creation, or click **Cancel** to return to the main ACH File Creation screen.

Converting an E-Check Transaction into an ACH File

Please refer to Topic Doc - E-Check Processing 10.3 for complete documentation

Automatically Paying Household Balances

The Household Balance Auto Pay program allows you to create either a credit card payment or an ACH payment—depending on how the household is set up—to cover all outstanding charges that exist at the time that this program is run.

1. Go to Period End • Global • Household Balance Auto Pay.
2. In the individual selection browser, select the household(s) for which you wish to pay balances. Or enter or select the range of households for which you wish to pay balances. Then, choose whether you wish to pay balances based on your selections in the range and browser, or the browser only.
3. Select those modules that you want to include in the auto pay transaction. Deselect those modules that you do not want to include.
4. Select whether you want to print households with missing ACH information (Miss Info), print a review report (Print Only), post payments and print a report (Post & Print), or post payments only (Post Only).
5. Enter or select the pay date that you wish to display on the statements.
6. Enter the user and drawer you want to use for this payment.
7. Enter the minimum balance amount on which you wish to report/process.
8. Click **Details** to continue to the next screen, or click Exit to return to the Main Menu.
9. Enter the first and second pay reference lines you want to appear on credit card and ACH payment transactions.
10. Enter the path for the ACH file you want to be created.
11. Fill in the remaining fields or leave their default settings. Press F1 for field-level Help as needed.
12. Click **Process** to process your selections and exit to the Main Menu screen. Or click **Exit** to exit without saving your changes.

Global Miscellaneous Income/Expense Postings

The Miscellaneous Income/Expense Posting program allows you to post miscellaneous income or expenses to the activity/section, facility ID, rental, POS (trancode, ticket, or inventory item), league, or miscellaneous item listed in the title bar at the top of your screen. The Browser Box lists all of the current miscellaneous income and expenses posted to the activity, facility, rental, trip, locker or league.

Note: A receipt number will be generated for each miscellaneous posting. If a record is changed, the new receipt number will be added to the receipt list within the posting browser.

Examples:

- Miscellaneous **income** *for a facility might include revenue from a soda machine located in the facility's main entrance.*

- Miscellaneous **expense** *for a facility might include security services.*

Posting of expenses with a credit card is NOT allowed.

1. Go to Period End • Global • Global Misc Inc/Exp Postings
2. Select the module (or Misc) you would like to post an expense or income amount to. Depending on your selection you may be prompted to enter a specific activity, facility, rental item, etc.
3. Click **Post Details**.
4. Click **Add** to create a new posting.
   OR
   Click **Change** to modify an existing posting.
   OR
   Click **Delete** to eliminate an existing posting.
   OR
   Click **Print Log** to print any postings you have just entered. (This will not print previous postings.)
   OR
   Click **<< Back** to return to the previous screen.
5. Enter all of the appropriate remaining information. Press F1 for field level help as necessary.
6. Click **Post**.
7. Click **Exit** to **Print** or **Preview** a receipt for the posting(s).

Activity or Roster

Changing the Fee for a Bill Code for Multiple Sections

The Section Bill Code Fee Change program allows you to change the fee for a common bill code across a range of activity sections.

For example, you might have a bill code called SWIMA (Adult Swimming) linked to all of your aquatic programs, with last year's fee of $25. This year, the fee is changing for all programs to $30.

Run the Section Bill Code Fee Change program (Utilities • Activity • Section Bill Code Fee Change). Press F1 for field-level Help as needed.

Changing the Lottery Status on a Range of Activity/Sections

The Activity Status Change program allows you to change the lottery enrollment status of selected activities/sections. It would be helpful to run this program if you decide to change an activity from a lottery enrollment to a regular enrollment or vice versa. This would allow you to change multiple activities/sections at one time.

1. Go to Utilities • Activity • Section Status Change.
2. Enter or select the range of activities/sections for which you wish to change the lottery enrollment status.
3. In the Activity Type Range fields, enter or select the range of activity types for which you wish to change the status.
4. In the Sec End Date Range fields, enter or select the range of end dates for which you wish to change the status of the linked activity/sections.
5. Based on your organization's needs, select whether you wish to change activities/sections coded as Normal, Both Normal and Lottery, or Lottery to normal, both normal and lottery or lottery.
6. Click **Process** to begin changing the enrollment status of the selected activities/sections.

Changing Activity Section Settings in Bulk

The Bulk Activity Section Field Changes program allows you to update many different fields in bulk; eliminating the need to edit sections individually at the change of a season, etc.

1. Go to Utilities • Activity • Bulk Activity Section Field Changes.
2. Select the activity section range and setting(s) you want to update. Click **More>>** and **<<Back** to move between the 5 screens.
3. Update the fields for the setting(s) you want to change. Press F1 for screen-level Help as needed.
4. Click **Process** to begin updating the selected records.

Changing Activity Settings in Bulk

The Bulk Activity Field Changes program allows you to update types, sub-types, categories, etc for a range of activity records. (Utilities • Activity • Bulk Activity Field Changes). Press F1 for field-level Help as needed.

Converting Instructor Ids from Old to New

The Instructor ID Conversion program allows you to change your instructor coding scheme. This would be helpful if you redesign your instructor coding scheme after the initial setup of RecTrac.

1. Go to Utilities • Activity • Conversion Utilities • Instructor Conversion.
2. In the Old Instructor field, enter or select the instructor that you want to convert.
3. In the New Instructor field, enter the new code that you wish to link to the old instructor record.
4. Click **Convert**. You will be prompted with a message asking you if you wish to continue.
5. Click **Yes** to confirm your selections.
6. When the conversion process is complete a message will display. Click **OK**.
7. Repeat steps **2–6** for each instructor ID that you wish to convert.
8. Click **Exit**.

Converting Lettered Activity Sections to Numbers

Complete the following steps if you have recently decided to use TeleTrac in conjunction with RecTrac AND your activity sections are letters rather than numbers. Letters will convert as follows: A = 01, B = 02, C = 03, etc.

1. Go to Utilities • Activity • Conversion Utilities • Activity/Sec Alpha to Num Convert.

2. Enter or select the range of activities that you wish to convert. This should include all activities that will accept TeleTrac reservations.
3. Select the Alpha to Two Digit conversion option.
4. Click **Convert**.

Converting Activity Section Codes from Old to New

The following set of instructions would be helpful to use if you have restructured your activity numbering scheme after the initial setup procedure.

Note: In order to convert an existing activity/section into a new activity/section, the new activity must already exist in Activity Maintenance. For example, if you want to convert activity/section 110610-A into 220610-A, activity 220610 must already exist in Activity Maintenance. You can then clone the activity 110610 into 220610 in Activity Maintenance and then run this program to convert the section and all attached history.

1. Go to Utilities • Activity • Conversion Utilities • Activity/Section Conversion.
2. In the Old Activity field, enter or select the activity/section that you wish to renumber.
3. In the New Activity field, enter the new activity number based on your new activity numbering scheme.
4. Click **Convert** to change the activity number as designated.

Deleting Blank (' ') Activity Sections

Run the Blank Activity Purge program (Utilities • Activity • Blank Activity Purge). Press F1 for field-level Help as needed.

Deleting Activities with '0' as the Activity Number

Run the Blank Activity Purge program (Utilities • Activity • Blank Activity Purge). Press F1 for field-level Help as needed.

Exporting Activity Roster Information to a Text File

1. Go to Period End • Activity • Activity Roster Maintenance • Roster Export.
2. Use the browser box to highlight the activities/sections whose rosters you wish to export. OR Enter or select the range of activities/sections that you wish to export. AND/OR Enter an activity/section wildcard.
3. In the Date Range fields, enter or select the section date range for the activity/section rosters that you wish to export.
4. In the Proc Option field, select to export the Complete Record. This will export all fields on the selected roster records.
5. In the Export File field, enter the location and filename of the file that you wish to export. The default entry is your default export location and the filename roster.txt.
6. Click **Process**.

Exporting Activity Rosters to a Text or CSV File

To export roster data in either a text or csv file format, run the Activity Roster Export program (Period End • Activity • Activity Roster Export). Press F1 for field-level Help as needed.

This program allows you to determine what fields to export, as well as the order in which to place the fields.

Instructor Pay History Purge

Run the Instructor Pay History Purge program (Period End • Activity • Instructor Payments & Maint • Payment History Purge). Press F1 for field-level Help as needed.

The Instructor Pay History Purge program allows you to remove payroll history for a given period of time for a selected range of instructors. This program also allows you to print a History Purge Journal for auditing purposes.

Note: This program should typically be run at the end of the calendar or fiscal year depending on your organization's year.

Recalculating Instructor Payments

Run the Instructor Pay Recalculation program (Utilities • Activity • Instructor Pay Recalc). Press F1 for field-level Help as needed.

This program only needs to be run if an instructor's YTD Wages, by rate column, are not in balance with the pay history entries for that rate and pay type column. If this condition exists, then you can run this program to get the balances back in synch with one another. Internally the system will tag each pay history transaction with the column from where it pulled the rate and pay type. When running this program the system will then add all history transactions tagged with the same column number and make this total the column's YTD Wages.

Roster was Accidentally Transferred to History

Run the Recover Rosters from History program (Utilities • Activity • Roster Utilities • Recover Rosters from History). Press F1 for field-level Help as needed.

The roster recovery program will restore rosters from history and should only be run if rosters were transferred incorrectly to history. DO NOT run Roster Recovery if you are simply trying to access information concerning last year's roster. This can be obtained in the Activity Inquiry by selecting 'Previous Year' as the Roster Display Option.

See Also: Topic Doc - Transferring Rosters to History

Note: The original transfer date is available when the sign on user is setup as a CYMS user.

This program not only brings the roster enrollees back to 'current year' status, but it also brings back just a partial picture of the financial information associated with the enrollees. After running this program, those enrollees that had been in the Previous Year's Roster will now be included in the Current Year's Roster. To differentiate the enrollees, you will have to look at their enrollment dates (this year versus last year).

SRA Bulk Participation Post

Run the SRA Bulk Participation Post program (Period End • Activity • SRA Bulk Participation Post). Press F1 for field-level Help as needed.

The SRA Bulk Participation Post program is used to process the enrollments for SRA programs in which an SRA trainer runs a training program at a district or municipality site. The program performs the following functions:

- It creates as many households and family members as needed based on the enroll count.
- The household(s) and family members will be created with the last name ZZZ-Dist: <district>and first name <district>-<family member number> (where <district> is the district you select).
- It posts a maximum of 99 family members per household.

- Each family member will have a roster record and a medical record created with the data entered on this screen.
- Both the address and the comments linked to the household will be filled in with Auto SAR Creation so that you can tell easily that a household and family member were created outside of the standard update process.

Note: You must run the SRA Bulk Participation Post program once for each district/municipality that attended the training so that the enrollment count by district is accurate.

No fees are charged for enrollments created using this program.

See Also:

SRA Model.pdf

RecTrac SRA Installation Considerations.pdf

SRA History.pdf

Transferring an Individual Roster Record to History

The Individual Roster Transfer to History program allows you to transfer one individual roster record to history. The browser box displays the Family Member Name, Activity Number, Section Code, and Description for each family member's activity enrollments in the selected household. Highlight the roster entry that you wish to transfer to history.

See Also: Topic Doc - Transferring Rosters to History

Note: All links to buddy enrollments will be deleted during this transfer process.

Also, if you are using Pass/Fail Logic on Prerequisite Classes and the Activities/Sections for which you're transferring enrollments are linked as a prerequisite, you'll need to post pass/fail on those rosters. You may post Pass/Fail prior to the transferring the roster or after it's in history.

Season: Right-click or press the F9 key from within the field to select the appropriate Season for your transfer. This is the Season used to pull old activity rosters from various inquiry, report and period end programs. However, VSI strongly recommends that you create and link legitimate Season Codes to your programs in order to save time in the future when searching for rosters that have been previously transferred to history.

Year: Enter a calendar year in this field. When you transfer the roster, the Season and Year will be linked to the roster and will be used to pull old activity rosters from various inquiry, report and period end programs.

Note: The season code is NOT used as a filter or restriction and NO match is required between the Season Code linked to the section and what is entered on this screen. The Season Code on this screen is a stamp used to recall these sections later using inquiries and reports.

CYMS USERS ONLY: This program is useful for all CYS enrollees that transfer from one CYS Center to another on the same post or who leave CYS care. By transferring this information to history you will be able to report on enrollment statistical information for all CYS enrollments.

1. Go to Period End • Activity • Activity Roster Maintenance • Roster Transfer to History (Indiv). You will continue to the Household Selection screen.
2. Enter the name of the household for which you wish to transfer a roster to history or use one of the other lookup options on this screen.
3. Once you select the household record for which you wish to transfer a roster to history, you will continue to the Roster Transfer to History (INDIVIDUAL) screen. Highlight the roster record in the browser box that you wish to transfer.

4. Enter or select a Season and Year. This is season and year that you will need to use whenever you wish to report on this roster record.
5. Click **Transfer** to move the roster record to history.

Update Program Failed to Complete

The Roster Resequence program is designed to correct activity section totals so that they match the actual roster file entries for that section. The only time this program needs to be run is if an update program failed to complete successfully. You have the option to re-compute roster balances, instructor pay figures, miscellaneous income/expense and other figures for a selected activity range.

For example: An instance in which you might run this program is if during a registration, the total new fees which display on the payment processing screen do not match up to the fees you just processed for the registration. If the new fees due amount is higher than the processed amount, then an old fee is being included in this total due. When fees have been successfully processed, then the system attaches a flag to them which then tells the system in future processing, "This fee has been already processed, do not include with any future registrations." If for some reason this flag is not set, then these old fees will keep recurring. If this is your situation then you would run the program with Set Roster Processed Flags = YES.

Run the Roster Resequence program (Utilities • Activity • Roster Utilities • Roster Resequence). Press F1 for field-level Help as needed.

Activity Wait List Numbers are Incorrect

Run the Waitlist Number Resequence program (Utilities • Activity • Waitlist Resequence). Press F1 for field-level Help as needed.

Facility Reservations

Automatically Canceling Facility Reservations

The Facility Reservation Auto Cancel program allows you to select and cancel a range of reservations with a status of Hold and/or Tentative.

1. Go to Daily • Facility • Facility Reservation Auto Cancel.
2. Choose whether you want to cancel reservations of the following types: Hold, Tentative, or Both hold and tentative.
3. Choose whether you want use Days Before Reservation or Days After Log Date as the selection criteria.
4. Select whether you want to print a journal only, process your selections and print a journal, or process your selections only.
5. Enter the number of days (either before the reservation date or after the reservation log/entry date, depending on the option you chose above) to set as the cutoff date for processing cancellations.
6. Enter the interval, in days, at which you run this program.
7. Enter the surcharge you want to add to the reservations you cancel.
8. Enter the bill code for the surcharge.
9. Enter the cancellation reason you want to add to the cancellation records you create.
10. Enter a cancellation code you want to attach to the cancellation records you create.
11. Click **OK** to process the cancellations on the selected reservations.
12. Click **Exit** to return to the Main Menu.

Changing Facility Fields in Bulk

The Bulk Facility Field Changes program allows you to change multiple facility maintenance fields in bulk.

Go to Utilities • Facility • Facility Bulk Field Changes. Press F1 for field-level Help as needed.

Converting Facility Type/Location/ID(s) from Old to New

The Facility Conversion program allows you to convert facility types/locations/IDs midstream if your naming scheme changes. RecTrac automatically updates all pre-existing reservations involving those facilities. It also converts GL and cash journal history involving those facilities, within the date range selected.

1. Go to Utilities • Facility • Facility Conversion.
2. In the Old Facility field, enter or select the facility type/location/ID that you want to convert from.
3. In the New Facility field, enter the new facility type/location/ID that you want to convert to.
4. Click **Convert**. A question box will appear asking you if you want to continue with the conversion.
5. Click **Yes**. The conversion process will begin.
6. When the conversion is complete an information message box will display. Click **OK**.
7. Repeat steps 2–6 for every facility ID that you wish to convert.
8. When you are finished converting facilities, click **Exit**.
9. A message box will appear that reads: "If you have processed any conversions then you should run the Facility Tree Creation Procedure. Do you want to run it now?" Click **Yes**.
10. You will continue to the Facility Links Creation screen. Review the text on the screen and click **Yes**.

Converting Facility Location Codes from Old to New

The Facility Location Conversion program allows you to convert facility location codes midstream if your naming schema changes. RecTrac automatically updates all pre-existing reservations involving those locations. It also converts general ledger and cash journal history involving those locations.

1. Go to Utilities • Facility • Facility Location Conversion.
2. In the Old Location field, enter or select the facility location code that you want to convert from.
3. In the New Location field, enter or select the facility location code that you want to convert to.
4. Select the Delete Old Location After the Conversion option if you want to delete the old location record after the conversion process is complete.
5. Click **Convert**. A message box will appear asking you to confirm your selection. Click **Yes**.
6. The conversion process will begin. When it is complete a message box will display with this information. Click **OK**.
7. Repeat steps 2–6 for each location code that you wish to convert.
8. Click **Exit**. A message box will display with the following information: ‘If you have processed any conversions then you should run the Facility Tree Creation Procedure. Do you want to run it now?’.
9. Click **Yes**. You will continue to the Facility Links Creation screen. Review the text on the screen and click **Yes**.

Deleting or Fixing '0' Reservation Numbers

1. Confirm that no users—including yourself—are making facility reservations.
2. Run the Facility Resv Num Fix program (Utilities • Facility • Facility Resv Num Fix). (**Zero is not a valid reservation number**.) Press F1 for field-level Help as needed. Click **Exit**.
3. Go to Utilities • Facility • Facility Work File Purge. Run the Facility Work File Purge program.

   The Reservation Work File Purge program is used to clear various work files that are generated during the reservation process. The only time you would ever have to run this program is if one of the reservation programs abnormally terminates.

Because this program affects files being used during normal daily processing, it should NOT be run during processing hours. After hours, you can run this program unlimited times with no adverse results. If you must run it during processing hours, have all employees complete their current transactions and exit to the Main Menu while this program is being run.

Resetting Facility Fee Codes/Fees to Match those on the Bill Code

This program is designed to reset fee codes on the individual facilities to match the fee codes found on the bill code. It can also reset facility fees to match default fees linked to bill codes. Before running this program it is advisable to go Bill Codes File Maintenance and make sure that the Default Fee Code field on the Rate Information screen is accurate. Check for all bill codes that have a **Type = FR**.

Important Note: Do NOT run this program if you do not completely understand the function that this program will perform. Accidentally running this program can cause major difficulties with your resident vs. non-resident fee structure.

1. Run the Facility Fee Code Utility program (Utilities • Facility • Facility Fee Code Utility).
2. If you would like the fees to also match those which are set as default on the bill code, select **Make Billcode Fees On Facils Match Dflt On Billcode**.
3. Click **Process**.

Reservations or Line Items Exist but are not Linked to a Household

The Facility Missing Household Creator program uses MISSING HOUSEHOLD as the Last Name for any missing households. Therefore, you will need to edit your newly created households with the correct household and organization information.

1. Go to Utilities • Facility • Facility Missing HH Creator. Press F1 for field-level Help as needed.

Pass or Pass Types

Changing the Default Membership Dates for a Range of Pass Types

The Bulk Pass Type Field Changes program allows you to change default membership dates for a range of pass types.

To run the Bulk Pass Type Field Changes program: (Utilities • Pass • Bulk Pass Type Field Changes). Press F1 for field-level Help as needed.

Changing a Range of Membership and/or Expiration Dates

The Pass Membership Date Change program allows you to either change selected pass members' expiration or membership dates or extend the selected pass members' expiration dates.

1. Go to Utilities • Pass • Pass Membership Date Change.
2. In the Individual Selections browser, select that pass type(s) for which you wish to change membership and/or expiration dates.
   OR
   In the Beg Type and End Type fields, enter or select the range of pass types for which you wish to change either the membership or expiration date.
   OR
   Enter a pass type wildcard. Then, choose whether you want to use the range plus browser or just the browser selections.

3. In the Beg Membership Date and End Membership Date fields, enter or select the range of pass membership dates for which you wish to change either the membership or expiration date.
4. In the Pass Range fields, enter or select the range of pass numbers for which you wish to change either the membership or expiration date.
5. Select the pass status(es) you want to include.
6. Select whether you want to enter a New Expiration Date, New Membership Date, Extend the Expiration Date, or Reduce the Expiration Date of the selected passes.
7. In the New Date field, enter or select a new expiration date or a new membership date (depending on your selection above).
8. If you selected to Extend the Expiration Date, enter the number of days that you wish to extend this date in the Extend Day field.
9. Click **Process**.
10. When the date change process is complete, click **Exit**.

Changing the Residency Status of Family Members with a Selected Pass

The Pass Member Residency Utility program changes the residency status of each family member with a pass in the selected pass range. If the pass is valid on the selected valid pass date, the residency status is set to Resident (or equivalent). If the pass is not valid on the selected valid pass date, the residency status is set to Non-Resident (or equivalent). Family members with no pass in the selected range will be skipped.

To run the Pass Member Residency Utility: (Utilities • Pass • Pass Member Residency Utility). Press F1 for field-level Help as needed.

Changing the Pass Status Based on a Minimum Pass Balance

1. Go to Period End • Pass • Pass Member Status Update.
2. Select the Suspend or Revoke Passes With A Balance option.
3. Enter the minimum pass balance required to change the selected pass members' status.
4. Click the down arrow to select the status to which you wish to change selected pass member records based on their pass member balances.
5. Enter or select the to and from date for the status change(s) you want to make.
6. Click **Process**.
7. Click **Exit**.

Converting a Pass Number

The Pass Conversion program converts and existing pass to a new pass number. It converts all visit and financial history from the old pass number to the new pass number.

1. Go to Utilities • Pass • Pass Number Conversion.
2. In the Old Pass Number field, enter or select the old pass number that you are converting from.
3. In the New Pass Number field, enter the new pass number that you are converting to.
4. Click **Process**. Click **Yes** to confirm your selections.
5. When the conversion is complete, a message box will display. Click **OK**.
6. Click **Exit**.

Converting Pass Types from Old to New

The Pass Type Conversion program allows you to convert a pass type from one pass type code to another. The program creates the new pass type if it does not already exist or it merges the old pass type with a selected existing pass type (see the Processing Option field description below). This program also converts all pass holders associated with the old pass type so that they hold pass type memberships for the new pass type.

1. Go to Utilities • Pass • Pass Type Conversion.

2. In the Old Pass Type field, enter or select the old pass type that you are converting from.
3. In the New Pass Type field, enter or select the new pass type that you are converting to.
4. In the Processing Option field, select New Pass Type if you are converting your old pass type into a brand new pass type that does not yet exist in your database.
   OR
   Select Merge Pass Type if you are merging your old pass type with an existing pass type from your database.
5. Select the Delete OLD Pass Type After Conversion option if you want to delete the old pass type after the conversion is complete.
6. Select whether you want to convert pass types for Residents, Non-Residents, or Both.
7. Click **Process**. A message box will display that will explain what is about to happen. Click **Yes** to confirm your selections.
8. When the conversion is complete, a message box will display. Click **OK**.
9. Repeat steps 2–8 for each pass type that you wish to convert.
10. Click **Exit**.

Deleting Generic Pass Visit Statistics

The Pass Generic Visit Statistics Purge program allows you to delete generic visit statistics.

1. Go to Period End • Pass • Pass Purges • Pass Generic Visit Statistics Purge.
2. In the Individual Selections Browser, select the pass type(s) for which you wish to delete generic visit statistics.
   OR
   In the Beg Pass Type and End Pass Type fields, enter or select the range of pass types for which you wish to delete generic visit statistics. Then, choose whether you want to use the range plus browser or just the browser selections.
3. Enter the Beginning Visit Date. This is the beginning date for which you are deleting generic visit statistics.

Note: You must enter a range of dates for any statistics to be deleted.

4. Enter the Ending Visit Date. This is the ending date for which you are deleting generic visit statistics.
5. Leave the Print Purged Generic Visit Records option DE-selected if you do NOT wish to print a list of the generic visit records you are purging. Select this option if you want to print this list.
6. Click **Purge** to begin the process of deleting generic visit records.
7. Click **Exit** to return to the Main Menu.

Fixing Visit History Records with Invalid Linked Pass Types

Run the Visit History Missing Pass Type Fix program (Utilities • Pass • Pass Visit Utilities • Pass Visit Missing Pass Type Fix). Press F1 for field-level Help as needed.

This program links a valid pass type to any visit history record that currently has an invalid pass type. The invalid link was caused by the Pass Type Conversion program that was not including pass visit history records until version 9.5a4l.

Importing/Exporting Pass Visits to/from a Remote Site

The Pass Visit Import program allows you to import pass visit counts for visits that were recorded using a hand-held device, scanner, the PerForm program, or another site's RecTrac database. Refer to the Processing Option field below for more information on what statistics are updated during the import process.

For example, one of your pass visit locations doesn't have the RecTrac program on site, and instead uses a hand-held device through which pass holders swipe their passes. These visits are

temporarily stored on the hand-held device. This device then generates a file of the pass visits. You would use this program to import the pass visit file into the RecTrac database.

1. Go to Utilities • Pass • Pass Visit Utilties • Pass Visit Import
2. In the Processing Option field, select one of the following options: M3000 Handheld – If you are importing pass member pass type visit counts from a file created by an M3000 Handheld device. Hand Scanner – If you are importing pass member pass type visit counts from a file created by a Hand Scanner. Marc Card – If you are importing pass type visit counts from a Marc Card file. PerForm – If you are importing or exporting pass type visit counts from a file created by PerForm.

Note: All imports update the pass member pass type visit counts, except imports from Marc Card or PerForm. These imports only update the pass type visit counts.

3. Enter or right-click to browse to the appropriate import path and filename. Be sure to include the device and directory name(s) as applicable.
4. In the Begin Pass Type and End Pass Type fields, enter or select the pass types for which you wish to import or export pass visits.
5. In the Pay Code field, enter or select the pay code for the revenue amount to post to cash and GL.

Note: You might use this field if you collected additional fees for any of the pass types within the selected range. The system generates a revenue figure based on the number of visits multiplied by the Additional Visit Fee amount (from the Pass Type Maintenance - Fees/Charges screen) for each applicable pass type.

1. In the Facility Type field, enter or select the facility type for which you are optionally updating the total of all imported pass type visit counts.
2. In the Facility Loc field, enter or select the facility location for which you are optionally updating the total of all imported pass type visit counts.
3. In the Facility ID field, enter or select the facility ID for which you are optionally updating the total of all imported pass type visit counts.

   For example: You may be importing a range of pass type visit counts that all apply to a specific facility, such as a pool. You would select that pool's Facility ID to update with visit statistics.

4. Enter or select the range of dates for which you wish to import pass type visit counts.
5. Select the Print Import Visit Results Report? option if you would like to print an import visits results report.
6. Click **Process**.
7. When the import is complete, click **Exit**.

Incorrect Figures Display on Pass Membership Reports

If the numbers on your Pass Membership reports appear to be lower than you think they should be, you may have selected to Use the Original Member Date in place of the (current) membership date. This selection can be found on the Pass Type Maintenance – Core Information screen.

RecTrac always keeps track of pass holders' original pass membership date as long as they keep their pass active. This option should be selected ONLY if you wish to use the original membership date in place of the (current) membership date when reporting. Leave this box blank to use the default (current) membership dates for reporting. If you check this box, you'll need to take care when analyzing pass membership data.

For example, Joe Smith purchased his first pass in June 1990 and has kept it active ever since. If you have checked this box and run a Pass Membership Analysis Report with the current fiscal

year as your membership date range, Joe Smith will not be counted on the report. This is because his original membership date is outside the range of the current fiscal year.

Linking Households to Orphaned Passes

This program would be run in a situation in which passes exist but are not attached to a household. This program will find these unlinked passes and then create and attach a valid family member and household to them. The program uses ZZZ-FIX as the last name and JOE as the first name for these missing households or family members.

1. Go to Utilities • Pass • Pass Missing HH Creator.
2. Select the Continue with Missing H/H Creator option.
3. Click **Process**.
4. A message box will display asking you if you wish to continue. Click **Yes**.
5. When the update is complete, a message box will display. Click **OK**.
6. Click **Exit**.

Merging Pass Visits from One Database to Another

The Pass Visit Merge program allows you to merge visits from an external RecTrac database into your existing RecTrac database for a selected range of visit dates.

1. Go to Utilities • Pass • Pass Visit Utilities • Pass Visit Merge.
2. In the Enter Connect String for Host Database field, enter the connect string of the database from which you are importing pass visit information.

   For example, -db rectrac -H Server1 -S rtlive -N tcp.

3. In the Merge Visit Dates From fields, enter the range of visit dates that you wish to import from this database.
4. Click **OK** to process your selections.

Photo ID Image Displays as Gray Screen

This can happen when either the image directory you are using is invalid or you do not have rights to read/write to the image directory. Check to make sure that the image directory specified in your .ini file is valid. If it is, discuss your rights with a network administrator. Call VSI Support for more information.

Posting Military Bulk Visits

The Military Bulk Visit Post program allows military customers to post bulk visits to a "pseudo" family member so that generic visit stats as well as pass type stats can be updated as if 50 pass members swiped individually.

1. Go to Period End • Pass • Military Bulk Visit Post.
2. Select the appropriate family member to whom the swipes will be registered.
3. Select the appropriate visit pass type to which the swipes will be registered.
4. Select the appropriate facility location to which the swipes will be registered.
5. Enter or select the date you want the visits to be posted.
6. Enter the time at which the swipes will be registered.
7. Enter the number of visit swipes you want to register.
8. Click **Post** to post the swipe records.
9. Click **Exit** to return to the Main Menu.

Registering All Family Members in the Database for a Selected Pass Type

The Auto Pass Enroll program allows you to automatically enroll all family members in your database into a selected pass type. This program is useful if you need to enroll all family members into a pass type for which there is no fee involved, since you will not visit any payment screens during this process.

1. Go to Utilities • Pass • Pass Auto Enroll.
2. In the Pass Type field, enter or select the pass type for which you are registering all family members.
3. In the Membership Date field, enter or select the beginning membership date for all of the pass type membership enrollments.
4. In the Expiration Date field, enter or select the expiration date for all of the pass type membership enrollments.
5. Select the family member age range you want to include.
6. Select whether you want to Include Members With No Birthdays.
7. Select whether you want to apply your selections to family members that are specified as Residents, Non-Residents or All Members regardless of residency status.
8. Click **Process**.
9. When the registration process is complete click **Exit**.

Resetting Pass Fee Codes/Fees to Match those on the Bill Code

This program is designed to reset fee codes on individual pass types to match the fee codes found on the bill code. It can also reset pass fees to match default fees linked to bill codes. Before running this program it is advisable to go Bill Codes File Maintenance and make sure that the Default Fee Code field on the Rate Information screen is accurate. Check for all bill codes that have a **Type = PM**.

Important Note: Do NOT run this program if you do not completely understand the function that this program will perform. Accidentally running this program can cause major difficulties with your resident vs. non-resident fee structure.

1. To run the Pass Fee Code Utility: (Utilities • Pass • Pass Fee Code Utility).
2. If you would like the fees to also match those which are set as default on the bill code, select **Make Billcode Fees On Passes Match Dflt On Billcode**.
3. Click **Process**.

Setting Punches to Zero for Expired Punch Passes

The Expired Punch Pass Reset program allows you to set the punches left on expired punch passes to zero, and creates a log showing how many visits were removed. The program changes both passes with as status of Expired as well as passes that do not have a status of Expired but technically should be expired based on the expiration date. In the case of these non-expired passes, the program changes the status of those passes to Expired.

To run the Expired Punch Pass Reset program: (Period End • Pass • Expired Punch Pass Reset). Press F1 for field-level Help as needed.

Updating Fee Codes Linked to a Range of Passes

The Pass Member Fee Code Update program allows you to update the fee codes linked to a selected range of pass types. It would be helpful to use this program if your pass fee schedule changes after you set up your passes.

1. Go to Utilities • Pass • Pass Member Fee Code Update.

2. In the Beg Family Member and End Family Member fields, enter or select the range of family members for which you wish to update linked fee codes.
3. In the Valid Pass Date field, enter the date that you wish to use to determine if passes are valid. All passes with expiration dates that fall after this date will be included in the range for which you wish to update linked fee codes.
4. Select the Link Fee Codes to Household option if you want to link the updated fee codes to the household records.
5. In the Individual Selections browser, select that pass type(s) for which you wish to update linked fee codes.
   OR
   In the Beg Type and End Type fields, enter or select the range of pass types for which you wish to update linked fee codes.
   OR
   Enter a pass type wildcard. Then, choose whether you want to use the range plus browser or just the browser selections.
6. Select whether you wish to include Residents Only, Non-Residents Only, or Both Residents and Non-Residents in the fee code update process.
7. Select the Only Include Selected Pass Type Holders option if you want your VALID PASS and INVALID/NO PASS selections on the Details screen to apply only to pass members of the types you select in the range and/or browser. DE-select the Only Include Selected Pass Type Holders option if you want your INVALID/NO PASS selections on the Details screen to pass members all types you select in the range and/or browser.
8. Click **Details>>**. You will continue to the Pass Member Fee Code Update - Details screen.
9. Select whether you wish to update fee codes linked to passes with a status of: Active, Lost, Future, New, Revoked, Expired, Suspended, and/or Cancelled.
10. Use the VALID PASS dual selection list to add or remove fee codes from the Add column until it reflects all of the fee codes that you wish to add to the selected valid pass types. If the family member records selected are not linked to one of the pass types selected above these fee codes will be removed from the family member records.

Note: If you selected the Link Fee Codes to Household option in step 4, the system will look only to see if a family member within a household is linked to at least one of the selected pass type records and will apply the dual selection lists selections based on the result for the household.

11. Use the INVALID/NO PASS dual selection list to add or remove fee codes from the Add column until it reflects all of the fee codes that you wish to add to the selected invalid/no pass households. If the family member records selected are not linked to one of the pass types selected above these fee codes will be added to the family member records.

Note: If you selected the Link Fee Codes to Household option in step 4, the system will look only to see if a family member within a household is linked to at least one of the selected pass type records and will apply the dual selection lists selections based on the result for the household.

12. Click **Process**.
13. A question box will display explaining what will happen based on your selections. Review the contents of this message and click **Yes**.
14. When the process is complete, a message box will display. Click **OK**.
15. Repeat steps **2–14** for each range of family members for which you wish to update linked fee codes.
16. Click **Exit**.

Updating Passes Based on a Future Date

The Future Member Status Update program allows you update or change the status of a selected group of passes based on a future date. Selecting the Change Pass Status with Balance Only? option allows you to suspend or revoke the passes of members who have owe a (user-defined) balance on that pass. DE-selecting this option will make all passes in the range you select become updated with the appropriate current status.

1. Go to Period End • Pass • Future Member Status Update.
2. In the Individual Selections browser, select the pass type(s) for which you wish to update or change the status based on a future date.
   OR
   In the Beg Type and End Type fields, enter or select the range of pass type(s) for which you wish to update or change the status based on a future date.
3. (Optional) Enter a pass type Wildcard. The wildcard is used to select additional pass types that fall outside of the range selected above. The pass type wildcard must be five characters, with a dot (.) substituting for any non-specific character.

   For example, a pass type wildcard of NR… would include any pass type that begins with NR.

4. Choose whether you want to use the range plus browser or just the browser selections.
5. Enter the date as of which you want to process updates.
6. Select the **Change Pass Status with Balance Only?** option if you want to change the change the pass status based on a minimum membership balance owed.

Note: If you do NOT select this option, the fields listed below will not be visible on the screen.

7. If you selected the Change Pass Status with Balance Only? toggle, enter the minimum membership pass balance for which you wish to change the pass status. Then, click the down arrow to select the pass status that pass member records with the specified minimum membership balance will hold after running this program. If you selected to change the pass status to Suspended, enter the range of dates for which the pass will be suspended.
8. Click **Process** to begin the process of changing the pass statuses.
9. Click **Exit** to return to the Main Menu.

Pass Visit Counts are Incorrect

1. Go to Utilities • Pass • Pass Visit Utilities • Pass Visit Correction.
2. Enter or select the appropriate pass.
3. Click **Process**. Click **Yes** to continue.
4. Enter the correct visit count by month.
5. Click **Exit** to select another pass.
6. Repeat steps 2–5, or click **Exit** to continue to the Visit Stats Correction screen.
   The Visit Stats Correction screen allows the system to check for and correct invalid daily visit statistics. RecTrac will check each hourly visit count for the selected date range to see if the field is filled with an invalid character (a negative number or ?). If this is the case, the system will fill this field with a count of 1.
7. Enter or select the range of dates for which you just made pass visit statistics corrections.
8. Click **Process** to begin the correction procedure. Click **Yes** to continue.
9. Click **OK** to return to the Main Menu.

League Scheduling

Converting a League

The League Conversion program allows you to convert League IDs to new codes.

1. Go to Utilities • League • League Conversion.
2. In the Old League field, enter or select the old league codethat you are converting from.
3. In the New League field, enter the new league code that you are converting to.
4. Click **Convert**. Click **Yes** to confirm your selections.
5. When the conversion is complete, a message box will display. Click **OK**.
6. Click **Exit**.

Linking a Household to Orphaned League Facility Reservations

This program would be run in a situation in which a league's facility reservations exist but are not attached to a household. This program will find these unlinked reservations and attach them to the RecTrac internal household.

1. Go to Utilities • League • League Missing HH Fix.
2. Click **Process**.
3. A message box will display when the process is complete. Click **OK**.
4. Click **Exit**.

Resequencing League Teams

Run the League Team Resequence program (Utilities • League • League Team Resequence). Press F1 for field-level Help as needed.

This program would be run in a situation in which you need to recalculate the team count for a league and ensure that all teams linked to the league should be linked and none are missing.

Point of Sale

Assigning Tickets to Specific Clerks

Run the Clerk Ticket Assignment program (Period End • POS • Clerk Ticket Assignment). Press F1 for field-level Help as needed.

The Clerk Ticket Assignment program allows you to assign specific tickets to specific clerks.

Note: In order for tickets to appear in this program, you must have the Assign Serialized Tickets To Clerks option selected for the appropriate tickets in Ticket Maintenance - Ticket Options screen (Files • POS).

Bulk Cloning Inventory Items

The Bulk Inventory Clone program allows you to clone a range of standard or child inventory items. This program is useful when a new department (or golf course, etc.) is added that sells the same items as other departments.

1. Go to Utilities • POS • Bulk Inventory Clone.
2. Enter the range of inventory items that you wish to clone.
3. Enter the old prefix for the items you are cloning from.
4. Enter the new prefix for the items you are cloning to.
5. Select the **Clone Inventory UPC Codes?** option if you want to clone inventory UPC codes.
6. Select the **Clone Inventory Recipe Links?** option if you want to clone inventory recipe links.
7. Select the **Convert Prefix On Recipe Link Child Items?**option to replace the prefix on recipe child items when cloning recipes.

Note: This will change the recipe link only, therefore users will need to run the clone process for the child (recipe) items themselves.

8. Enter the old UPC prefix for the items you are cloning from.
9. Enter the new UPC prefix for the items you are cloning to.
10. Select whether you want to clone standard or child inventory items.
11. Enter the trans code you want to link to the new inventory items.
12. Click **Process** to begin cloning the selected inventory items.

13. Click **Exit** to return to the Main Menu.

Bulk Deleting Inventory Items

The Bulk Inventory Item Purge program allows you to inactivate and/or delete inventory items based on a user-specified range and last active date.

> **Warning**: Run this program with caution—it can be used to delete all items selected as well as the sales history linked to the selected items.

1. Go to Period End • POS • Bulk Inventory Item Purge.
2. Use the Individual Selection browser to select the inventory items that you want to inactivate or delete.
   OR
   In the Begin Item and End Item fields, enter a range of inventory items that you want to inactivate or delete.
   AND/OR
   Enter an inventory item wildcard. Then, choose whether you wish to process the purge for the range plus browser selections, or just browser selections.
3. Use the Individual Selection browser to select the child inventory items that you want to inactivate or delete.
   OR
   In the Begin Child and End Child fields, enter a range of child inventory items that you want to inactivate or delete.
   AND/OR
   Enter a child inventory item wildcard. Then, choose whether you wish to process the purge for the range plus browser selections, or just browser selections.
4. Select the Inactivate selected inventory items… toggle to make inventory items inactive. If you select this toggle, enter a last active date in the calendar box. Any items that were last active prior to the date you select will be inactivated.
5. Select the Purge inactive inventory items… toggle to delete any inventory item with a status of Inactive. This will also delete the history and statistics for the deleted inventory item(s).
6. Click **Process** to continue with the purge.
7. Click **Exit** to return to the Main Menu.

Changing the Formula Used for Inventory Pricing

The Inventory Price Recalc program allows you to change the formula by which a selected range of inventory items is priced. This program will recalculate prices for the inventory items that you choose as long as they hold a price option of either Margin or Markup on the Inventory Maintenance - Price Matrix screen. This program will have no effect on items priced with the MSRP price option.

For example, your organization has a snack bar where you serve several different types of lunches. One lunch option is a chef's salad. You are located in the northeastern United States; therefore, salad child items become more expensive to purchase in the winter. However, they are very plentiful and inexpensive in the summer. If you were to base your costs on the normal Margin and Markup calculations, the change in costs would be reflected in a change in price for the customer. If you would prefer to have a more 'steady' cost throughout the year, you would enter the Inventory Price Recalc program and select all of the inventory items that come together to make the salad and then choose 'Average.' By doing this, the average cost amount for each item will be substituted into the Margin and Markup calculations for the Last Cost amount.

See Also: Margin/Markup calculations for further explanation.

1. Go to Utilities • POS • Inventory Price Recalc.
2. In the Beginning Item and Ending Item fields, enter or select the range of inventory items for which you would like to recalculate the price.

Note: If you choose recipe items in your range, the recipe pricing will be likewise recalculated based on the child item costs.

3. Select whether you want to recalculate Margin and/or Markup prices using the Average Cost or Last Cost of the items.
4. Click **Recalc**.
5. A message box will display explaining what the program will do, and asking you whether you wish to continue with the process. Click **Yes**.
6. When the price recalc is complete, a message box will display. Click **OK**.
7. Repeat steps 2–6 for each range of inventory items for which you wish to recalculate prices.
8. Click **Exit**.

Forgot to Run the Inventory Year End Transfer

Run the Inventory Stats Recalc Program. (Utilities • POS • Inventory Stats Recalc). Press F1 for field-level Help as necessary.

The Inventory Statistics Recalc program allows you to regenerate the Inventory's Quantity Sold YTD figures by each month. The program can be run for a selective inventory range and/or date range. Depending on the date range you enter, the program will go out to the transaction history and recalculate the Quantity Sold YTD monthly buckets. It is possible to correct This Year's, Last Year's and Two Years Ago figures.

You would only need to run this program if you forgot to run the Period End - POS - Inventory Year End Transfer program before starting the new year. Please call VSI support if you find yourself in this situation.

Importing/Exporting Inventory Setup Information

The Inventory Item Import/Export program allows you to share the set up of your inventory items with remote sites. This program allows you to import or export inventory items, child inventory Items, recipes, and UPC codes at the same time. This saves you from having to run the import/export program multiple times.

For example, your organization uses multiple databases, due to site constraints. The main site would set up the inventory items and then run the inventory export program sending a selected range of inventory item to a designated file location in ASCII format. Each remote site using the inventory items would then import these records into their own RecTrac database.

1. Go to Files • POS • Inventory Maintenance • Inventory Import/Export.
2. In the Beginning Inventory Item and Ending Inventory Item fields, enter or select the range that you wish to either import or export.
3. Select whether you are exporting or importing data.
4. In the Inventory Location field, enter or browse to the path and filename where the inventory items will be imported to or exported from your RecTrac database.
5. In the Child Location field, enter or browse to the path and filename where the child inventory items will be imported to or exported from your RecTrac database.
6. In the Recipe Location field, enter or browse to the path and filename where the recipes will be imported to or exported from your RecTrac database.
7. In the UPC Location field, enter or browse to the path and filename where the UPC inventory items will be imported to or exported from your RecTrac database.
8. Click **Process**.
9. A message box will display asking if you wish to continue with the process. Click **Yes**.
10. When the process is complete, a message box will display. Click **OK**.
11. Click **Exit**.

Importing Sales Information from Aloha Systems into RecTrac

Run the Aloha Systems Sales Import program (Utilities • POS • Aloha Systems Sales Import). Press F1 for field-level Help as needed.

Linking a Range of Inventory Items to a Different Tax Table

The Bulk Tax Table Init program allows you to link a range of inventory items to a selected tax table.

1. Go to Utilities • POS • Bulk Tax Table Initialize.
2. In the Item Range fields, enter or select the range of items that you wish to link to a specified tax table.
3. In the Tax Table to Link field, enter the tax table to which you wish to link the selected inventory items.

Note: Tax Tables are defined in Static Parameters on the G/L Info screen. Up to five tax tables can be defined. Therefore, selecting a tax table between 6 and 9 will result in bad data.

4. Click **Process**.
5. When the initialization is complete, a message will display. Click **OK**.
6. Repeat steps 2–5 for each range of inventory items that you wish to link to a different tax table.
7. Click **Exit**.

Posting POS Minimum Sales

The POS Minimum Sales Post program posts debit balances to members' accounts if they did not meet the minimum purchase requirements for a given period. (This program is used in conjunction with the Global Statements III report.)

1. Go to Period End • POS • POS Minimum Sales Posting.
2. Enter a range of food trans codes of which you require a minimum purchase.
3. Enter any food trans codes that fall outside the range, separated by commas.
4. Enter the minimum purchase required.
5. Enter the food trans code used to post the debit balance.
6. Enter a range of pro shop trans codes of which you require a minimum purchase.
7. Enter any pro shop trans codes that fall outside the range, separated by commas.
8. Enter the minimum purchase required.
9. Enter the pro shop trans code used to post the debit balance.
10. Enter a range of beverage trans codes of which you require a minimum purchase.
11. Enter any beverage trans codes that fall outside the range, separated by commas.
12. Enter the minimum purchase required.
13. Enter the beverage trans code used to post the debit balance.
14. Enter the range of dates for the minimum purchase period.
15. Enter the date the debit balances will be posted.
16. Enter a range of pass types to include.
17. Click **Process** to begin the minimum sales post procedure.
18. Click **Exit** to return to the Main Menu.

Posting a Reward to a Household or a Credit Book

Run the POS Rewards Post program (Period End • POS • POS Rewards Post). Press F1 for field-level Help as needed.

The POS Rewards Post program allows you to post a flat or percentage amount reward to the household or credit book balance for all family members that meet a specified minimum purchase amount. A journal can be pre-printed to see who will be included and rewards that will be given.

Note: All household balance entries will pay off existing balances first and then apply as credit if any money is left.

Sales Demographics Purge/Convert

The Sales Demographics Purge/Convert utility (Period End • System • Period End Purges • Sales Demographics Purge/Convert) allows users to convert demographics codes that were entered incorrectly or purge bogus codes that are no longer needed.

The conversion utility will change demographic codes for sales made during the date range from one code to another. The purge utility will delete the demographics code from a sale made during the date range selected. It will NOT delete the record of the sale.

Press F1 for field level help as necessary.

Setting All Members' Credit Book Balances to Zero

Run the Bulk Credit Book Delete program (Utilities • POS • Bulk Credit Book Delete).

Ticket Figures are Out of Balance with Sales History Figures

Run the Ticket Recalc program. (Utilities • POS • Ticket Recalc). Press F1 for field-level Help as needed.

The Ticket Recalc program allows you to recalculate revenue and remittal figures based on sales history for the ticket and date ranges entered. You should NOT normally have to run this program unless somehow your ticket revenue and remittal figures get out of balance with your sales history figures.

Note: If you have purged your sales history for these tickets, then the summary figures that will be calculated by this program will not be accurate.

Touch Screen POS Buttons Appear to be "Drifting" Off the Screen

1. Go to Files • POS • Touch Screen Maintenance.
2. Click **Resequence**. You may wish to select this option if you find that you are having trouble viewing your touch screen display or if buttons seem to be ‘drifting’ off the screen.
3. Click **Exit**.

Updating Inventory Sale Prices in Bulk

The Bulk Inventory Sale Price Update program allows you to update sale prices and dates for a selected range of inventory items. The sale price update is based on a discount flat or percentage amount that is applied to the entire range of inventory items.

For example, if you were holding a sale of 20% off all sporting goods you would use this program to process the sale price update. In contrast, if you were holding a sale where individual items’ prices were reduced by varying amounts, you would use the Quick Sale Price Defaults Update program.

1. Go to Period End • POS • Bulk Inv Sale Price Update.
2. Use the Individual Selection Browser to select the inventory item(s) that you wish to update.
   OR
   In the Beg Item Number and End Item Number fields, enter or select the range of inventory items that you wish to update.
   AND/OR

Enter an inventory wildcard. Then, choose whether you wish to process the update for the range plus browser selections, or just browser selections.
3. In the Beginning Sale Date and Ending Sale Date fields, enter the range of sale dates for which you wish to update sale prices.
4. Enter the discount amount or percentage that you wish to use for the selected sale dates and inventory items.
5. In the Discount Option field, select whether the discount amount is a percent or flat amount.
6. Click **Process**.
7. A message box will display explaining what will happen when this program is run, and asking you if you wish to continue with the process. Click **Yes**.
8. When the process is complete, a message box will display. Click **OK**.
9. Repeat steps 2–8 for each sales price update that you wish to process.
10. Click **Exit**.

Updating Inventory and/or Tran Code Override Settings in Bulk

The Inventory/TC Bulk Update program allows you to update settings on a selected range of inventory items and/or tran codes.

1. Go to Utilities • POS • Inventory/TC Bulk Update.
2. In the Beginning Item and Ending Item fields, enter or select the range of inventory items that you wish to update.
3. In the Average Cost Option field, select whether you:
   - ***Do not want to update the average cost option on the selected inventory (No Update)***
   - ***Want to use the last cost as the average cost (Use Last Cost)***
   - ***Want to make the average cost equal zero (Make Zero)***
4. In the Override Inv Qty Option fields, select whether you:
   - ***Do not want to update the quantity override setting (No Update)***
   - ***Want to allow quantity overrides (Allow Override)***
   - ***Do not want to allow quantity overrides (No Override Allowed)***
5. In the Override Inv Amt Opt fields, select whether you:
   - ***Do not want to update amount override setting (No Update)***
   - ***Want to allow amount overrides (Allow Override)***
   - ***Do not want to allow amount overrides (No Override Allowed)***
6. Select the Update Inventory Min Alert Quantity option to set a minimum quantity alert for the selected range of inventory items. If you select this option, enter the minimum quantity for the alert.
7. In the Beginning Tran Code and Ending Tran Code fields, enter or select the range of tran codes that you wish to update.
8. In the Override T/C Qty Opt fields, select whether you:
   - ***Do not want to update the quantity override setting (No Update)***
   - ***Want to allow quantity overrides (Allow Override)***
   - ***Do not want to allow quantity overrides (No Override Allowed)***
9. In the Override T/C Amount Opt fields, select whether you:
   - ***Do not want to update amount override setting (No Update)***
   - ***Want to allow amount overrides (Allow Override)***
   - ***Do not want to allow amount overrides (No Override Allowed)***
10. Select the Update Tran Code Min Alert Quantity option to set a minimum quantity alert for the selected range of tran codes items. If you select this option, enter the minimum quantity for the alert.
11. Click **Process**.
12. A message box will display that explains what will happen when this program is run and will ask you if you wish to continue. Click **Yes**.
13. When the process is complete, a message box will display. Click **OK**.
14. Repeat steps 2–13 for each range of inventory items for which you wish to update override settings.
15. Click **Exit**.

Updating POS Tiered Price Dates and Times

The POS Tiered Price Date/Time Update program allows you to quickly update tiered pricing dates and times for a selected range of tran codes and/or inventory items.

1. Go to Period End • POS • POS Tiered Date/Time Update.
2. Use the Individual Tran Code Selection Browser to select the tran codes that you wish to update.
   OR
   In the Beg T/C and End T/C fields, enter a range of tran codes that you wish to update. Then, choose whether you wish to process the update for the range plus browser selections, or just browser selections.
3. Select the Process Tran Codes During the Update option to process updates for the selected tran code selections.
4. Use the Individual Inventory Selection Browser to select the inventory items that you wish to update.
   OR
   In the Beg Item and End Item fields, enter a range of inventory items that you wish to update. Then, choose whether you wish to process the update for the range plus browser selections, or just browser selections.
5. Select the option labeled Process Inventory Items During This Update to process updates for the selected inventory item range.
6. Click **Details>>**. You will continue to the POS Tiered Price Date/Time Update - Details screen.
7. In the New Dates to Use for Selected Tiers fields, enter or select the new dates for each of the POS price tiers listed. If you wish to skip a tier, select the Skip toggle box next to the appropriate tier date entry.
8. In the New Times to Use for Selected Tiers fields, enter or select the new times for each of the POS price tiers listed. If you wish to skip a tier, select the Skip toggle box next to the appropriate tier date entry.
9. Click **Process**.
10. A message box will display that explains what will happen during this program and asks you if you wish to continue with the process. Click **Yes**.
11. Repeat steps 2–10 for each grouping of inventory items or tran codes for which you wish to update tiered dates and times.
12. Click **Exit**.

Rental

Changing the Status Entries Linked to Converted Rental History Records

The Rental Status Fix program allows you to fix the rental status of converted rental histories. This program will change all converted rental history records that have a reserved check-out date greater than or equal to the selected Pending status start date from a status of *Out* to *Pending*.

1. Go to Utilities • Rental • Rental Status Fix. Press F1 for field-level Help as needed.
2. In the ‘Pending Status Start Date’ field, enter today’s date. All rental history records with a reserved check-out date greater than or equal to this date will have their status entry set to ‘Pending.’
3. Click **Process**.
4. When the process is complete, a message box will display. Click **OK**.
5. Click **Exit**.

Changing Selected Rental Statuses Back to Cancelled

Run the Cancelled Rental Status Fix program (Utilities • Rental • Cancelled Rental Status Fix). Press F1 for field-level Help as needed.

The Cancelled Rental Status Fix program returns selected rental statuses back to Cancelled. It was created to fix a problem with the Rental Status Fix program.

Changing Rental Class Fields in Bulk

The Bulk Rental Class Field Changes program allows you to update/modify a number of fields in Rental Class Maintenance for the range of Rental Class items you select. The following fields may be modified: Pending Question, Check-Out Question, Check-In Question, Waitlist Question, Restriction Code, and Out/In Times.

Go to Utilities • Rental • Bulk Rental Class Field Changes. Press F1 for field-level Help as needed.

Cloning the Rental Item Fees to a Range of Rental Items

The Rental Fee Utility program allows you to clone fee information (amounts, counts, fee codes, fee types, deposits, etc) from a base rental item to a range of items.

1. Go to Utilities • Rental • Rental Fee Change Utility.
2. In the Base Item field, enter or select the rental item that you wish to use as the base rental item on which to base the rental item fee cloning process.
3. In the Begin Item and End Item fields enter or select the range of rental items to which you wish to clone the base item's fee information.
4. Click **Process**.
5. A message box will be displayed asking you if you wish to continue. Click **Yes**.
6. When the cloning process is complete, a message box will display. Click **OK**.
7. Repeat steps 2–6 for each base rental item that you wish to clone.
8. Click **Exit**.

Converting Rental Item Codes from Old to New

The Rental Item Conversion program allows you to convert rental items if the naming schema for your rental items changes. RecTrac automatically updates all pre-existing rental reservations involving those rental items.

1. Go to Utilities • Rental • Rental Item Conversion.
2. In the Old Item field, enter or select the rental item that you want to convert from.
3. In the New Item field, enter the rental item that you want to convert to.
4. Click **Convert**.
5. A message box will appear asking you if you wish to continue. Click **Yes**.
6. When the conversion is complete, a message box will display. Click **OK**.
7. Repeat steps 2–6 for each rental item name that you wish to convert.
8. Click **Exit**.

Link Household to Orphaned Rental Reservations

This program would be run in a situation in which rental reservations exist but are not attached to a household. This program will find these unlinked reservation records and then create and attach a family member and household to them. The program uses ZZZ-FIX as the last name and JOE as the first name for these missing households or family members.

1. Go to Utilities • Rental • Rental Missing HH Creator.
2. Select the Create Missing Households option if you want to create and attach a valid household to unlinked rental reservation entries.

3. Select the labeled Remove Records w/Zero H/H option if you want to delete the rental reservation that is linked to a 'Zero' household.
4. Click **Process**.
5. A message box will display when the process is complete. Click **OK**.
6. Click **Exit**.

Deleting a Range of Rental Items

The Bulk Rental Item Delete program allows you to delete a range of rental items.

Warning: Run this program with caution as it will delete all items selected as well as the rental history linked to the selected items.

1. Go to Utilities • Rental • Rental Bulk Item Delete.
2. In the Beg Rental Item and End Rental Item fields, enter or select the range of rental items that you wish to delete.
3. Click **Delete**.
4. A message box will display that explains the function the program will perform and asks you if you wish to continue. Click **Yes**.
5. When the process is complete, a message box will display. Click **OK**.
6. Repeat steps 2–5 for each range of rental items that you wish to delete.
7. Click **Exit**.

Deleting Rental Reservation Balances

The Rental Reservation Balance Purge program allows you to delete household rental balances for a selected range of rental items and dates.

1. Go to Utilities • Rental • Rental Balance Purge.
2. In the Beginning Rental Item and Ending Rental Item fields, enter or select the range of rental items for which you wish to purge household balances.
3. In the Beginning Purge Date and Ending Purge Date fields, enter or select the range of rental dates for which you wish to purge household balances.
4. Click **Purge**.
5. RecTrac will ask you if you wish to continue with the purge. Click **Yes**.
6. When the purge is complete, a message box will display. Click **OK**.
7. Repeat steps 2–6 for each range of rental reservations for which you wish to delete household balances.
8. Click **Exit**.

Deleting Zero Rental Reservation Numbers

The Rental Zero Reservation Number Purge program allows you to add rental reservation numbers to reservations that hold a zero number.

Important Note: Before running this program, make sure that all other RecTrac users are logged out of RecTrac! Running this program while users are logged on can cause data corruption.

1. Go to Utilities • Rental • Rental Zero Resv Purge. Select if you would like to run in *Journal Only*, *Journal & Process*, or *Process Only* mode. Press F1 for field level help as needed.
2. Click **Process**.
3. When the purge is complete, a message box will display. Click **OK**.
4. Click **Exit**.

Getting "Rental Item Cannot be Reserved X Number of Days in Advance" Message

The maximum days in advance that a rental item may be reserved (as established on the Rental Item Maintenance - Core Information screen) prevents you from reserving an item if the reservation start or end date of the reservation exceeds the current processing date plus the maximum days in advance. Therefore, you must be sure that the ending date of your rental item reservation also does not exceed the maximum.

For example:, assume that the Max Days in Adv field is set to 14 and you are creating a reservation on January 1st. If you tried to create a reservation that started on the 7th (less than fourteen days in advance) but ended on or after the 14th, you would receive the "The rental item cannot be reserved more than 14 days in advance" message. You must change the reservation end date so that it is before the 14th.

Recalculating Rental Counts

Run the Rental Count Recalc program (Utilities • Rental • Rental Count Recalc). Press F1 for field-level Help as needed.

The Rental Count Recalc program allows you to recalculate rental counts. If rental counts were changed (i.e., using the Stats screen in Rental Item Maintenance) this program will go through rental history and determine previous and current year counts based on a current year cutoff date.

Court

Adjusting Court Reservation Max Counts

Run the Court Reservation Max Count Adjustment program (Utilities • Court • Court Max Count Adjustment). Press F1 for field-level Help as needed.

The Court Reservation Max Count Adjustment program allows users to increase or decrease the maximum count for court slots for a given range of courts, dates and times.

Number of Available Court Slots is Incorrect

Run the Court Reservation Recalc Program (Utilities • Court • Court Reservation Recalc). Press F1 for field-level Help as needed.

The Court Reservation Recalc program allows you to recalculate the booked counts (the number of persons who have reserved a court slot) for the court slots that fall within the selected ranges. The system subtracts the recalculated booked counts from the court slot's maximum head count figure and allows you to get accurate numbers of available court slots. You might need to run this program if you found that your actual available court slot numbers were not correct.

Changing Slot Statuses for Court Visits from No Show to Show

The Court Reservation Attendance Update allows you to manually change slot status for visits from No Show to Show. These statuses are generally updated during a pass visit swipe—assuming the Check for Court/CYMS Reservations option is selected on your linked Visit device.

1. Go to Daily • Court • Court Reservation Attendance Update.
2. In the Date Range fields, enter the date range for the swipe records you want to view/change.
   OR
   Press the F9 key or right-click from within the field to select the dates from the calendar.

3. Click **Filter Dates**. All of the no-show court swipe records for the selected dates will appear in the browser box.
4. Highlight one or more swipe records. (**Hint**: Press and hold the Control key to select multiple records.) Then, click **Change** Selected to Show.
   OR
   Click **Change** All to Show to change the status of all items in the browser box to Show.

Note: You can click **Clear Entries** to de-select all items.

5. Click **Exit** to return to the Main Menu.

Locker

Assigning Locks in Bulk

The Bulk Lock Assignment program allows you to quickly assign locks to lockers in a selected locker room. This program is useful if your maintenance staff makes lock assignments to lockers and keeps a log of all assignments. You could use this program to make the lock assignments based on the log.

When a lock is assigned to a locker, the program automatically changes its status to "In Use." When you replace one lock with another, the replaced lock's status is changed to "Available" until it is reassigned to another locker. You cannot manually delete a lock's link to a locker using this program, but, if you reassign a lock (lock C-50 was on locker A, now its assigned to locker B), the lock's original link to the old locker (locker A) will be deleted.

You can make lock assignments using the browser boxes or by typing in the locker and lock numbers. Both processes are described in the steps below.

Note: You can manually make lock assignments using the Locker File Maintenance program.

1. Go to Period End • Lock • Lock Bulk Assignment.
2. In the Locker Room field, press the F9 key or right-click from within the field to select the locker room in which you wish to assign locks to lockers. The first locker in the Locker Selection browser box will automatically be highlighted.

Note: Select the Activate Locker with Lock Assignment option if you wish to change inactive lockers to active when you assign a lock to the inactive locker.

3. To assign the locks using the browser boxes, go to step 4. To assign locks by typing in the locker and lock number, go to step 6.
4. Highlight the first locker number to which you wish to assign a lock.
5. In the Lock Selection browser box, double-click the "Available" lock that you wish to assign to the highlighted locker.

   Note that the lock numbers are listed as "Available" if the lock is available or "In-Use" if the lock is already assigned to a locker.

   OR

   Highlight the "Available" lock that you wish to assign to the highlighted locker and click the **Process** button. The next locker in the Locker Number browser box will automatically be highlighted.

   Continue to **step 9**.
6. The entry in the Locker field will default to the first locker in the locker room. Enter the first locker number to which you wish to assign a lock.

7. In the Lock field, enter the lock that you wish to assign.
8. Click **Process**.
9. You will return to the Locker field, where the next locker in the list will be entered.
10. Repeat steps 2–9 for all lockers to which you wish to assign locks in this locker room.
11. To switch to a new locker room, click the **Next Locker Room** button at the bottom of your screen.
    OR
    Click **Exit** if you are finished assigning locks.

Changing the Locker Reservation Status

The Locker Rental History Status Change program allows the system to change any rented locker's internal status. This status does not appear on any File Maintenance screen. It is used as an internal flag for the rental processing program. The internal status is changed to "C" (for Complete) if that locker's rental period ends on or before the "Process Date" entered on this screen. The internal status is changed to "I" (for Impound) if the "Process Date" entered on this screen falls within that locker's grace or impound period. See the "Process Date" field description below for more details.

Note: This program may be run on a regular basis, especially for those organizations that have thousands of lockers in their database. In these instances, running this program may allow the system to find an available locker more quickly during the locker rental process.

1. Go to Period End • Lock • Locker Rental History Status Change.
2. In the Beginning Locker Room and Ending Locker Room fields, enter the range of locker rooms for which you wish to change the internal reservation status.
3. In the Beginning Locker and Ending Locker fields, enter the range of locker numbers for which you wish to change the internal reservation status.
4. Enter a Process Date that will be used to determine the following change processes:

    - Any locker reservation (that falls within the ranges selected above) that has a rental period ending date that ends on or before the date selected here, will have its status changed to C (complete).
    - Any locker reservation (that falls within the ranges selected above) that has an impound period ending date that ends on or before the date selected here, will also have its status changed to C (complete).
    - If the process date entered here falls between a rental reservation's rental period ending date and the impound period ending date, that reservation will have its status changed to I (Impound).

5. Select the Charge Impound Fee option if you want to charge impound fees for each locker coded as Complete.

Note: This option applies only to those lockers for which an Impound Period has been established. Impound Fees will NOT be calculated automatically if you use Installment Billing with your lockers. When a locker renewal/return is processed during the Impound Days period, RecTrac will notify you that Impound Procedures apply BUT you will have to manually input the Impound Charge. To apply Impound Fees, click the **Fees** button prior to moving the renewal to Current Transaction browser box.

6. Select the Use Deposit to Pay Impound Fee option if you selected to charge impound fees and you want the collected deposit to pay for the impound fee.

Note: This option applies only to those lockers for which an Impound Period has been established. Impound Fees will NOT be calculated automatically if you use Installment Billing with your lockers. When a locker renewal/return is processed during the Impound Days period, RecTrac will notify you that Impound Procedures apply BUT you will have to manually input the Impound Charge. To apply Impound Fees, click the **Fees** button prior to moving the renewal to Current Transaction browser box.

7. In the Pay Code field, enter or select the pay code that you want to use to pay the required amounts.
8. Enter or select the pay drawer that will be used to process payment.
9. Enter or select the user who will process the payment for this locker reservation process.
10. Click **Process**.
11. When the locker status conversion is complete, a message box will display to notify you. Click **OK**.
12. Click **Exit**.

Cloning Locker Fees from a Base Locker to a Range of Lockers

The Locker Fee Utility program allows you to clone fee information (amounts, counts, fee codes, fee type, deposits, etc.) from a base locker to a range of lockers.

1. Go to Utilities • Lock • Locker Fee Utility.
2. In the Locker Room field, enter or select the locker room in which the base locker is located.
3. In the Base Locker field, enter or select the locker that you wish to use as the base locker for the locker fee information cloning process.
4. In the Feature to Match field, enter or select the feature that will be required to be matched before the fee information linked to the base locker will be cloned into the selected locker records.
5. Enter or select the range of lockers for which you wish to clone fee information from the base locker.
6. Click **Process**.
7. A message box will display asking you to confirm your selections. Click **Yes**.
8. When the cloning process is complete, a message box will display.
9. Repeat steps 2–8 for each set of records that you wish to clone.
10. Click **Exit**.

Deleting a Range of Lockers

The Locker Purge program allows you to purge specified lockers in selected locker rooms from your database.

Important Note: This function should be performed with caution—it will delete all selected lockers and their history from your database.

1. Go to Period End • Lock • Locker Purge.
2. In the Beginning Locker Room and Ending Locker Room fields, enter or select the range of locker rooms in which you wish to delete existing locker records and history.
3. In the Beginning Locker and Ending Locker fields, enter or select the range of lockers that you wish to delete.
4. Select the Print Purge Journal option if you want to print a listing of the purged lockers after the purge is complete.
5. Click **Process**. The purging process will begin.
6. A message box will appear asking you if you wish to continue with the purge. Click **Yes**.
7. When the purge is complete a message box will display. Click **OK**.
8. Repeat steps 2–7 for each range of lockers that you wish to delete.
9. Click **Exit**.

Deleting a Range of Lock Records

The Lock Purge program allows you to delete a range of locks from your system.

1. Go to Period End • Lock • Lock Purge.
2. In the Beginning Lock and Ending Lock fields, enter or select the range of lock records that you wish to delete.
3. Select the Print Purge Journal option if you want to print a listing of the purged lockers after the purge is complete.
4. Click **Process**.
5. A message box will display that asks you if you wish to continue with the purge. Click **Yes**.
6. When the purge is complete a message box will display. Click **OK**.
7. Repeat steps 2–6 for each range of lock records that you wish to delete.
8. Click **Exit**.

Linking Households to Orphaned Lockers

This process would be run in a situation in which locker reservations exist but are not attached to a household. This program will find these unlinked roster entries and then create and attach a valid family member and household to them. The program uses ZZZ-FIX as the last name and JOE as the first name for these missing households or family members.

1. Go to Utilities • Lock • Locker Missing HH Creator.
2. Select the Create Missing Households option if you want to create and attach a valid household to unlinked locker reservation entries. The locker entry will be linked to ZZZ-Fix for future editing.
3. Select the Remove Records w/Zero H/H or Zero F/M option if you want to delete the locker reservation that is linked to a ‘zero’ household or family member.
4. Click **Process**.
5. When the process is complete, a message box will display. Click **OK**.
6. Click **Exit**.
7. At this point you should review all locker reservations linked to the ZZZ-FIX household and edit/delete as needed.

Reallocating Uncollected Locker Fees to a Revenue Bill Code

The Abandoned Locker Deposit Reallocation program allows you to move deposit funds not collected by customers from a liability account to a revenue account.

1. Go to Period End • Lock • Abandoned Locker Dep Reallocate.
2. In the Individual Selections browser, highlight the locker room(s) for which you wish to reallocate uncollected locker deposit fees.
   OR
   In the Beginning Locker Room and Ending Locker Room fields, enter or select the range of locker rooms for which you wish to reallocate uncollected locker deposit fees.
3. In the Beginning Locker and Ending Locker fields, enter or select the range of lockers for which you wish to reallocated deposit fees.
4. In the Processing Date field, enter or select the date on which you want the reallocation to take place.
5. Select the Inactivate Lockers and Remove Locks option to assign a status of inactive to all selected lockers and remove the links to associated locks.
6. In the Lckr Revenue Bill Code field, enter or select the bill code to which you wish to post uncollected locker deposit fees.
7. In the Pay Code field, enter or select the pay code to which you wish to post uncollected locker deposit fees.
8. In the Pay Drawer field, enter or select the pay drawer to which you wish to post uncollected locker deposit fees.
9. In the Pay User field, enter or select the pay user who will post the uncollected deposit fees.

10. Click **Process**.
11. A message box will display that asks you if you wish to continue with the reallocation. Click **Yes**.
12. When the reallocation is complete, a message box will display. Click **OK**.
13. Click **Exit**.

Updating a Range of Locker Prices

Update the Bill Code:

1. Go to Files • System • Finance Codes Maintenance • Bill Code Maintenance.
2. Highlight the bill code linked to the selected range of lockers—the bill code will have be type LK. Click **Change**.
3. Click Next. You will continue to the Bill Code Maintenance - Rate Information screen.
4. In the Default Amount field, enter the updated price amount.
5. Click **Done** to save your changes and return to the Bill Code Maintenance screen.
6. Click **Exit**.

Then, Update the Locker Files Linked to This Bill Code:

1. Go to Period End • Lock • Locker Bulk Price Update.
2. Enter or select the range of locker rooms and lockers that are linked to the bill code that you just updated.
3. Enter a New Deposit amount (if applicable), as well as, indicate if it is a flat amount or a percentage of the bill code default amount.
4. Click **Process** to update the new bill code default amount on each locker file record.
5. Click **Exit**.

Updating Locker Statuses and/or Conditions in Bulk

The Bulk Locker Conversion program allows you to change the status and/or condition for a specified range of lockers within a specified range of locker rooms.

1. Go to Period End • Lock • Bulk Locker Update.
2. In the Beginning Locker Room field, enter or select the locker room in which you wish to begin converting the status and/or condition entries.
3. In the Ending Locker Room field, enter or select the locker room in which you wish to end converting the status and/or condition entries.
4. Enter or select the range of lockers for which you wish to convert the status and/or condition entries.
5. Select whether you want the selected lockers new status entries to be set to Active, Inactive or be left as the Current entry.
6. Select whether you want the selected lockers new condition entries to be set to Good, Damaged, Totaled or be left as the Current entry.
7. Click **Process**. The conversion process will begin.
8. When the conversion is complete, a message will display. Click **OK**.
9. Repeat steps 2–8 for each grouping of lockers that you wish to convert.
10. Click **Exit**.

Trip

Converting Trip Ids from Old to New

This program allows you to convert a trip from one number to another, with all its corresponding history. This program is very useful for organizations that are changing their standard trip numbering structure.

1. Go to Files • Trip • Trip Conversion.

2. In the Old Trip ID field, enter or select the trip ID that you are converting from.
3. In the Old Dept Date field, enter or select the departure date for the old trip ID. This field will automatically be filled in when you select the old trip ID.
4. In the Old Dept Time field, enter or select the departure time for the original trip ID. This field will automatically be filled in when you select the old trip ID.
5. In the New Trip ID field, enter the new trip ID that you are converting to.
6. Enter or select the new departure date for the new trip.
7. In the New Departure Time field, enter the departure time for the new trip ID.
8. In the New Return Date field, enter the return date for the new trip.
9. In the New Return Time field, enter the return time for the new trip.
10. Click **Convert**.
11. A message box will display asking you if you wish to continue. Click **Yes**.
12. When the process is complete, a message box will display. Click **OK**.
13. Repeat steps 2–12 for each trip that you wish to convert.
14. Click **Exit**.

Deleting a Range of Trip Bookings

The Trip Booking Line Item Purge program allows you to delete a selected range of trip bookings.

1. Go to Period End • Trip • Trip Booking Purge.
2. In the Beg Trip and End Trip fields, enter or select the range of trip IDs for which you are purging trip bookings.
3. In the Beg Purge Date and End Purge Date fields, enter or select the range of trip dates for which you wish to purge trip bookings.
4. In the Booking Purge Opt field, select whether you wish to Purge Trip Bookings Even With Balance Due, Purge Trip Bookings if No Balance Due, or Zero Trip Booking Balances, But Keep Bookings.
5. In the Trip Purge Opt field, select whether you wish to Purge Trips if No Bookings Exist, or Maintain Trips Regardless of Whether Bookings Exist.
6. Click **Purge**.
7. A message box will display asking you if you wish to continue. Click **Yes.**
8. When the purge is complete, a message box will display. Click **OK**.
9. Repeat steps 2–8 for each range of trip bookings that you wish to purge.
10. Click **Exit**.

Exporting Trip Setup Information

Run the Trip Export Program (Utilities • Trip • Trip Export Program). Press F1 for field-level Help as needed.

This program allows you to export the trip information from your RecTrac database to a space-delimited file that you specify. This allows for moving trip information from one database to another (using the Trip Import program).

Trip Figures Do Not Match the Trip File Detail Entry

Run the Trip Booking Resequence program (Utilities • Trip • Trip Booking Resequence). Press F1 for field-level Help as needed.

This program is designed to correct trip figures so that they match the trip file detail entries. You should only need to run this program if an update fails to complete successfully.

This program should not be run while users are processing trips. After hours, you can run this program unlimited times with no adverse results.

Importing Trip Setup Information

Run the Trip Import program (Utilities • Trip • Trip Import). Press F1 for field-level Help as needed.

This program allows you to import the trip information from your RecTrac database from a space-delimited file created with the Trip Export program. This allows for moving trip information from one database to another.

Updating Fees for a Group of Trips with the Same Bill Code

The Trip Bulk Price Update program allows you to update fees for a specific group of trips listed under the same bill code at one time and in one screen. This can be a great time-saver if you often need to update prices for a large number of trips.

Important Note: This program will update prices on the file maintenance level only. If you have already made reservations for this trip before changing the price, the history records for these reservations will NOT be updated.

For example, your department offers bus trips to several major sporting events throughout the year. Each sports trip (Football, Basketball, Hockey and Baseball) has a different price and is listed under a separate bill code. Every time that there is a game scheduled, a trip is offered. Each year the price of the trips changes. Instead of having to enter the information separately into each record through Trip Maintenance on the Fees and Comments screen, you can change all of the fees for each bill code in the Trip Bulk Price Update screen.

1. Go to Period End • Trip • Trip Bulk Price Update.
2. In the Beg Trip ID and End Trip ID fields, enter or select the range of trips for which you wish to update prices.
3. In the Beginning Trip Date and Ending Trip Date fields, enter or select the range of trip dates for which you wish to update prices.
4. Press the F9 key or right-click from within the Bill Code field to select the bill code that you wish to update. The description of this bill code will appear in the Description column.
5. In the Fee Amount field, enter the new price for this bill code.
6. Repeat steps 4 and 5 for each of the trip prices that you need to update.
7. In the Fee Code(s) field, press the F9 key or right-click from within the field to select the fee code(s) that you wish to link to the selected range of trip IDs from the picklist. **Hint**: Hold down the Control key to select multiple fee codes.
8. Click **Process**.
9. A message box will display asking if you wish to continue. Click **Yes**.
10. When the process is complete, a message box will display. Click **OK**.
11. Repeat steps 2–10 for each range of trips that you wish to update.
12. Click **Exit**.

Incident

Deleting Incident Records

Run the Incident Reporting Purge program (Period End • Incident • Incident Reporting Purge). Press F1 for screen-level Help as necessary.

The Incident Reporting Purge program allows you to delete all Inactive incidents that fall within a selected date range. This program also allows you to give incidents a status of Inactive if they have had no activity since a specified cutoff date. You can print a log of all incidents that have been deleted.

General and System

Adding a Member ID to the XRef or SS# Field and/or Converting Household IDs

Run the Bulk Household Transfer II program (Utilities • System • Household Utilities • Bulk Household Transfer II). Press F1 for field-level Help as needed.

The Bulk Household Transfer II program adds a new member ID to either the XRef or Social Security Number field based on the old social security numbers in the text file you specify in the *H/H CV File Name* field.

The format for this CV file is: ***SSN, New ID***

This program also can convert household IDs to a new number—it will use the next ID available in the database.

Note: This program will use the toggle setting for Pad SSN w/Zeros, located on the Household device.

Deleting Answers Linked to Questions

Run the Question Answer Purge program (Period End • System • Period End Purges • Question Answer Purge). Press F1 for field-level Help as needed.

The question answer purge program allows you to delete answers linked to questions for a given range of question groups and dates. You might run this program if you decide you no longer want to retain answers to a question or group of questions that's no longer valid or useful.

Bulk Changes to Installment Bill/ACH/CC Fields

The Installment Bill/ACH/CC Bulk Field Change program allows you to make bulk changes to installment bills and credit card/ACH files. You can change the last billed date, change the expiration date, and/or change the fee charged for the bill code(s) you specify.

1. Go to Utilities • System • Installment Billing/ACH Utilities • Installment Bill/ACH/CC Bulk Field Change.
2. Select the toggles for the installment bills, ACH files, and credit card files you want to change.
3. Enter an activity, pass, rental, and/or locker room ranges, if applicable.
4. Select the Change From Billed To Unbilled option to change the status of the selected bills. Then, enter the date of the bills you want to change in the For This Date field.
5. Select the Change Expiration Date option to change the expiration date for the selected installment/credit card/ACH bills.
6. In the Current Expire Date field, enter the last expiration date that is entered in your RecTrac database.
7. In the New Expire Date field, enter or select the date that you wish to use as the expiration date.
8. Click **More>>** to continue to the Installment Bill/ACH/CC Bulk Field Change - Details screen.
   OR
   Click **Process** to make the specified changes.
9. On the Details screen, select the Change Bill Fee option to change the bill fee charged for the selected installment/credit card/ACH bills.
10. Enter the bill code you want to change. The bill code type for the code selected in the Billcode field will appear in the Type field. You will not visit this field.
11. In the New Bill Fee field, enter the fee that you wish to use for the selected bill code.
12. Select the Change Fee If Current Fee For Billcode Is Zero option to make the fee change no matter what the current bill code fee is, including if the fee is $0. De-select this option to make the fee change only if the current bill code fee is greater than $0.
13. Click **Process** to make the specified changes.
14. Click **<<Back** to return to the previous screen.
15. Click **Exit** to return to the Main Menu.

Permissions

Please refer to: Topic Doc - RecTrac Permissions 10.3

Fixing Capitalization Inconsistencies within the Database

The Beautify Data program allows you to change the text format of selected data in your RecTrac Database. Although this function will not harm the integrity of your database, depending on your database size and table selections it will take a substantial amount of time to run.

1. Go to Utilities • System • Upper/Lower Case Change. You will continue to the Beautify Data screen.
2. In the Select Table to Display field, click the down arrow to select the RecTrac database table for which you wish to reformat RecTrac data. Call VSI support for more information.
3. Select whether you wish to change data in the selected table to:

    - **ALL UPPER CASE**
    - **all lower case**
    - **F**irst **T**o **U**pper
    - **F**irst character upper only
    - **F**irst character of sentence to upper

4. Click **Convert**. The conversion process will begin.
5. Click **Exit**.

Changing the Fee Code(s) Linked to a Bill Code Record

Complete the following set of steps to change the fee codes linked to a bill code record.

1. Go to Utilities • System • Conversion Utilities • Bulk Bill Code Fee Change.
2. In the Bill Code field, enter or select the bill code that you wish to change.
3. In the New Fee field, enter the default fee for this bill code.
4. Using the dual selection lists, move the fee codes that you wish to link to the selected bill code from the Available column to the Include column.
5. Click **Details>>**. You will continue to the Bulk Bill Code Fee Change – Details screen.
6. Enter the range of activities, facilities, pass types, leagues, locker rooms, trips, rentals and personal trainers to which you wish to apply the new bill code change.
7. Click **Process**.

Changing GL and Cost Centers Linked to Historical Bill Code Records

This set of instructions will allow you to attach new GL codes and cost centers to bill code records. RecTrac automatically updates pre-existing GL distributions for all transactions involving those bill codes.

Note: This procedure does not change future transactions—only history. If you want to change bill code information for all future transactions, use the Bill Codes Maintenance program (Files • System • Finance Codes Maintenance).

1. Go to Utilities • System • Conversion Utilities • Bill Code/CC Code Conversion.
2. In the Bill Code field, enter or select the bill code to be converted.
3. Enter or select the date range of general ledger transaction history to be updated with the new bill code parameters.
4. In the New G/L Code field, enter or select the new general ledger code that you will post the revenue for the bill code to.
5. In the New Cost Center field, enter or select the new cost center code that you will use to post the revenue for this bill code to.

6. In the New Discount G/L Code field, enter or select the new general ledger code that you will post the discounts for this bill code to.
7. In the New Discount Cost Center field, enter or select the new cost center code that you will post the discounts for this bill code to.
8. In the New Suspense/Wash G/L Code field, enter or select the new general ledger code that you will post the suspense or wash activity for this bill code to.
9. In the New Suspense/Wash Cost Center field, enter the new cost center code that you will post suspense or wash activity for this bill code to.
10. Click the **Add to List** button at the bottom of the screen. Notice that the bill code and its new GL and cost center information has been added to the conversion browser box at the bottom of the screen.
11. Repeat steps 2–10 for each bill code that you wish to convert.
12. When the list is complete including all bill codes that you wish to convert, click **Convert Bill Codes** to process all items in the browser box.
13. Click **Exit** to return to the Main Menu. If you want the changes made in this program to affect future transactions, go to Bill Code File Maintenance (Files • System • Finance Codes Maintenance • Bill Code Maintenance) and make the appropriate adjustments to the selected bill code records.

Changing Household Names to Upper Case

It would be helpful to run the Household Name Utility program if you notice that household information has been entered in a non-uniform manner and you would rather have all household names look the same in your picklists.

For example, if some of your household names were entered in ALL CAPITAL LETTERS, while others were added using Upper And Lower Case Letters, your household picklists will appear jumbled and un-organized. Use this program to standardize the look of all records.

Note: This program ties up all RecTrac households as it runs. All users should log out of RecTrac before running this program, or schedule to run it at the close of a day.

1. Go to Utilities • System • Household/FM Utilities • Household Name Utilities.
2. Select whether you wish to:

    - Capitalize Primary Guardian Information
    - Capitalize Secondary Guardian Information
    - Capitalize Contact Name for Reservations
    - Capitalize Organization Name for Reservations
    - Capitalize Family Member Names
    - Assign Organization Name to FR Lookup Name
    - Auto-Assign Blank HH PINs

Note: All information associated with each of these options will be capitalized if selected (i.e. address, organization, etc).

3. Click **Process** to update the selected records.
4. Click **Exit** to return to the Main Menu.

Changing the Dates on Installment, ACH, and/or Credit Card Bills

Run the Installment Billing Date Change Utility program (Utilities • System • Installment Billing/ACH Utilities • Installment Billing Date Change Utility). Press F1 for field-level Help as needed.

The Installment Billing Date Change Utility allows you to change the *start* and/or *expiration date* on a user-specified range of installment bills, ACH checking/savings bills, and/or ACH credit card bills.

Changing a Refund from Finance to Refund Now

1. Go to Utilities • System • Refund Finance Reversal.
2. Enter the **Receipt Number** for which you would like to change Refund from Finance to Refund Now Cash.
3. Click **Process**. The Refund from Finance transaction will be converted to a Refund Now (Cash) transaction. (A Debit to Cash will be created.)
4. If Cash was the correct refund method you may leave the transaction as-is.
   OR
   If the refund method was Credit Card or Check, you may now process a payment for cash, and then the appropriate reversal or cancellation to result in a refund for which you may enter the correct refund type.

Changing Residency Status Based on Zip Code

Run the Household Residency Change program (Utilities • System • Household Utilities • Household Residency Change). Press F1 for field-level Help as needed.

Changing the Status and Schedule of a Scheduled Event

Run the Scheduled Events Maintenance program (Period End • System • Scheduled Events Maintenance). Press F1 for field-level Help as needed.

The Scheduled Events Maintenance program allows you to change the status (Active, Inactive, or Pending) and schedule for existing scheduled events.

Note: An event will display as Pending if it has not yet completed.

To deactivate an active scheduled event (or activate an inactive scheduled event), highlight it and click **Change Status**.

To change the status of a scheduled even, highlight it and click **Change**. You will proceed to the Schedule Settings screen.

To delete an inactive scheduled event, highlight it and click **Delete**.

Click **Exit** to return to the Main Menu.

The Computer Failed or Lost Power in the Middle of a Transaction

Call Vermont Systems, Inc. after you have checked the following items, but before making any alterations:

- Check the Cash Journal.
- Check the G/L Distribution Report.
- Check the household history and household balance.
- Check the activity roster, facility, court, pass, inventory or rental item that you were working on when the interruption occurred. Verify if the procedure completed—is the person on the roster, if the facility/court/rental item reserved, if the person registered for the pass type, etc.

Converting Bill Codes from Old to New

Complete the following set of steps to change your bill code naming scheme after your initial RecTrac setup. RecTrac will update pre-existing GL distributions for transactions involving those bill codes within the date range selected. If you no longer want the old bill code to appear on picklists, select the Delete Old Bill Code on Merge option.

1. Go to Utilities • System • Conversion Utilities • Bill Code Conversion.
2. In the Old Bill Code field, enter or select the bill code that you wish to convert from.
3. In the New Bill Code field, enter or select the bill code that you wish to convert to.
4. In the Beginning Financial Conversion Date and Ending Financial Conversion Date fields, enter the range of dates for general ledger transaction history that you want to be updated with the new bill code parameters.
5. Select the Delete Old Bill Code After Merge option if you want to delete the old bill code record after the conversion/merge has been processed. If you do not wish to delete the old record, do NOT select this option.
6. Click **Convert** to begin converting the selected bill code record.
7. You will be prompted with a message to make sure that you wish to convert the selected bill code record. Click **Yes**.
8. When the conversion is complete, a message will display. Click **OK**.
9. Repeat steps 2–8 for each bill code record that you wish to convert.
10. Click **Exit**.

Converting Device Codes

Run the Device Conversion program (Files • System • Device Maintenance • Device Conversion). Press F1 for field-level Help as needed.

The Device Conversion program allows you to convert an device code to a new code.
OR

Merge an existing code into another existing code.

Converting Family Member User Codes to Military Codes

The F/M User Code To Military Codes Conversion program allows you to link family member features to a military status, branch, rank or grade. In addition, you can create multiple links at the same time.

Note: If the feature is found on family member one, the program will update the sponsor fields. If the feature is found on any family member other than one, program will update the spouse fields.

1. Run the F/M User Code to Military Code Conversion program (Utilities • System • Conversion Utilities • F/M User Code to Military Code Conversion).
2. Select the appropriate Field Option: Military Status, Branch, or Rank/Grade.
3. Right-click or press F9 from within the User Code field to select the user code you are converting from. In the Mil Status field (or Mil Branch field, depending on your Field Option selection), enter or select the military status/branch you are converting to. If you selected Rank/Grade as the Field Option, choose an appropriate Military Rank and Military Grade.
4. Click **Add To List**.
5. Repeat steps 1 through 3 for any other user codes you wish to convert.
6. When you have added all the user codes to be converted, click **Convert List.**
7. You will be asked if you wish to continue. Click **Yes** to proceed.

Note: Depending on the number of households in your database, this process could take a few seconds or a few minutes, or more.

8. Once your changes are processed and all of the household info has been converted, you will get the following message: "F/M User Code to Military Codes Now Complete!"
9. Click **OK.** You will return to the F/M User Code to Military Codes Conversion screen. Click **Exit** to return to the Main Menu.

Converting Pass Types to Military Codes

The Pass Type To Military Codes Conversion program allows you to set military status, branch, grade, and rank based on links to pass types. In addition, you can link a pass type to multiple options (e.g., FIT-E1 could be linked to military status AD, branch ARMY, and grade/rank E1/PFC.

Note: The values are set at the household level.

1. Run the Pass Type to Military Codes Conversion program (Utilities • System • Conversion Utilities • Pass Type to Military Codes Conversion).
2. Select the appropriate Field Option: Military Status, Branch, or Rank/Grade.
3. Right-click or press F9 from within the Pass Type field to select the user code you are converting from. In the Mil Status field (or Mil Branch field, depending on your Field Option selection), enter or select the military status/branch you are converting to. If you selected Rank/Grade as the Field Option, choose an appropriate Military Rank and Military Grade.
4. Click **Add To List.**
5. Repeat steps 1 through 3 for any other user codes you wish to convert.
6. When you have added all the user codes to be converted, click **Convert List.**
7. You will be asked if you wish to continue. Click **Yes** to proceed.

Note: Depending on the number of households in your database, this process could take a few seconds or a few minutes, or more.

8. Once your changes are processed and all of the household info has been converted, you will get the following message: "Pass Type to Military Codes Now Complete!"
9. Click **OK**. You will return to the Pass Type to Military Codes Conversion screen. Click **Exit** to return to the Main Menu.

Converting a Pay Code to a New Code

Run the Pay Code Conversion program (Utilities • System • Conversion Utilities • Pay Code Conversion). Press F1 for field-level Help as needed.

The Pay Code Conversion program allows you to convert an existing pay code to a new code.
OR
Merge an existing code into another existing code.

Important Note: Depending on the number of transactions in your database, this program can take hours to complete for each pay code conversion.

Creating a Scheduled Event

Run the Schedule Miscellaneous Programs program (Period End • System • Schedule Miscellaneous Programs). Press F1 for field-level Help as needed.

Please refer to Topic Doc - Scheduling Events for complete documentation

Deleting a Range of Gift Certificates

Run the Gift Certificate Purge program (Period End • System • Period End Purges • Gift Certificate Purge). Press F1 for field-level Help as needed.

Storing Credit Card Information

RecTrac versions 10.1 and 10.3 can store credit card information for use with Internal Direct Interface credit card processing. Two (2) toggles on the RecTrac Static Parameters screen (Store Credit Card Information and Enable Get CC Button) and one (1) toggle on the User ID record in Security File Maintenance (View C/C Info) determine how much credit card information is maintained within a RecTrac database and how much is available to individual users. This document will look at these three (3) toggles and define their use.

Regardless of their settings, ALL credit card information within a RecTrac database is encrypted, to include the credit card number and expiration date. Further, users will have access to full credit card numbers only under select conditions. Full credit card information is NOT available in daily processing, inquiries or reports.

Note: This is applicable ONLY if you are using a RecTrac Internal Direct Interface (IDI) for processing credit cards. If you are using an External Redirect Interface (ERI) to process credit cards this information does NOT apply as you are NOT storing credit card information in your RecTrac database.

Please refer to Topic Doc - Storing Credit Card Info for complete documentation

Deleting Credit Card Information

Deleting all credit card information from the RecTrac database is a somewhat popular customer request at Vermont Systems. With two (2) credit card processing methodologies in use, the solution to the question of deleting credit card information becomes situational.

Please refer to Topic Doc - Credit Card Delete for complete documentation

Deleting Refund and Refund Check Records

The Refund Purge program allows you to delete refund and/or check records that are stored in your database. You can include any or all of the following refund types in the purge: Refund Now, Refund Later RecTrac, Refund Later Finance, or Refund Applied to Household.

Note: Proceed with caution, especially if you run accrual processing. You should only run this program at the end of the year; it should be run at least two months after you know that all of your financial figures are correct for the year (or after you have run accrual processing for the last month of the year).

1. Go to Period End • System • Period End Purges • Refund Purge.
2. Enter the range of transaction dates for which you are deleting refund records.
3. Enter or select the range of activities/sections for which you are deleting refund records.
4. Enter or select the range of facility reservations for which you are deleting refund records.
5. Enter or select the range of leagues for which you are deleting refund records.
6. Enter or select the range of pass type registrations for which you are deleting refund records.
7. In the Check Purge Options date range fields, enter or select the range of refund check dates that you wish to purge.
8. Select whether or not you wish to include Reconciled, Unreconciled, and/or Voided checks in the check purging process.
9. Select those modules that you wish to include in the refund purge. All modules are selected as the default. Only refunds that occurred in the selected modules (and affecting the selected ranges above) will be deleted.
10. Select the refund types that you wish to include in the refund purge. All refund types are selected as the default.

Note: Proceed with caution if you choose to delete the Refund Later RecTrac or Refund Later Finance refund types—you do not want to delete refund records until you or finance has printed all applicable refund checks for the selected date range.

11. Select the Print Refund Purge Journal option. This will give you a printed listing of the data that is selected to be deleted. The following fields will be included on this report: Refund Date, Module, Source, Description, Family Member, Original Date, Type, Source, Refund By, Total Paid, and the Refund Amount.
12. Select the Include Refund Notes on Purge Journal option if you want to print the refund notes that were added during the cancel/change process in the 'Cancellation Reason' field on the cancellation screen on the purge journal.
13. When you are happy with all of your selections on this screen, click **Purge**.
14. A question box will appear asking you if you wish to continue with the purge process. Click **Yes** to confirm.
15. You will continue to the Output Selection screen. Click **Print**.
16. A message box will display telling you that the purge is complete. Click **OK**.
17. Click **Exit**.

Deleting User IDs

The following steps assume that:

- You have access rights to the Security File Maintenance program.

1. Go to Files • System • Users/Menus Maintenance • Security Maintenance.
2. On the Password Signon screen, enter the Security File password.
3. Click **OK**. You will proceed to the Security Maintenance screen.
4. Highlight the User ID you would like to delete and click **Delete**.
5. Answer **Yes** to the message box. The user ID will be removed from the database.

Note about deleting or inactivating user IDs: Deleting USER IDs versus Inactivating USER IDs for personnel that leave an organization is a matter of preference.

When you delete a user it does NOT go through all of the tables where that particular USER ID was used during a Daily Processing transaction - therefore some reports will continue to display the deleted USER ID as it always did, versus a '?' that you might find in place of the USER ID in other reports.

Many customers do delete USER IDs so that the ID could potentially be used again later, but this can be difficult when looking at historical transactions, because when a transaction is processed it only puts the USER ID on the history record, not the name that's currently associated with that USER ID. Therefore if you end up reusing IDs it could be confusing as to *who* actually did the transaction. In this situation you would want to keep track of who is tied to a particular USER ID during particular time periods by printing the Security File Listing.

Starting in RecTrac 10.3, the user ID can be up to 10 characters, this gives you more flexibility in creating unique USER IDs, so there's not necessarily a reason to "recycle" them. You could consider keeping IDs with a status of *Inactive* after the user is no longer with the organization so that you have a historical record of that person being in the system.

Typical preference is to delete users so it's easier to manage the security file table – you could inactivate them *initially* and keep them in the system for the current fiscal year, so if you have to go back and print reports on questionable transactions, you still have the user in the system to know exactly who it is. Then, at the end of the year you could delete them. Either way, it's important to run the Security File Listingon a periodic basis, so that you have a hard copy of which users were in the system at any given time.

Fixing Duplicate Households

Run the Household Merge/Family Member Transfer program (Utilities • System • Household/FM Utilities • Household Transfer/Merge) and run the Full Merge or Partial Merge. Press F1 for field-level Help as needed.

Please refer to Topic Doc - Household Transfer Merge for complete documentation

Importing Photo Files

The Photo Import Utility program is used to rename photo ID image files to match RecTrac/GolfTrac family member photo ID numbers. This is useful for organizations that already have photo images of their members (i.e., universities).

> ***Note**: The import file needs to be a semi-colon (;) delimited file with the identifier (household or Social Security number) as the left entry, and the old photo file name (i.e., ABC.jpg) as the right entry. A carriage return (enter) is needed at the end of the last record in the text file.*
>
> *Examples of good records:*
>
> ***1234;ABC.jpg** (household method)*
> ***111223333:XYZ.jpg** (Social Security method)*

1. Go to Utilities • System • Household/FM Utilities • Universal Photo-ID Import.
2. Right-click in the Import File Name field. Browse to the location of the import file. Highlight the file and click Open.
3. Right-click in the Loc of Current Photos field. Browse to the location of the photos. Highlight a file in the directory and click Open.
4. Right-click in the Loc For Converted Photos field. Browse to the location where you want the converted photos to go. Highlight a file in the directory and click **Open**.
5. Select whether the import file uses household IDs, Social Security Numbers, or Cross Reference Numbers as the identifier.
6. Select the appropriate conversion option: Input From Text File – Use a text file (specified in the Import File Name field) to determine the new names for the image files. Input From Folder With Images – Convert the images directly without a text file. The program renames the image files based on the selected Record Match Option.

   For example, if your Record Match Option is Soc Sec Number, the program takes the image file name, looks for a corresponding Social Security number in the database, and renames the image file to the appropriate RecTrac photo ID number.

7. Select the Overwrite Images If They Already Exist option to overwrite images during the import process, assuming the existing images have the same names as those being imported.
8. Click **Import** to begin the renaming process.
9. Click **Exit** to return to the Main Menu.

Importing/Exporting Households from/to Remote Site

The household import/export allows you to import or export the household file for a selected active date range. It is useful for all RecTrac users who may have multiple sites that are not connected to a network, but who want to share consolidated household data. This program is a necessity for Army installations that are take several single user sites and upload/download household information on a daily basis.

Note: You have the choice of exporting all households or just those households created since the last time the export program was run. To keep track of new households added since the last export, you MUST select the Track H/H's For Export? flag in Static Parameters - Core Info screen. If this flag is deselected, the incremental export will create empty files.

- When the export program is run, the system creates two files—ARHOUSE.DAT and ARMEMBER.DAT—and sends them to the Misc Exp Location defined in the user's linked Location device.
- When the import program is run, it pulls in the new households/members within the ARHOUSE.DAT and ARMEMBER.DAT fields. If a matching household is found, its information will be overwritten. If a matching household is not found, it will be added.

Note: This program ties up all RecTrac households as it runs. Before you run this program, all users should log out of RecTrac; or, schedule to run it at the close of a day.

1. Go to Utilities • System • Household Utilities • Household Import/Export.
2. Select whether you wish to Export Households or Import Households.
3. Select whether your export or import path is Local or on the Network.
4. In the Household File field, enter or browse to the path and filename of the household export file. The file name default entry is arhouse.d.
5. In the Fam Member File field, enter or browse to the path and filename of the family member export file. The filename default entry is armember.d.
6. In the Emer Contact File field, enter or browse to the path and filename of the emergency contact export file. The filename default entry is aremerg.d.
7. Select whether you wish to export/import ALL Households or Perform an Incremental Dump/Load. The Incremental option export or imports only households added since the last export/import.
8. In the H/H ID Option field, select whether you want to use the household ID numbers from the export file or create new household ID numbers during import.
9. Click **Process**.

Deleting Inactive Family Members

The Inactive Family Member Purge program deletes inactive family members regardless of existing reservations or registrations. (Period End • System • Period End Purges • Inactive Family Member Purge).

Interfacing Refund Information to an External Financial Software Package

The Refund Interface program allows you to create an export file containing selected refund financial information that can in turn be interfaced with selected financial software packages. It would be helpful to run this program if you print refund checks out of your financial department but wish to use the information collected in RecTrac to determine refund amounts and to whom the refunds should be granted. If you wish to use this option, call VSI at 1-877-883-8757 to determine if this program can interface with your current financial software package.

1. Go to Period End • System • GL/Cash Processing • Refund Interface Processing.
2. In the Refund Option field, select the appropriate interface option.
3. If you are using the MSI option, enter the MSP A/P Account, and select the MSI ID Option.
4. In the Date Range field, enter the range of refund dates for which you wish to interface refund information.
5. In the Drawer Range fields, enter the range of cash drawers for which you wish to interface refund information.
6. Select the modules for which you wish to interface refund amounts.
7. Select whether or not you wish to Include Previously Posted Refunds in this interface file.

8. Enter the path and filename of the refund interface file that this program will create in the Refund Interface File to Create field.
9. Click **Details>>**. You will continue to the Refund Interface - Screen 2.
10. In the Activity Range field, enter or select the range of activities for which you wish to interface refund information.
11. In the Pass Type Range field, enter or select the range of pass types for which you wish to interface refund information.
12. In the League Range field, enter or select the range of leagues for which you wish to interface refund information.
13. Click **Process**. The interface file will be created.
14. When you return to the Refund Interface screen, click **Exit**.

Deleting Miscellaneous Income/Expense Posting Records from the Database

Run the Miscellaneous Income/Expense Purge program (Period End • System • Period End Purges • Miscellaneous Income/Expense Purge). Press F1 for field-level Help as needed.

Note: You should only purge information on which you no longer wish to run reports or inquiries.

The Miscellaneous Income/Expense Purge program allows you to delete miscellaneous income and/or expense posting records that are stored in your database. You should only purge information on which you no longer wish to run reports or inquiries.

Note: Proceed with caution, especially if you run accrual processing. You should only run this program at the end of the year and it should be run at least two months after you know that all of your financial figures are correct for the year (or after you have run accrual processing for the last month of the year).

Resequencing Question Numbers

When a question is deleted from the middle of a sequence of questions, run the Question Answer Resequence program (Utilities • System • Question Answer Resequence). Press F1 for field-level Help as needed.

Note: Having question numbers that are not sequential can cause reports and updates not to work properly.

Accidentally Ran the Grade Bump program more than Once in the Same Year

The Grade Reduction program allows you to reduce the grade entry of all of your household family members by one. This program can be run to reverse the effects of running the Grade Bump program more than once in a given year.

1. Go to Period End • System • Grade Reduction.
2. In the Maximum Grade to Use field, enter the highest grade number for which you wish to reduce grades.
3. Click **Process**. The grade reduction process will begin.
4. Click **Exit**.

Rerunning the Prenote for all Installment Bills

You may find that you need to re-run the pre-note for all of your installment bills if your organization switches banks, or your bank decides to reconfigure its processing procedures. This program will de-select the pre-note toggle on all installment bills in your database.

1. Go to the Function menu. Select Custom Program Loader.
2. In the Program to Run field, enter ***prenote.r***.
3. Click **OK**. The following message will display on your screen: "Do you want to reset all the Installment Bill Prenote Toggles to No? (This will allow you to rerun a prenote for all Installment Bills)."
4. Click **Yes**. When the system has finished resetting all the toggles the following message will display: "All Installment Bills Prenotes Have Been Set to No."
5. Click **OK**.

Voiding a Shift Close-Out Entry

Please refer to Topic Doc - End of Shift 10.3 for complete instructions

Golf

Adjusting a Day's Tee Time Slots

The Tee Time Adjustment program allows you to push out tee times for a range or courses on one date, beginning at a given time.

1. Go to Period End • Golf • Tee Time Adjustment.
2. In the Beginning Course and Ending Course fields, enter the range of courses for which you wish to begin changing tee time slots.
3. In the Date to Adjust field, enter or select the date for which you wish to process a tee time adjustment.
4. In the Starting Time field, enter the time at which you wish to start pushing out tee times.
5. Enter the number of hours and minutes by which you wish to adjust the tee time slots in the Push Out Tee Times By fields. *For example, if the tee off times are behind schedule by 14 minutes, you would enter 0 hours and 14 minutes.*
6. Click **Process**. A message box displays that explains the process and asks you if you wish to continue. Click **Yes**.
7. When the process is complete a message box will display to notify you. Click **OK**.
8. Repeat steps 2–7 for each tee time adjustment that you wish to process.
9. Click **Exit**.

Deleting a Range of Tee Time Slots

The Bulk Tee Time Slot Purge program allows you to delete large blocks of tee time slots that were either generated in error, or slots that need to be blocked out so that they cannot be reserved (for a tourney or course maintenance, etc.)

1. Go to Period End • Golf • Bulk Tee Time Delete.
2. In the Beginning Course and Ending Course fields, enter or select the range of courses for which you wish to delete tee time slots.
3. In the Date Range fields, enter or select the range of dates for which you wish to delete tee time slots.
4. In the Time Range fields, enter the range of times for which you wish to delete tee time slots.
5. Select the **Delete Tee Times that Have Been Reserved** option if you want to delete tee times that have been reserved in your tee time range selected above. If you select to delete reservations, it is recommended that you run the Tee Sheet report (Reports • Golf • Tee Time Reports) for the ranges selected above so that you will know whom to contact regarding reservation cancellations.
6. Select the days of the week for which you wish to delete tee time slots.
7. In the Skip Dates fields, enter or select the dates that you wish to skip during the purge process.
8. Click **Purge**. A message box will display that explains what will happen during the purge and asks you if you want to continue.
9. Click **Yes**.

10. When the purge process is complete, a message box will display. Click **OK**.
11. Repeat steps 2–10 for each range of tee times that you wish to delete.
12. Click **Exit**.

Deleting a Range of Golf Weather Records

The Weather File Purge program allows you to remove old weather records that are no longer of any value. The weather file is used to assess play statistics and should be purged at the same time that the history file is purged. Weather data should be posted daily using Weather Maintenance (Files • Golf • Weather Maintenance).

1. Go to Period End • Golf • Weather Purge.
2. In the Beginning Course and Ending Course fields, enter or select the range of courses for which you wish to purge weather records.
3. In the Date Range fields, enter or select the range of dates for which you wish to purge weather records.
4. Select the Print Weather Purge Journal option. RecTrac will print a journal of all weather files deleted from the system during the purge process. This document can serve as a backup in case you accidentally purge information.
5. Click **Purge**. You will continue to the Output Selection screen.
6. Click **Print**.
7. A message box will display asking if you wish to continue with the purging process. Click **Yes**.
8. The purge journal will print. When the purging process is complete a message box will display to notify you. Click **OK**.
9. Repeat steps 2–8 for each range of weather records that you wish to purge.
10. Click **Exit**.

Expiring a Range of Golfer Memberships

The Golfer Auto Expire program allows you to expire golfer records based on the entered expiration date. The program does not change the expiration date on the membership pass; it simply changes the pass status to Expired.

The program will inactivate golfers with an expiration date in the future.

Note: Be careful when using this option since the Daily Player 999999 and the Temporary Player 999998 will typically have active dates far into the future.

1. Go to Period End • Golf • Golfer Auto Expire.
2. Use the Individual Selections browser to select the golf pass types that you wish to expire. OR In the Beg Type and End Type fields, enter a range of golf pass types. Then, select whether you wish to update the range plus browser selections, or just the browser selections.
3. If you want to expire all golfer memberships linked to the selected pass types, DE-select the Expire Golfers Based on Cutoff Date Below option. Continue with step 5. OR If you want to expire golfer memberships based on the selected pass type range AND a user-defined cutoff date, select the Expire Golfers Based on Cutoff Date Below option. Continue with step 4.
4. In the Memb Expiration Cutoff Date to Use field, enter a date to use as an expiration cutoff date. All selected golfer types whose membership expiration dates are less than or equal to this date will be charged. *For example, you run this program with a cutoff date of 12/31/2004. If a golfer is set to expire on 1/15/2005, then that golfer's status will remain Active. If another golfer is set to expire 3 months from now but that date is prior to 12/31/2004, his/her status will change to Expired.*
5. Click **Process**. A message box will display. Click **Yes** to continue.
6. The golfer expiration process will begin. When the process is complete, a message box will display. Click **OK**.
7. Click **Exit**.

Exporting Tee Times for Import to Janus Displays Monitor Systems

Run the Janus Display Tee Time Export utility (Utility • Golf • Janus Display Tee Time Export).

1. Enter a Course Range.
2. Enter a Date/Time Range for tee times.
3. Enter a valid export location.
4. Choose whether or not to use the Date as your first field in the export file.
5. Choose whether or not to export tee times/slots that are as yet unreserved.
6. Choose Course Name or Course Number.
7. Click **Process** or **Exit** to continue.

Exporting Golf Tee Times in a .dat File

The Tee Time Export program allows you to create a .dat file for selected tee times. The following information is contained in the export file: Golf Course Number, Play Date, Tee Time and Golfers 1, 2, 3, and 4. Each field is separated by the pipe (|) symbol.

1. Go to Period End • Golf • Tee Time Export.
2. Enter or select the range of golf courses for which you wish to export tee time information.
3. Enter or select the range of play dates for which you wish to export tee time information.
4. Enter the range of tee times for which you wish to export tee time information.
5. In the Tee Time Export File field, enter the path and filename to the export file that you wish to create.
6. Click **Export**.
7. A confirmation message will display when the export is complete. Click **OK**.
8. Click **Exit**.

Exporting Tournament Players to Vision Perfect

Run the Tournament Player Export program (Period End • Golf • Tournament Player Export to VP).

Updating No Show Counts on the Household Record

The No Show Count Update program allows you to update no show counts on the household record. This information can be displayed during touch screen tee time processing to notify the end-user if a golfer attempting to make a tee time reservation has had several no-shows in the past. This program must be run consistently in order to keep this information as up-to-date as possible.

1. Go to Period End • Golf • No Show Count Update.
2. Use the Individual Selections browser to select individual golf courses for which you wish to update tee time no show counts. OR Enter or select the range of golf courses for which you wish to update tee time now show counts. Then, choose whether you wish to update for the range plus browser selections, or just browser selections.
3. In the Begin Date and End Date fields, enter or select the range of play dates for which you wish to update no show counts.
4. Click **Process**. The system will begin updating the no show counts on the appropriate household records.
5. A message box will display to notify you when the process is complete. Click **OK**.
6. Click **Exit**.

CYS

Cannot Access CYS Information Screens

1. Go to Files • System • Users/Menus Maintenance • Security Maintenance.
2. Enter the master password. Click **OK**.
3. Highlight the user for whom the screens are displaying incorrectly. Click **Change**.
4. Select the CYS User option.
5. Click **Done**.
6. Repeat steps 3–5 for every user that is experiencing the display problem during Household/Family Member Maintenance.
7. Click **Exit**.

Changing the CYS Installment Billing Start Date

The CYS Installment Billing Date Change Utility allows you to set a standard start date for installment bills. You would typically use this program in a situation where you just installed CYS and have set up all your installment bills for existing enrollees with an anticipated installment bill start date. Once you feel certain that your system has been properly set up and you are ready to begin using your live CYS database, you might wish to alter your estimated installment bill start date. You would use this program to do this.

Important Note: Use this program with care if you do not fit the scenario described above. This program will NOT change the installment bill end date based on the new start date. Therefore, this program should typically be used only for CYS installment bills.

1. Go to Utilities • CYS • Installment Billing Date Change.
2. In the New Installment Billing Start Date field, enter or select the date on which you want to begin installment billing.
3. In the New Installment Billing Expiration Date field, enter or select the date on which you want the installment billing cycle to expire.
4. Select the frequency that you wish to apply to all installment bills at the bill and activity level. If you select to apply the frequency at the bill level, RecTrac will apply your changes to all of the affected installment bill records. If you select to apply the frequency at the activity level, RecTrac will change the frequency selection on the Activity – CYMS Information screen and will ensure that future registrations in the class are set up with the proper billing frequency.
5. Click **Process**.
6. Click **Exit** when the date change utility has finished running.

Deleting Waitlist Entries Not Linked to Household Records

(Correct Information Does Not Display on the Patron Self Registration - Information Screen)

If an incorrect document is displayed:

1. Edit the Location device linked to the user ID that you use on the workstation that displays the Patron Self Registration screens.
2. Find and record the location listed in the Misc CYS Loc field. This location contains the documents that you wish to display during the Patron Self Registration - Information Viewing process. For example, c:\vsi\rectrac\cymsmisc\.
3. In Windows Explorer, go to the location designated in the Misc CYS Loc field.
4. Check to make sure that the correct document is saved in this location. If this document is incorrect, locate the good copy and paste it over the incorrect copy.

If no document is displayed:

1. Edit the Location device linked to the user ID that you use on the workstation that displays the Patron Self Registration screens.
2. *Find and record the location listed in the Misc CYS Loc field. This location contains the documents that you wish to display during the Patron Self Registration - Information Viewing process. For example, c:\vsi\rectrac\cymsmisc\.*
3. If this entry was correct, in Windows Explorer, go to the location designated in the Misc CYS Loc field.
4. Check to make sure that the document exists in this location. If this document is not listed in the directory, locate the correct document and paste it into this directory.

CYS Facilities Do Not Show in Hourly Care (Court) Picklists

The only facilities that will display in the CYS Hourly Care (Court) Picklists are those that are specifically designated as 'Court' facilities. To check your CYS facilities for this setting:

1. Go to Files • Facility • Facility Maintenance.
2. Highlight the first CYS Facility that accepts hourly care reservations. Click **Change**.
3. You will proceed to the Facility Maintenance - Core Information screen. Select the Is This A Court Module Facility? option.
4. Click **Done**.
5. Repeat steps 2–4 for every CYS facility that accepts hourly care reservations.
6. Click **Exit**.

CYS Hourly Care Fees are Incorrect

Hourly care fees are determined on the Pass Type Maintenance - CYS screen. To check your current hourly care fee settings:

1. Go to Files • Pass Type Maintenance.
2. Highlight the Pass Type for which you wish to check the hourly care fees.
3. Click **Change**. You will proceed to the Pass Type Maintenance – Core Information screen.
4. Select the CYS radio set at the top of the screen OR Click **Next** four times to continue to the CYS Features screen.
5. Review the entries on this screen and compare these to the hourly care fees that you expected. Make changes as needed. Press F1 for additional field-level Help if needed.
6. Click **Done** to save your changes and return to the Pass Type Maintenance screen.
7. Repeat steps 2–6 for each Pass Type for which you wish to review the selected hourly care fee entries.
8. Click **Exit**.

Hourly Care No Show Fees are not Generated as Expected

1. Go to Files • System • Device Maintenance.
2. Select the Visit device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Make sure the Check for Court/CYMS Reservations option is selected.
5. Click **Exit**.
6. Go to Daily • CYS • CYS Reserv No Show Fee Posting.
7. Enter the location and dates that you wish to process.
8. Change other fields or leave the default settings. Press **F1** for field-level Help as needed.
9. Click **Journal Only** to check the No Show Fee generation information before posting.
10. If all of the information listed is correct, click **Post**.

Waitlist Priority Code Conversion

The CYS Waitlist Priority Code Conversion allows you to convert Priority Codes that were created in Waitlist Priority Code Maintenance. This program converts the 8-digit code only. It does not change the Code Description nor does it Resequence your Waitlist Priority Code list.

1. Go to Utilities • CYS • CYS Waitlist Priority Code Conversion
2. Right-click or press F9 in the Old Code field to select the code you wish to convert.
3. Enter a new 8-digit code in the New Code field. You can select an existing code if you wish to merge two Priority codes into one.
4. Click **OK** to convert the codes.
5. Repeat Steps 2-4 as necessary to convert other codes.
6. Click Exit when finished.

Note: If you ever alter the setup of a code's Priority, you'll have to run the CYMS Waitlist Resequence program. The resequence utility keys from the value entered in the Priority field on Waitlist Priority Code Maintenance and not on the Waitlist Priority Code.

To run the Waitlist Resequence program, go to Utilities • CYS • CYMS Waitlist Resequence. Click '**Yes**' when prompted to run the program.

Recalculating Installment Bills Based on New CYS Rates

The CDC Household Installment Bill Recalc program allows you to update established CYS billing amounts based on any changes that may have taken place in your CYS database since the last time you ran the installment billing program. This program should be run each time prior to running the installment billing procedure.

1. Go to Period End • CYS • CYS Installment Bill Recalc.
2. In the Household Range field, enter or select the range of households for which you wish to update installment bills.
3. Click **Recalc**. The CYS installment bills will be recalculated.
4. Click **Exit**.

Note: To process the resulting CYS installment bill records, go to Period End • Global • Global Auto Dr/Install Billing.

Staff/Provider ID Conversion

The Staff/Provider Conversion program allows you to convert Staff and Provider IDs to new codes. This program is useful in the event of a Staff or Provider name change, or if at some point you find that you need to change the id structure of your Staff members or Providers.

1. Go to Utilities • CY • Staff/Provider ID Conversion
2. Determine whether you wish to convert Staff IDs or Provider IDs.
3. Right-click or press F9 within the Old Provider ID field to select the appropriate Staff Member or Provider. The individuals name will appear immediately to the right of the field.
4. Enter a new 8-Digit code.

Note: The standard format for Staff/Provider IDs is as follows: LLLLL,FF. where 'LLLLL' stands for the first five digits of the Staff Member's/Provider's last name and 'FF' stands for the first to letters of the Staff Member's/Provider's first name.

5. Repeat Steps 2 - 4 as necessary to convert other IDs.
6. Click **Exit** when finished.

Personal Trainer

Deleting Personal Trainer Time Slots

The Personal Trainer Time Slot Purge allows you to delete person trainer time slots that were created using the Trainer Time Slot Generator program (Period End • PT).

Please refer to Topic Doc - PT 10.3 for a complete set of instructions

Deleting Personal Trainer Links

The Personal Trainer Links Delete program allows you to delete all of the personal trainers linked to a selected range of instructor IDs. Go to Files • PT • Trainer Links Delete.

Please refer to Topic Doc - PT 10.3 for a complete set of instructions

Deleting Personal Trainer Pay History

Run the Trainer Pay History Purge program (Period End • PT • Trainer Pay History Purge). Press F1 for field-level Help as needed. This program is used to purge a selected range of Personal Trainer payment history.

Please refer to Topic Doc - PT 10.3 for a complete set of instructions

Recalculating Trainer Payments

Run the Trainer Pay Recalculation program (Utilities • PT • Trainer Pay Recalc). Press F1 for field-level Help as needed.

This program is used to recalculate Personal Trainer paid figures, and works in conjunction with the Trainer Pay History Purge program to fix trainers that have been paid incorrectly.

Please refer to Topic Doc - PT 10.3 for a complete set of instructions

WebTrac

Deleting WebTrac Master Records

Run the WebTrac Master Record Purge program (Period End • System • Period End Purges • WebTrac Master Record Purge). Press F1 for field-level Help as needed.

The WebTrac Master Record Purge program will purge all WebTrac master records that have a valid end date. Once it is run you will no longer be able to retrieve statistics on these records. The WebTrac statistics report can be run prior to this program to have a copy of these statistics.

Deleting Orphaned WebTrac Users

The WebTrac User Orphan Purge program can be used to delete WebTrac users in bulk or just those WebTrac users with missing or inactive households (i.e., the linked household was deleted or the household number changed).

1. Go to Period End • System • Period End Purges • WebTrac User Orphan Purge.
2. Select the Purge User IDs for Inactive RecTrac Households option to remove WebTrac users linked to inactive households.
3. Select the Purge User IDs for Missing RecTrac Households option to remove WebTrac users linked to households that are missing.
4. Select the Purge All WebTrac User IDs option to remove all WebTrac users. Use this option with extreme caution.
5. Click **Purge** to begin the WebTrac user purge process. Click **Exit.**

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Changing System or User Settings

Activity

Enabling the System to Track Registration Codes

Referral codes allow you to track how an enrollee learned about an activity or pass enrollment, so that you may better track the effectiveness of your advertising dollars.

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Daily Processing device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Select the Track AR/PM Reg/Ref Src field.
5. Click **Done** and Exit to save your changes and return to the Main Menu.
6. Go to Files • System • Other Maintenance • User Code Maintenance.
7. Click **Add**. You will proceed to the User Codes Core Information screen.
8. In the Code Type field, select Reg/Ref.
9. Enter the user code, consisting of five or fewer alphanumeric characters.
10. Click **Next**. Enter the Description.
11. Click **Done**.
12. Repeat steps 6–11 for as many registration referral user codes as you wish to create.
13. Click **Exit** to return to the Main Menu.

When you process an Activity Registration, you may link a referral code to the enrollee's registration by clicking the Roster Note button on the Activity Registrations screen.

Pass

Changing the Household ID Number Swipe Format

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the ID Swipe device linked to the currently logged in user, menu group, workstation or default level.
3. Click **Change**.
4. In the Swipe Type field, select the appropriate swipe type.
5. In the Swipe Option field, select the appropriate swipe option.
6. In the Start H/H ID Pos field, enter the starting position in the bar code for the household ID number.
7. In the H/H ID Length field, enter the length of the household ID number.
8. In the Beg F'Memb Pos field, enter the starting position in the bar code for the family member number.
9. In the F'Memb Length field, enter the length of the family member number.
10. Press F1 for field-level Help as needed.
11. Click **Done** to save your changes and return to the Device Maintenance screen.
12. Click **Exit** to return to the Main Menu.

Changing the List of Valid Passes for a Location or User

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Visit device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Click **Next**. You will continue to the Other Settings screen.

5. Using the Generic and Daily dual selection lists, enter the appropriate pass type(s) which are valid for this user or location. Press F1 for field-level Help as needed.
6. Click **Done** to save your changes and return to the Device Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Setting Up to Manually Add Pass Numbers

1. Go to Files • System • Parameter Codes Maintenance • Static Parameter Maintenance - A/R & P/M screen.
2. DE-select the Auto Assign Pass Numb option.
3. Click **Done** to save your changes and return to the Main Menu.

Changing the Morning, Afternoon and Evening Definitions for Pass Visits

1. Go to Files • System • Parameter Codes Maintenance • Static Parameter Maintenance - A/R & P/M screen.
2. In the Pass Visit Morning Cutoff Time field, enter the cutoff time for morning visits.
3. In the Pass Visit Afternoon Cutoff Time field, enter the cutoff time for afternoon visits. Evening visits will be any visits that occur after the Pass Visit Afternoon Cutoff Time.
4. Click **Done** to save your changes and return to the Main Menu.

These definitions are used in conjunction with the Pass Type Analysis Report. (Reports • Pass • Statistical Reports • Pass Type Analysis Report)

System

Changing the Default Export Location for a User

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Location device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. In the Misc Exp Loc field, enter the default Export Location field for this user.

Note: Be sure to include a terminating backslash in the path. *For example, c:\vsi\rectrac\export\.*

5. Click **Done and Exit** to save your changes and return to the Main Menu.

Changing the Menu Group Linked to a User

The following steps assume that:

- You have access rights to the Security File Maintenance program.
- All users have been setup in your system through the Security File Maintenance program
- All menu groups have been established using the Menu Group File Maintenance program (Files • System • Users/Menus Maintenance).

1. Go to Files • System • Users/Menus Maintenance • Security Maintenance.
2. Enter a password on the Password Signon screen. You will proceed to the Security File Maintenance screen.
3. Highlight the applicable user.
4. Click **Change**. You will proceed to the Core screen.
5. In the Menu Group to Use field, enter or select the appropriate menu group.
6. Click **Done** to save your changes and return to the Security File Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Changing the System Colors

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Colors device linked to the currently logged in user, menu group, workstation or defaults level.
3. Click **Change**.
4. Make any applicable changes. Press F1 for field-level Help as needed.
5. Click **Done** to save your changes and return to the Device Maintenance screen.
6. Click **Exit** to return to the Main Menu.
7. You must log out of RecTrac and then log back in for any changes to take effect.

Daylight Savings Time

When Daylight Savings Time ends in the fall and begins in the spring, most computer operators and system administrators will want to adjust computer clocks accordingly. Follow these steps or risk database corruption!

For Single-User RecTrac System:

1. You must log out of RecTrac completely.
2. Change your PC date/time, if not done automatically.
3. You may log back in to RecTrac.

For Multi-User RecTrac System:

1. All users must log out of RecTrac completely.
2. All users should log out of the network.
3. Shut down the RecTrac engine on the server.
4. Change the server date/time, if not done automatically.
5. Restart RecTrac engine on the server.
6. Users may log back in to the network.
7. If server date/time does not carry over to the PC, change user's PC date/time.
8. Users may log back in to RecTrac.

Manually Assigning Household ID Numbers

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Household device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. DE-select the Auto Assign H/H # option.
5. Click **Done** to save your changes.
6. Click **Exit** to return to the Main Menu.

Changing Phone Number, Date and Time Format(s)

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Static-Parameters device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. In the **Phone, Date** and **Time** Format fields, select the option that describes how you want to enter and display each of these items.
5. Click **Done** to save your changes and return to the Main Menu.

Changing the User Defined Household Fields

1. Go to Files • System • Parameter Codes Maintenance • Static Parameter Maintenance - Core Info screen.
2. In the H/H Fld #1 and/or H/H Fld #2 fields, enter the new user defined household field descriptions. *For example, Insurance Company.*
3. If you want the user-defined fields to have a drop-down list, type the entries you want on that list separated by a comma in the Val Values fields. Leave these fields blank to make them "fill in the blank" format
4. Click **Done** to save your changes and return to the Main Menu.

Payments Refunds

Default Auto Apply Payment or Manual Apply Payment

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Payment device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Click **Next**.
5. In the Auto Apply field, enter a Y for each module you want to default to auto apply payment. Enter an N for each module you want to default to manual apply.
6. Click **Done** to save your changes and return to the Device Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Changing the Cash Drawer Linked to a User

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Drawer device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. In the Logical Drawer Number for Drawer #1 field, enter the appropriate cash drawer number.
5. In the Logical Drawer Number for Drawer #2 field, enter the appropriate cash drawer number for the user's second cash drawer, if applicable.
6. Click **Done** to save your changes and return to the Device Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Changing the Default Pay Code

The following steps assume that all pay codes have been set up through the Payment Code Maintenance program (Files • System • Finance Codes Maintenance).

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Payment device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Click **Next**. You will proceed to the Module Details screen.
5. In the Payment Pay Code field, enter the default pay code for each module.
6. Click **Done** to save your changes and return to the Device Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Changing the Default Refund Pay Code/Type for Each Module

To change the Refund Pay Code:

The following steps assume that all pay codes have been set up through the Payment Code Maintenance program (Files • System • Finance Codes Maintenance).

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Payment device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Click **Next**. You will proceed to the Modules Details screen.
5. In the Refund Pay Code field, enter the default pay refund code for each module.
6. Click **Done** to save your changes and return to the Device Maintenance screen.
7. Click **Exit** to return to the Main Menu.

To change the Refund Type:

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Payment device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Click **Next**.
5. In the Default Refund Type field, enter the default pay type for each module:

   RA – Apply to household balance.
   RN – Refund from cash drawer now.
   RR – Refund from RecTrac later.
   RF – Refund from Finance later.

Note: The selections in the User Refund Options field at the top of the screen determine whether or not you will be able to change the entries in the Default Refund Type field.

6. Click **Done** to save your changes and return to the Device Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Changing the Default Require Pay Reference for Each Module

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Payment device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Click **Next**.
5. In the Require Pay Reference field, enter a Y for each module you want to require a pay reference. Enter an N for each module you do NOT want to require a pay reference.
6. Click **Done** to save your changes and return to the Device Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Financial

Changing Payments to Default as the Full Amount or Zero

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Payment device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Click **Next**.
5. In the Pay Amount Default field, enter an F for each module for which you want to default to full payment. Enter an N for each module for which you want to default to the new amount due. Enter a Z for each module for which you want to default zero.
6. Click **Done** to save your changes and return to the Device Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Changing Default GL Codes and Cost Centers

Credit Balances:

1. Go to Files • System • Parameter Codes Maintenance • Static Parameter Maintenance - G/L Info screen.
2. In the Credit Bal Control field, enter or select the appropriate G/L Code and Cost Center.
3. Click **Done** to save your changes and return to the Main Menu.

Note: If you link a wild card cost center to users via a Drawer device, that cost center will override the cost center linked to the credit balance control account in Static Parameters.

Unearned Revenue:

1. Go to Files • System • Parameter Codes Maintenance • Static Parameter Maintenance - G/L Info screen.
2. In the Unearned Revenue field, select the appropriate G/L Code and Cost Center.
3. Click **Done** to save your changes and return to the Main Menu.

Note: If you link a wild card cost center to users via a Drawer device, that cost center will override the cost center linked to the unearned revenue account in Static Parameters.

Deposits:

1. Go to Files • System • Parameter Codes Maintenance • Static Parameter Maintenance - G/L Info screen.
2. In the Dflt Deposit Liab field, select the appropriate G/L Code and Cost Center.
3. Click **Done** to save your changes and return to the Main Menu.

Note: If you link a wild card cost center to users via a Drawer device, that cost center will override the cost center linked to the default deposit liability account in Static Parameters.

Instructor Pay:

1. Go to Files • System • Parameter Codes Maintenance • Static Parameter Maintenance - G/L Info screen.
2. In the Dflt Instructor Pay field, select the appropriate G/L Code and Cost Center.
3. Click **Done** to save your changes and return to the Main Menu.

Note: If you link a wild card cost center to users via a Drawer device, that cost center will override the cost center linked to the default instructor pay account in Static Parameters.

Changing the Default Surcharge for Transfers and Cancellations

1. Go to Files • System • Parameter Codes Maintenance • Static Parameter Maintenance - A/R & P/M screen.
2. In the **Cancel SC** fields, enter the appropriate cancellation surcharge for each applicable module.
3. In the **Transfer SC** fields, enter the appropriate transfer surcharge for the Activity and Pass modules.
4. Click **Done** to save your changes and return to the Main Menu.

Setting the Fiscal Month

Warning: Do not change this setting arbitrarily. Doing so would skew RecTrac's statistical data and certain measures will need to be taken to reset the statistics.

1. Go to Files • System • Parameter Codes Maintenance • Static Parameter Maintenance - Core Info screen.
2. In the Beg Fiscal Month field, select the appropriate month, based on what is the beginning of your organization's fiscal year.
3. Click **Done** to save your changes and return to the Main Menu.

Updating Tax Tables

1. Go to Files • System • Financial Codes Maintenance • Tax Tables Maintenance
2. Select a Tax Table Record or click 'Add' to create a new Record
3. Enter a tax rate in the Tax 1 field. You may add up to four (4) additional tax rates per Tax Table Record.
4. Enter a G/L Code for each tax rate
5. Enter a Cost Centers for each tax rate, if applicable.
6. Enter a Receivables offset GL Code and Cost Center for each tax rate, if you are using Receivables.
7. Click **OK** to save your changes and return to the Tax Table Maintenance screen.

Establishing a Wild Card Cost Center for a User

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Drawer device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. In the Wild Card Cost Center field, enter or select the cost center that you wish to use for this user.
5. Click **Done** to save your changes and return to the Device Maintenance screen.
6. Click **Exit** to return to the Main Menu.

Note: Establishing a Wild Card Cost Center on a Drawer device, will OVERRIDE the cost center linked to the default deposit liability account in Static Parameters.

Receipt Printing

Receipt Copies:Number to Print

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Receipt Format device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Go to the Module Details screen.
5. In the Receipt Copies field, enter the number of default copies that you want to print for each module.
6. Click **Done** to save your changes and return to the Device Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Changing Receipt Detail Settings

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.

2. Select the Receipt Format device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Go to the Module Details screen.
5. In the Detail Display field, enter a Y for each module you want to default to display receipt detail. Enter an N for each module you do NOT want to display receipt detail.
6. Click **Done** to save your changes and return to the Device Maintenance screen.
7. Click **Exit** to return to the Main Menu.

Changing Receipts to Print in Mailer Format

1. Go to Files • System • Device Maintenance • Printer/Device Maintenance.
2. Select the Receipt Format device linked to the currently logged in user/menu group/workstation/defaults.
3. Click **Change**.
4. Go to the Module Details screen.
5. In the Receipts as Mailers field, enter a Y for each module you want to default to creating receipts as mailers. Enter an N for each module you do NOT want to default to creating receipts as mailers.
6. Click **Done** to save your changes and return to the Device Maintenance screen.
7. Click **Exit** to return to the Main Menu.

CYS

Changing the Default Late Fees (USDA)

1. Go to Files • CYS • CYS Financial Maint • USDA Reimb Rate Maint.
2. You will proceed to the USDA Reimbursement screen.
3. Click **Next** to continue to the Late Payment Fee Parameters screen.
4. Enter the changes that you wish to make to the way in which late fees are calculated. Press F1 for field-level Help as necessary.
5. Click **Done**.

Changing the Default Meal Reimbursement Rates

1. Go to Files • CYS • CYS Financial Maint • USDA Reimb Rate Maint.
2. You will proceed to the USDA Reimbursement screen.
3. Select the Program Types and meals for which you wish to change the default reimbursement rate.
4. Enter the changes in the appropriate boxes.
5. Click **Done**.

Changing Default Meal Times

1. Go to Files • CYS • CYS Financial Maint • USDA Reimb Rate Maint.
2. You will proceed to the USDA Reimbursement screen.
3. In the Default Beginning Meal Times For CDC and FCC Sites section, enter the new times for the appropriate meals. These entries will be used to calculate ALL meals served for each of the different program types (based on attendance records).
4. Click **Done**.

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