10.3 RecTrac

Quick Reference Guides

Jan 2017

10.3 RecTrac Quick Reference Guide
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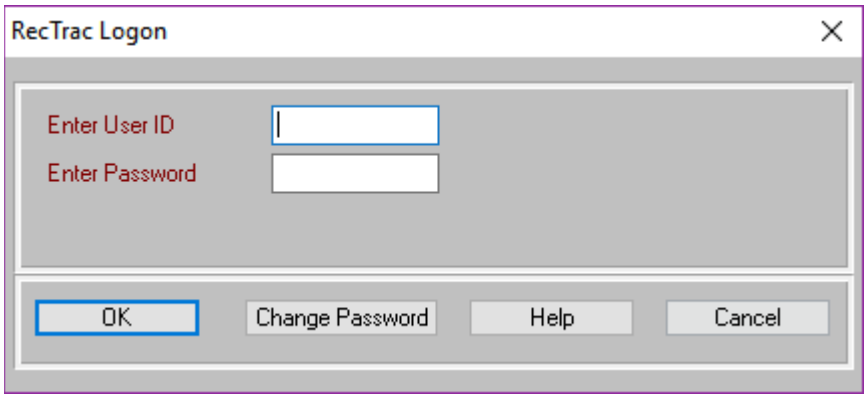
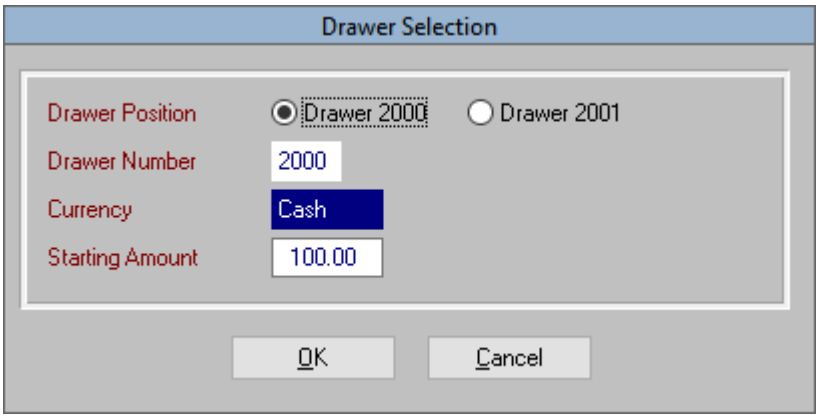
1. Quick Guide to Logging into RecTrac

1. Log into RecTrac: Enter your User ID and password.



2. Enter your drawer number and starting cash amount and click **OK**.

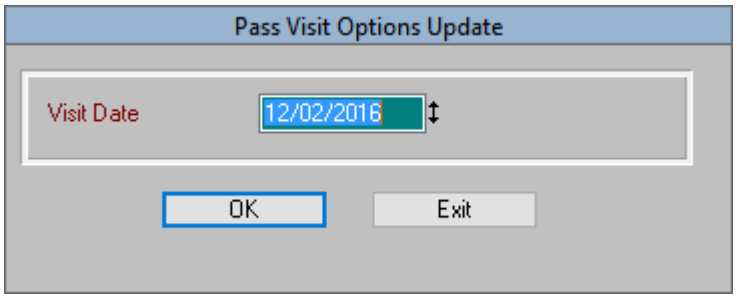


2. Quick Guide to Pass Swiping for ISR 3 Reporting

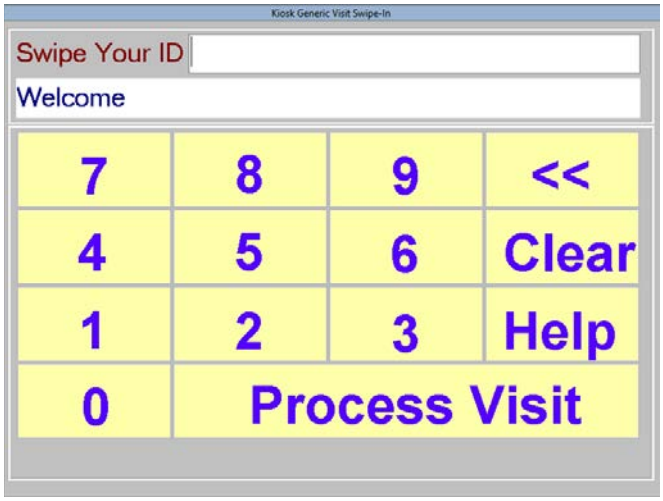
1. To record an ISR 3 visit you must use the Military Visit Swipe-In program. Click the **Visit Check-In** button located on your main screen.

2. Select the correct date

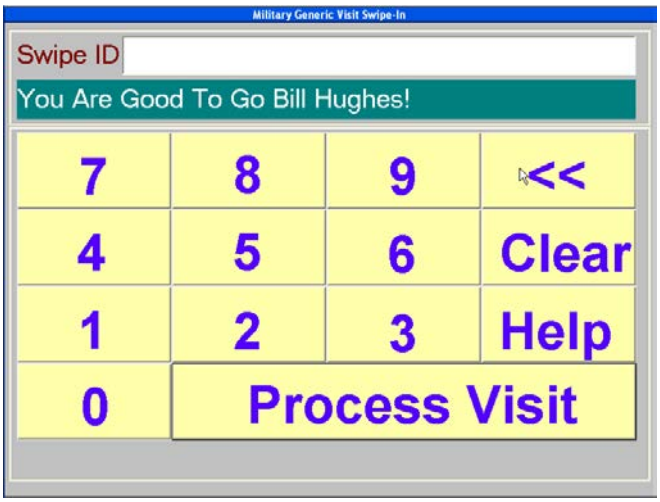
3. Click **OK**.



4. On this screen you or the patron swipes the Military CAC or family member ID card through the card swipe. You can also type in the member's ID number manually and press **Enter** on the keyboard or click **Process Visit.**



5. If the swipe is valid, the screen displays a message in the green bar stating that the patron is good to go.



Note:

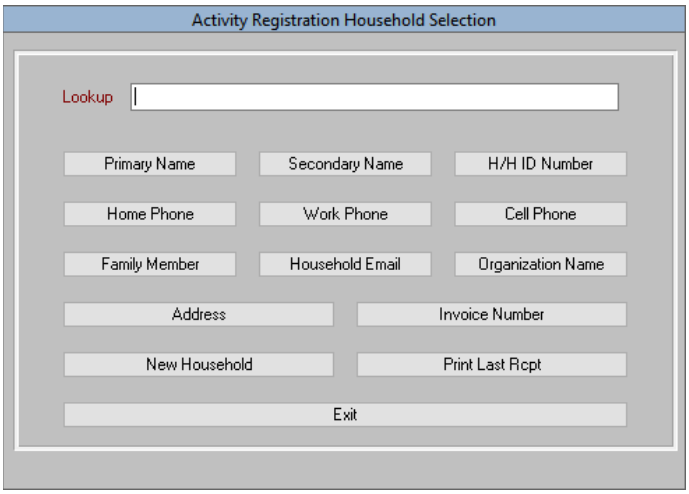
a) If a patron does not have his or her ID card, he or she can type in his or her name in the above field and then select his or her name from a list.
b) If a patron's card is rejected or he or she is unable to find his or her name in the database, then he or she is not in the RecTrac database. Follow your installations procedures for entering a new patron into the database.
c) To exit this program, press the **Escape** key on the top left corner of your keyboard.

3. Quick Guide to Activity Registration

1. To register a customer in an activity click **Activity Registrations.**

2. Type in the last name of the sponsor and then click **Primary Name** or hit enter on your keyboard to access the household for Activity Registration.

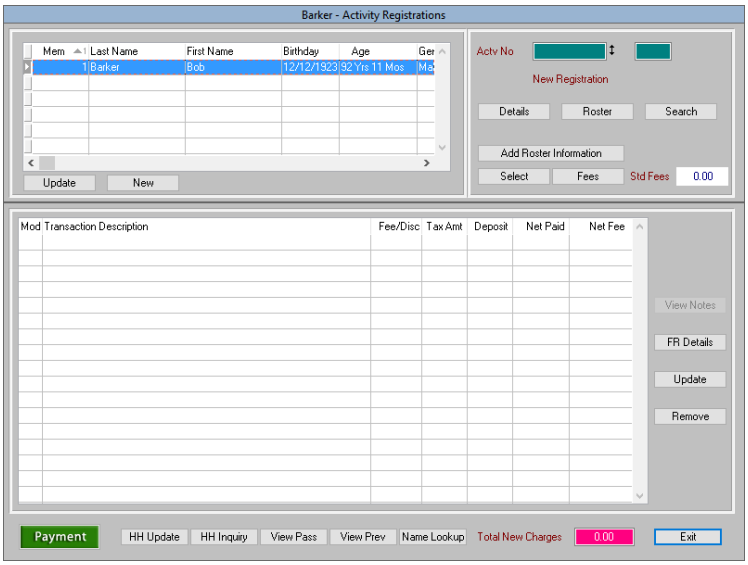
   Note: For common last names, you can narrow the search by putting a comma at the end of the last name followed by the first letter of the first name. For example, **bob,b** (no spaces) for all Barker's that have first names that begin with B. (Capital letters are not required.)



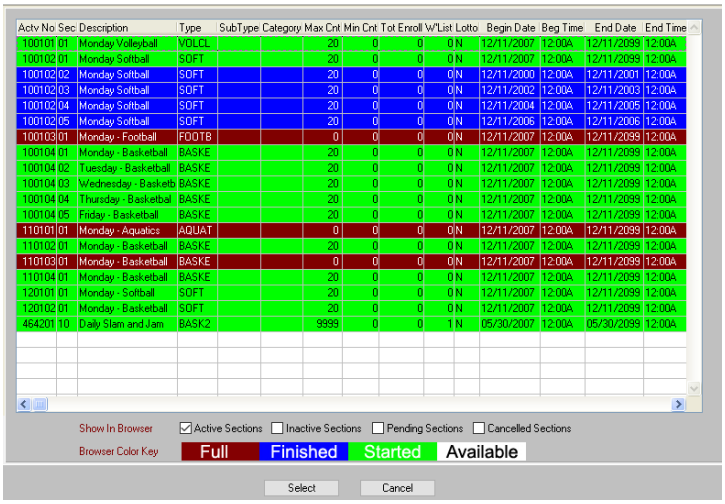
3. Scroll down to the individual's name (for example, Bob Barker), highlight it, and click **Select.**

4. Highlight the household member's name that you are enrolling into the activity, if there is only one member in the household then RecTrac will automatically highlight the name.

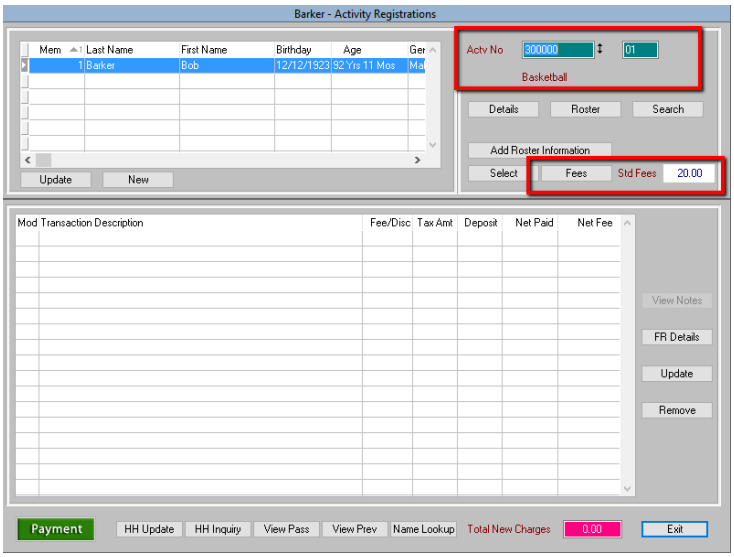
5. Right click in the **Actv No** field or press F9 to access the activity pull-down menu.



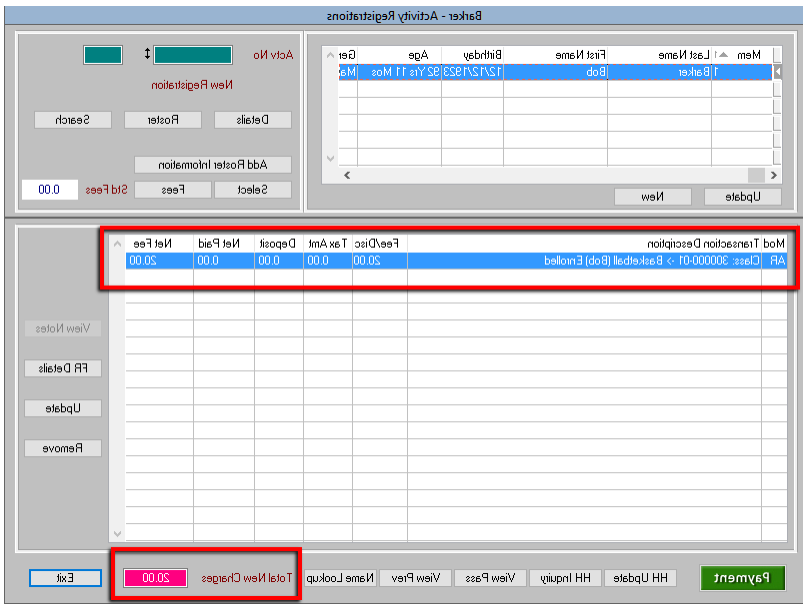
6. Highlight the class in which to register the customer and click **Select** or hit the enter key on your keyboard**.**



7. The **Actv No** field is now populated, and the fee displays in the **Std Fees** field (on the right). Click **Select** (to the left of the fee).

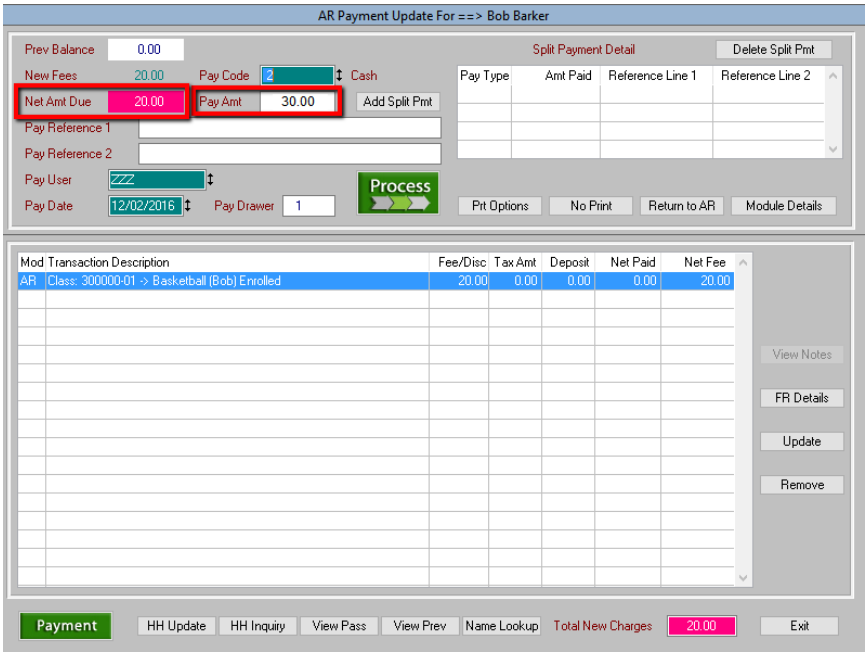


8. Click **Payment** to display the payment screen.



9. Make sure the **New Amt Due** field and the **Pay Amt** fields are the same when taking checks and credit cards. If taking cash, you can increase the **Pay Amt** by the appropriate amount. For example, if the net amount due is $20 and you receive $30 in cash, you enter $30 in the **Pay Amt** field. RecTrac calculates that you have to give $10 in change back to the customer, and it states this on the receipt.

10. Click **Process.**



11. The next screen shows the change due.

12. The receipt prints out as follows:

ACTIVITY SALES RECEIPT

Receipt # **2535**
Payment Date: 12/02/16
Household #: 25089

Essex Parks
Essex Junction VT 05452

Phone: (545)454-5454
Visit us on the Web at: www.your-org-name.com

Bob Barker
10 main street

Essex Junction VT 05452
test@test.com

Hm Ph: (802)555-5555

Enrollment Details

Enrollee Name: **Bob Barker**
Activity Number: **300000-01 Basketball**
Enrollment Date: **12/02/2016 (Enrolled)**

Fees + Tax	Discount	Prev Paid	Cur Paid	Amount Due
20.00	0.00	0.00	20.00	0.00

Meeting Details: This Class meets from 02/11/2016 to 02/11/2016 at 6:00P to 8:00P on Mon thru Sun
Class Location: Test @ Essex Parks
Skip Days 07/04/2012, 07/04/2013, 07/04/2014

Fee Details:

Fee Description	Amount	Count	Discount	Sales Tax	Total Fee
Daily	20.00	1.00	0.00	0.00	20.00

Processed on 12/02/16 @ 10:23:41 by ZZZ

FEES CHARGED ON NEW LINE ITEMS (+)	20.00
DISCOUNT APPLIED AGAINST THESE FEES (-)	0.00
TAX CHARGED ON NEW FEES (+)	0.00
NEW AMOUNT DUE	**20.00**
PREVIOUS NET HOUSEHOLD BALANCE	140.00
TOTAL DUE	**160.00**
NEW FEES PAID ON THIS RECEIPT (-)	20.00
TOTAL PAID	**20.00**
NEW NET HOUSEHOLD BALANCE	140.00

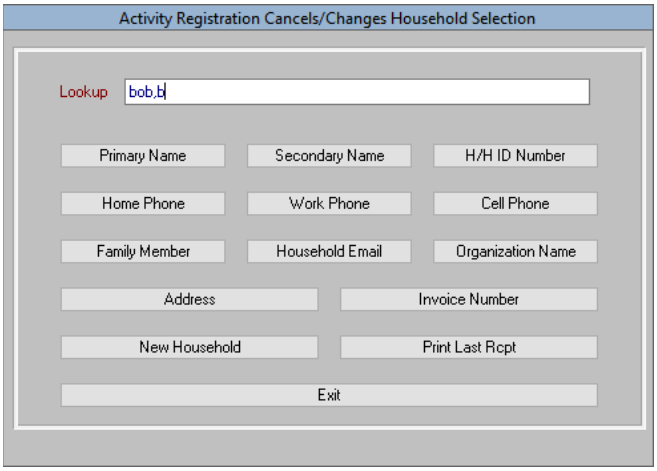
Payment of ==> 30.00 Made By ==> CASH With Reference ==>
Change Due: 10.00

4. Quick Guide to Activity Change

1. To change an individual's activity registration click **Activity Cancel/Change.**

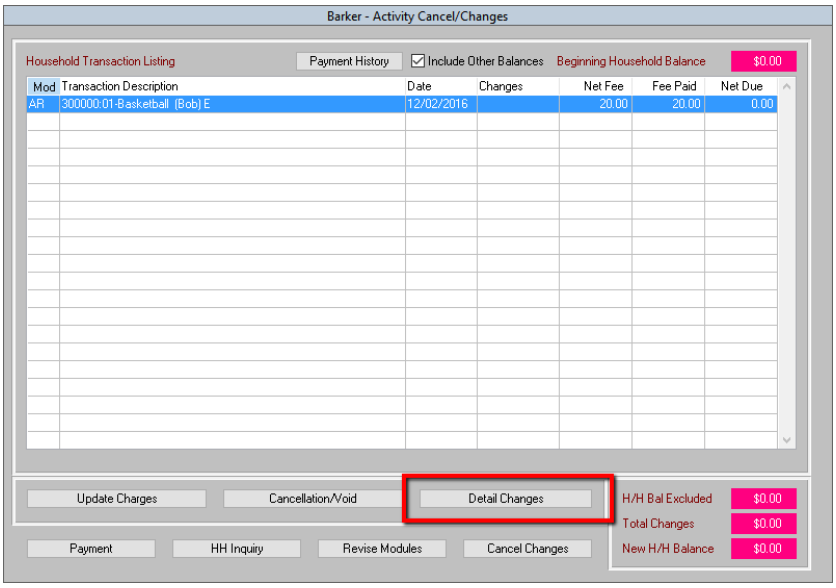
2. Type in the last name of the customer's sponsor and click **Primary Name** or hit the enter key on your keyboard to access the household for Activity Registration Cancel/Change.

   Note: For common last names, you can narrow the search by putting a comma at the end of the last name followed by the first letter of the first name. For example, **bob,b** (no spaces) for all Barker's that have first names that begin with B. (Capital letters are not required.)



3. Scroll down to the individual's name (for example, Bob Barker) and click **Select** or **double click** on name or hit **enter.**

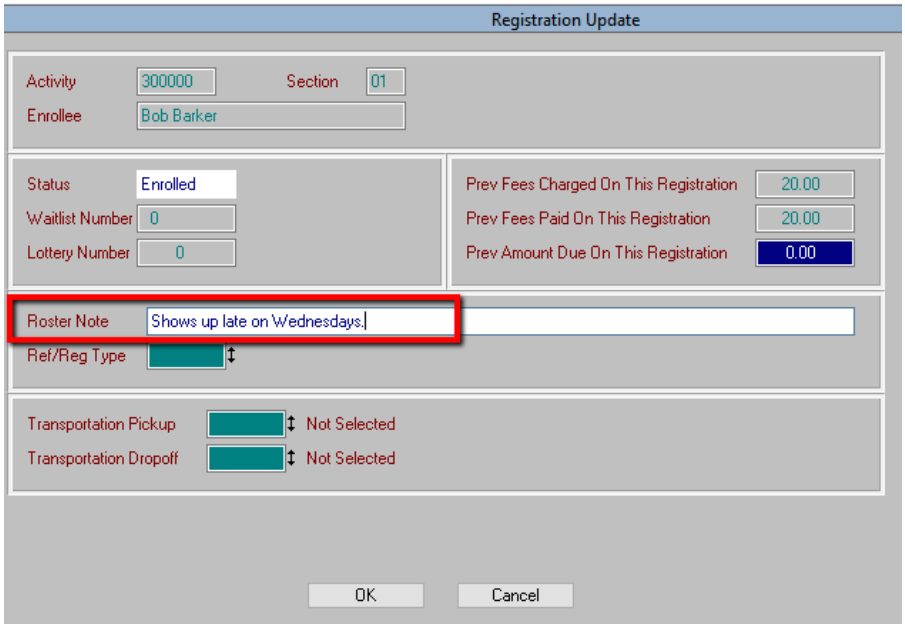
4. Highlight the activity you wish to change and click **Detail Changes.**



5. The registration update screen is used to change the patron's registration information which will appear on the roster report.

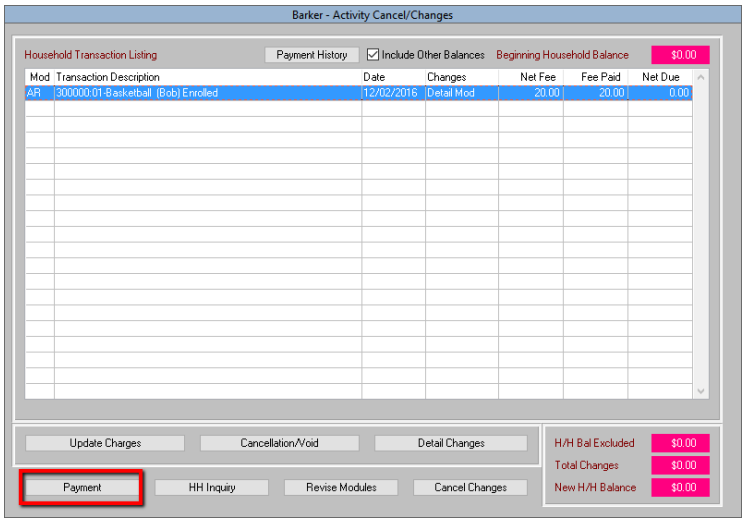
6. Click **OK.**

Note: In this example we are changing the patron's Roster Note.

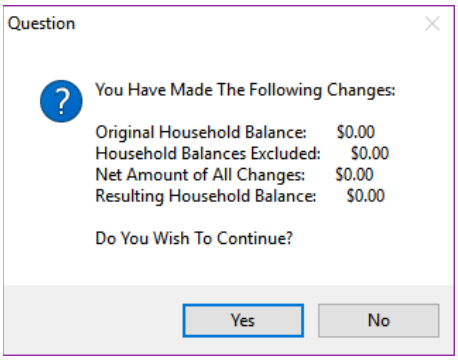


7. Click the **Payment** button (bottom left corner) to save the changes.

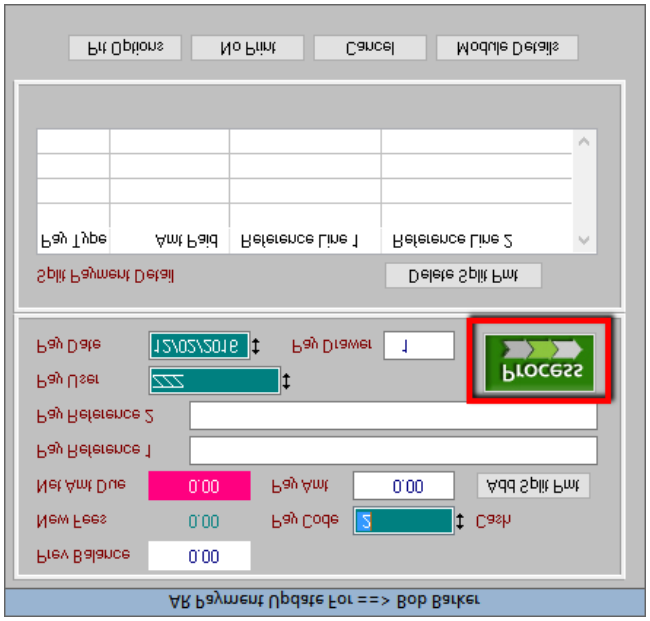
Note: You must click **Payment** even if you did not change the charges for the activity.



8. A **Question** box will appear. Click **Yes** to make the changes or **No** if you are unsatisfied with the changes you have made and want to start over.



9. Click **Process** to print out a receipt with the changes.



10. The next screen shows the change due.

11. The receipt prints out as follows:

Enrollment Details

ROSTER CHANGE

Enrollee Name:	**Bob Barker**					
Activity Number:	**300000-01 Basketball**	Fees + Tax	Discount	Prev Paid	Cur Paid	Amount Due
Enrollment Date:	**12/02/2016 (Enrolled)**	20.00	0.00	20.00	0.00	0.00

Meeting Details:	This Class meets from 02/11/2016 to 02/11/2016 at 6:00P to 8:00P on Mon thru Sun
Class Location:	Test @ Essex Parks
Skip Days	07/04/2012, 07/04/2013, 07/04/2014

Fee Details:

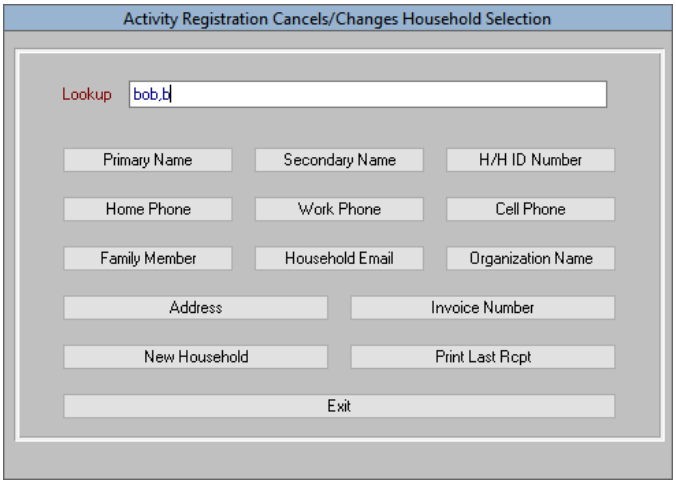
Fee Description	Amount	Count	Discount	Sales Tax	Total Fee
Daily	20.00	1.00	0.00	0.00	20.00

5. Quick Guide to Activity Cancellation

1. To cancel a registration for a customer click **Activity Cancel/Change.**

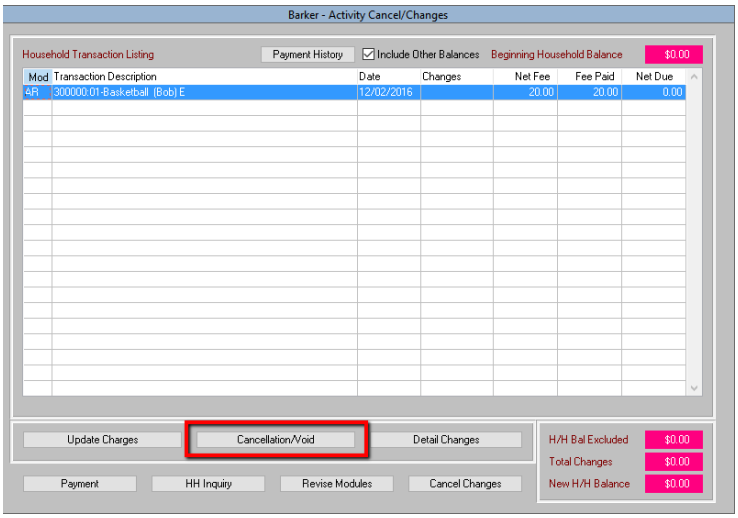
2. Type in the last name of the customer's sponsor and click **Primary Name** to access the household for Activity Registration Cancel/Change.

   Note: For common last names, you can narrow the search by putting a comma at the end of the last name followed by the first letter of the first name. For example, **Barker,B** (no spaces) for all Barker's that have first names that begin with B. (Capital letters are not required.)



3. Scroll down to the individual's name (for example, Bob Barker) and click **Select.**

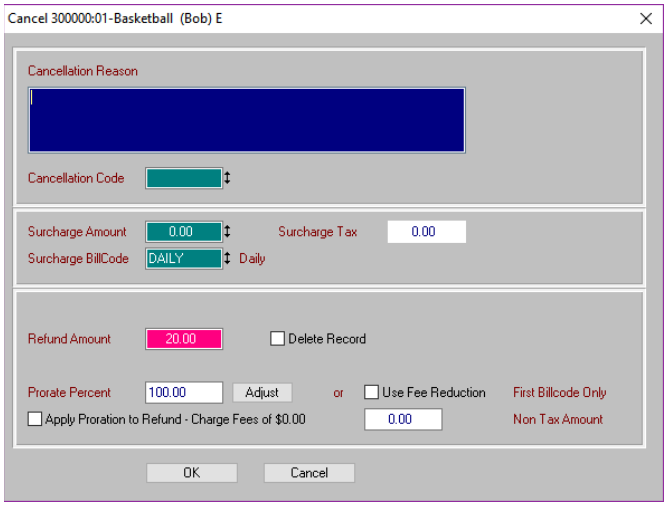
4. Highlight the activity you wish to cancel and click **Cancellation/Void**.



5. Type in a reason for the cancellation.

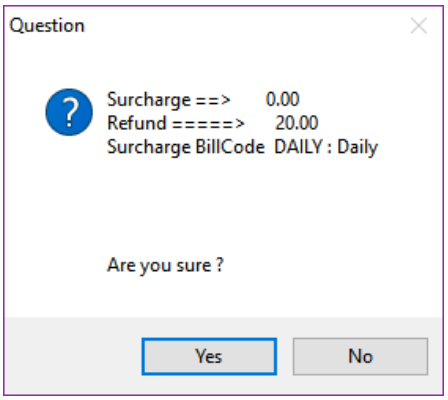
6. If a surcharge is to be deducted from the refund, enter that amount in the **Surcharge Amount** field.

   Note: A surcharge is a fee that is charged when a patron is cancelling a reservation.

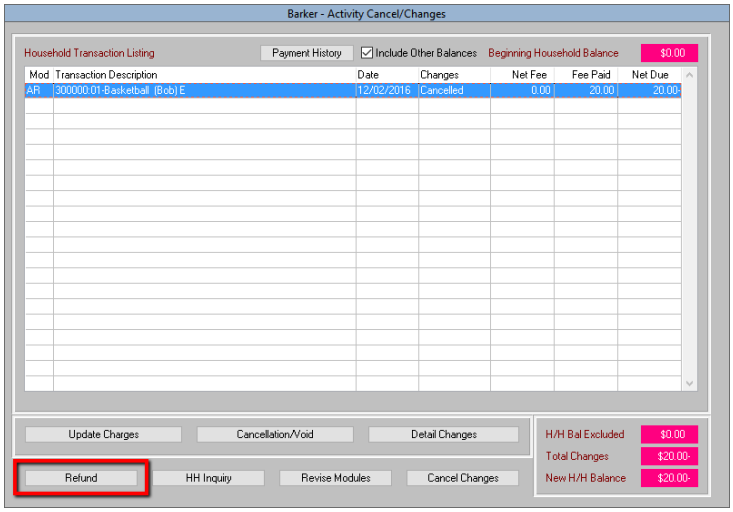


7. Click **OK.**

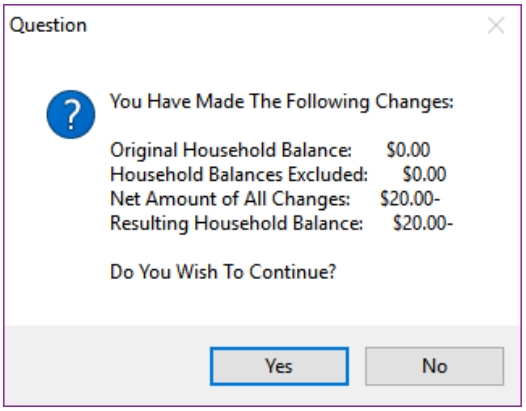
8. A Question box will ask if you want to continue. If the information is correct, click **Yes.**



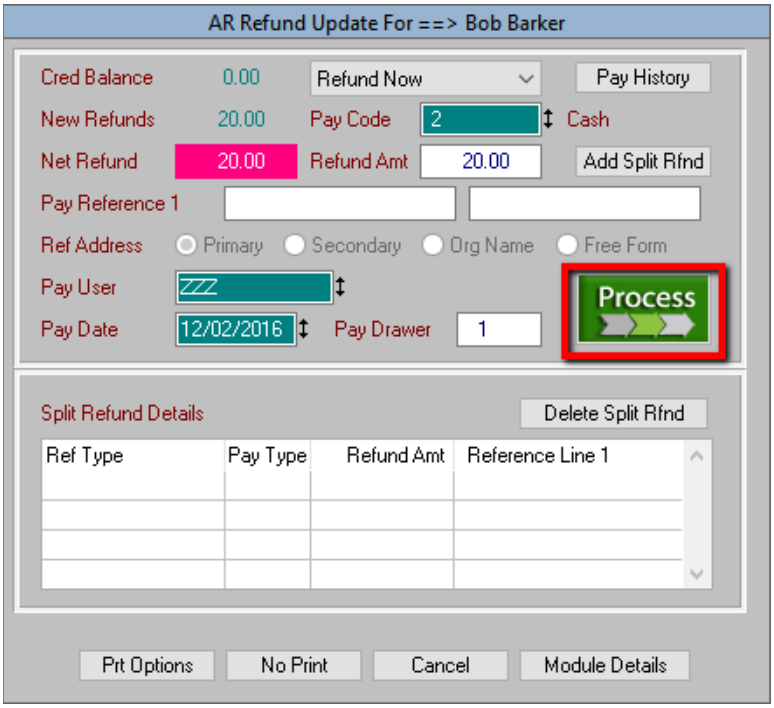
9. The total changes and the new household balance (**New H/H Balance** field) will reflect the monies refunded. When done click **Refund** (bottom left corner).



10. A **Question** box asks if you want to continue. Click **Yes** to make the changes.



11. To refund the monies **now** to the customer select **Refund Now** and the **pay code.** Only cash or credit card is used for refund now. In this example, cash is used as the payment type. Click **Process.**



12. The next screen shows the change due.

13. The receipt prints out as follows:

Enrollment Details

CANCELLATION - Refund Of 20.00

Enrollee Name: **Bob Barker**
Activity Number: **300000-01 Basketball**
Enrollment Date: **12/02/2016 (Cancelled)**

Fees + Tax	Discount	Prev Paid	Cur Paid	Amount Due
0.00	0.00	0.00	0.00	0.00

Meeting Details: This Class meets from 02/11/2016 to 02/11/2016 at 6:00P to 8:00P on Mon thru Sun
Class Location: Test @ Essex Parks
Skip Days 07/04/2012, 07/04/2013, 07/04/2014

Processed on 12/02/16 @ 11:12:39 by ZZZ

PREVIOUS NET HOUSEHOLD BALANCE	0.00
FEES CHANGED ON CANCELLED ITEMS (+)	20.00-
DISCOUNT APPLIED AGAINST CANCELLED FEES (-)	0.00
SALES TAX CHARGED ON CANCELLED FEES (+)	0.00
NET AMOUNT FROM CANCELLED ITEMS	**20.00-**
TOTAL AMOUNT REFUNDED	**20.00**
NEW NET HOUSEHOLD BALANCE	0.00

Refund of ==> 20.00 Made By ==> CASH With Reference ==>

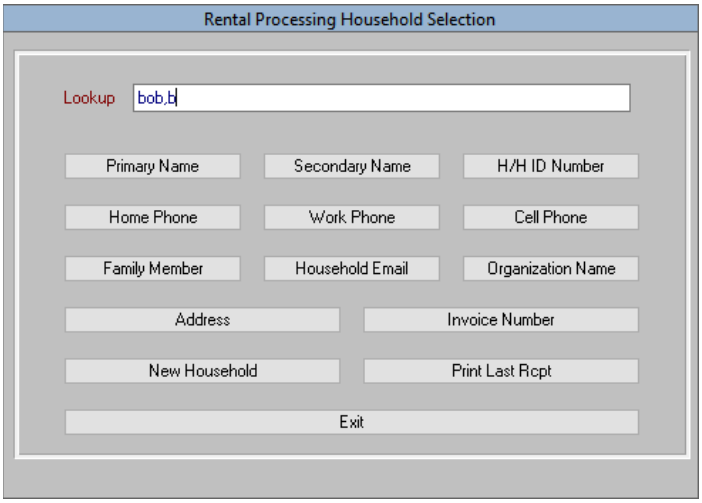
Authorized Signature _____ Date _____ Authorized Signature _____ Date _____

6. Quick Guide to Rental Processing

1. To rent an item to a customer click **Rental Processing.**

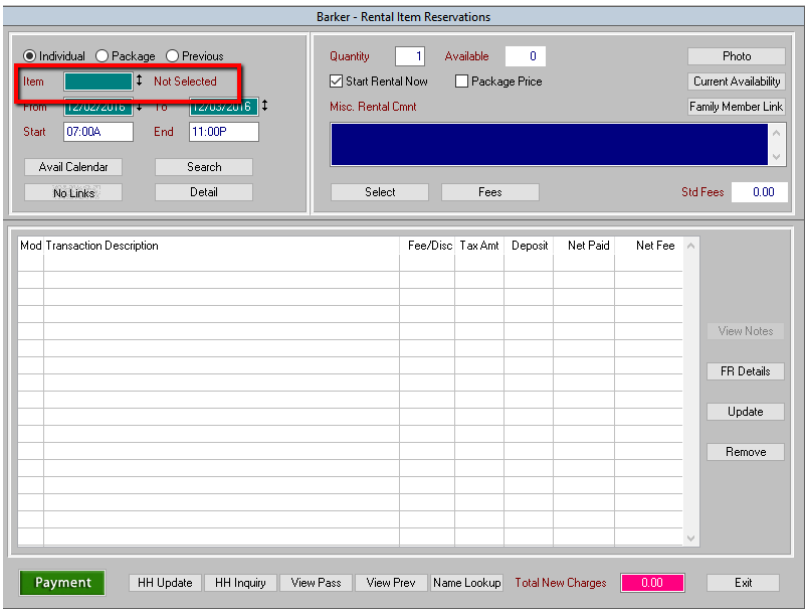
2. Type in the last name of the sponsor and then click **Primary Name** or hit enter on your keyboard to access the household for Activity Registration.

   Note: For common last names, you can narrow the search by putting a comma at the end of the last name followed by the first letter of the first name. For example, **Barker,B** (no spaces) for all Barker's that have first names that begin with B. (Capital letters are not required.)



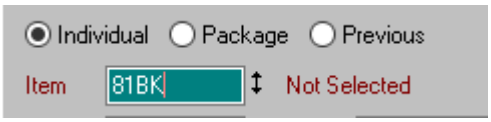
3. Scroll down to the individual's name (for example, Bob Barker), highlight it, and click **Select.**

4. Right click in the **Item** field or press F9 to access the Rental Item Listing menu.

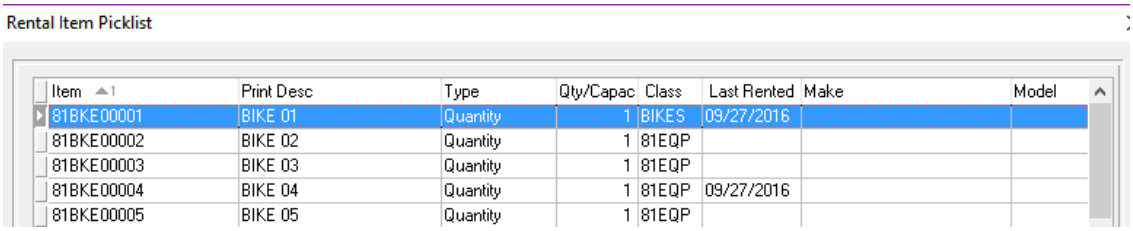


Note: If you are familiar with the rental numbering scheme, you can enter the first 4 numbers in the **Item** field and right click or press F9 and the list will start from that point instead of the beginning.

For example:



5. Highlight the item you want to check out and click **Select** or hit **enter** on your keyboard**.**

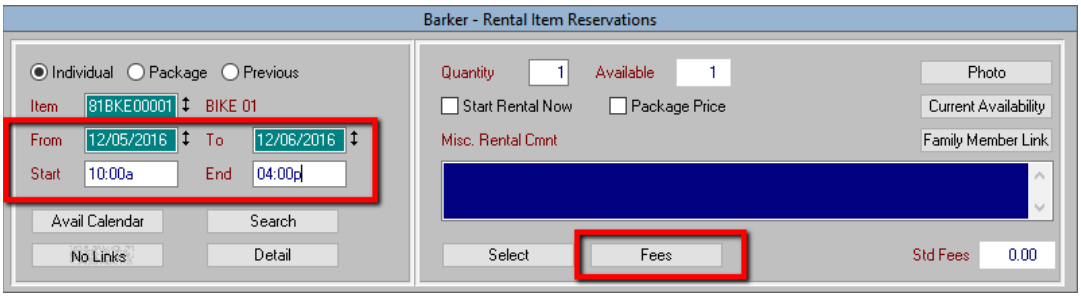


6. The Rental Item Reservations screen displays.

7. Select the reservations **From/To** dates.

8. Make sure the start and end times are correct and accurately reflect your facilities' turn-in times.

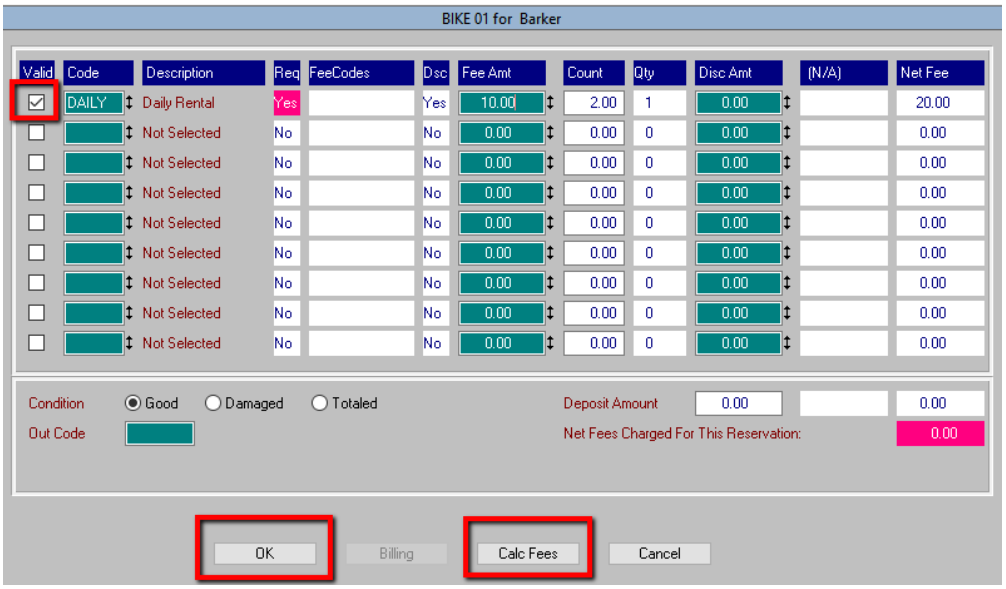
9. Click the **Fees** button.



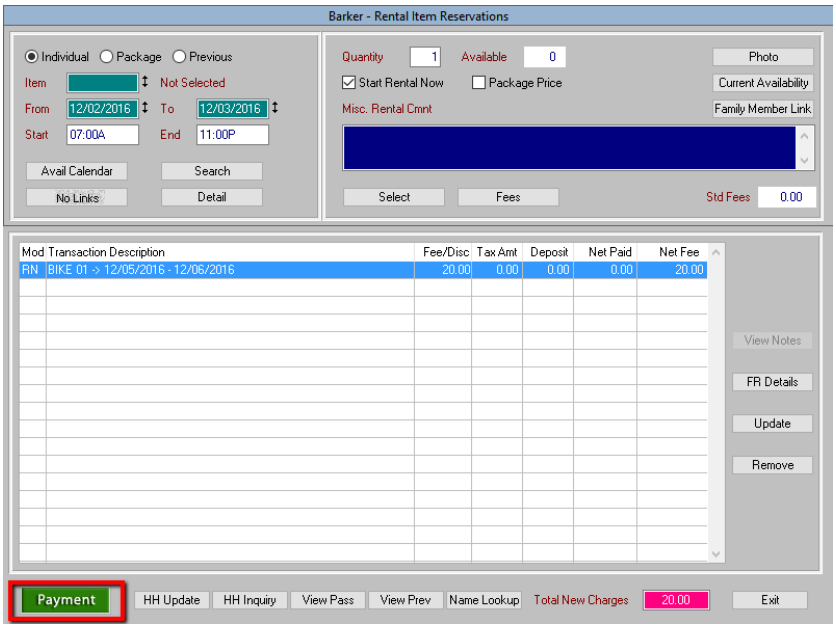
10. Click the **Valid** box next to the applicable bill code.

11. Click **Calc Fees.**

12. Click **OK.**

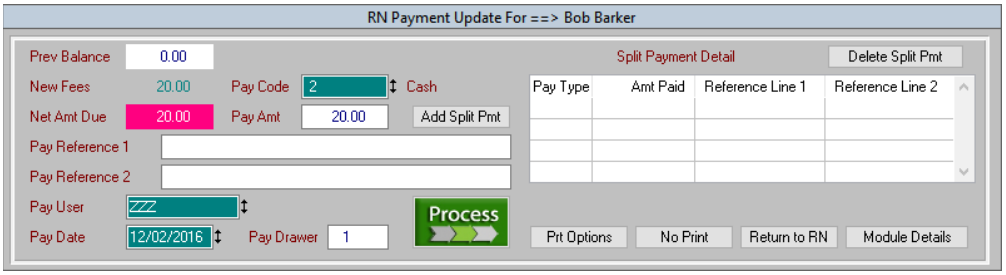


13. If you are satisfied with the reservation click the **Payment** button (bottom left corner).



14. Make sure the **New Amt Due** field and the **Pay Amt** fields are the same when taking checks and credit cards. If taking cash, you can increase the **Pay Amt** by the appropriate amount. For example, if the new amount is $75 and you receive $90 in cash, you enter $90 in the **Pay Amt** field. RecTrac calculates that you have to give $15 in change back to the customer, and it states this on the receipt.

15. Click **Process.**



16. The next screen shows the change due.

17. The receipt prints out as follows:

Rental Reservation Details

Rental Item:	**BIKE 01 (81BKE00001)**	Fees + Tax	Discount	Prev Paid	Cur Paid	Amount Due
Reserv. Number:	**188**	20.00	0.00	0.00	20.00	0.00
Rental Period:	Mon 12/05/2016 @ 10:00A to Tue 12/06/2016 @ 4:00P					
Rental Days:	2					
Rental Status:	Future	Quantity:	1			

Fee Details:	Fee Description	Amount	Count	Discount	Sales Tax	Total Fee
	Daily Rental	10.00	2.00	0.00	0.00	20.00

Special Questions: How many?: 1

Processed on 12/02/16 @ 11:37:36 by ZZZ

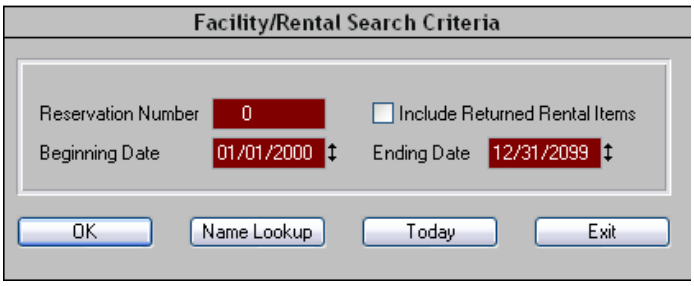
FEES CHARGED ON NEW LINE ITEMS (+)	20.00
DISCOUNT APPLIED AGAINST THESE FEES (-)	0.00
TAX CHARGED ON NEW FEES (+)	0.00
HH DEPOSIT/VISIT CHARGED	0.00
NEW AMOUNT DUE	**20.00**
PREVIOUS NET HOUSEHOLD BALANCE	0.00
TOTAL DUE	**20.00**
NEW FEES PAID ON THIS RECEIPT (-)	20.00
NEW DEPOSIT PAID (-)	0.00
TOTAL PAID	**20.00**
NEW NET HOUSEHOLD BALANCE	0.00

Payment of ==> 20.00 Made By ==> CASH With Reference ==>

7. Quick Guide to Rental Change

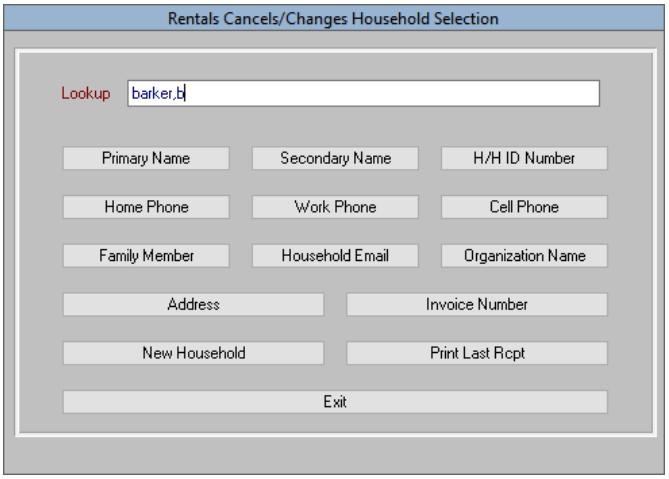
1. To change a rental reservation for a customer, click **Rental Cancel/Change.**

2. There are three ways to look up a reservation for cancel or change: **reservation number and date, name lookup,** and **today.** Make your choice based on the information you have. The easiest and recommended method is **name lookup**.



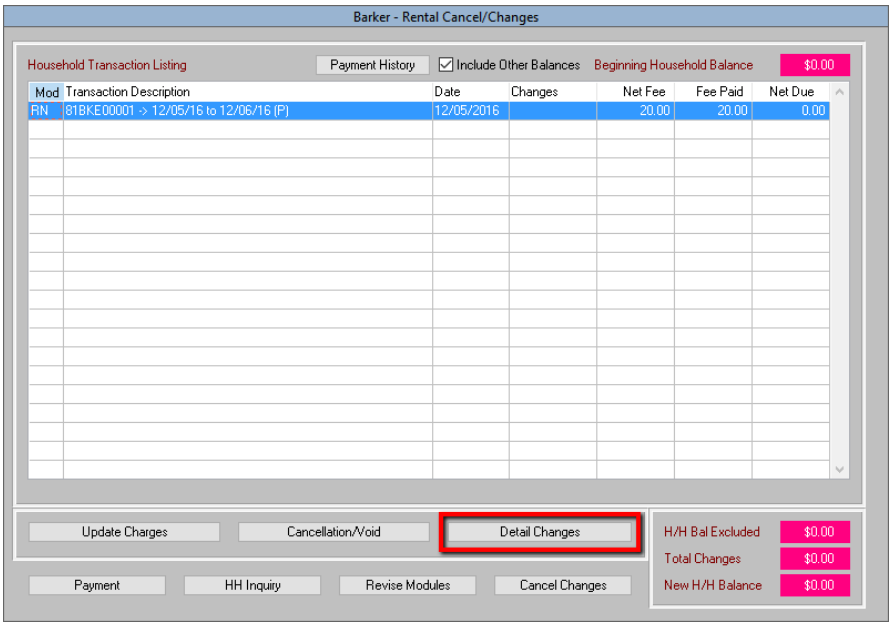
3. To look up by name, type in the last name of the customer's sponsor and click **Primary Name** to access the household for Rental Cancel/Change.

   Note: For common last names, you can narrow the search by putting a comma at the end of the last name followed by the first letter of the first name. For example, **Barker,B** (no spaces) for all Barker's that have first names that begin with B. (Capital letters are not required.)

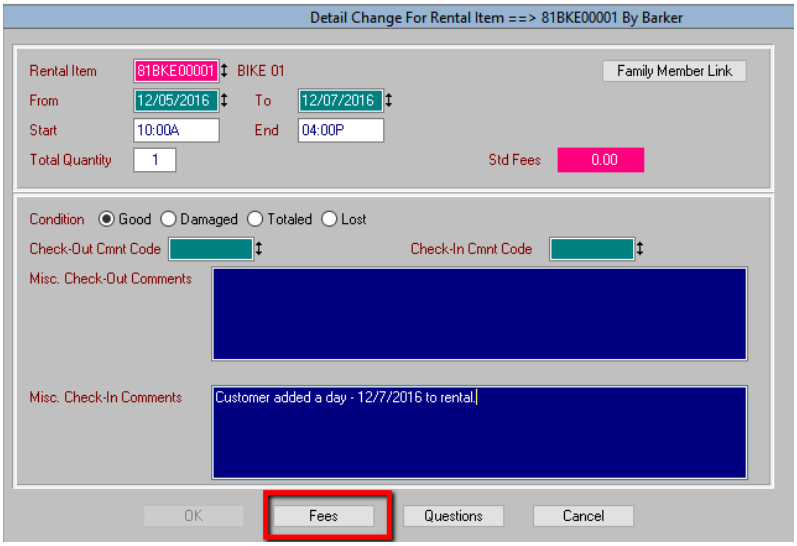


4. Scroll down to the individual's name (for example, Bob Barker) and click **Select** or **double click** or hit **enter** on your keyboard**.**

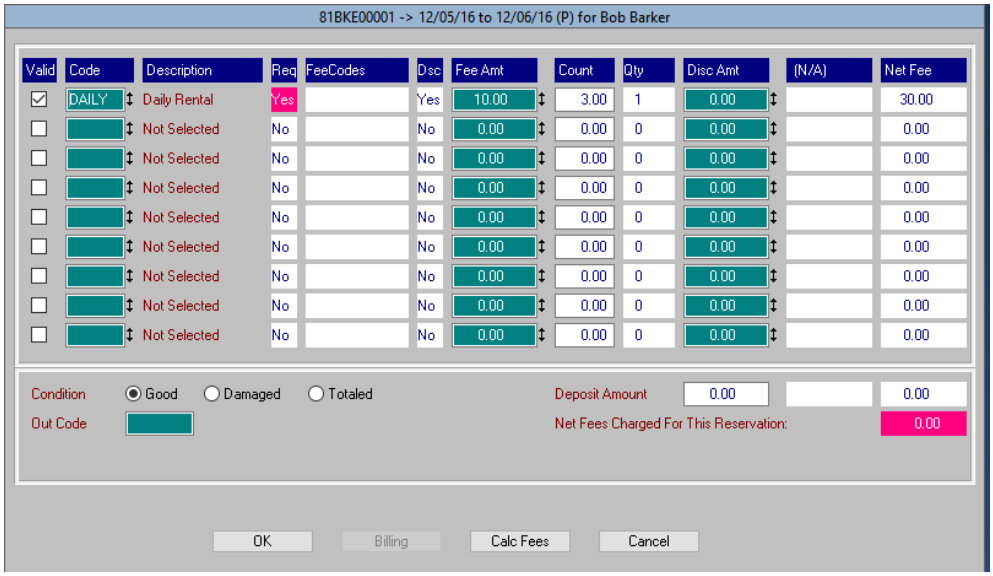
5. Highlight the reservation you wish to change and click **Detail Changes.**



6. After you make the changes, you must click the **Fees** button (at the bottom of the screen) regardless of whether or not you are changing the original fee.

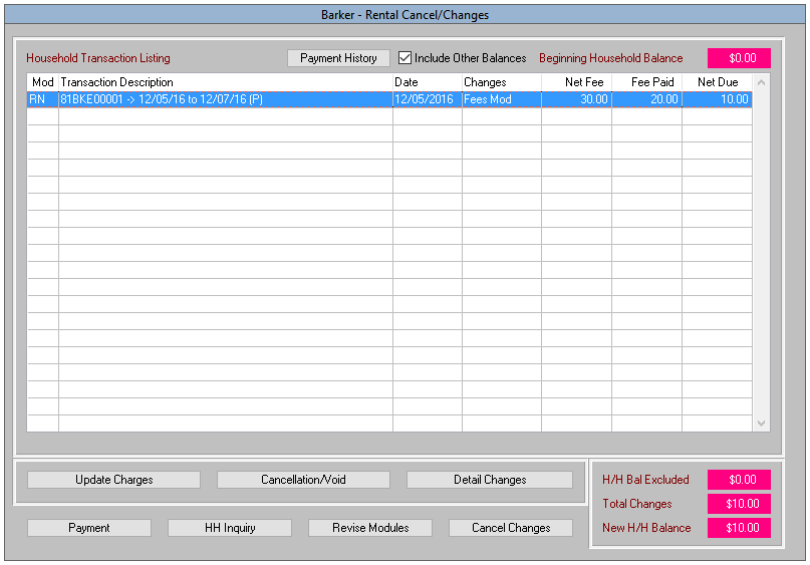


7. Check the **Valid** box and click **Calc Fees.** You can also increase or decrease the fee by changing the fee amount. The payment screen will automatically recalculate the total due, if any, based on the fee changes you have made.

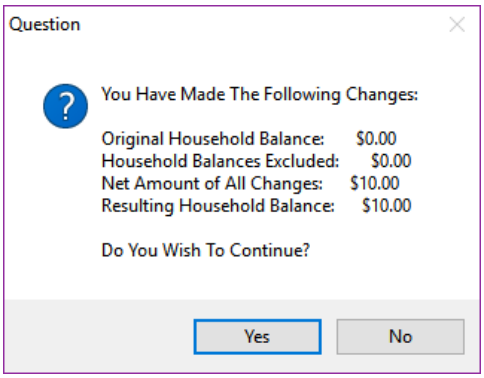


8. After hitting Calc Fees, notice that the **Changes** field lists the fees that have been modified and in the **Total Changes** field (bottom right corner) it states $10.00 because we added a $10.00 fee.

9. Click **Payment** (even if no payment is due) to save the changes.



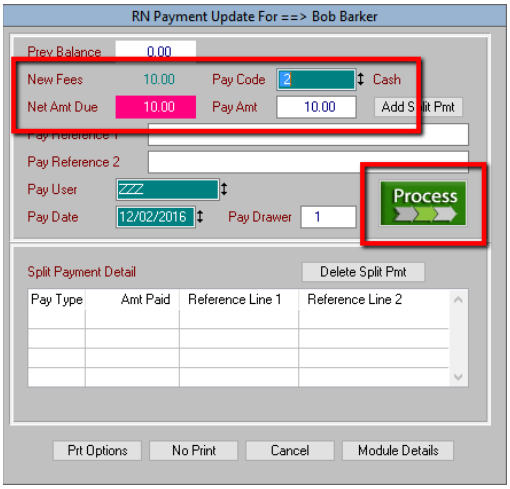
10. A Question box will ask if you want to continue. If the changes are correct, click **Yes.**



11. On the Rental Payment Update Screen choose your **Pay Code** if you are taking a payment

12. Enter in the payment amount.

13. Click **Process.**



14. The next screen shows the change due.

15. The receipt prints out as follows:

Rental Reservation Details

RESERVATION CHANGE

		Fees + Tax	Discount	Prev Paid	Cur Paid	Amount Due
Rental Item:	BIKE 01 (81BKE00001)					
Reserv. Number:	188	30.00	0.00	20.00	10.00	0.00
Rental Period:	Mon 12/05/2016 @ 10:00A to Wed 12/07/2016 @ 4:00P					
Rental Days:	3					
Rental Status:	Future	Quantity:	1			

Fee Details:	Fee Description	Amount	Count	Discount	Sales Tax	Total Fee
	Daily Rental	10.00	3.00	0.00	0.00	30.00

Special Questions: How many?: 1

Processed on 12/02/16 @ 11:57:52 by ZZZ

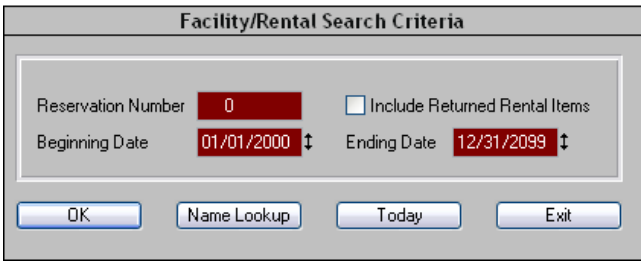
REVISED FEES ON EXISTING LINE ITEMS (+)	10.00
REVISED DISCOUNT APPLIED AGAINST FEES (-)	0.00
TAX CHARGED ON REVISED FEES (+)	0.00
HH DEPOSIT/VISIT CHARGED	0.00
NEW AMOUNT DUE	**10.00**
PREVIOUS NET HOUSEHOLD BALANCE	0.00
TOTAL DUE	**10.00**
REVISED FEES PAID ON THIS RECEIPT (-)	10.00
NEW DEPOSIT PAID (-)	0.00
TOTAL PAID	**10.00**
NEW NET HOUSEHOLD BALANCE	0.00

Payment of ==> 10.00 Made By ==> CASH With Reference ==>

8. Quick Guide to Rental Cancellation

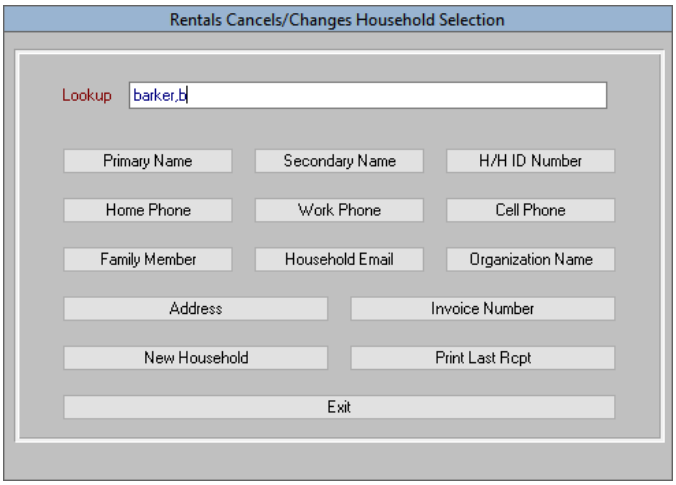
1. To cancel rental reservation(s) for a customer click **Rental Cancel/Change.**

2. There are three ways to look up a reservation for cancel or change: **reservation number and date, name lookup,** or **today.** Make your choice based on the information you have. The easiest and recommended method is **name lookup**.



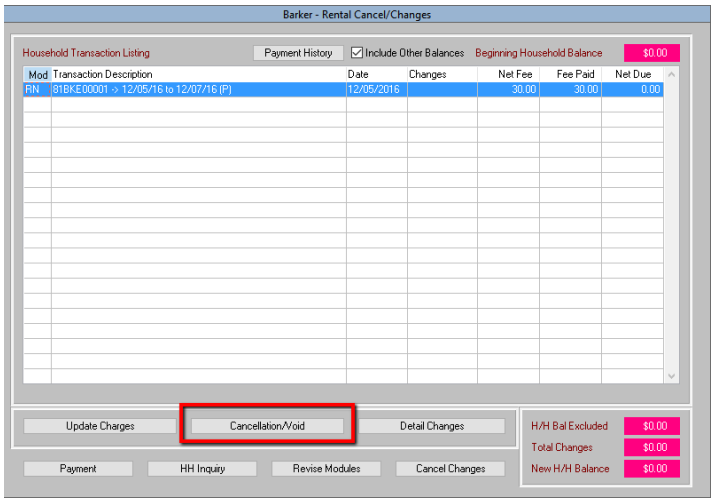
3. Type in the last name of the customer's sponsor and click **Primary Name** to access the household for Rental Cancel/Change.

   Note: For common last names, you can narrow the search by putting a comma at the end of the last name followed by the first letter of the first name. For example, **Barker,B** (no spaces) for all Barker's that have first names that begin with B. (Capital letters are not required.)



4. Scroll down to the individual's name (for example, Bob Barker) and click **Select** or **double click** or hit **enter** on your keyboard**.**

5. Highlight the reservation you wish to cancel and click **Cancellation/Void.**

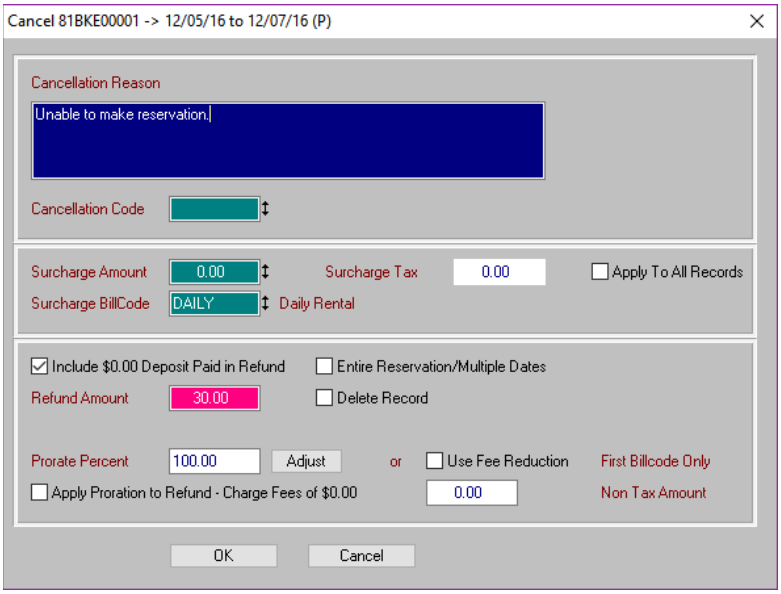


6. Type in a reason for the cancellation. If a surcharge is to be deducted from the refund, enter that amount in the **Surcharge Amount** field.

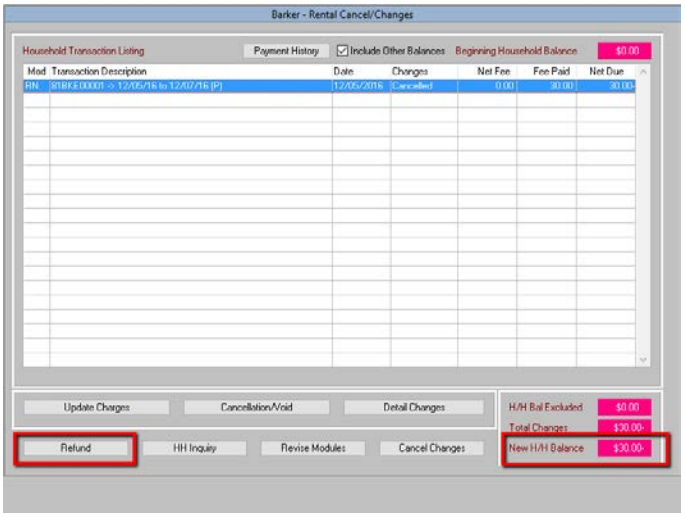
   Note: A surcharge is a fee that is charged when a patron is cancelling a reservation.

7. Click **OK.**

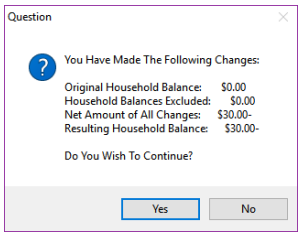
8. Click **Yes** to the message box**.**



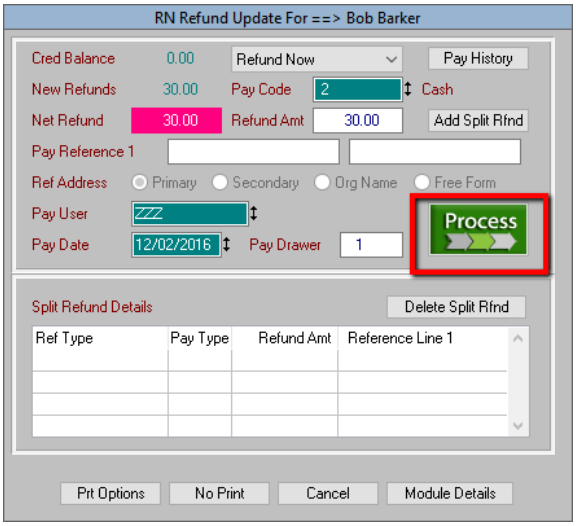
9. The total changes and the new household balance (**New H/H Balance** field) will reflect the monies refunded. When you are finished, click **Refund** (bottom left corner).



10. A **Question** box asks if you want to continue. Click **Yes** to make the changes.



11. To refund the monies **now** to the customer select **Refund Now** and the **pay code.** Only cash or credit card can be used. In this example cash is used as the payment type. Click **Process.**



12. The next screen shows the change due.

13. The receipt prints out as follows:

Rental Reservation Details

CANCELLATION - Refund Of 30.00

Rental Item:	BIKE 01 (81BKE00001)	Fees + Tax	Discount	Prev Paid	Cur Paid	Amount Due
Reserv. Number:	188	0.00	0.00	0.00	0.00	0.00
Rental Period:	Mon 12/05/2016 @ 10:00A to Wed 12/07/2016 @ 4:00P					
Rental Days:	3					
Rental Status:	Cancelled	Quantity:	1			

Cancel Reason: Unable to make reservation.

Processed on 12/02/16 @ 12:06:58 by ZZZ

PREVIOUS NET HOUSEHOLD BALANCE	0.00
FEES CHANGED ON CANCELLED ITEMS (+)	30.00-
DISCOUNT APPLIED AGAINST CANCELLED FEES (-)	0.00
SALES TAX CHARGED ON CANCELLED FEES (+)	0.00
NET AMOUNT FROM CANCELLED ITEMS	**30.00-**
TOTAL AMOUNT REFUNDED	**30.00**
NEW NET HOUSEHOLD BALANCE	0.00

Refund of ==> 30.00 Made By ==> CASH With Reference ==>

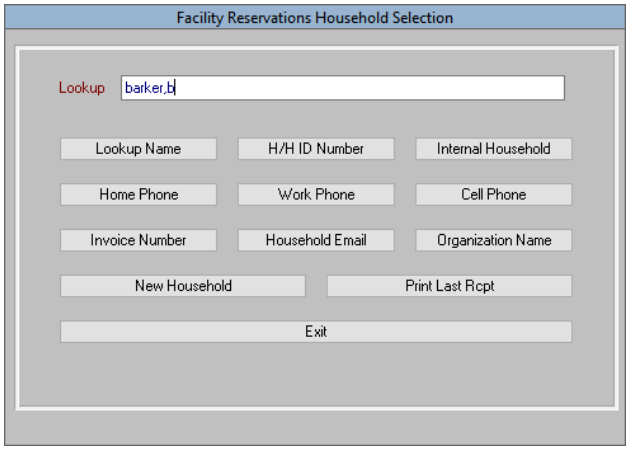
Authorized Signature Date Authorized Signature Date

9. Quick Guide to Facility Reservations

1. To register a customer for a facility reservation click **Facility Reservations.**

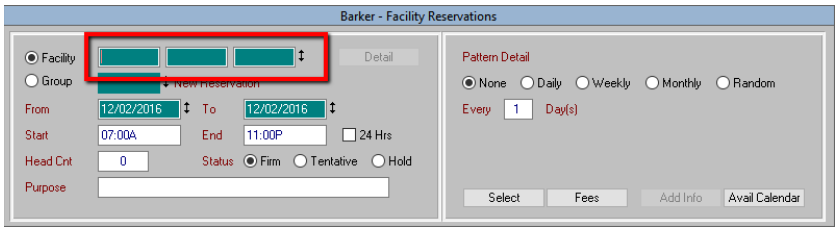
2. Type in the last name of the customer's sponsor and click **Primary Name** or **double click** or hit **enter** on your keyboard to access the household for Rental Cancel/Change.

   Note: For common last names, you can narrow the search by putting a comma at the end of the last name followed by the first letter of the first name. For example, **Barker,B** (no spaces) for all Barker's that have first names that begin with B. (Capital letters are not required.)



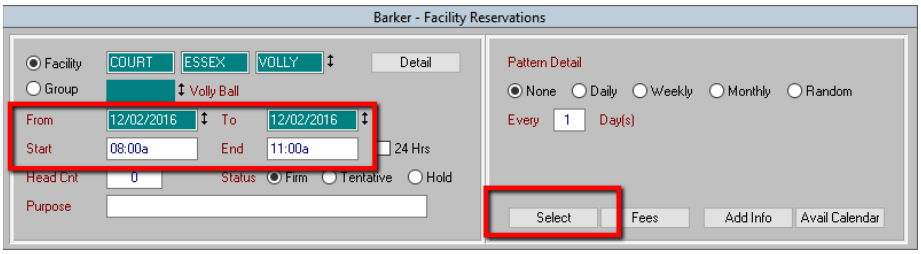
3. Scroll down to the individual's name (for example, Bob Barker) and click **Select.**

4. Right click in the first box of the upper left hand corner or hit **F9** on your keyboard.

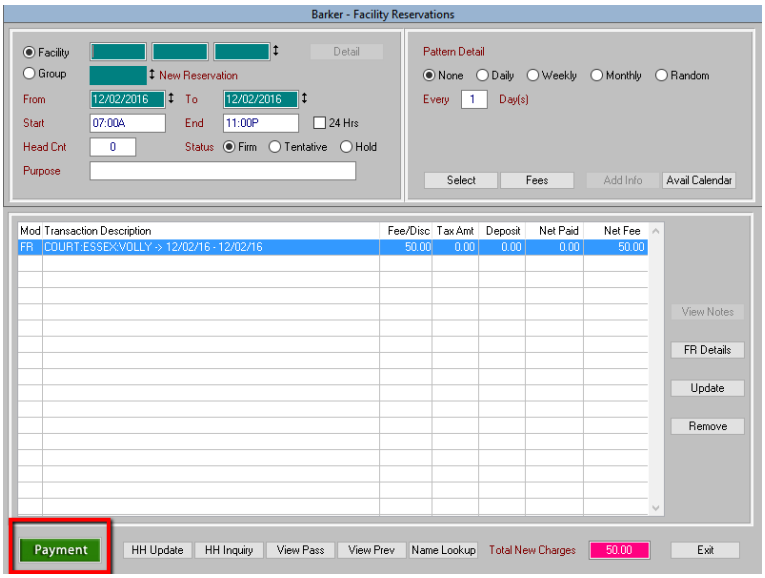


5. Select the facility from the Facility Listing

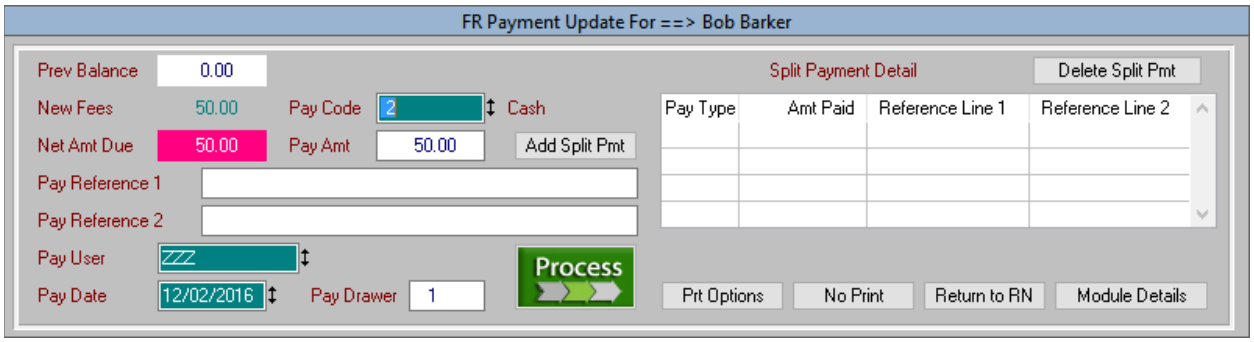
6. Select date and time of facility reservation. Click **Select**



7. Click **Payment.**



8. Make sure the **New Amt Due** field and the **Pay Amt** fields are the same when taking checks and credit cards. If taking cash, you can increase the **Pay Amt** by the appropriate amount. For example, if the new amount is $10 and you receive $20 in cash, you enter $20 in the Total Paid. RecTrac calculates that you have to give $10 in change back to the customer, and it states this on the receipt. Click **Process.**



9. The next screen shows the change due.

10. The receipt prints out as follows:

Facility Reservation Details

Facility: Essex Parks, Volly Ball
Reserv. Contact: Bob Barker, HM: (802)555-5555
Reserv. Number: 174 Status: Firm

Date	Day	Time	Fees + Tax	Discount	Prev Paid	Cur Paid	Amount Due
12/02/2016	Fri	8:00A to 11:00A	50.00	0.00	0.00	50.00	0.00

Fee Details:

Fee Description	Amount	Count	Discount	Sales Tax	Total Fee
Facility Rental	50.00	1.00	0.00	0.00	50.00

Special Questions: How many?: 1

Processed on 12/02/16 @ 12:18:25 by ZZZ

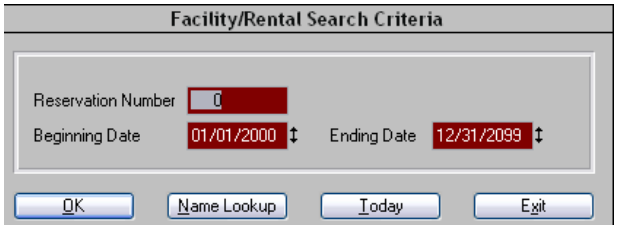
FEES CHARGED ON NEW LINE ITEMS (+)	50.00
DISCOUNT APPLIED AGAINST THESE FEES (-)	0.00
TAX CHARGED ON NEW FEES (+)	0.00
HH DEPOSIT/VISIT CHARGED	0.00
NEW AMOUNT DUE	**50.00**
PREVIOUS NET HOUSEHOLD BALANCE	0.00
TOTAL DUE	**50.00**
NEW FEES PAID ON THIS RECEIPT (-)	50.00
NEW DEPOSIT PAID (-)	0.00
TOTAL PAID	**50.00**
NEW NET HOUSEHOLD BALANCE	0.00

Payment of ==> 50.00 Made By ==> CASH With Reference ==>

10. Quick Guide to Facility Reservation Change

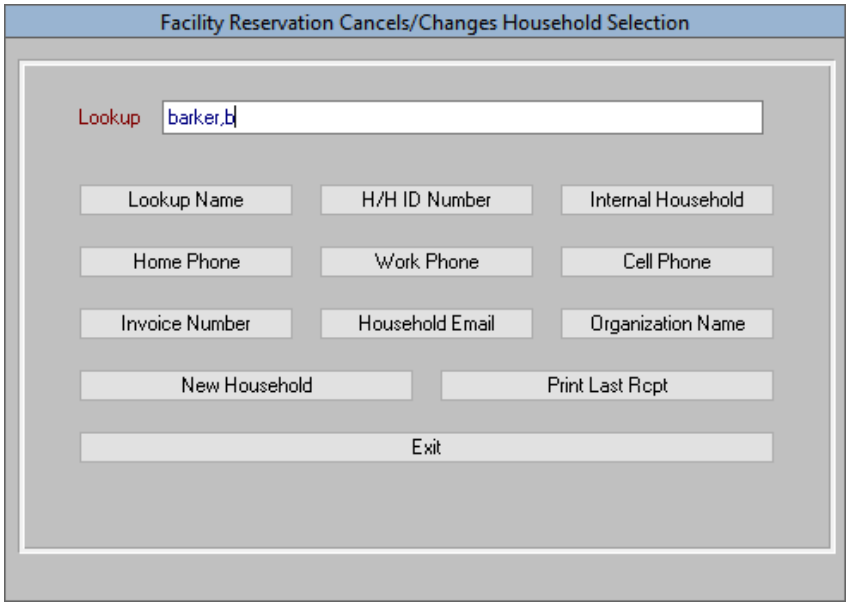
1. To change a facility reservation for a customer click **Facility Rsvn Cancel/Change.**

2. There are three ways to look up a reservation for cancel or change: **reservation number and date, name lookup,** or **today.** Make your choice based on the information you have. The easiest and recommended method is **name lookup**.



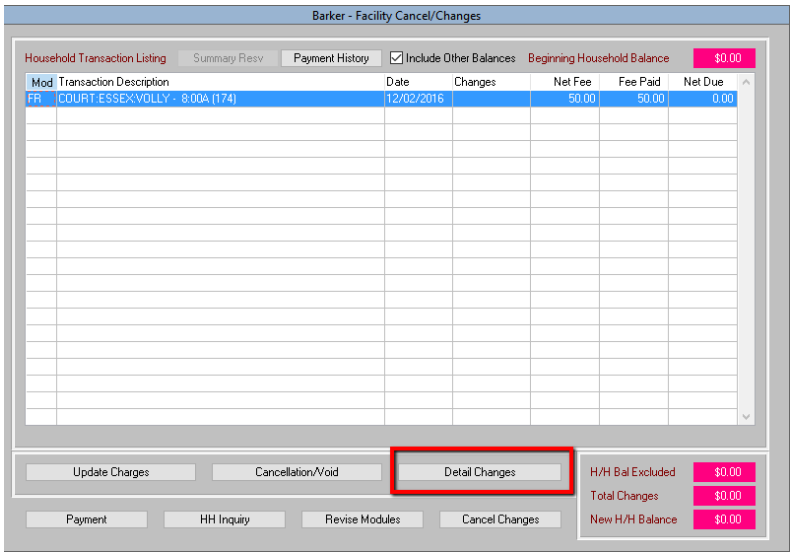
3. Type in the last name of the customer's sponsor and click **Primary Name** or hit **enter** to access the household for Facility Reservation Cancel/Change.

   Note: For common last names, you can narrow the search by putting a comma at the end of the last name followed by the first letter of the first name. For example, **Barker,B** (no spaces) for all Barker's that have first names that begin with B. (Capital letters are not required.)



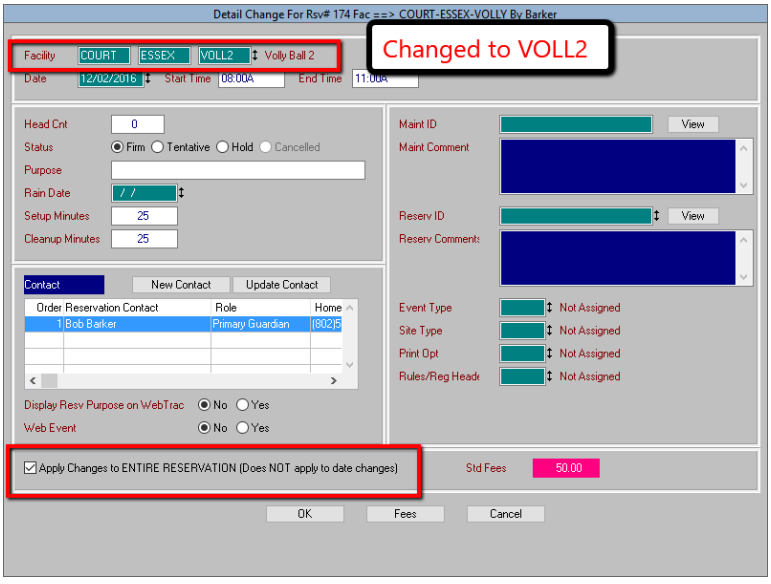
4. Scroll down to the individual's name (for example, Bob Barker) and click **Select** or **double click** or hit **enter** on your keyboard**.**

5. Highlight the reservation you wish to change and click **Detail Changes.**

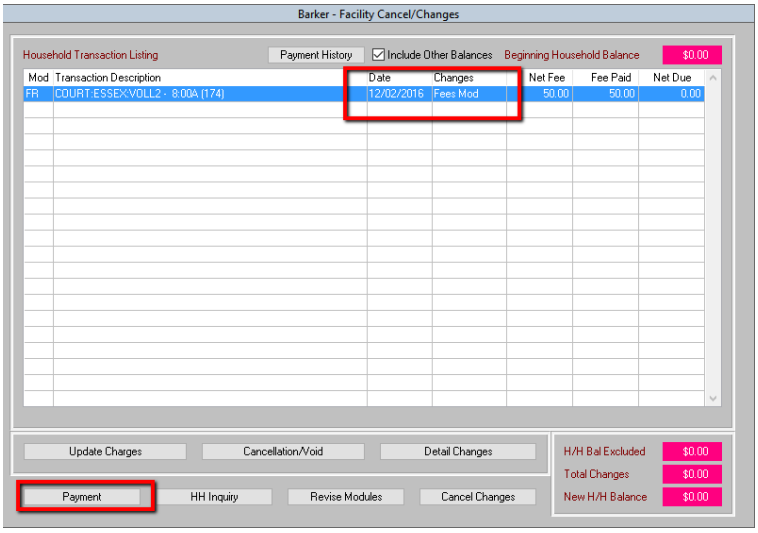


On this screen you can change information, including the facility, dates, and times, and create a rain date. Once you are finished with changes Click **OK.**

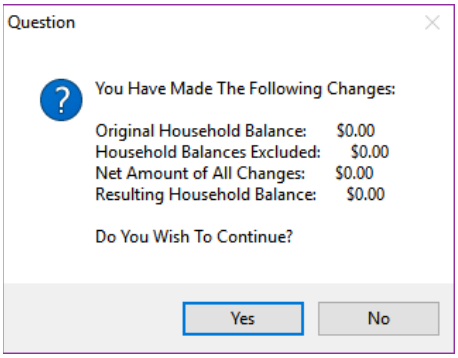
Note: Any changes to the **Facility, Date,** or **Time** fields have to be made for each day the facility was reserved. The **Head Cnt** and **Rain Date,** can be applied to all items linked to the reservation by clicking the **Apply Changes to ENTIRE RESERVATION** box.



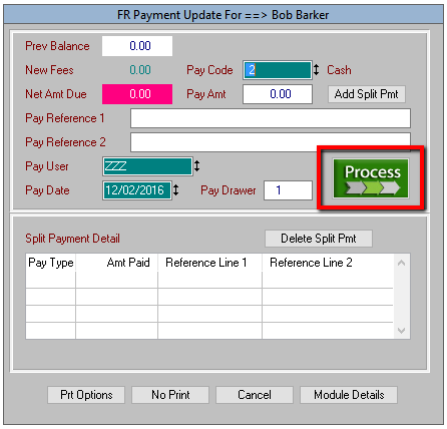
6. Note that in the **Changes** column it states **Detail Mod**. This means that the date changed in the previous step has been applied to each line item in the reservation. Click **Payment** (even though no fees were changed).



7. A Question box asks if you want to continue. Click **Yes** to make the changes.



8. Click **Print** and in the dark red/brown box click **Process** to print out a receipt showing the changes.



9. The next screen shows the change due.

10. The receipt prints out as follows:

Facility Reservation Details

RESERVATION CHANGE
Facility: Essex Parks, Volly Ball 2
Reserv. Contact: Bob Barker, HM: (802)555-5555
Reserv. Number: 174 Status: Firm

Date	Day	Time	Fees + Tax	Discount	Prev Paid	Cur Paid	Amount Due
12/02/2016	Fri	8:00A to 11:00A	50.00	0.00	50.00	0.00	0.00

Fee Details:

Fee Description	Amount	Count	Discount	Sales Tax	Total Fee
Facility Rental	50.00	1.00	0.00	0.00	50.00

Special Questions: How many?: 1

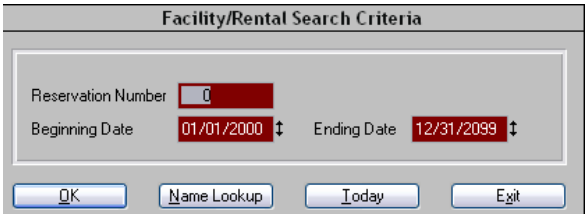
Processed on 12/02/16 @ 12:57:00 by ZZZ

REVISED FEES ON EXISTING LINE ITEMS (+)	0.00
REVISED DISCOUNT APPLIED AGAINST FEES (-)	0.00
TAX CHARGED ON REVISED FEES (+)	0.00
HH DEPOSIT/VISIT CHARGED	0.00
NEW AMOUNT DUE	**0.00**
PREVIOUS NET HOUSEHOLD BALANCE	0.00
TOTAL DUE	**0.00**
REVISED FEES PAID ON THIS RECEIPT (-)	0.00
NEW DEPOSIT PAID (-)	0.00
TOTAL PAID	**0.00**
NEW NET HOUSEHOLD BALANCE	0.00

11. Quick Guide to Facility Reservation Cancellation

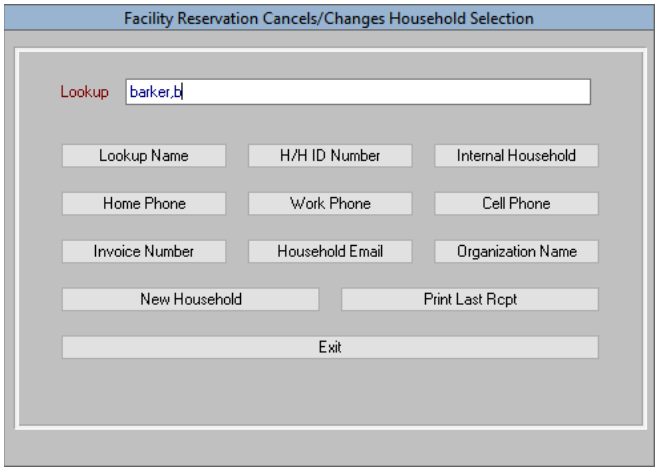
1. To refund a facility reservation to a customer click **Facility Rsvn Cancel/Change.**

2. There are three ways to look up a reservation for cancel or change: **reservation number and date, name lookup,** or **today.** Make your choice based on the information you have. The easiest and recommended method is **name lookup**.



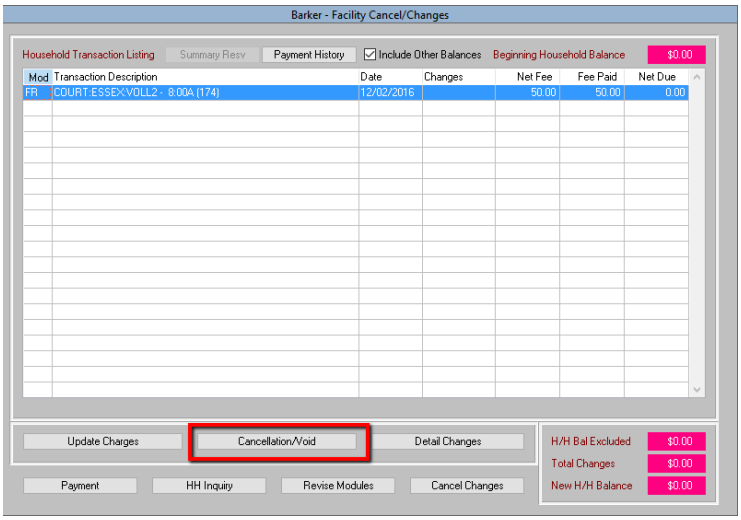
3. Type in the last name of the customer's sponsor and click **Primary Name** or hit the Enter key to access the household for the Facility Reservation Cancel/Change.

   Note: For common last names, you can narrow the search by putting a comma at the end of the last name followed by the first letter of the first name. For example, **Barker,B** (no spaces) for all Barker's that have first names that begin with B. (Capital letters are not required.)



4. Scroll down to the individual's name (for example, Bob Barker) and click **Select**, press Enter, or double-click on their name**.**

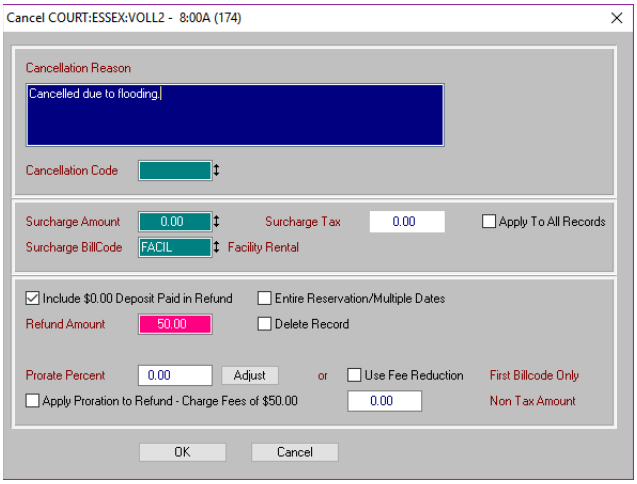
5. Highlight the reservation you wish to cancel and click **Cancellation/Void.**



6. Type in a reason for the cancellation.

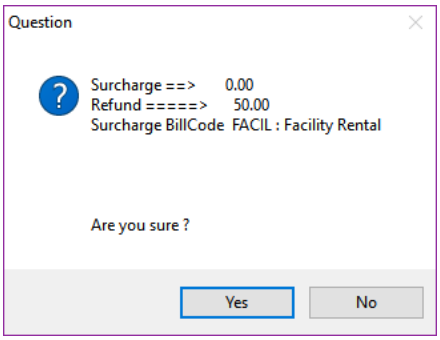
7. If a surcharge is to be deducted from the refund, enter that amount in the **Surcharge Amount** field**.**

   Note: A surcharge is a fee that is charged when a patron is cancelling a reservation.



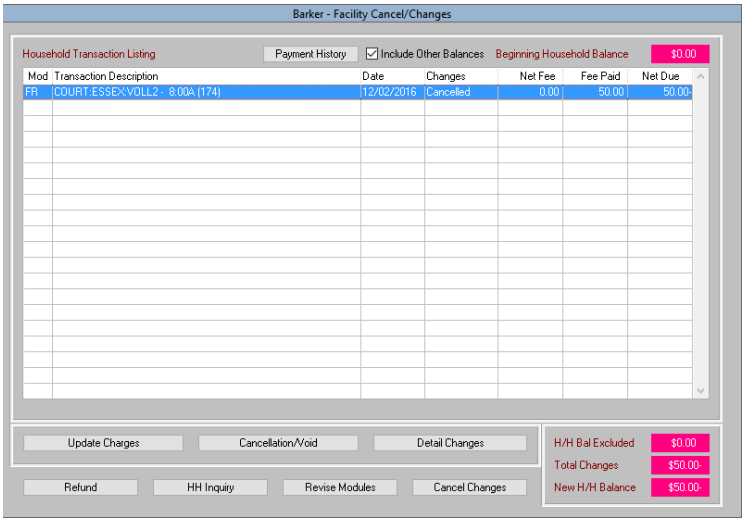
8. Click **OK.**

9. Click **Yes.**

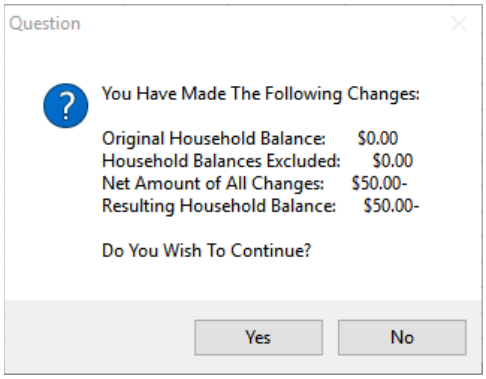


10. The total changes and the new household balance (**New H/H Balance** field) will reflect the monies refunded. When you are finished, click **Refund**

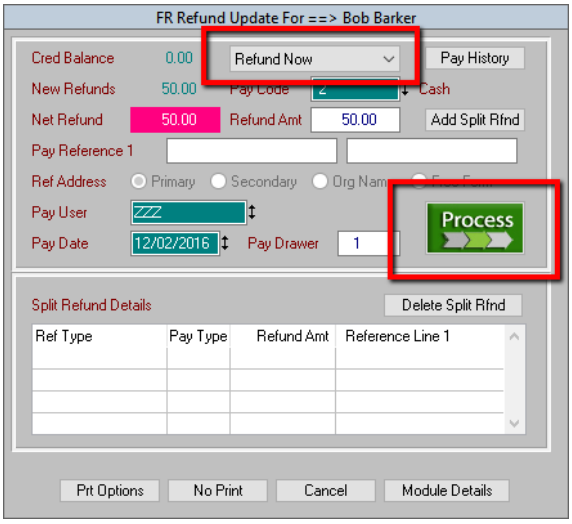
Note: Button will be labeled **Payment** if value is $0.00.



11. A **Question** box asks if you want to continue. Click **Yes** to make the changes.



12. To refund the monies **now** to the customer select **Refund Now** and the **Pay Code.** Only cash or credit can be used. In this example, cash is used as the payment type. Click **Process.**



13. The next screen shows the change due.

14. The receipt prints out as follows:

Facility Reservation Details

CANCELLATION - Refund Of 50.00
Facility: Essex Parks, Volly Ball 2
Reserv. Contact: Bob Barker, HM: (802)555-5555
Reserv. Number: 174 Status: Cancelled

Date	Day	Time	Fees + Tax	Discount	Prev Paid	Cur Paid	Amount Due
12/02/2016	Fri	8:00A to 11:00A	0.00	0.00	0.00	0.00	0.00

Cancel Reason: Cancelled due to flooding.

Processed on 12/02/16 @ 14:31:41 by ZZZ

PREVIOUS NET HOUSEHOLD BALANCE	0.00
FEES CHANGED ON CANCELLED ITEMS (+)	50.00-
DISCOUNT APPLIED AGAINST CANCELLED FEES (-)	0.00
SALES TAX CHARGED ON CANCELLED FEES (+)	0.00
NET AMOUNT FROM CANCELLED ITEMS	50.00-
TOTAL AMOUNT REFUNDED	50.00
NEW NET HOUSEHOLD BALANCE	0.00

Refund of ==> 50.00 Made By ==> CASH With Reference ==>

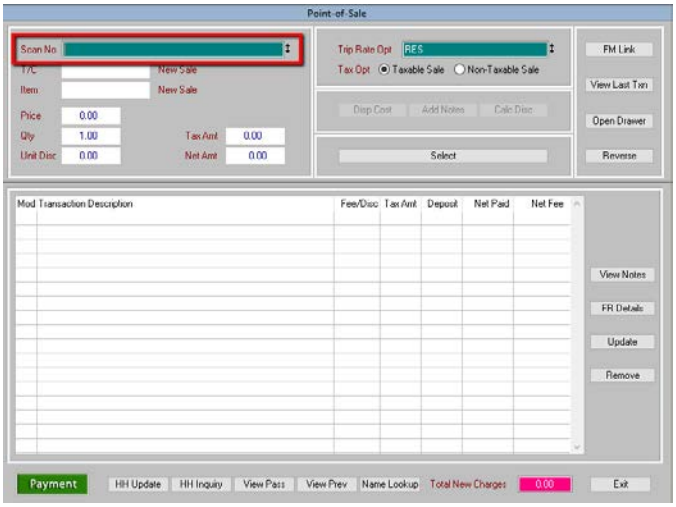
Authorized Signature Date Authorized Signature Date

12. Quick Guide for POS

1. To process a POS sale click **Point of Sale.**

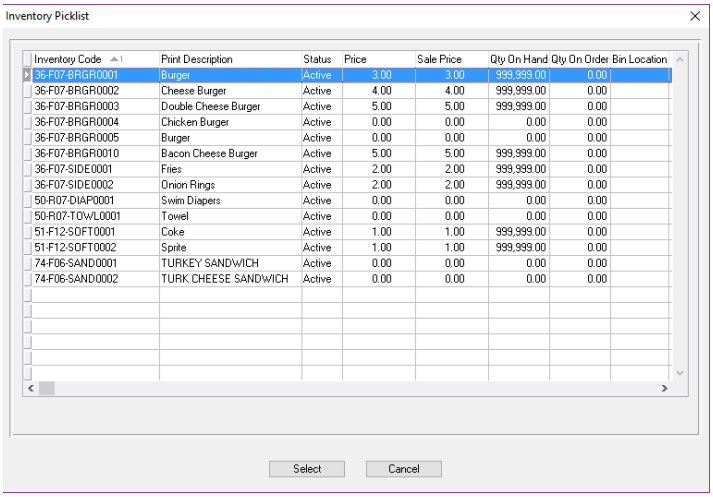
2. In the **Scan No** field right click or press F9 to pull up the inventory listing.

   Note: If you have a scan gun, scan the barcodes on the items being sold and skip to number 8.



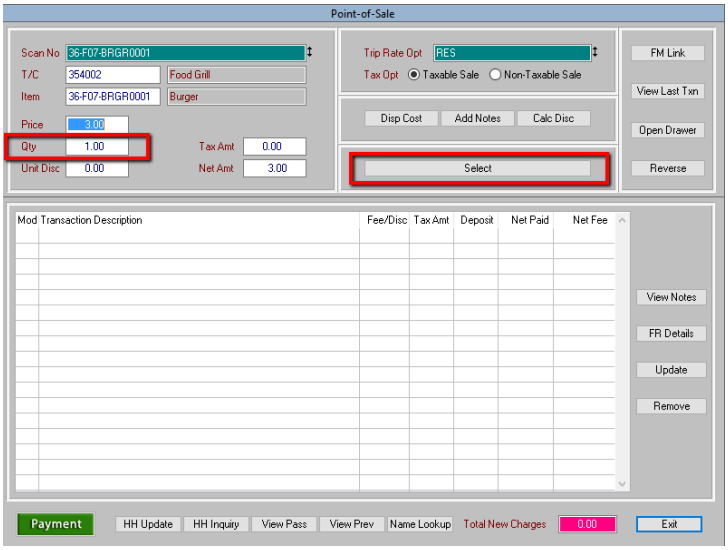
3. The **Inventory Picklist** screen displays and you can select the item or items being purchased. Highlight the items being purchased.

4. Click **Select.**

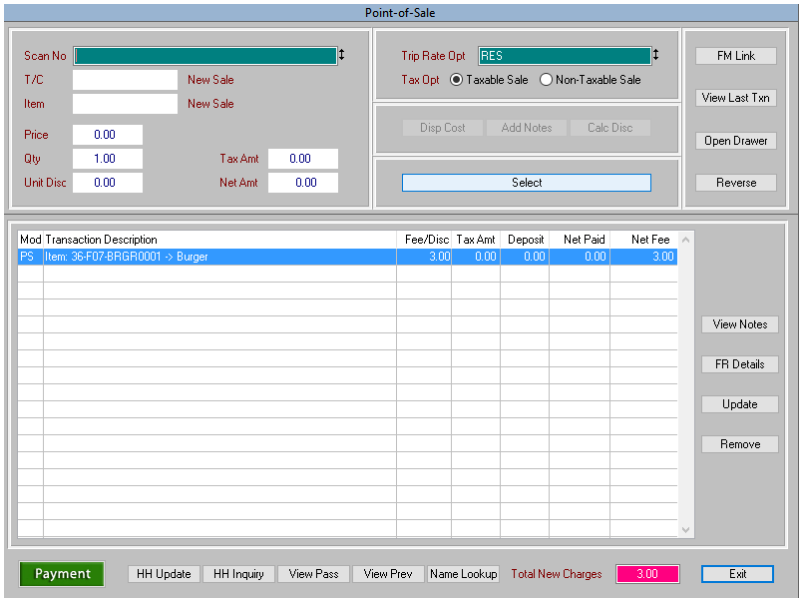


5. Change the quantity (**Qty** field) if necessary.

6. Click Select.

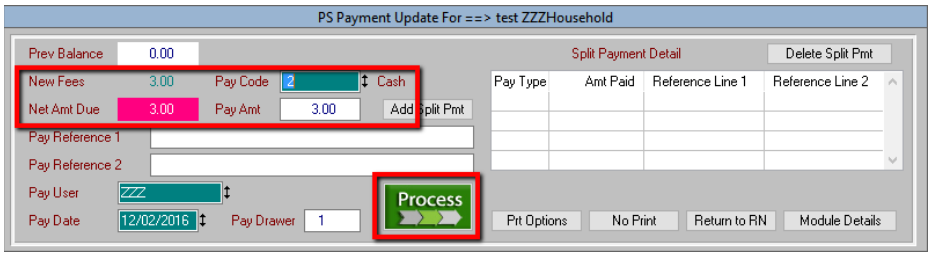


7. Repeat Steps 2 through 6 as many times as needed until all items have been selected and placed in the **Current Transaction Listing** field.



8. When finished with item selection, click the **Payment** button (bottom left corner of the screen).

9. Make sure the **Net Amt Due** field and the **Pay Amt** fields are the same when taking checks and credit cards. If taking cash, you can increase the **Pay Amt** by the appropriate amount. For example, if the customer gives you a $10 bill, enter $10.00 in the **Pay Amt** field. The default **Pay Code** is 2 (cash), so leave it as is and click **Process.**



10. The next screen shows the change due.

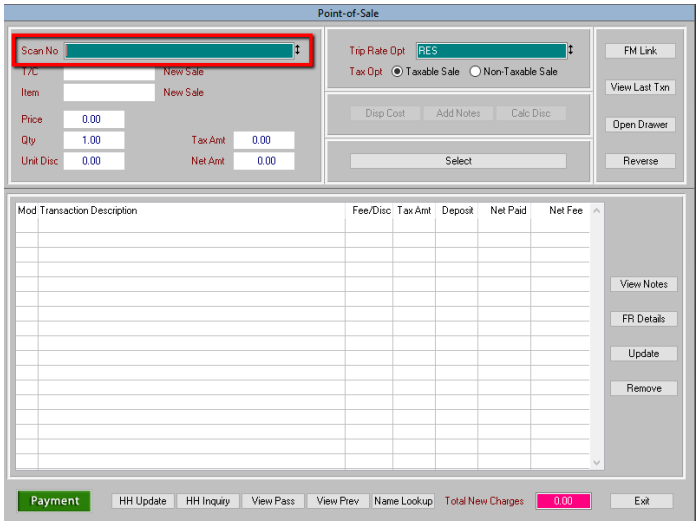
11. The receipt prints out as follows:

```
Essex Parks                    Clerk: ZZZ
Essex Junction,  VT 05452

Date: 12/02/2016          Time: 14:46:05

Daily Sale

Description                    Ext Price
----------------------------  ----------
ITEM: 36-F07-BRGR0001               3.00
Burger

Rcpt#      2545 Sub-Total:          3.00
                Sales Tax:          0.00
                Total Due:          3.00

                Tot Paid:           3.00
```

13. Quick Guide for POS Refund

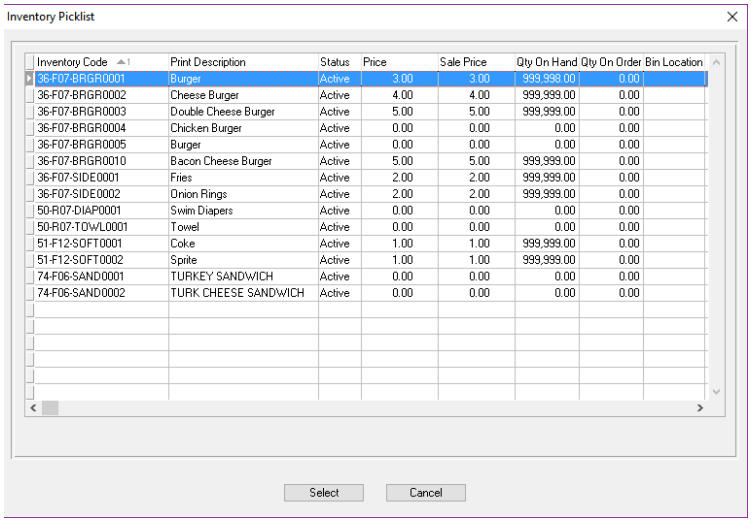
1. To process a POS refund, click **Point of Sale.**

2. In the **Scan No** field right click or press F9 to pull up the inventory listing.



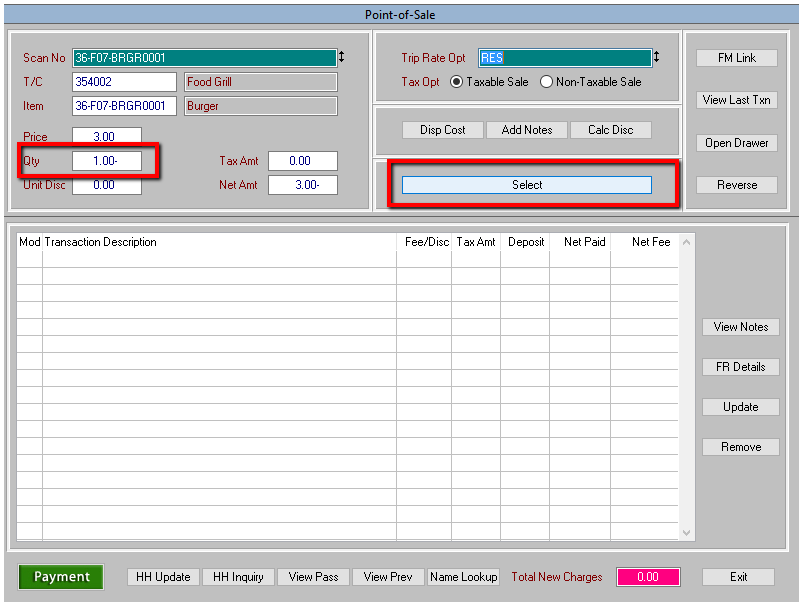
3. The **Inventory Picklist** screen displays and you can select the item or items that are being returned or refunded. Highlight the item being refunded.

4. Click **Select.**

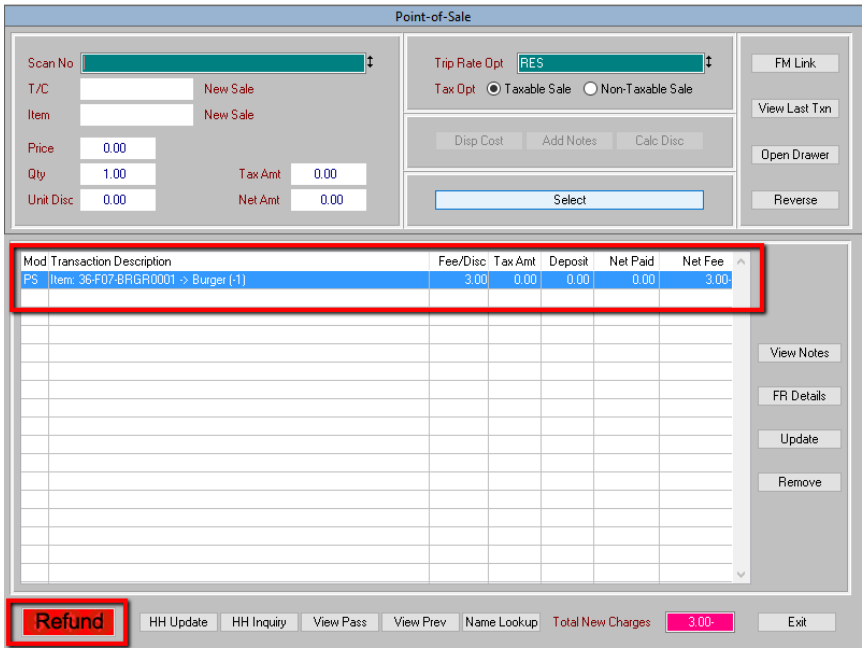


5. Change the **Qty** field to a negative figure and click **Select.**

Note: To make the quantity a negative value, use the minus sign on your keyboard.

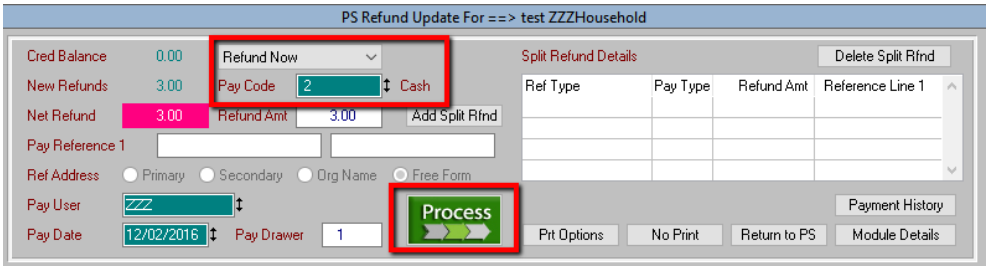


6. Repeat Steps 2 through 5 as many times as needed until all items being refunded have been **selected** and placed in the **Current Transaction Listing** field.



7. Click the **Refund** button (bottom left corner of the screen).

8. On the **Refund** screen, change the pay code to the method of payment that the customer used to pay for the item. Select **Refund Now** and click **Process.**



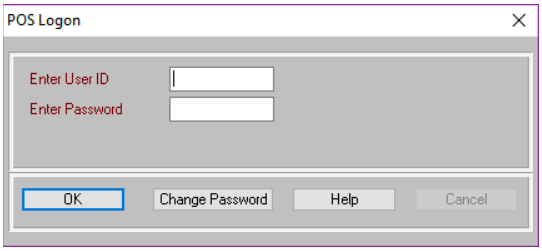
9. The receipt prints out as follows:

```
Essex Parks                        Clerk: ZZZ
Essex Junction,  VT 05452

Date: 12/02/2016          Time: 15:06:00

Daily Sale

Description                       Ext Price
----------------------------  ----------
ITEM: 36-F07-BRGR0001                3.00-
Burger

Rcpt#      2546 Sub-Total:           3.00-
                Sales Tax:           0.00
                Total Due:           3.00-

                Tot Refund:          3.00


Clerk: Security Administrator-GUI

Refund Type: Refund from Cash Drawer Now
CASH Refund of:          3.00
```

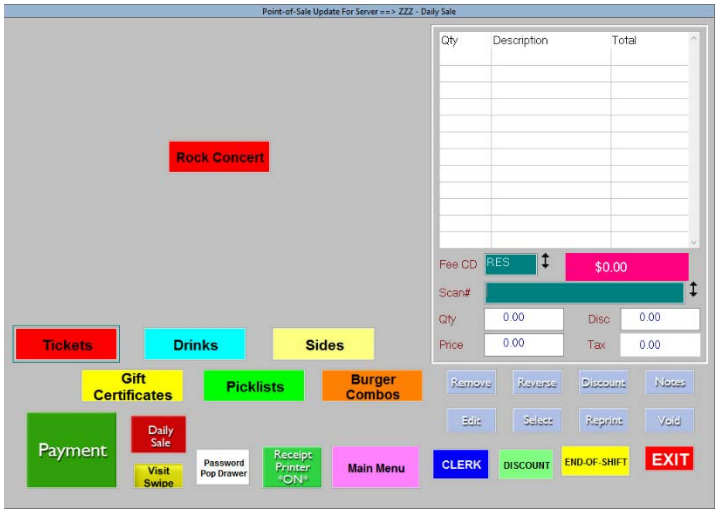
14. Quick Guide for Ticket Sales in Touch Screen Processing

1. To process Touch Screen sales, touch **Touch Screen POS Processing.**

2. Enter your clerk ID and password. Touch **OK**.



3. Touch the button of the tickets that are to be purchased; for example, **Rock Concert Ticket.**

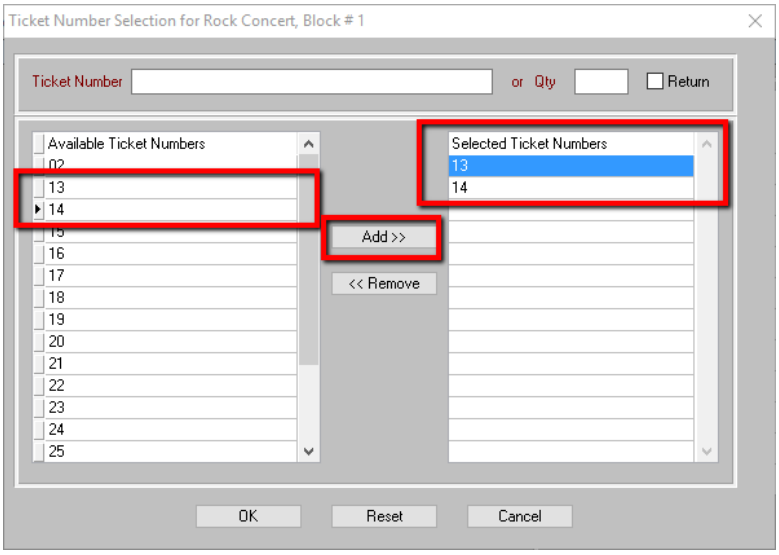


4. **Ticket Number Selection** screen displays.

5. Highlight the ticket serial number(s) from the left hand column and touch the **Add** button.

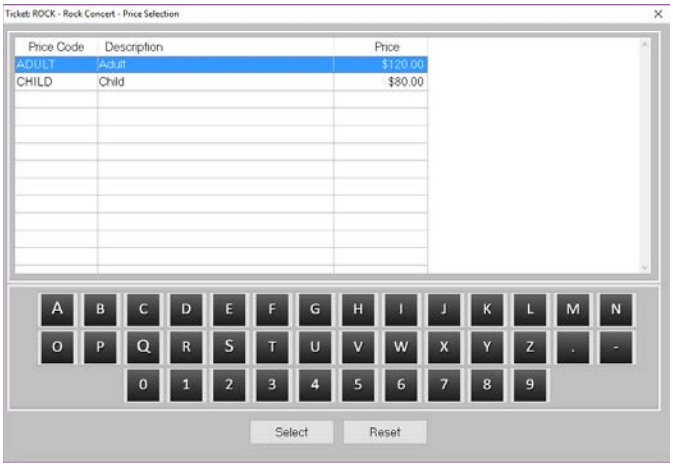
6. Repeat as necessary and touch **OK.**

Note: You can highlight multiple tickets by holding down the **CTRL** key on your keyboard as you are highlighting each ticket. To remove a ticket, highlight it and touch **Remove**.



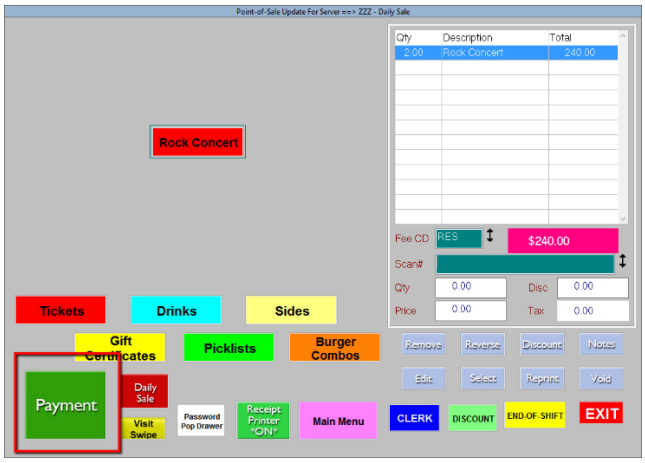
7. Touch **OK** to add the tickets to the item listing.

8. Choose the Price Code you want to charge and click **Select** when finished.

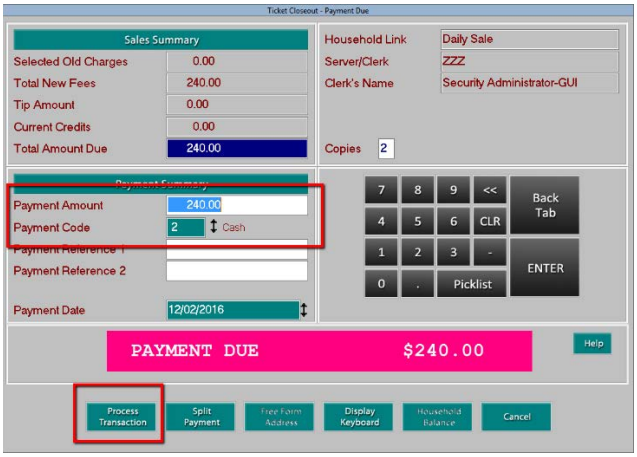


Note: A **Price Code** is a description used to identify the price you are charging. **Price Codes** allow you to link more than one price to a Transaction Code, Inventory Item, or Ticket.

9. When finished, touch the **Payment** button.



10. At the payment screen, touch the **Payment Code** field and hit F9 to select the payment type; for example, Visa/MasterCard. If satisfied, touch **Process** to complete the sale.



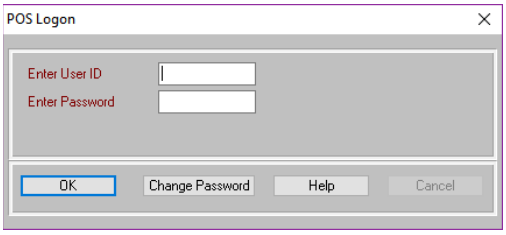
11. A receipt prints out as follows:

```
Essex Parks                    Clerk: ZZZ
Essex Junction,  VT 05452

Date: 12/02/2016          Time: 15:29:48

Daily Sale

Description                    Ext Price
----------------------------  ----------
TCKT: ROCK                        240.00
Rock Concert
  2 @      $120.00 (Adult)
  Ticket Numbers:
    13,14

Rcpt#      2547 Sub-Total:        240.00
                Sales Tax:          0.00
                Total Due:        240.00

                Tot Paid:         240.00


Clerk: Security Administrator-GUI

CASH Payment of:          240.00

Hours of opperation are 6-8.

Visit us on the Web at:
www.your-org-name.com

Rcpt# 2547
```

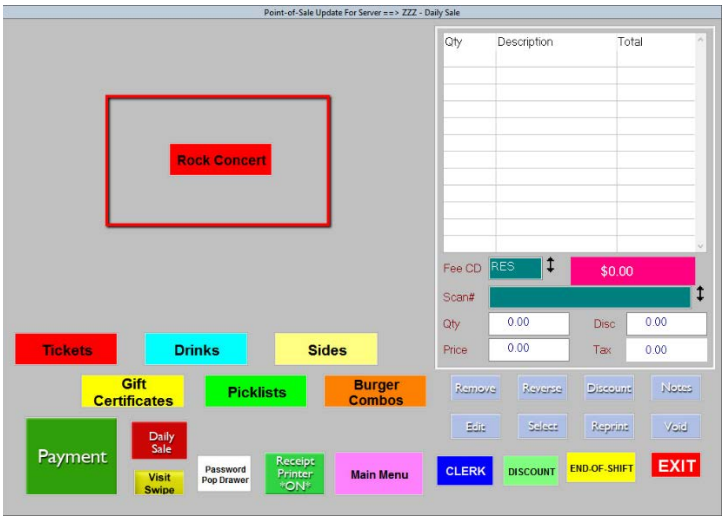
15. Quick Guide for Touch Screen Refunds

1. To process Touch Screen refunds you must be in **Touch Screen POS Processing.**

2. Enter your clerk ID and password. Touch **OK**.



3. Touch the button of the item or tickets that you want to reverse; for example, **Rock Concert.**



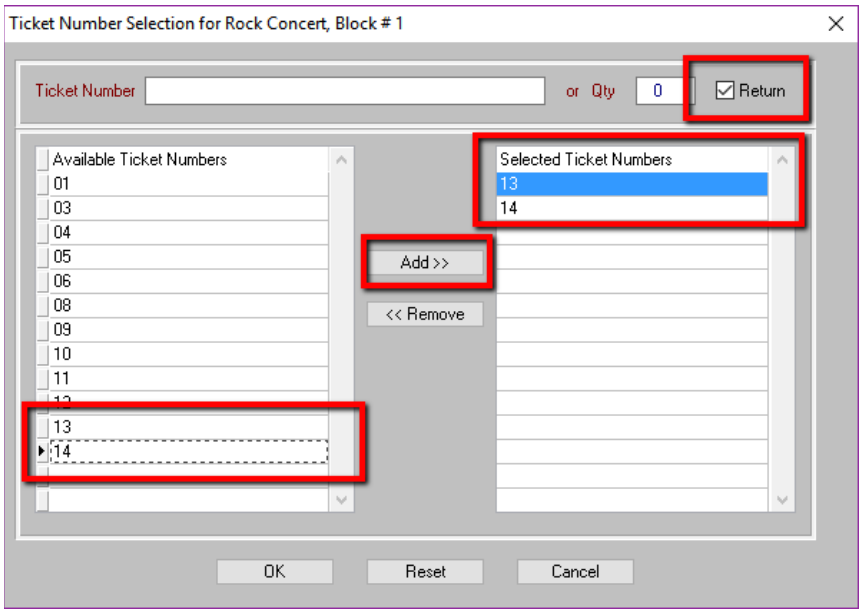
4. **Ticket Number Selection** screen displays.

5. Toggle the "Return" Toggle in the upper right hand side.

6. Highlight the ticket serial number(s) from the left hand column and touch the **Add** button.

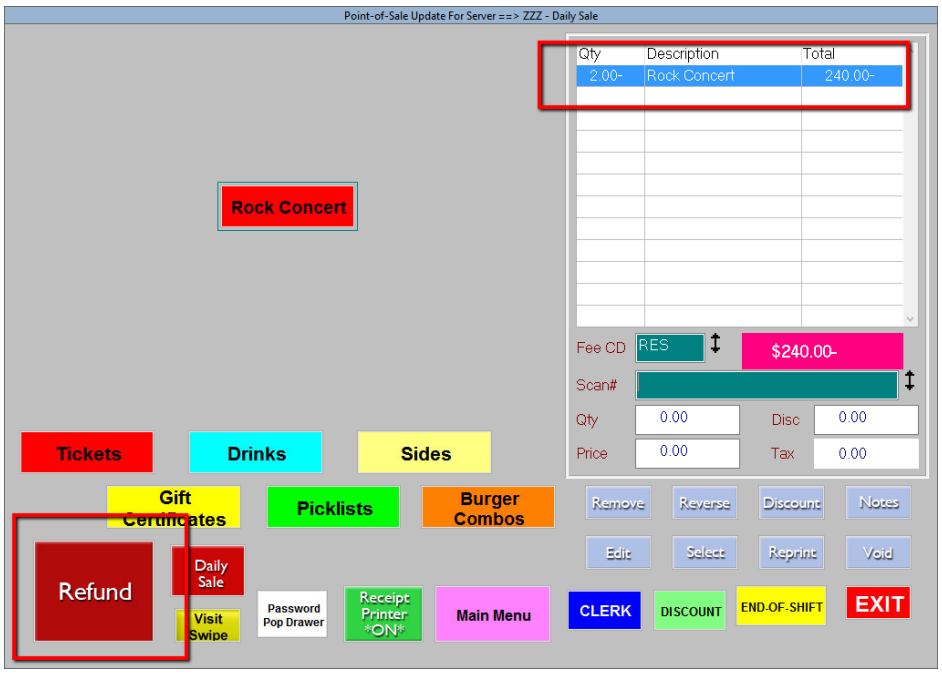
7. Repeat as necessary and touch **OK.**

Note: You can highlight multiple tickets by holding down the **CTRL** key on your keyboard as you are highlighting each ticket. To remove a ticket, highlight it and touch **Remove**.



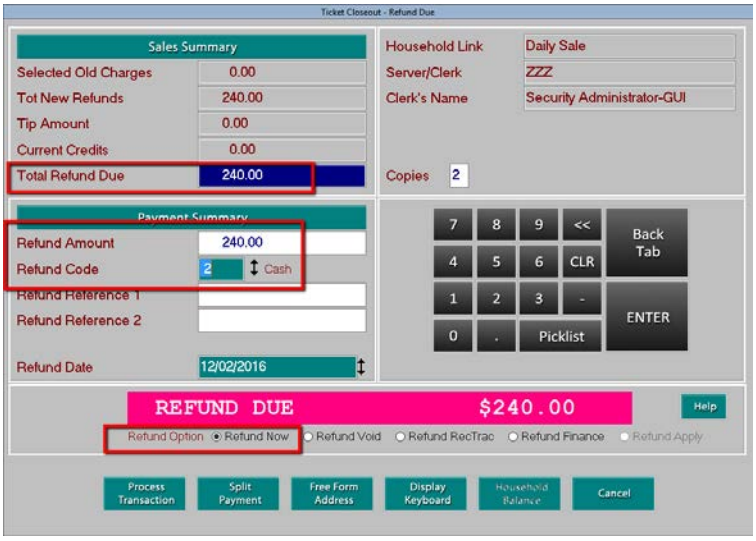
Note: When you are finished you will notice the **Payment** button has changed to **Refund.**

8. Touch the **Refund** button.



9. Select your Refund Code.

Note: The **Refund Code** is the **Payment Code** you are going to **Refund.**



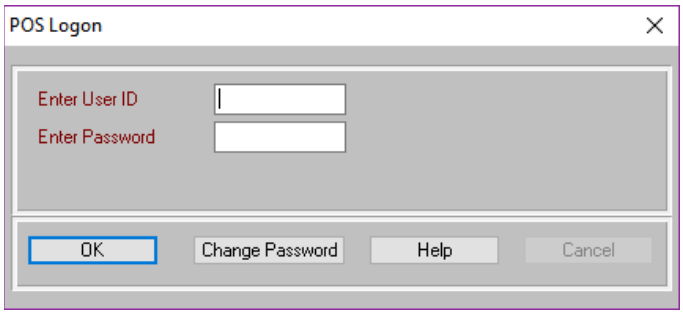
10. A receipt prints out as follows:

```
Essex Parks                    Clerk: ZZZ
Essex Junction,  VT 05452

Date: 12/02/2016          Time: 15:44:43

Daily Sale

Description                    Ext Price
----------------------------  ----------
TCKT: ROCK                        240.00-
Rock Concert
  -2 @      $120.00 (Adult)
  Ticket Numbers:
    13,14

Rcpt#      2548 Sub-Total:        240.00-
                Sales Tax:          0.00
                Total Due:         240.00-

                Tot Refund:        240.00


Clerk: Security Administrator-GUI

Refund Type: Refund from Cash Drawer Now
CASH Refund of:       240.00


-------------------------   ------------
  Authorized Signature          Date


-------------------------   ------------
  Authorized Signature          Date
```

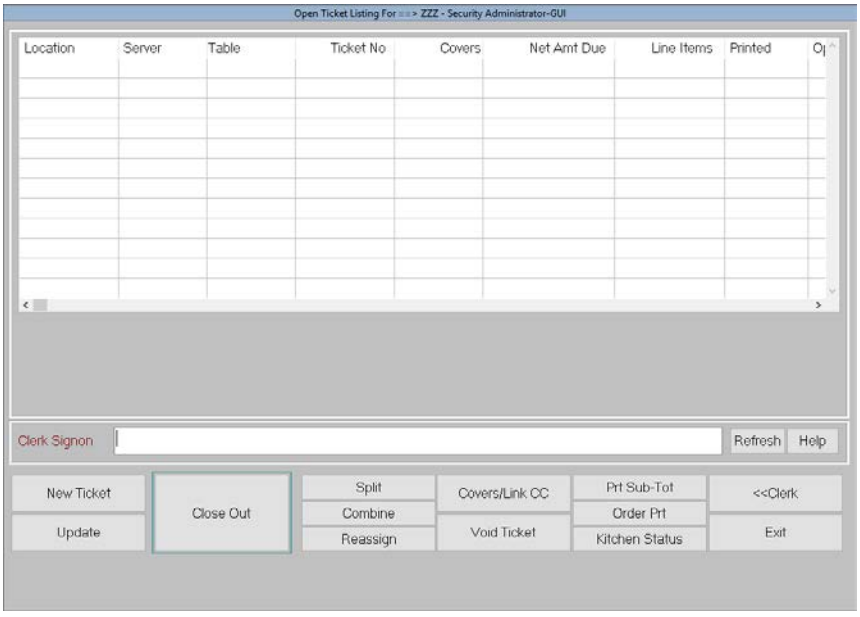
16. Quick Guide to Touch Screen Open Tickets

1. To process Touch Screen open ticket sales click **Touch Screen POS Processing.**

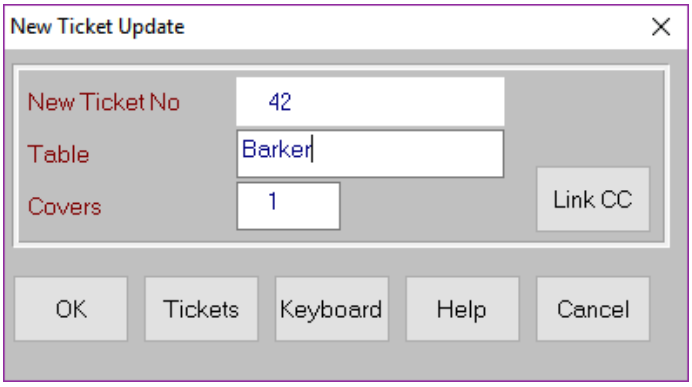
2. Enter your clerk ID and password. Click **OK.**



3. Touch the **New Ticket** button to begin a new sales tab.



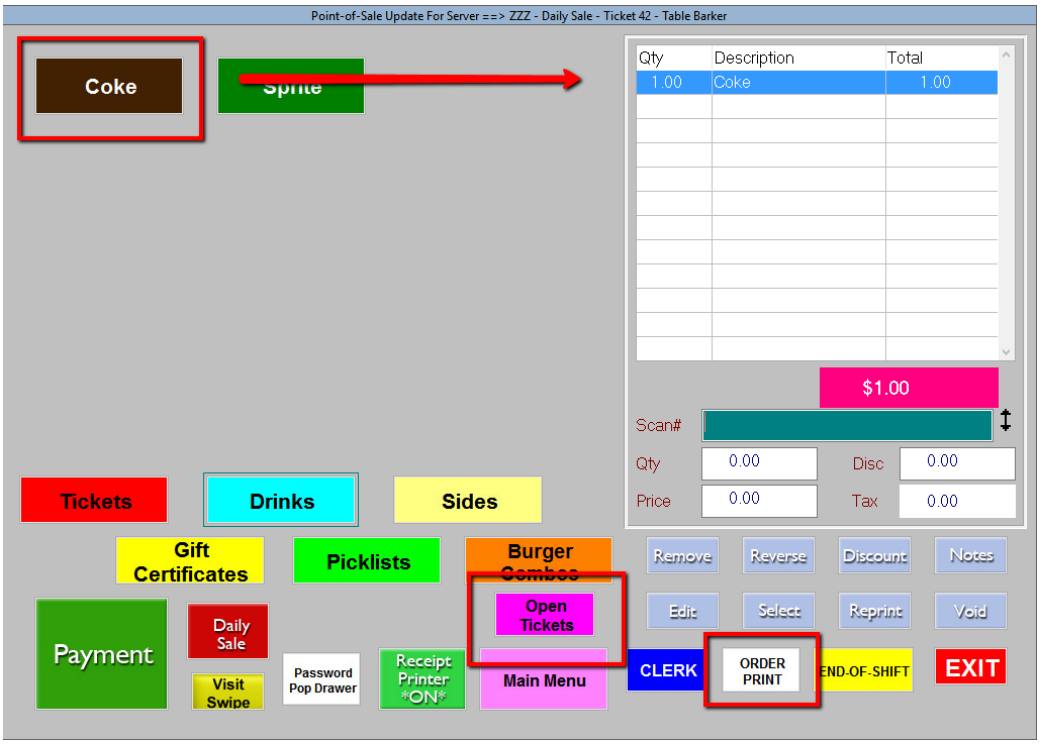
4. Enter the table number or a name for the customer in the **Table Number** field. **Note:** Up to eight characters are allowed. Touch **OK.**



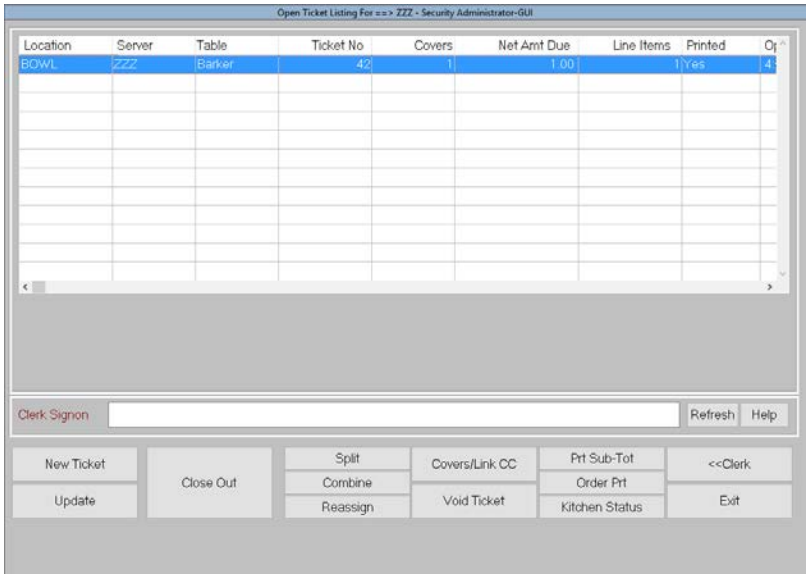
5. Touch the buttons of the items you are selling to place them in the shopping cart.

6. Touch the **Order Print** button to print the order on a duplicate kitchen printer, if needed (typically for food orders).

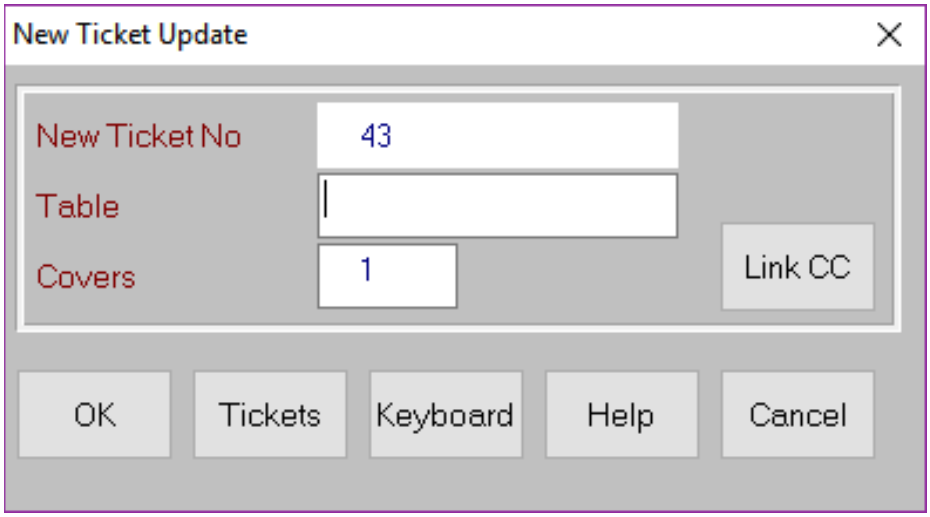
7. Touch the **Tickets** button to return to the **Open Ticket Listing** screen to process a new tab for another customer.



8. All open tickets are listed on the **Open Ticket Listing** screen. To start a new tab for another customer touch the **New Ticket** button and repeat Steps 4 through 8.

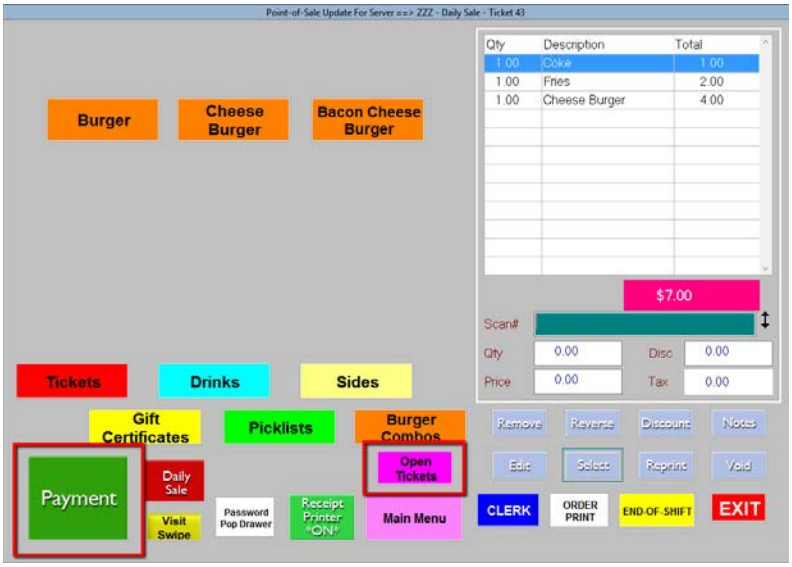


9. If a customer does not want to start a tab but would rather pay per transaction, leave the **Table Number** field blank and touch **OK.**

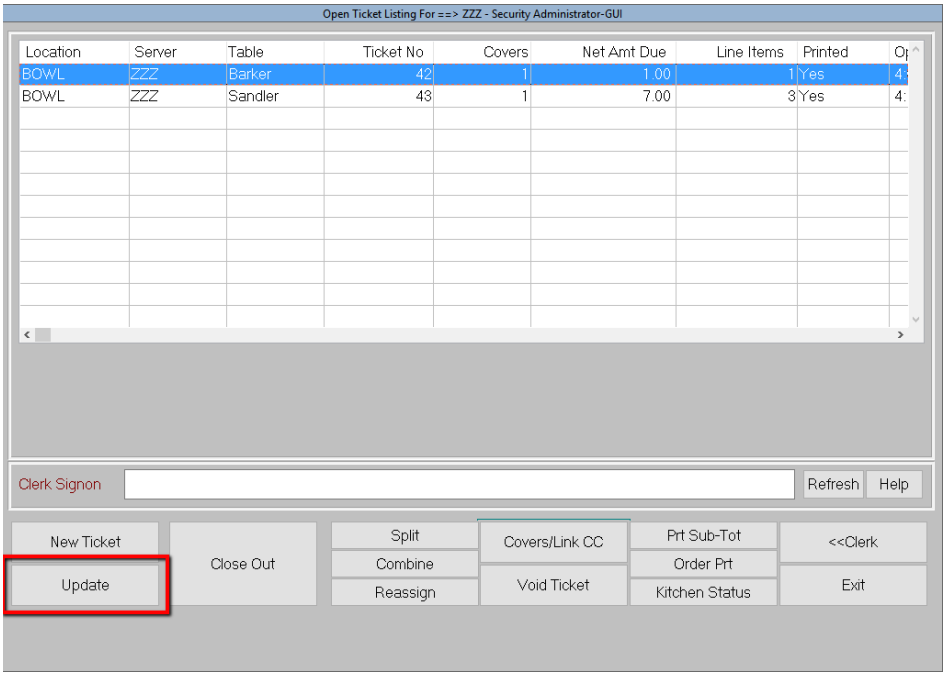


10. Add the sale items to the shopping cart.

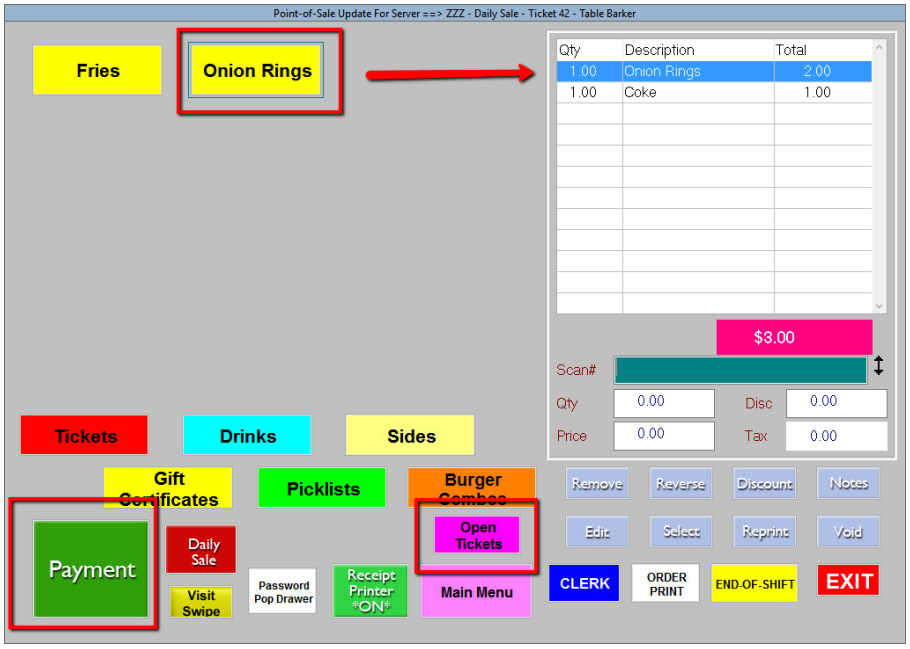
11. From here you can touch the **payment keys** to complete the sale, touch the **Payment** button to proceed to the payment screen, or choose the **Tickets** button to move back to the **Ticket** listing screen.



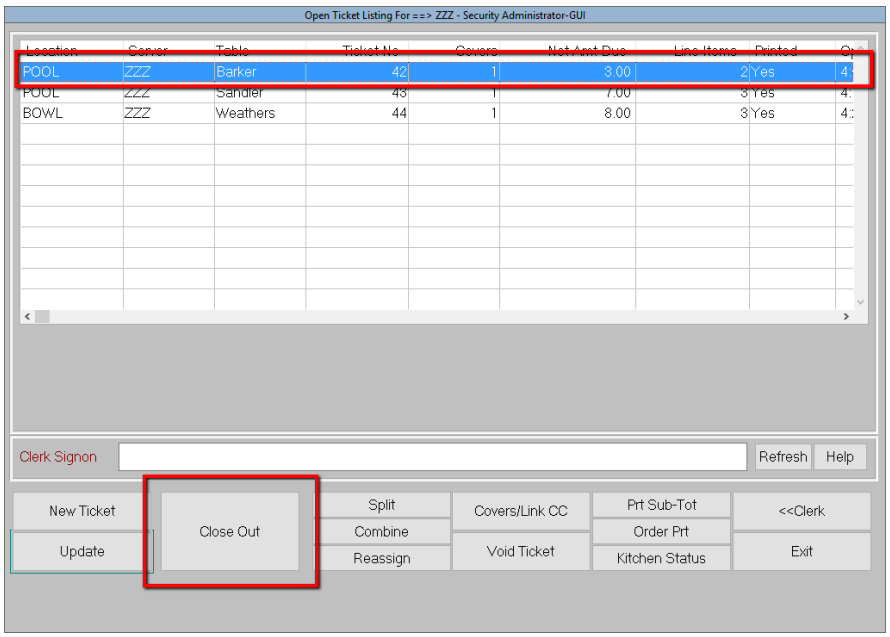
12. If a customer would like to add more items to his/her tab, highlight the open ticket for that customer and touch the **Update** button.



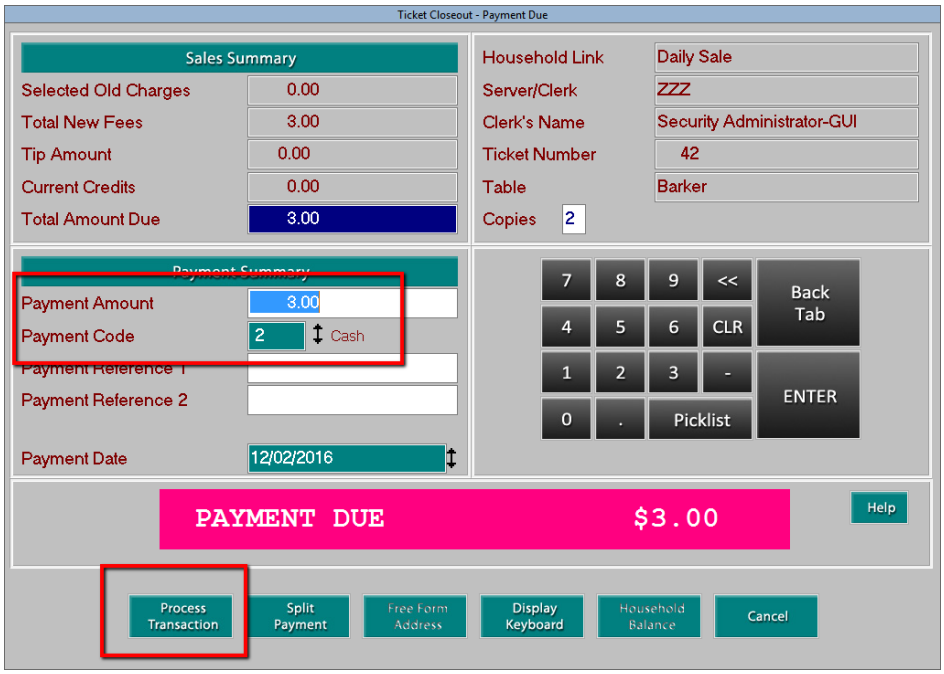
13. Add the additional items to the shopping cart and process the payment or touch the **Tickets** button to continue the tab and go to the ticket listing screen.



14. To close out an open ticket, highlight the ticket and touch the **Close-Out** button to display the payment screen.



15. At the payment screen process the sale as you would normally.

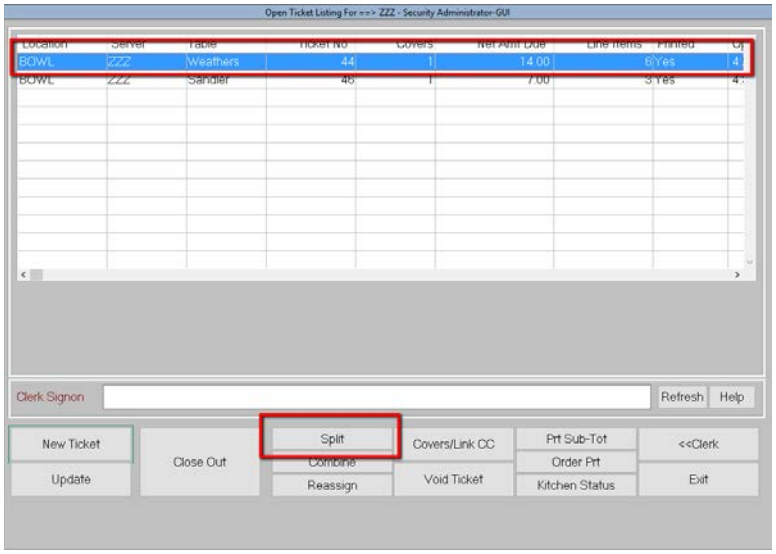


17. How to Split an Open Ticket

1. To split a ticket while in **Touch Screen POS Processing,** touch the open ticket you want to split.

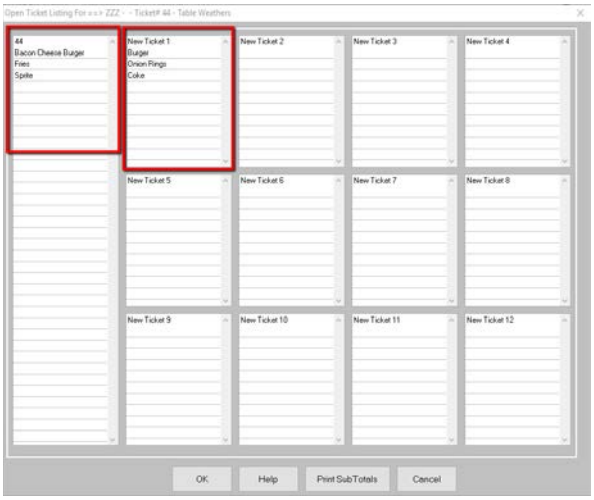
   Note: Splitting a ticket is done if a table with multiple customers wants separate checks versus one check for the whole table.

2. Touch the **Split** button at the bottom of the screen.



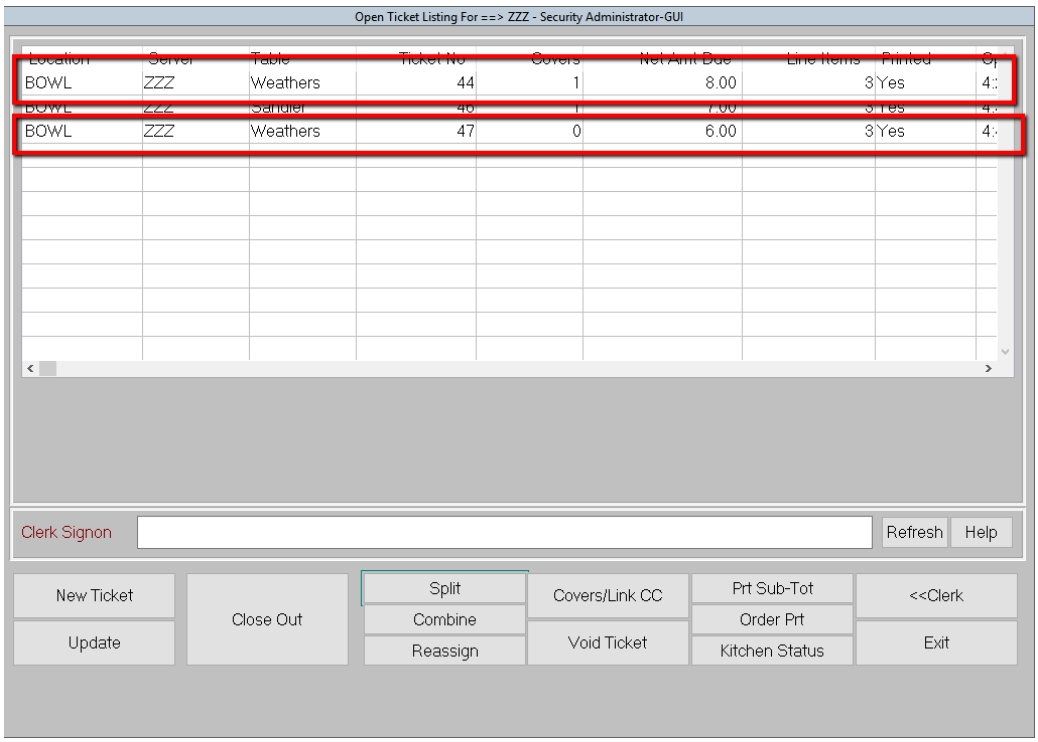
3. In the Ticket Number details screen click on the items you want to split out and then click on any of the new tickets.

   Note: You can multi select items by holding down the **CTRL** button on your keyboard and clicking**.**



4. Click on **OK.**

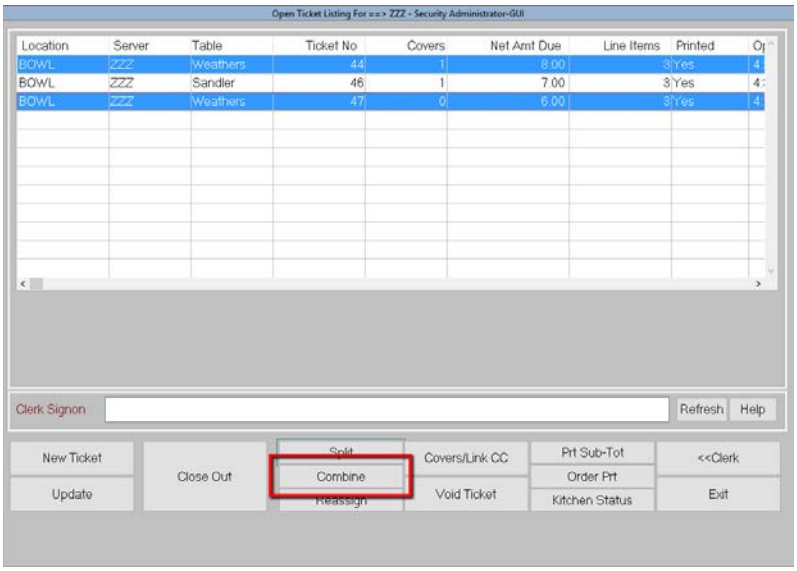
5. You will now be able to view the new ticket along with the other open tickets on the **Open Ticket Listing** screen



18. How to Combine Touch Screen Open Tickets

1. To combine open tickets while in **Touch Screen POS Processing,** click the open tickets you want to combine.

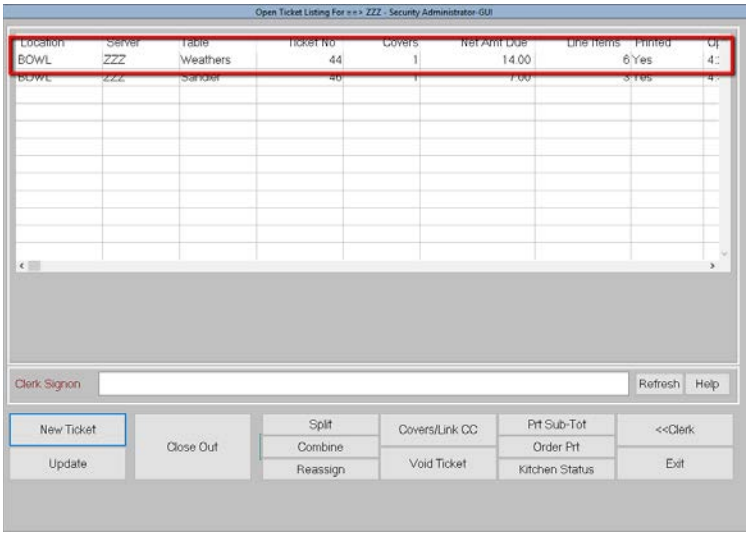
   Note: Highlight multiple tickets by holding down the **CTRL** button on your keyboard and clicking on the tickets you want to combine.



2. Click the **combine** button at the bottom of the screen.

   Note: The first ticket highlighted will become the **Table Name** and **Ticket No** of the combined ticket.

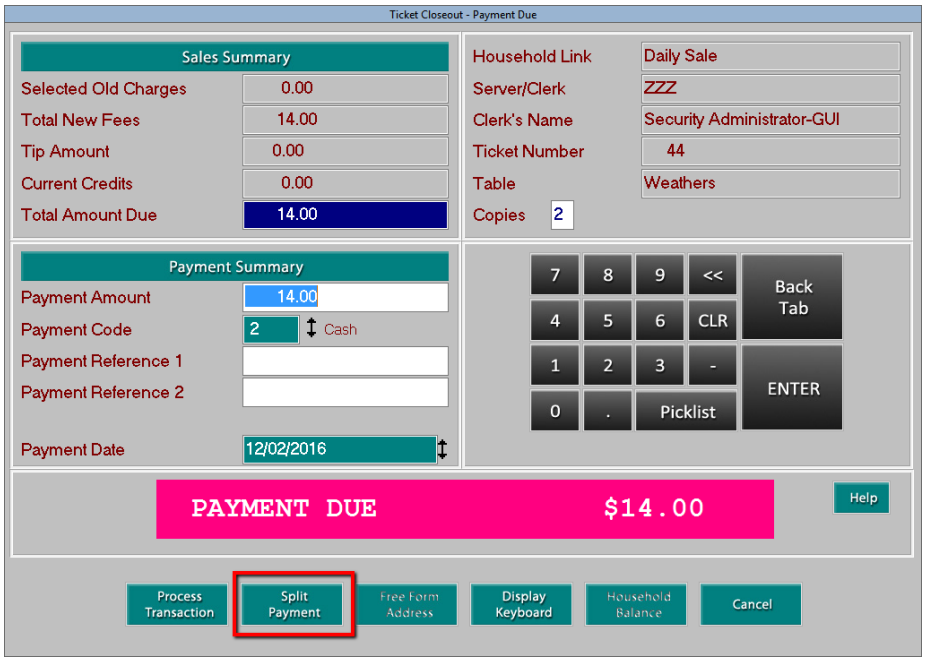
3. Your **open ticket** screen will now display the combined ticket.



19. How to do a Split Payment

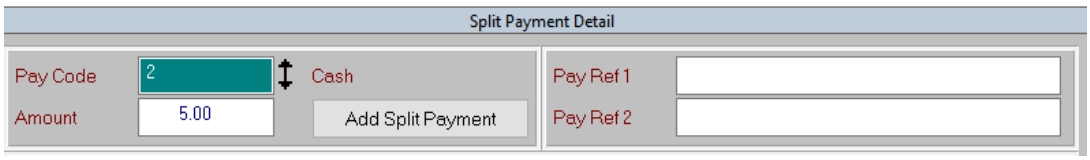
1. Process a sale as normal and press the **Payment** button.

2. At the payment screen, select the **Split Pay** button.

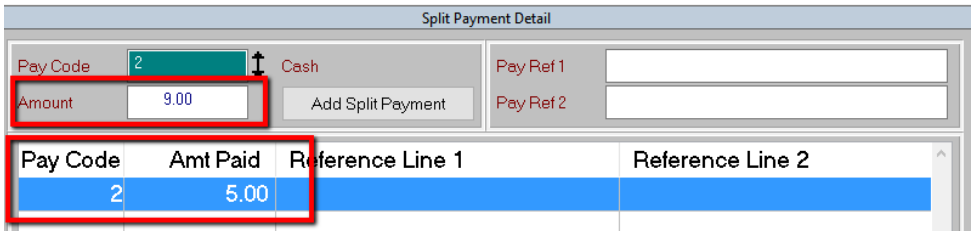


3. Select the first Payment code at the top of the screen and enter in the amount being paid by that Payment code.

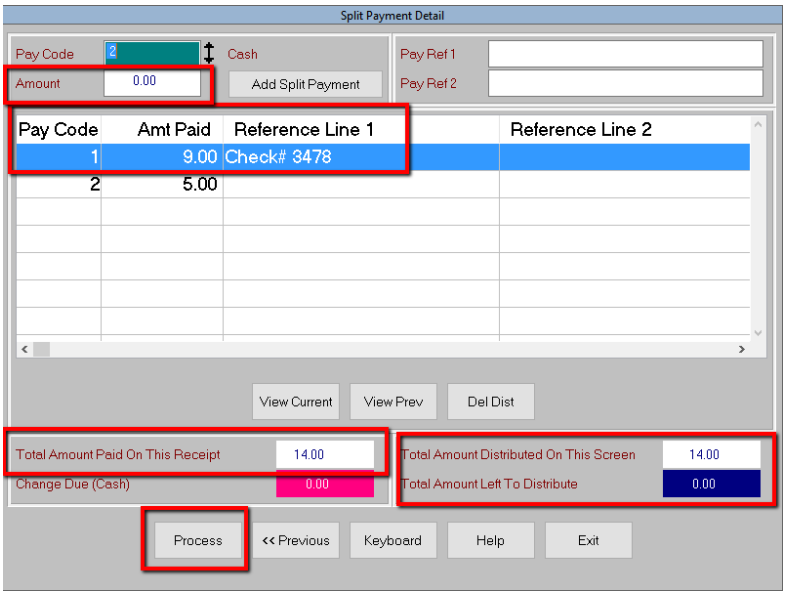
4. Click **Add Split Payment** to add the **1st** payment.



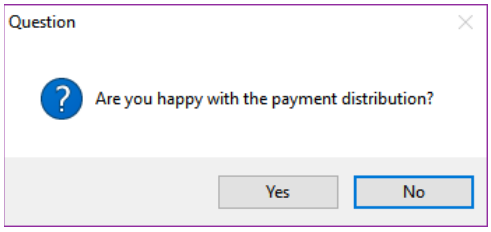
5. The **Split Payment** is added and displays below in the shopping cart. The dollar amount in the amount field is the total amount left to distribute.



6. Continue to add Split Payments until the total amount is distributed.



7. Choose **Process** at the bottom of the screen and you will get the following message.



8. To continue with the Splits you have made choose **Yes.** If you need to make changes choose **No.**

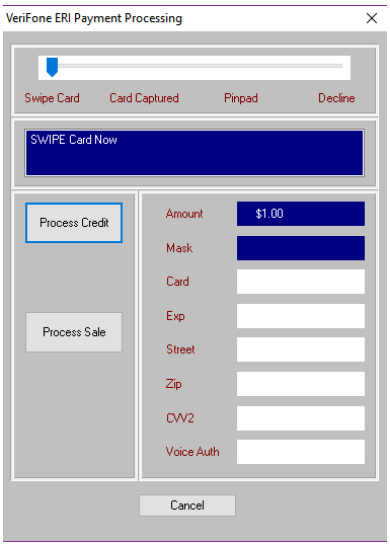
9. The next screen shows the change due.

10. A receipt prints out as follows:

```
Essex Parks                    Clerk: ZZZ
Essex Junction,  VT 05452

Date: 12/05/2016          Time: 08:54:25

Tckt: 44 Table: Weathers

Description                    Ext Price
----------------------------  ----------
ITEM: 36-F07-BRGR0010               5.00
Bacon Cheese Burger
ITEM: 36-F07-SIDE0001               2.00
Fries
ITEM: 51-F12-SOFT0002               1.00
Sprite
ITEM: 36-F07-BRGR0001               3.00
Burger
ITEM: 36-F07-SIDE0002               2.00
Onion Rings
ITEM: 51-F12-SOFT0001               1.00
Coke

Rcpt#      2553 Sub-Total:         14.00
                Sales Tax:          0.00
                Total Due:         14.00

                Tot Paid:          14.00


Clerk: Security Administrator-GUI

CHECK Payment of:           9.00
Ref: Check# 3478

CASH Payment of:           5.00
```

20. Processing a Credit or Debit Card on the MX830

1. Process the sale as normal.
2. At the payment screen, select the pay code that represents a **Credit/Debit Card** payment.
3. Select **Process.**
4. The **Credit Card -> Sale** screen displays.
5. Ask the customer to swipe his or her card in the MX830.



6. Wait for Customer to choose Credit or Debit.
7. If the customer selects **Debit, wait** for the customer to enter pin**.**

   Note: The MX-830 prompts the customer to input their pin number and press **Enter**. For debit cards no signature is needed.
8. If the customer chooses **Credit,** wait for customer to sign the MX-830

   Note: The MX-830 prompts the customer to sign the signature line on the MX-830 and hit **enter.**
9. If the customer does not sign the MX830 within 30 seconds RecTrac will automatically print a manual authorization receipt Ask the customer to sign authorization receipt.
10. Place a copy of the authorization slip in the drawer.

21. Processing a Credit or Debit Card Refund

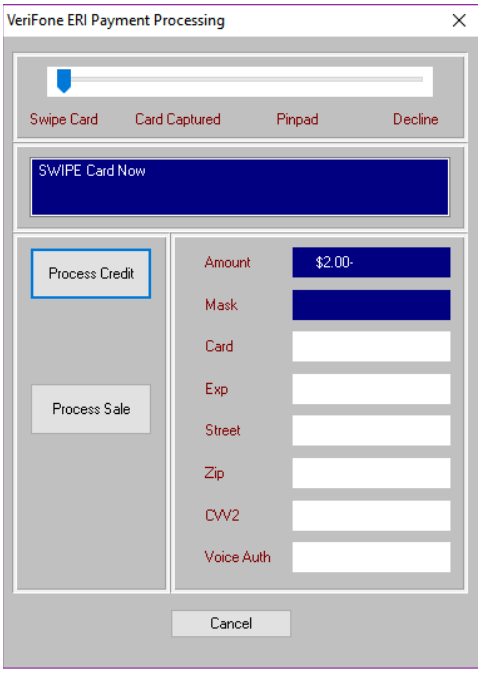
1. Process a refund as normal.

   Note: See the Guide for Touch Screen Refunds if you need help processing a refund.

2. At the payment screen, select the Payment code that represents the **Credit Card or Debit Card** you are refunding.

3. Select **Process.**

4. The **Credit Card -> Credit** screen displays. Ask the customer to swipe his or her card that is being used to make the purchase.



5. The customer is given a choice on the PIN Pad to process the refund as a **Credit Card** or a **Debit Card.**

6. If the customer selects **credit**, the reversal is completed.

7. If the customer selects **debit**, he or she is prompted to input his or her PIN number and press **Enter.** The clerk is prompted with the following.

8. When the patron presses **enter** this the reversal is completed.

22. Refund to Credit Card with no Customer present

1. Process a refund as normal.

   Note: See the Guide for Touch Screen Refunds if you need help processing a refund.

2. At the payment screen, select the Payment code that represents **Credit Card Manual Processing**. The standard is pay code 7, but could be 80 or 81.

3. Select **Process.**

4. The **Credit Card -> Credit** screen displays.

5. On the MX830, enter the16 digit credit card number and hit the green enter button.

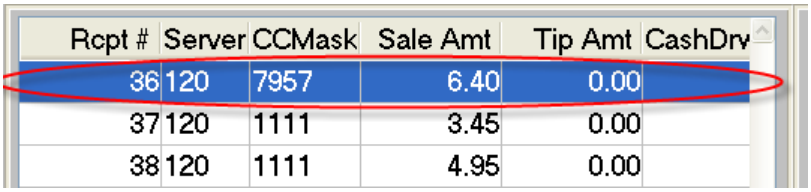
6. Next, enter the expiration date in the format 01/12 and hit the green enter button.

7. The sale should now process.

23. Processing Credit Card Tips

1. To process tips, click the **Tip Processing** button**.**

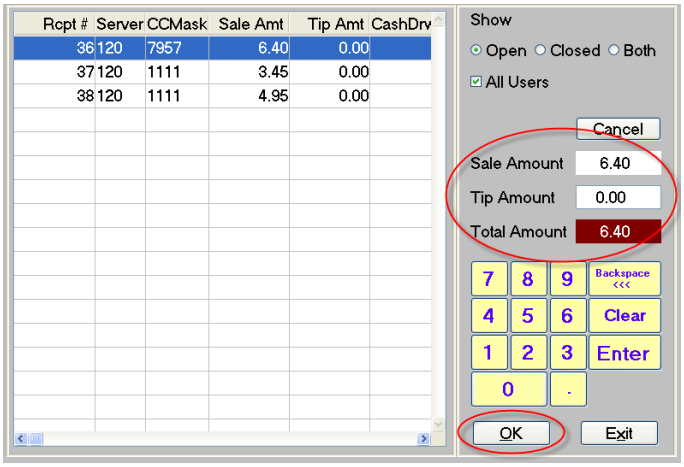
2. In the Tip Processing screen find the receipt you would like to add a tip too.



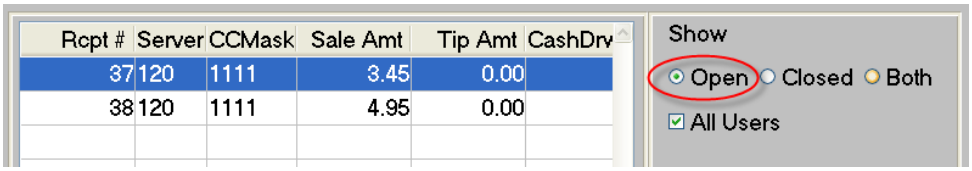
Rcpt #	Server	CCMask	Sale Amt	Tip Amt	CashDrv
36	120	7957	6.40	0.00	
37	120	1111	3.45	0.00	
38	120	1111	4.95	0.00	

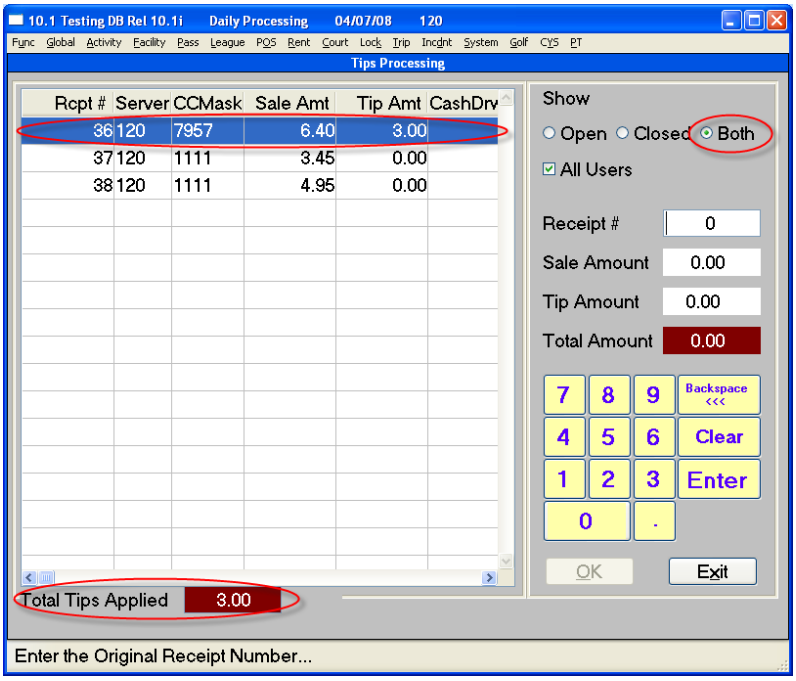
3. Double click on the receipt to add the **Tip Amount.**

4. Choose **ok** to add the tip.



5. Once you have added a tip the sale will be marked as **closed** and you won't be able to edit the tip amount on the same receipt unless you choose **Closed** or **Both** in the top right corner of the screen**.**





6. Repeat the steps until you are finished and press the **Exit** button in the bottom right hand corner of the screen**.**

24. How to Sell a Gift Certificate

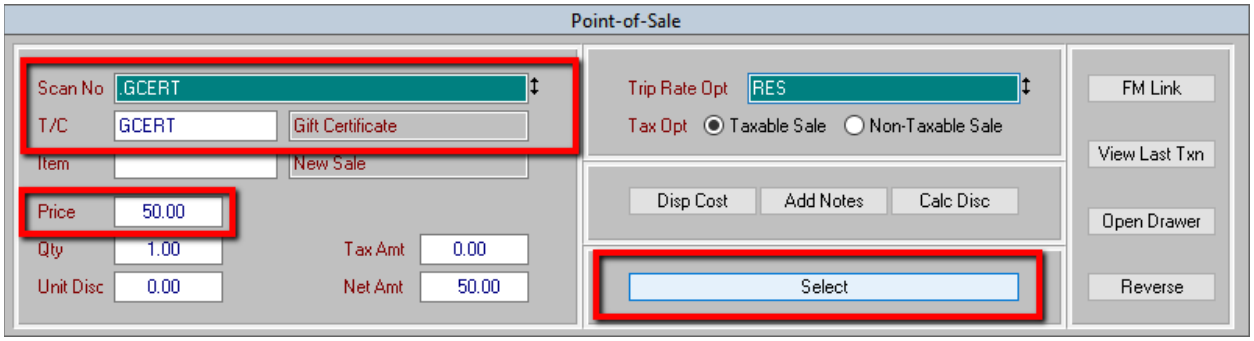
1. Log into RecTrac and proceed to a Point-of-Sale (POS) program either by clicking Point of Sale or Touch Screen POS Processing.

2. Select the gift certificate transaction code from the picklist in quick POS or, if you are using Touch POS, touch the button on the screen that says **Gift Certificate Sale**.

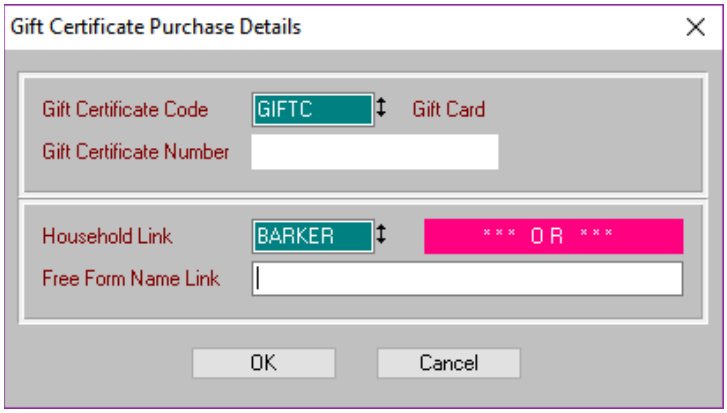
3. In the **Price** field enter the dollar amount that the customer wants on the gift certificate. If you would like to sell more than one gift certificate for the same amount, change the quantity (**Qty** field) to represent the number of gift certificates the customer would like to buy.

   Note: If you wish to sell multiple gift certificates for different amounts, you must individually add them to your current transaction listing for the desired price and quantity by repeating Steps 2 and 3.

4. Click **Select**.



5. The gift Certificate Purchase Details box will pop up. Select the gift certificate you would like to use, gift certificate number if cards are pre-numbered, and link the card to a household or fill out the Free Form Name Link.



6. In the payment screen, select the pay code that represents the manner in which the customer is paying.

7. Click **Process.**

8. The receipt will show the gift certificate number, PIN if one is assigned, and amount.

```
Essex Parks                    Clerk: ZZZ
Essex Junction,  VT 05452

Date: 12/05/2016          Time: 10:02:58

Daily Sale

Description                    Ext Price
----------------------------  ----------
G'Code: GIFTC                       50.00
G'Cert#:
       116
HH:    Bob Barker

Rcpt#      2554 Sub-Total:          50.00
                Sales Tax:           0.00
                Total Due:          50.00

                Tot Paid:           50.00

Clerk: Security Administrator-GUI

CASH Payment of:          50.00
```

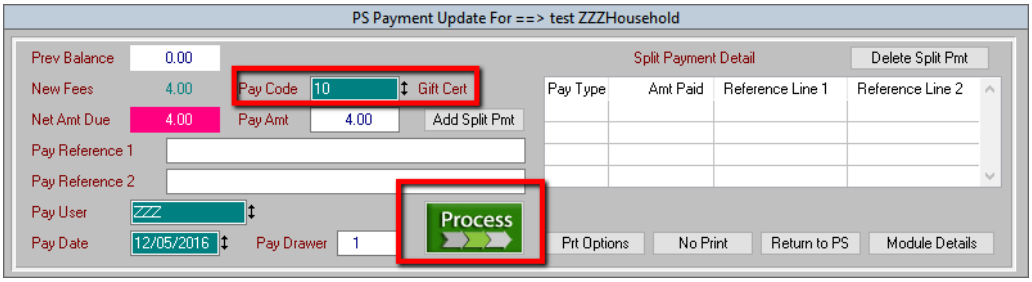
Note: At this point there is a dollar value assigned to the gift certificate. Remind the customer that if the card is lost, it is just like losing cash.

25. How to Redeem a Gift Certificate

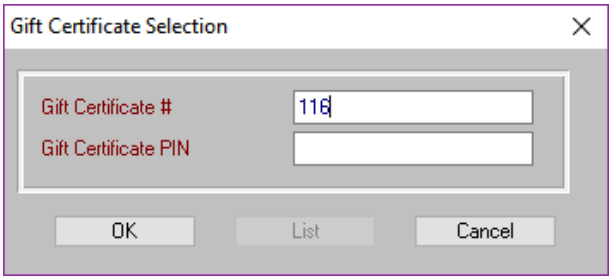
1. Process the sale as normal.

2. At the payment screen, select the pay code that represents a **Gift Certificate** payment.

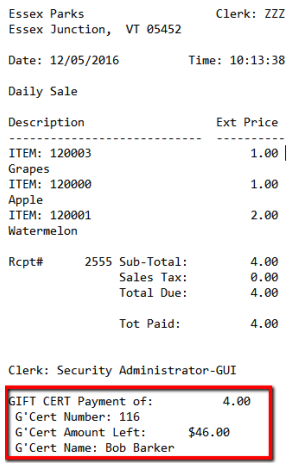
3. Select **Process.**



4. The **Gift Certificate Selection** screen will display. Type in the gift certificate and PIN (if one was assigned).



5. The receipt will look like the following. Gift Certificate information will be displayed at the bottom.

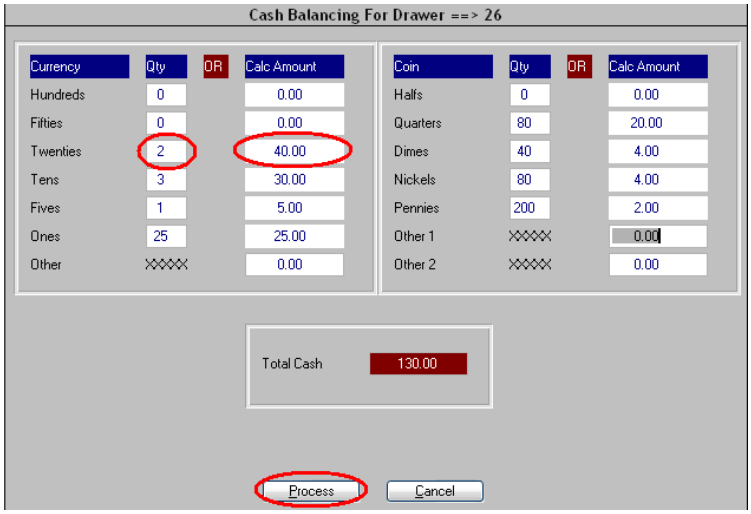


```
Essex Parks                    Clerk: ZZZ
Essex Junction,  VT 05452

Date: 12/05/2016          Time: 10:13:38

Daily Sale

Description                    Ext Price
---------------------------  ----------
ITEM: 120003                         1.00
Grapes
ITEM: 120000                         1.00
Apple
ITEM: 120001                         2.00
Watermelon

Rcpt#      2555 Sub-Total:           4.00
                Sales Tax:           0.00
                Total Due:           4.00

                Tot Paid:            4.00


Clerk: Security Administrator-GUI

GIFT CERT Payment of:             4.00
 G'Cert Number: 116
 G'Cert Amount Left:       $46.00
 G'Cert Name: Bob Barker
```

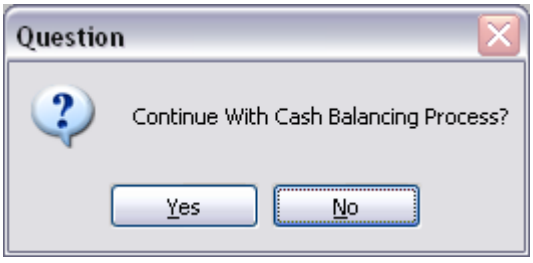
26. Quick Guide to Closing Out the End of Shift

1. To perform the end-of-shift cash out, click the **End of Shift Cash Out** button.

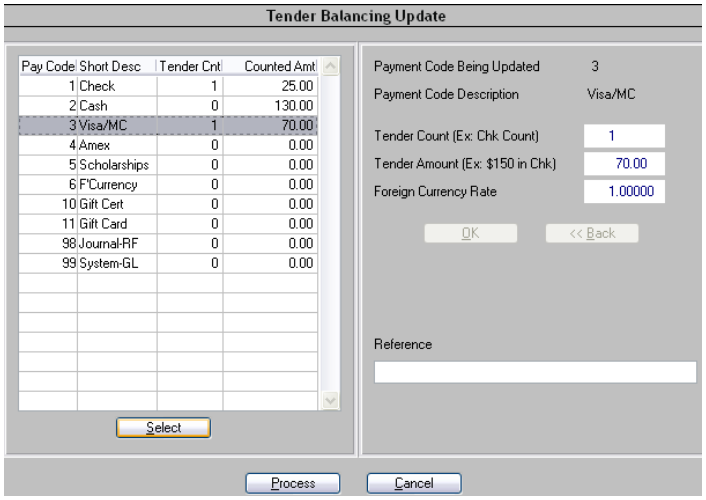
2. Count the money in your drawer and enter the amounts as shown below. You will only need to fill in the **Qty** fields as the **Calc Amount** fields will update automatically. The count always includes your starting cash. After entering all your cash counts click **Process.**



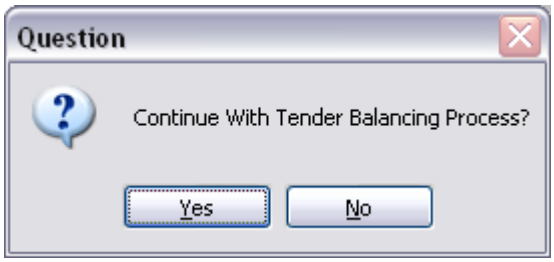
3. A Question box asks if you want to continue. Click **Yes** to continue or **No** to recount your drawer.



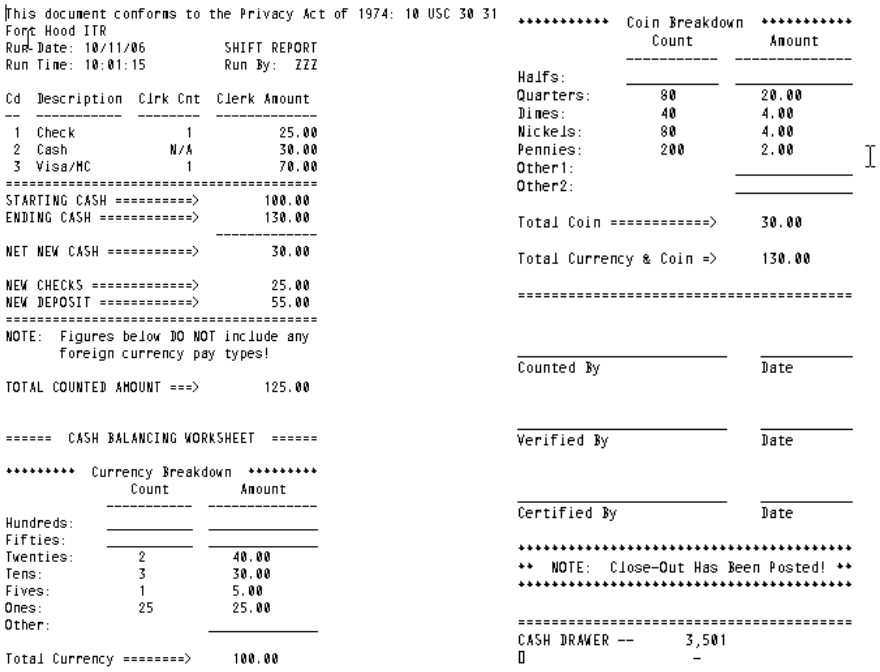
4. Enter all other pay types that are in your drawer, such as checks and credit card transactions. The credit card and E Check amounts fill in automatically. To enter the new pay type amounts, highlight the type and click **Select** or double-click the item. Enter the **Tender Count** and **Tender Amount** on the right-hand side. Click **OK**. After updating each pay code, click **Process.**



5. You are prompted again. Click **Yes** to continue.



6. After you click **Process** the system creates an End-of-Shift Cash Out Report as follows:



This document conforms to the Privacy Act of 1974: 10 USC 30 31
Fort Hood ITR
Run Date: 10/11/06 SHIFT REPORT
Run Time: 10:01:15 Run By: ZZZ

Cd	Description	Clrk Cnt	Clerk Amount
1	Check	1	25.00
2	Cash	N/A	30.00
3	Visa/MC	1	70.00

STARTING CASH ==========> 100.00
ENDING CASH ============> 130.00
NET NEW CASH ===========> 30.00

NEW CHECKS =============> 25.00
NEW DEPOSIT ============> 55.00

NOTE: Figures below DO NOT include any foreign currency pay types!

TOTAL COUNTED AMOUNT ===> 125.00

====== CASH BALANCING WORKSHEET ======

********* Currency Breakdown *********

	Count	Amount
Hundreds:		
Fifties:		
Twenties:	2	40.00
Tens:	3	30.00
Fives:	1	5.00
Ones:	25	25.00
Other:		

Total Currency ========> 100.00

********** Coin Breakdown **********

	Count	Amount
Halfs:		
Quarters:	80	20.00
Dimes:	40	4.00
Nickels:	80	4.00
Pennies:	200	2.00
Other1:		
Other2:		

Total Coin ============> 30.00

Total Currency & Coin => 130.00

Counted By Date

Verified By Date

Certified By Date

** NOTE: Close-Out Has Been Posted! **

CASH DRAWER -- 3,501

Report continues onto the right-----^

7. Sign the counted signature block.

8. Turn in your report with the money from your shift.

9. RecTrac automatically logs you out.

RecTrac is now ready for the next shift to log in.

NOTE: If the End of Shift was not run for the batch on the previous day the starting cash screen will not appear. If this happens, get a manager so they can correct the situation. Once a batch is closed, you can no longer make changes to it. If a mistake was made, a manager will have to reopen the batch, make the corrections, and close it out properly.

Notes