



User Manual

HIGH SCHOOL



Chandler Unified School District

Table of Contents

InTouch Systems.....	Page 3
Item Listing (Inventory)	Page 3
Terminal Buttons Overview.....	Page 3
InTouch Help Button.....	Page 4
Customers	
Lookup a Student.....	Page 4
Lookup a Non-Student.....	Page 5
Setup Non-Students as Customers.....	Page 5
Students not in InTouch or Found at Another Site.....	Page 6
Customer History.....	Page 7
Customer Info.....	Page 8
Receipting Items to Customers	
Choosing an Item from Inventory.....	Page 9
Choosing an Item from the Quick Screen.....	Page 10
Payments	
Finishing a Sale.....	Page 11
Payment by Cash.....	Page 11
Payment by Check/Money Order/Cashier Check.....	Page 12
Split Check/Cash Payments.....	Page 12
Payment for Multiple Students with One Check.....	Page 12
Payment by Credit Card.....	Page 13
Partial Payment on an Existing Fine/Fee.....	Pages 13-14
Partial Payment of a New Fine/Fee.....	Page 15
Deposits - Student Activity Club and Auxiliary.....	Page 16
End of Period (EOP).....	Pages 17-21
Adjusting Fines and Fees	
Individual Fee/Fine Assignment.....	Page 22
Mass Assign Fees.....	Pages 23-24
Approve/Disapprove the Fee Batch & Finalize Fee Assessment.....	Page 25
Customer Groups	
Creating a Customer Group.....	Page 26
Importing Customer Groups.....	Pages 26-28
Creating an Item Group.....	Page 29
Clearing or Reducing Balance of Fines/Fees	
Find Where a Fee/Fine Originated.....	Page 30
Adjusting a Fine/Fee.....	Page 30-31
Clearing a Fine/Fee.....	Pages 31-32
Pre-EOP Voids and Post-EOP Adjustments	
Pre-EOP Void.....	Page 33-34
Post-EOP Correction – Wrong Customer.....	Page 34-35
Post-EOP Correction – Wrong Item.....	Page 35-36
Journal Entries.....	Page 36
Refunds and Paid Outs.....	Page 37-40
Reprinting Receipts.....	Pages 41-42
Reports.....	Pages 44-49
Button Editor.....	Pages 50-51
InTouch/Destiny Interface.....	Page 52
Touch Base Lite.....	Page 53
Appendix A: Refund Request Form.....	Page 54

InTouch Systems

Terminal – cash register functions and End of Period (EOP) functions

Manager – run reports, assign fees, create/edit terminal buttons, etc.

Touch Base – web store for parents, that is accessed through the Infinite Campus Parent Portal, where parents can pay fees/fines, make tax credit donations and purchase other items from your site.

- Payments made through Touch Base may be directly linked to a student’s account
- <https://az-chandler.intouchreceipting.com>

Touch Base Lite – tax credit donation website for community members

- Donations made through Touch Base Lite are not directly linked to a student’s account
- <https://az-chandler-lite.intouchreceipting.com/>

Item Listing (Inventory)

CF items- for class fees (not tax credit eligible) such as CTE or fine arts, which require a fee for instructional supplies

DEP items – for student fundraisers and deposits into the student activities account or auxiliary deposits. For example, DEP6501SA would be student activities account for student council, DEP6501AX would be the auxiliary account for student council.

TC items – Club, sport and field trip participation fees. TC items will be the most commonly used.

TCFT items - field trips

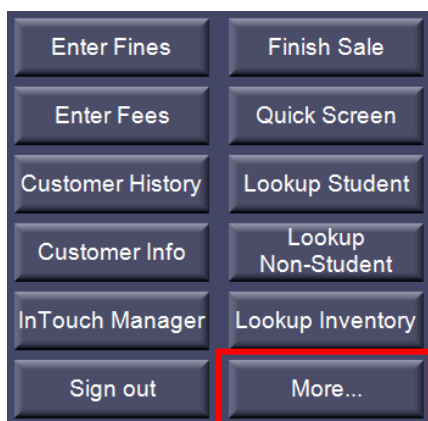
TCOP items – for optional tax credit donations that are not being used to pay a participation fee

Z items – do **NOT** use these items as they are for website use only

Note: If there is an item that you need that you do not see listed, please contact Lauren Randel.

Terminal Buttons Overview

Home Screen Terminal Buttons



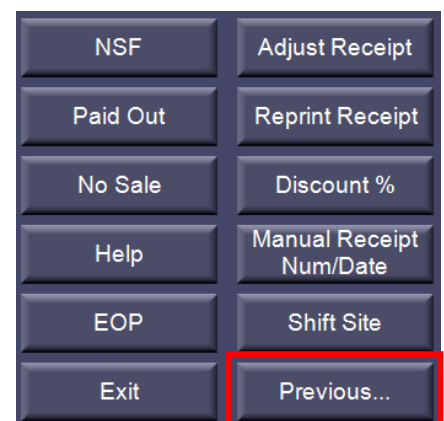
Select “More...”

More...

Select “Previous...”

Previous...

Terminal Buttons



InTouch Help Button



- InTouch Website – takes you to the InTouch home page
- InTouch Support – takes you to the support webpage with the support phone number or email address to enter a help ticket

Important: Please contact the accounting office prior to contacting InTouch support. If it is an issue we're unable to help you resolve, then we'll have you contact support.

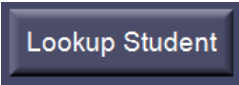
- InTouch Documentation – search or browse by topic for InTouch Terminal and Manager for quick tips and how to instructions. The password to log-in is **@ccess**.
-

Customers

Lookup a Student

A transaction must always start with a customer. The Lookup Student function is used to find an individual student. Student records are updated nightly, so if a student has recently enrolled they may not be included in InTouch yet.

1. Log in to InTouch Terminal and select the *Lookup Student* tab on the left hand side of the screen.

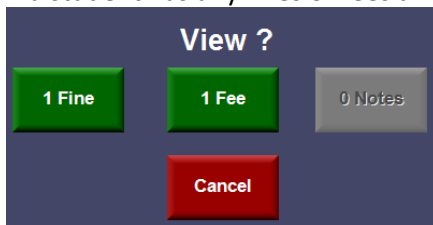


2. You can sort the list of students by District ID, student Last Name or Grade. Type in the student ID or last name in the search bar.

	Student	Active	Last Name
District ID	School ID	Last Name	First Name
112369	112369	ABBAJAY	BUBBA
113159	113159	ADAMS	LANE
112200	112200	ALEXANDER	LAUREN

Note: InTouch's default setting shows you only active students. To view a student that is no longer enrolled at your school, click on the Active/Inactive drop down filter and select *Inactive*.

3. Select the correct student.
4. If a student has any fines or fees a reminder screen will pop-up.



View ?

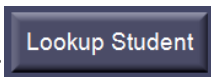
1 Fine 1 Fee 0 Notes

Cancel

5. If the wrong student is selected, select *Cancel* at the bottom of the screen.



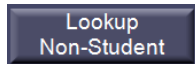
6. Click the *Lookup Student* button to start over.



Lookup a Non-Student

You will ring up a customer as a Non-Student if they are purchasing an item or making a tax credit donation that does not need to be tied to a student's account.

1. Log in to InTouch Terminal and select the *Lookup Non-Student* button on the left hand side of the screen

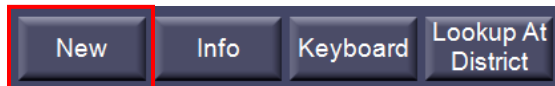


2. Sort the list of non-students by *Last Name* & type in the customer's last name in the search bar
3. Select the correct non-student customer
4. If you do not see the correct customer listed, follow the directions below (Setup Non-Students as Customers) to add a new non-student customer

Note: "Not In System" should never be used for non-students. The non-student account titled "Not In System" should only be used for actual students not yet in Infinite Campus (or not yet updated via the nightly InTouch import).

Setup Non-Students as Customers

1. Log into InTouch Terminal and select the *Lookup Non-Student* button on the left hand side of the screen.
2. Click on the *New* button



3. Fill in the following information for the customer record:

Customer		Contact Information	
DistrictNum	NPV1GWXD <input type="button" value="Auto"/> <input type="button" value="Keyboard"/>	Street	123 N. Main Street <input type="button" value="Keyboard"/>
Last Name	<input type="text" value="Last Name"/> <input type="button" value="Keyboard"/>	City	Chandler <input type="button" value="Keyboard"/>
First Name	<input type="text" value="First Name"/> <input type="button" value="Keyboard"/>	State	AZ <input type="button" value="Keyboard"/>
Middle Name	<input type="text"/> <input type="button" value="Keyboard"/>	Zip Code	85225 <input type="button" value="Keyboard"/>
Memo	<input type="text"/> <input type="button" value="Keyboard"/>	Mobile Phone	480-812-5555 <input type="button" value="Keyboard"/>
Checks Ok	<input checked="" type="checkbox"/>	Home Email	lastname.firstname@gmail.com <input type="button" value="Keyboard"/>
		Home Phone	<input type="text"/> <input type="button" value="Keyboard"/>
		Home Fax	<input type="text"/> <input type="button" value="Keyboard"/>
		Work Email	<input type="text"/> <input type="button" value="Keyboard"/>
		Work Phone	<input type="text"/> <input type="button" value="Keyboard"/>
		Work Fax	<input type="text"/> <input type="button" value="Keyboard"/>

- a. In the District Number field, select *Auto* to auto assign a District ID
- b. Last name
- c. First name
- d. Street Address, City, State and Zip Code
- e. Phone number
- f. Email

4. Select *Save* when complete

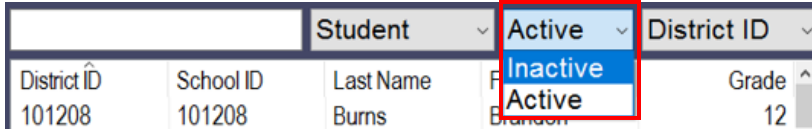
Note: The information used in the customer record will be imported into Business Plus and will be used for tax credit receipting purposes.

Student not in InTouch or Found at Another Site

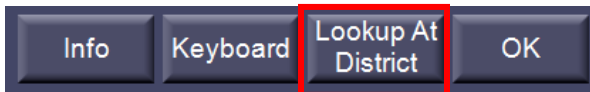
If a student is not listed in InTouch it may be because the student recently registered and was not yet imported in the nightly interface process with Infinite Campus or has recently transferred from another school and is not yet showing up in your site's student listing.

1. Verify the student is not in InTouch:

- a. Confirm you have the correct name and/or student number
- b. If student is not showing up in the *Active* list, try searching *Inactive* students

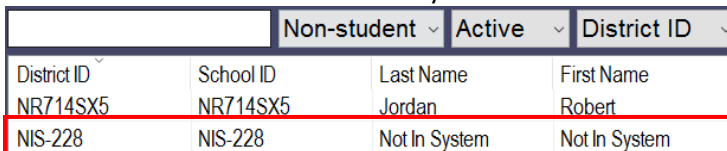


- c. If the student is still not appearing, search through *Lookup at District* which will search the entire district. If you find the student after selecting *Lookup At District*, continue receipting as normal, do not proceed to step 2.

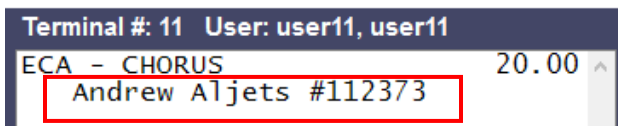


2. Receipt to student as "Not in System":

- a. Use the *Lookup Non-Student* button
- b. Select the last name titled "Not In System"



- c. Record the sale as normal
- d. In one of the receipt items, type a memo (by clicking on the item in the receipt screen). The memo should include the student's first and last name and student ID number



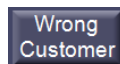
- e. Print two receipts – one for the student the other to be kept for future reference

3. Adjust the receipt once the student is added to InTouch (usually the next day after Infinite Campus imports the student information).

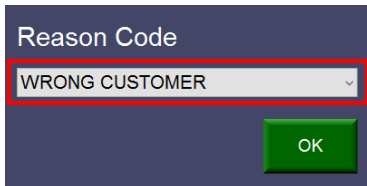
- a. Click the *Adjust Receipt* button in Terminal
- b. Select the receipt number for the transaction to "Not In System"
- c. Select the checkbox next to every receipt item that will be transferred

Item #	Description	Total
<input checked="" type="checkbox"/> 28TR	28 Robideau	5.00
<input checked="" type="checkbox"/> 28TR	28 Robideau	5.00
<input checked="" type="checkbox"/> YRBK-1001	YEARBOOK	80.00

- d. Select the *Wrong Customer* button



e. Select a *Reason Code*



A dark blue dialog box titled "Reason Code". It contains a dropdown menu with "WRONG CUSTOMER" selected. Below the dropdown is a green "OK" button.

f. Select the student's record

g. Confirm the adjustment by selecting *Yes* in the popup box



A dark blue dialog box titled "Confirm Wrong Customer". It contains two buttons: a red "No" button and a green "Yes" button.

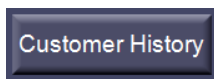
h. The transaction has been moved from "Not In System" to the student's record

Customer History

Use the *Customer History* button to view reports of paid receipts, open fines/fees and other notes.

1. Select the customer from either *Lookup Student*, or *Lookup Non-Student*.

2. Click on *Customer History*.



3. Use the date filter at the bottom to control how much history is returned. The system defaults to 01/01/2000.

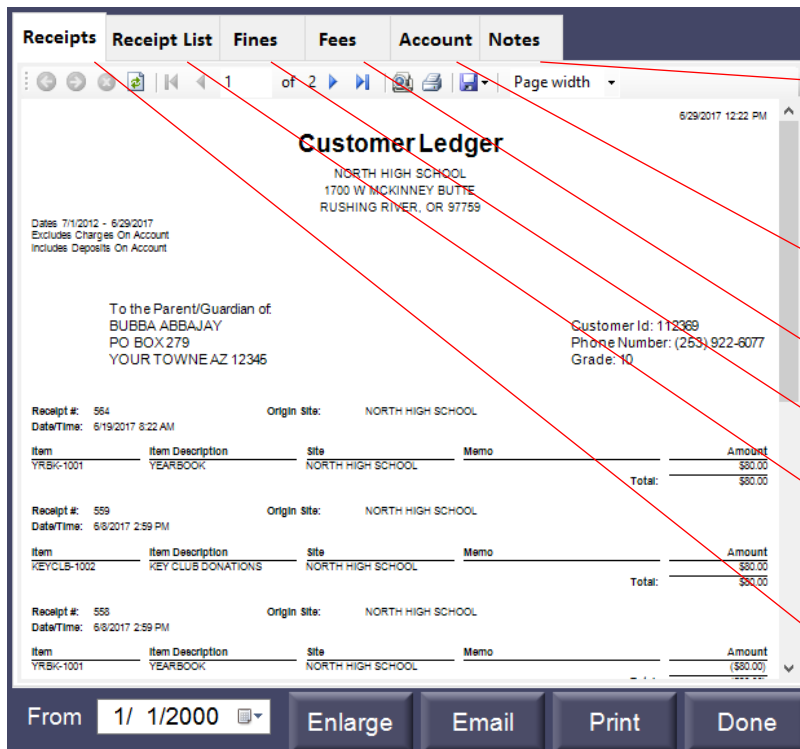


A date filter input field with the text "From 1/ 1/2000" and a calendar icon to the right.

4. The *Print* button at the bottom of the screen will print on the receipt printer.



5. The print icon at the top of the report screen will print to your regular printer.



A screenshot of the "Customer Ledger" report. The report is titled "Customer Ledger" and shows details for "NORTH HIGH SCHOOL". It includes a date range of "7/1/2012 - 6/29/2017" and a list of receipts. The receipts table has columns for Receipt #, Date/Time, Item, Item Description, Site, Memo, and Amount. Three receipts are listed, all for "YEARBOOK" items from "NORTH HIGH SCHOOL". The total amount for each receipt is \$80.00. At the bottom of the screen, there is a date filter set to "1/ 1/2000" and buttons for "Enlarge", "Email", "Print", and "Done".

Notes – notes on the student's record. Notes are viewed only by InTouch Terminal users and are not viewable by parents or other customers

Account – ledger of on-account related activities

Fees – ledger of current fees

Fines – ledger of current fines

Receipt List – list of receipts by date and the option to View, Email or Reprint each receipt

Receipts – history of items paid for

Customer Info

Clicking on the *Customer Info* button displays all demographics imported from Infinite Campus.

Terminal #: 11 User: user11, user11 Receipt Mode Site: NORTH HIGH SCHOOL

Name: ABBAJAY, BUBBA **Fines:** 1
ID: 112369 **ASB CARD:** No **Fees:** 1
Grade: 10 **Account Balance:** 10.00 **Notes:** 0

6/29/2017 12:42 PM

Customer Info

ABBAJAY, BUBBA **Address:**
Customer #: 112369 PO BOX 279
Grade: 10 YOUR TOWNE, AZ 12345
Site: NORTH HIGH SCHOOL
Instructor: **Home Phone:** (253) 922-6077
Date of Birth: 07/22/97 **Mobile Phone:**
no-reply@intouchrecepting.com
Emergency Contact: InTouch
Emergency Phone: (253) 922-6077

Parent/Guardian Info

ABBAJAY, Mom **Address:**
Relationship: Mother 1 InTouch Way
Your Towne, IA 12345
Mobile Phone: undisclosed
Home Phone: (253) 922-6077
Home Email: undisclosed
Work Phone: undisclosed
Work Email:

Tax: 0.00
Total: 0.00

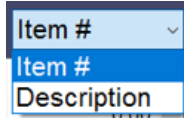
Enter Fines Finish Sale
Enter Fees Quick Screen
Customer History Lookup Student
Customer Info Lookup Non-Student

Receipting Items to Customers

Choosing an Item from Inventory

If an item has not been created as a button on the Quick Screen (page 10), you can search your site's inventory for the item. If there is an item that you need that you do not see listed, please contact Lauren Randel.

1. From the InTouch Terminal home screen, click on the *Lookup Inventory* button
2. You can search your sites inventory by *Item Number* or *Description*.



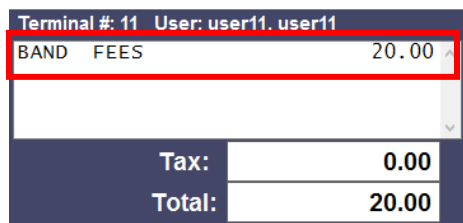
3. Item Numbers will fall into the following categories:
 - a. **CF** items – for class fees (not tax credit eligible) such as CTE or fine arts which require a fee for instructional supplies
 - b. **DEP** items – for student fundraisers and deposits into the student activities account or auxiliary deposits. For example, DEP6501SA would be student activities account for student council, DEP6501AX would be the auxiliary account for student council.
 - c. **TC** items – Club, sport and field trip participation fees. TC items will be the most commonly used.
 - d. **TCFT** items – field trips
 - e. **TCOP** items – for optional tax credit donations that are not being used to pay a participation fee
 - f. **Z** items – do **NOT** use these items as they are for website use only

4. Select the item(s) by highlighting it and select OK. Repeat as necessary.

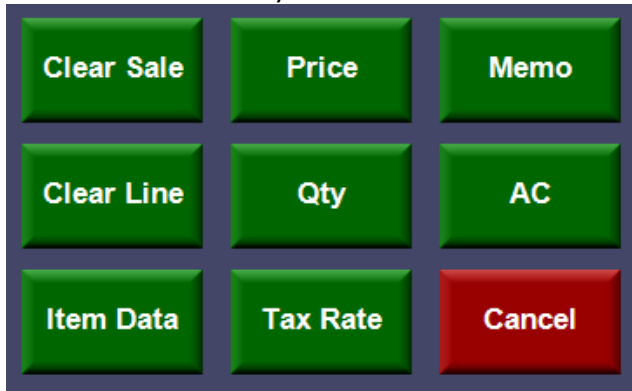
Note: Tax credit eligible items will have a pop-up screen of required information. This information will be used for tax credit receipting purposes. Verify that the contributor name and address are correct before proceeding. The Guardian dropdown box may include another parent or guardian. If the contributor name is not listed and/or if address information is incorrect, override the information by typing in each box.



5. The item(s) will now appear on the transaction screen in the upper left hand corner.



- After the item is in the transaction screen, you can click on the item to add additional details. A pop-up screen for the item will allow you to:



- *Clear Sale* – clears all items in the transaction screen
- *Clear Line* – clears the item you have highlighted
- *Item Data* – tax credit donor info or additional item info
- *Price* – allows you to adjust the price
- *Quantity* – change the quantity of the item
- *Memo* – to add information or comments to the transaction
- *AC* – shows you the account code the item is tied to
- *Cancel* – allows you to exit out of the pop-up screen

- When finished, follow the procedures for Finishing a Sale on page 11.

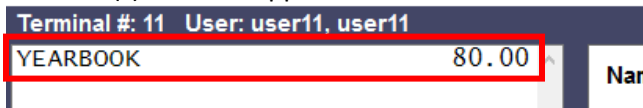
Choosing an Item from the Quick Screen

- From the InTouch Terminal home screen, click on the *Quick Screen* button
- Choose the button for the item you want to receipt



Note: If you have not yet created a button for the item you want to receipt, you can follow the procedures on page 9 to lookup the item in Inventory.

- The item(s) will now appear on the transaction screen in the upper left hand corner



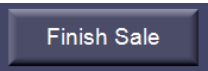
- Continue adding items as needed
- When finished, follow the procedures for Finishing a Sale on page 11.

Payments

Finish a Sale

Before finishing a sale confirm that the customer, transaction items and prices are correct.

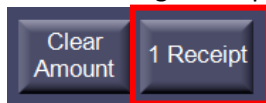
1. Select *Finish Sale*

A dark blue button with the text "Finish Sale" in white.

2. Receive the check or cash from your customer. Make sure to check the amount they have given you before proceeding to the next step to avoid having to make any adjustments, voids or refunds.

Note: For all payments it is important to enter the exact amount received, even if you can do the math in your head for the change due so that your End of Period (EOP) is not thrown off at the end of the day.

Note: Before finalizing the sale, if you want to print multiple receipts, you can click the No Receipt button and click to change the option to 1 Receipt or double click for 2 receipts.



Payment by Cash

1. Click on the Cash button (the letters of the button will turn red when selected)

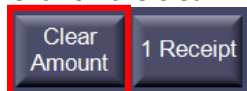


Option 1: Exact amount (no change due back to the customer)

- a. Click the green *OK* button
- b. The receipt will print

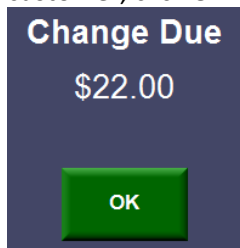
Option 2: If the customer does not have exact change

1. Click on the *Clear Amount* button



2. Enter the amount received
3. Click the green *OK* button
4. The receipt will print

6. A Change Due pop up will appear to show the amount due to the customer. After giving the change to the customer, click *OK*.

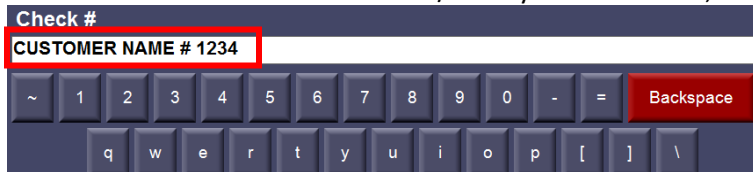


Payment by Check/Money Order/Cashier Check

1. Click on the Check button (the letters of the button will turn red when selected)



2. Enter the amount of the check.
3. Click *OK* to bring up the check information screen
4. Enter the customer name and check/money order number, then click *OK* to complete the sale

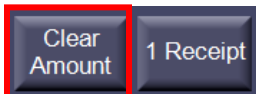


Note: For check payments please make sure the check includes the customer name and phone number. If not, have the customer write the information on the top of the check.

Note: For checks with multiple names listed on the check, choose the name of the person who actually signed the check.

Split Check/Cash Payments

1. Click the Clear Amount button on the bottom right hand side of the screen



2. Select the Check button (it will turn red when selected)



3. Enter the amount of the check in the white payment box and select *OK*
4. Enter the check number and customer last name



5. Continue using *Clear Amount* each time if there are multiple checks
6. Next, Select Cash



7. Click on the *Clear Amount* button and enter the amount of cash received
8. Click *OK* to complete the sale

Payment for Multiple Students with One Check

InTouch does not allow one receipt for multiple students. If a parent wants to pay with one check for multiple students, receipt the same check number but only for the amount due for each student. Don't enter the full check amount for each student.

Example:

- Student A owes \$10 for a field trip and Student B owes \$20 for choir.
- Mom wrote one check (#1234) for \$30.
- Student A: Lookup the student and receipt the payment as \$10, check, #1234
- Student B: Lookup the student and receipt the payment as \$20, check, #1234

These transactions need to be receipted on the SAME terminal. Otherwise the End of Period will be out of balance.

Payment by Credit Card/Debit Card

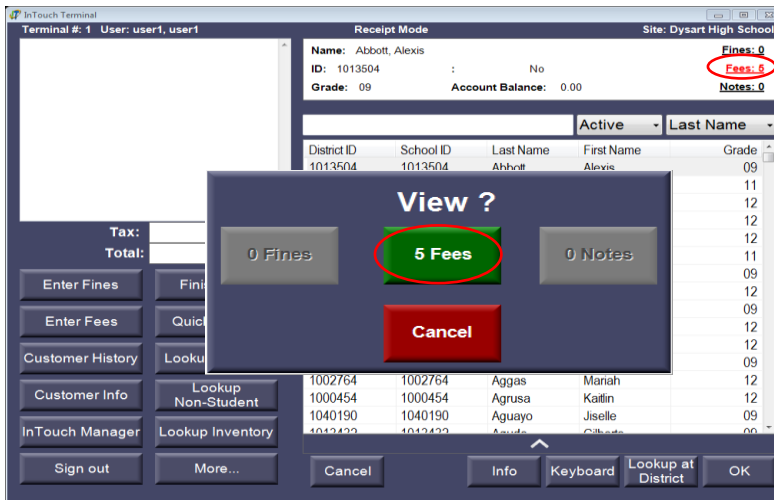
1. Click on the Check button (the letters of the button will turn red when selected)



2. Click OK to complete the sale

Partial Payment on an Existing Fine/Fee

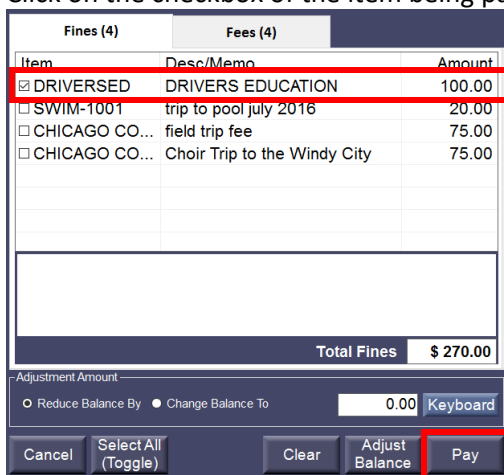
1. Lookup the student
2. If the student has any existing fines or fees, a popup window will appear to ask if you want to review those items. You will also see the quantity of existing fines/fees in the top right hand corner of the terminal screen.



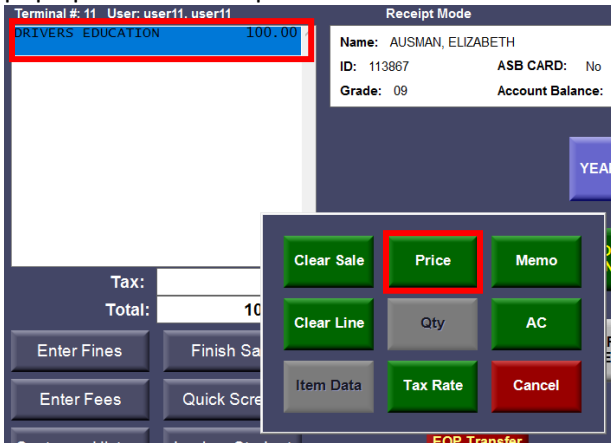
3. After clicking on the pop up screen or the top right of the terminal screen, you will see a list of the fine/fee balances.

Fines (4)		Fees (4)	
Item	Desc/Memo	Amount	
<input type="checkbox"/> DRIVERSED	DRIVERS EDUCATION	100.00	
<input type="checkbox"/> SWIM-1001	trip to pool july 2016	20.00	
<input type="checkbox"/> CHICAGO CO...	field trip fee	75.00	
<input type="checkbox"/> CHICAGO CO...	Choir Trip to the Windy City	75.00	

4. Click on the checkbox of the item being partially paid, then click Pay.



- The item will be added to the transaction screen in the upper left hand corner. Click on the item to bring up the pop up screen with options. Select *Price*.



- Enter the amount of the partial payment and click OK.



- Follow the procedures for payment by cash or check on pages 11-12.
- The student's fine/fee balance is now reduced by the partial payment amount, and only the remaining balance due will be displayed.

Name: AUSMAN, ELIZABETH		Fines: 4
ID: 113867	ASB CARD: No	Fees: 4
Grade: 09	Account Balance: 0.00	Notes: 0
Fines (4)		Fees (4)
Item	Desc/Memo	Amount
<input type="checkbox"/> DRIVERSED	DRIVERS EDUCATION	30.00

Partial Payment of a New Fine/Fee

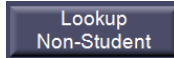
If a student requests a new item, but is only making a partial payment, you must first **assign** the fee/fine, and then receipt the partial payment. Follow the instructions for “Individual Fee/Fine Assignment” on page 21 and then follow the instructions for “Partial Payment of an Existing Fee/Fine” on pages 12-14. A summary of steps is included below.

1. Lookup student
2. Click on *Enter Fees* or *Enter Fines* to assign the item(s) to the student
3. Select an item from Inventory or your Quick Screen to assign as a fine or fee
4. Click on *Finish Sale*
5. Click *Commit* to confirm the fee/fine
6. Lookup student
7. Click the popup box to view the fine/fee
8. Click the checkbox of the fine/fee being partially paid
9. Click *Pay*
10. Click on the item in the transaction screen in the upper left hand corner
11. Click on *Price*
12. Enter the amount of the partial payment and click *OK*
13. Click on *Finish Sale*
14. Follow the procedures for payment by cash, check or credit card

Deposits – Student Activities and Auxiliary

Deposits to Student Activities or Auxiliary should be accompanied by a properly completed Cash Collection Form or Ticket Sales Report Form only when someone else has collected the money prior to you receiving it. The form(s) should be included with the End of Period (EOP) paperwork.

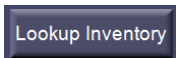
1. Click the *Lookup Non-Student* button



2. Select the non-student customer named *Deposit, Deposit*

	Non-student ▾	Active ▾	District ID ▾
District ID ^	School ID	Last Name	First Name
NBZCN3HQ	NBZCN3HQ	DEPOSIT	DEPOSIT

3. Click on the *Lookup Inventory* button



4. Select the appropriate DEP item for the funds being deposited

dep	Riggs Elementary Schoo ▾	Item # ▾
Item # ^	Description	Price
DEP650139-SA	DEP_STUDENT COUNCIL - SA	0.00

Note: If the DEP item you need is not listed please contact Lauren Randel or Cathi Taylor to add the item before proceeding to the next step

5. Click *OK*
6. Highlight the item in the transaction screen in the upper left hand corner
7. Select the *Price* button to enter the amount of the deposit



8. Highlight the item in the transaction screen in the upper left hand corner
9. Select the *Memo* button to enter a description



10. In the memo field enter a description of the source of the funds
Ex: Student Council pencil sales, Cheer car wash, Yearbook sales

Pencil Sales on 7/10/17											
~	1	2	3	4	5	6	7	8	9	0	Backspace

11. Click *OK*
12. Select the *Finish Sale* button



13. Follow the procedures for split cash and check payments on page 12. If the deposit has 10 or less checks, enter each check separately. If there are more than 10 checks enter the checks as a lump sum and use “Various” as the check number.

Note: Bank deposits should be made within 5 days of receiving money, but club sponsors/teachers should be turning in any funds collected daily with a completed Cash Collection Form.

End of Period (EOP)

End of Period is an extremely important function and needs to be completed **at least one time per week to meet audit compliance requirements**. EOPs may be completed more frequently, but **each EOP must be a separate bank deposit**. The EOP must be completed for each terminal that is used for the day. EOP performs two major functions: reconciling all transactions (which are uploaded to IFAS) and detailing the cash and checks to be deposited to the bank.

Before you begin the End of Period close out each terminal should do the following:

1. Run a calculator tape of all your checks
2. Verify that the check(s) have the endorsement stamp on the back
3. Run a Non-Reconciled Receipts report in InTouch Manager
 - a. Log in to InTouch Manager and click on the *Reports* tab
 - b. Under the Audit section select *Non-Reconciled Receipts*

A screenshot of the InTouch Manager software interface. At the top, there is a blue header with the word 'Audit'. Below it, there are four menu options: 'Sequential Receipts', 'Reconciled Receipts', 'Electronic Journal', and 'Non-Reconciled Receipts'. The 'Non-Reconciled Receipts' option is highlighted with a red rectangular box.

- c. Enter the Date Range (the date of your EOP) and click the *Show Report* button

A screenshot of the InTouch Manager 'Range' dialog box. The dialog has a blue header with the word 'Range'. There are two radio button options: 'Receipt Range' and 'Date Range'. The 'Date Range' option is selected and highlighted with a red rectangular box. Below the 'Date Range' option, there are two date pickers, both showing '7/ 3/2017', with a 'to' label between them. Below the 'Range' section is a 'Fine Payments by Source' section with a list of checkboxes: InTouch, TouchBase, Recurring Deposit Service, Recurring Purchase Service, Food Service Interface, Generic Library Interface, and Schedule Fee Interface. Below that is a 'Fund' section with a dropdown menu showing '201' and a checked 'All' checkbox. At the bottom of the dialog, there is a 'Show Report' button highlighted with a red rectangular box.

- d. Print the report
4. Verify your cash and check(s) collected match the amounts on the report before beginning your EOP. If there are discrepancies, make any necessary corrections (voids or entering any missed transactions) and re-run the Non-Reconciled Receipts report afterwards.

EOP Transfer Process (If Applicable)

If there are 2 or more terminals collecting money at a site on a given day, an EOP transfer will need to be done to transfer all of the transactions to the main Terminal 1. Once each terminal has followed steps 1-4 above and has verified their cash and check amounts, an EOP transfer can be initiated. EOP Transfers can only be initiated by Terminal 1.

1. Terminal 1 user will select the EOP Transfer button from their Quick Screen.



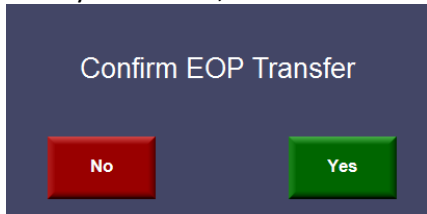
2. Transaction totals from all other active terminals will appear. The totals should match what is on each terminal's Non-Reconciled Receipt report. Select the terminal to be transferred to Terminal 1 by clicking the checkbox next to the terminal number.

EOP Transfer - Terminals							
	Term #	User	Cash	Check	Credit	Other	Account
<input checked="" type="checkbox"/>	2	user2, user2	104.00	89.00	75.00	0.00	0.00

3. Click *OK* to continue.
4. The next screen is the Cash/Check Declaration Screen. Enter the amount of Cash and Checks received from each terminal. Once you enter the amounts, the Over/Short column should be \$0. If the amount is not \$0, research any discrepancies before continuing to the next step.

EOP Transfer - Cash/Check Declaration				
Terminal #	Total	Cash	Check	Over/Short
2	193.00	104.00	89.00	0.00

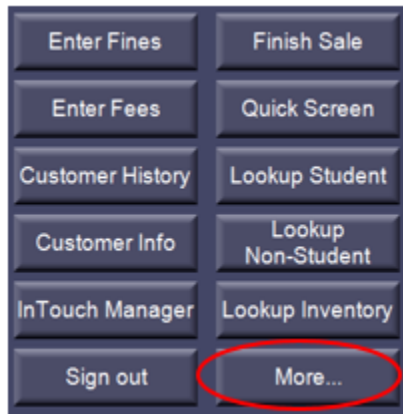
5. Click *OK* to continue.
6. A Confirm EOP Transfer popup box appears. Click *Yes* to confirm, or *No* to cancel. Once you confirm, all of the transactions from the terminal you selected will be transferred to Terminal 1.



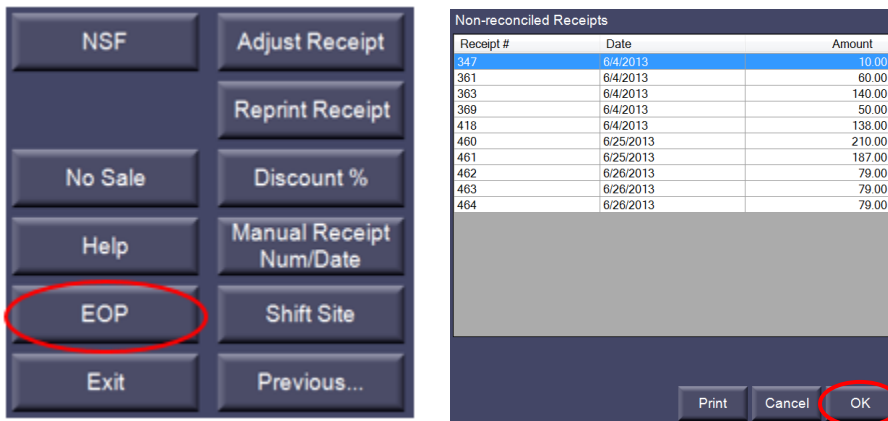
End of Period Process- Terminal 1 only

Step 1 -Begin the EOP process in Terminal:

1. Select the *More* tab from the main terminal screen



2. Select *EOP* to go to the first screen Reconcile Receipts Screen – a snapshot of the receipts you are about to reconcile. Verify that these receipts look the same as what’s on your Non-Reconciled Receipts report.



3. Select *OK* to move to the next screen.
4. On the next screen, you will reconcile your checks.
 - a. The calculator tape of checks should match the total on the screen
 - b. If the total matches, select *OK* to continue.
If the total does not match, run a second tape of your checks to verify the total. If it still does not match click *Cancel* and investigate the discrepancy.
5. The next screen will be Debit/Credit cards – this section is for reference only; no reconciling is required.
6. Click *OK* to continue
7. Other Tender should not be used. If any transactions are listed, contact the Business Office for assistance.
8. Click *OK* to continue
9. The next screen is Account Receipts. This is listed for reference only; no reconciling required. Transactions for Account should be rare.
10. Click *OK* to continue

11. Reconcile Cash – record your quantities of cash and coins in the denomination fields. You will not need to enter the dollar amount; the system will calculate this for you.

Terminal # 1 User: user1, user1 Receipt Mode Site: Dysart High School

██████ Fines: 0
ID: Fees: 0
Grade: Account Balance: 0.00 Notes: 0

Reconcile Cash

Bills

\$1,000	0	\$10	30
\$100	0	\$5	40
\$50	0	\$2	0
\$20	10	\$1	35

Coins

\$1	0	10¢	0
50¢	0	5¢	0
25¢	0	1¢	0

Manual

Amount: 0.00

\$ 735.00

Buttons: NSF, Adjust Receipt, Reprint Receipt, No Sale, Discount %, Help, Manual Receipt Num/Date, EOP, Shift Site, Exit, Previous..., Reset, Keyboard, Print, Cancel, OK

12. Click *OK* to continue

13. Review your total reconciliation

Total Reconciliation

Check	\$0.00
Debit/Credit	\$0.00
Other Tender	\$0.00
Account	\$0.00
Cash	\$270.00
Total Receipts	\$270.00
Starting Till	0.00 Keyboard
Over/Short	\$0.00

Please confirm that the totals are correct.

Buttons: Cancel, Commit

- Verify that the cash, check and total amounts match what is on your Non-Reconciled Receipts report
- Check your Over/Short amount – if \$0 you may proceed

If you are over/short recount your money for deposit and investigate the discrepancy. If you are still unable to find the error, continue to close out.

14. Once you have verified that your reconciliation is correct, click *Commit* to finalize.

15. You will get a pop-up screen to enter your Deposit Reference

Deposit Reference

IT23170602D

Buttons: ~, 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, -, =, Backspace

- The deposit reference should be IT##YYMMDDD (ex: IT23170602D)
“IT”, followed by the last 2 numbers of your site number, last 2 digits of the year, 2 digit month, 2 digit day and “D” as an abbreviation District Services

Note: The Deposit Reference screen may pop-up multiple times. A Deposit Reference will be required for each fund (Tax Credit, Auxiliary, Student Activities or Lost Book) that had transactions. Copy and paste the deposit reference so that you don’t have to type it each time.

16. Click *OK* to continue

17. The final screen of your EOP will be the End of Period Summary Report.

18. Print the End of Period Summary Report. **This report cannot be accessed again, so don't forget to print!**
19. Select *Done* after the report is printed.

Step 2 - Complete the EOP Process in InTouch Manger:

1. Log into In Touch Manager
2. Click on the Reports button on the left hand side of the screen
3. Select the Deposit Reconciliation report under the Audit section:
 - a. Enter the Reconcile Date (the date of your EOP)
 - b. Click on *Show Report* button
 - c. Print report
4. Prepare your deposit slip using the totals from the Deposit Reconciliation report.
5. Place your deposit in a secure deposit bag to take to the bank. Cash and checks not being deposited the same day as received should be locked in the safe.
Note: Each EOP will be a separate deposit and deposits should be made within 5 days of receiving.
6. Make a copy of all of the reports from your EOP and keep a copy of the deposit slip for your records.
7. Original copies of the reports, deposit slip, bank receipt, and any receipts or cash collection forms should be sent to Elda Lopez at the Business Office.

Batch paperwork should be in the following order:

- a. Bank deposit receipt and a copy of deposit slip
- b. Deposit Reconciliation Report
- c. Revenue by Account Summary Report
- d. End of Period Summary Report
- e. Non-Reconciled Receipts Report
- f. All void, adjustment, deposit, refund and correction receipt copies (if applicable)
- g. Cash Collection Form(s) and/or Ticket Sales Form(s) (if applicable)
Note: Cash Collection Forms should only be sent for deposits where someone else collected the money prior to you receiving it.
- h. Check copies - only for deposits with more than 10 checks (if applicable)

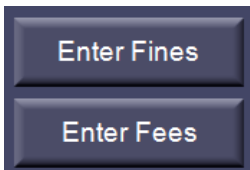
Assigning Fines and Fees

Fines and fees will remain on the student's account until paid, adjusted or cleared.

- Fees – an amount due for participation in a class or activity
- Fines – unpaid fees will turn into fines after a certain period of time, library/textbook lost fines

Individual Fee/Fine Assignment

1. Lookup a Student
2. Select the *Enter Fines* or *Enter Fees* button.



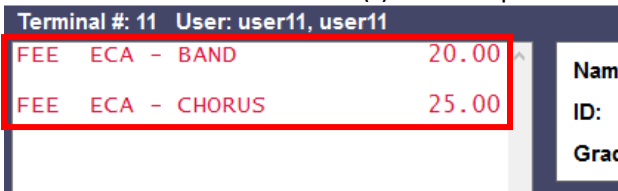
3. Notice the top of your terminal now says *Fine Mode* or *Fee Mode*.



Name: ANDRADE, JOSHUA

Note: The *Enter Fines* and *Enter Fee* buttons are “toggle” buttons. Click again to de-select and go back to *Receipt Mode*.

4. Enter the item(s) you want to create a fine or fee from using the quick screen buttons or *Lookup Inventory* feature. This will add the item(s) to the top left corner of the terminal screen.



Note: Fines and fees will show up in red when in fine or fee mode. The text is **black** when in receipt mode.

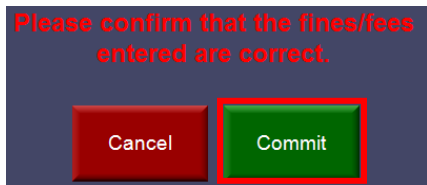
5. Select the item on your screen by highlighting it to add a memo and/or adjust the price (fines almost always have a memo)



6. Repeat as necessary
7. Select *Finish Sale*



8. Review your fine/fee assignments and prices for accuracy
9. Select *Commit* – your receipt will print



10. The fine(s)/fee(s) will now show up on the student's account

Name: ABBAJAY, BUBBA		Fines: 2
ID: 112369	ASB CARD: No	Fees: 4
Grade: 10	Account Balance: 10.00	Notes: 0
Fines (2)		Fees (4)
Item	Desc/Memo	Amount
<input type="checkbox"/> IEE-1004	IEE MISC	1.00
<input type="checkbox"/> 8144	mandatory fee to go to the st...	80.00
<input type="checkbox"/> 8122	ECA - BAND	20.00
<input type="checkbox"/> 8144	ECA - CHORUS	25.00

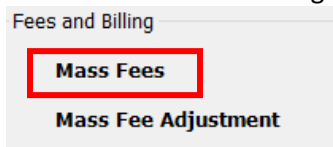
Mass Assign Fees

Mass Fee is a function that allows a user to apply one or more fees to a group of students.

1. Log in to InTouch Manager and go to the Misc. Tab



2. Under the Fees and Billing section select *Mass Fees*



3. Select a group of students by using one of 3 methods:
 - A. Add students individually from the list on the left hand side of the screen
 - B. Choose an existing Customer Group (see page 25 to create a new Customer Group)
 - C. Choose a specific class section from the Course dropdown menu

Note: You can only use one method to select students, if you choose to add students from the list of students; you can't also select a Customer Group or Course.

In order to select the appropriate students (if not selecting a Customer Group or Course), highlight them and click the add button. By using the standard shift-click and ctrl-click feature you can select multiple students at once. When you click the add button, the selected student records will be moved to the right window as shown below.

Customer Search

NORTH HIGH SCHOOL

Customer # Students Active

Customer #	Last Name	First Name	Grade
112369	ABBAJAY	BUBBA	10
113159	ADAMS	LANE	11
112209	ALEXANDER	LAUREN	12
112373	ALJETS	ANDREW	09
112374	ALLEN	CLAY	09
113306	AMBROSE	NATALIE	11
112377	ANDERSON	JESSE	10
112378	ANDERSON	LEVI	10
113789	ANDRADE	JOSHUA	10
112234	ANDREN	ASHLEE	12
112379	ARRUDA	CASSANDRA	10
113776	ARYANFARD	ARJANG	10
113867	AUSMAN	ELIZABETH	09
113866	AUSMAN	EMILY	10
113802	BACHMEIER	BETHANY	09

NORTH HIGH SCHOOL

Customer Group
Math Club

Schedule
Year: Course:

Customer #	Last Name	First Name	Grade
113159	ADAMS	LANE	11
113776	ARYANFARD	ARJANG	10
112657	POLLARD	BRANDON	11
112322	POLLARD	RYAN	12
113788	POPE	BENJAMIN	11
113940	SAVOLA	MIKAEL	12
113612	SCHAFF	LACEY	12
112699	SHEPARDSON	JESSICA	09
113504	SICKAU	TAYLOR	11
113757	YOUNG	MARISSA	09
112770	YOUNG	MARISSA	10

Add Remove

Note: When you are selecting a group of students in this section, you are NOT creating a Customer Group. To create a Customer Group see page 25 for instructions.

- Once you have selected all of the students to receive this fee, click the *Next* button.
- You will be presented with the list of items that can be assessed as fees to the student accounts.

Items

NORTH HIGH SCHOOL

Item #

Include Used Items

Item #	Description	Amount
AP-1003	AP CHINESE	89.00
AP-1004	AP ENGLISH/LIT	89.00
AP-1005	AP HISTORY	89.00
AP-1006	AP US GOVERNMENT & P...	89.00
AP-1007	AP TEST - LATE	139.00
AP-1008	AP TEST- MISC	1.00
ARTCL-1001	ART CLUB DONATIONS	1.00
ARTCL-1002	ART CLUB DUES	20.00

Add Remove

- Find and highlight the appropriate item in the list and click *Add*.

Items

NORTH HIGH SCHOOL

Description

Include Used Items

Item #	Description	Amount
FFA-1001	FAA FEES	1.00
FIELDTRIP	FIELD TRIP	18.00
GBXB-1001	BASKETBALL GIRLS ADMIS...	1.00
GBXB-1002	BASKETBALL GIRLS FEES	1.00
Gift	driving	0.00
GLOBAL	ON LINE	160.00

Add

- The fine will be listed on the right side of the screen. Confirm the following:
 - The amount of the fee is correct. If it is not correct, enter the proper amount in the *Amount* box.
 - If the fee is to be converted to a fine eventually then check the Auto Fine box and enter the date the fee turns into a fine.

Note: if you wish to assess a fine immediately, leave the date as today's date.
 - If you want to override the default item description, enter a memo.

Item #	Description	Memo	Auto Fine	Auto Fine Date	Amount
FIELDTRIP	FIELD TRIP	Math Competition	<input checked="" type="checkbox"/>	8/1/2017	18.00

- Click *Next*. You will be presented with a screen to review the fee batch and confirm it is accurate.
- This screen gives you a field to enter a "Batch Memo". This is a memo that will attach to the batch itself as opposed to the memo for the individual items. Enter a memo.

Batch Memo: Math Competition Field Trip on 7/20/2017											
Review											
Customer #	First Name	Last Name	Item #	Description	Memo	Auto Fine	Auto Fine Date	Price Level	Amount	Qty	Total
113159	LANE	ADAMS	FIELDTRIP	FIELD TRIP	Math Competition	<input checked="" type="checkbox"/>	8/1/2017		18.00	1	18.00
113776	ARJANG	ARYANFARD	FIELDTRIP	FIELD TRIP	Math Competition	<input checked="" type="checkbox"/>	8/1/2017		18.00	1	18.00
112657	BRANDON	POLLARD	FIELDTRIP	FIELD TRIP	Math Competition	<input checked="" type="checkbox"/>	8/1/2017		18.00	1	18.00
112322	RYAN	POLLARD	FIELDTRIP	FIELD TRIP	Math Competition	<input checked="" type="checkbox"/>	8/1/2017		18.00	1	18.00
113788	BENJAMIN	POPE	FIELDTRIP	FIELD TRIP	Math Competition	<input checked="" type="checkbox"/>	8/1/2017		18.00	1	18.00
113940	MIKAEL	SAVOLA	FIELDTRIP	FIELD TRIP	Math Competition	<input checked="" type="checkbox"/>	8/1/2017		18.00	1	18.00
113612	LACEY	SCHAFF	FIELDTRIP	FIELD TRIP	Math Competition	<input checked="" type="checkbox"/>	8/1/2017		18.00	1	18.00
112699	JESSICA	SHEPARDSON	FIELDTRIP	FIELD TRIP	Math Competition	<input checked="" type="checkbox"/>	8/1/2017		18.00	1	18.00

10. Confirm all is accurate and when you are satisfied, click *Submit*.
11. The batch will be submitted for approval.
12. To approve a fee batch, follow the directions on page 25.

Note: The fees will not show up on the student's accounts until you have approved the batch in Fee Batch Management.

Approve or Disapprove the Fee Batch & Finalize Fee Assessment

1. Go to the *Misc.* tab and then Fee Batch Management.

Fees and Billing
Mass Fees
Mass Fee Adjustment
Fee Batch Management

2. Select the fee batch to be reviewed and confirm its accuracy.

Batches		
Date	Creator	Memo
6/29/2017	user14, user14	
6/29/2017	user12, user12	Debate team to Chicago
6/29/2017	user15, user15	1st trip to Chicago
7/3/2017	user11, user11	Math Competition Field Trip on 7/20/2017

3. If the batch is correct, click on *Approve*. At this point the fees will be assessed to the students.
IMPORTANT: Only hit the Approve button once. Even if the screen does not appear as if it is processing, you may need to wait a minute for a large group of students. Hitting the approve button more than once could apply the fee/fine to the student's account multiple times.

If you are dissatisfied with the accuracy of the batch you can click *Disapprove* and the fees will not be assessed to the student's accounts.

Batches		
Date	Creator	Memo
6/29/2017	user14, user14	
6/29/2017	user12, user12	Debate team to Chicago
6/29/2017	user15, user15	1st trip to Chicago
7/3/2017	user11, user11	Math Competition Field Trip on 7/20/2017

Fees								
Student ID	First Name	Last Name	Item #	Description	Total	Auto Fine	Auto Fine Date	Memo
113159	LANE	ADAMS	FIELDTRIP	FIELD TRIP	18.00	<input checked="" type="checkbox"/>	8/1/2017	Math Competition
113776	ARJANG	ARYANFARD	FIELDTRIP	FIELD TRIP	18.00	<input checked="" type="checkbox"/>	8/1/2017	Math Competition
112657	BRANDON	POLLARD	FIELDTRIP	FIELD TRIP	18.00	<input checked="" type="checkbox"/>	8/1/2017	Math Competition
112322	RYAN	POLLARD	FIELDTRIP	FIELD TRIP	18.00	<input checked="" type="checkbox"/>	8/1/2017	Math Competition
113788	BENJAMIN	POPE	FIELDTRIP	FIELD TRIP	18.00	<input checked="" type="checkbox"/>	8/1/2017	Math Competition
113940	MIKAEL	SAVOLA	FIELDTRIP	FIELD TRIP	18.00	<input checked="" type="checkbox"/>	8/1/2017	Math Competition
113612	LACEY	SCHAFF	FIELDTRIP	FIELD TRIP	18.00	<input checked="" type="checkbox"/>	8/1/2017	Math Competition
112699	JESSICA	SHEPARDSON	FIELDTRIP	FIELD TRIP	18.00	<input checked="" type="checkbox"/>	8/1/2017	Math Competition
113504	TAYLOR	SICKAU	FIELDTRIP	FIELD TRIP	18.00	<input checked="" type="checkbox"/>	8/1/2017	Math Competition
113757	MARISSA	YOUNG	FIELDTRIP	FIELD TRIP	18.00	<input checked="" type="checkbox"/>	8/1/2017	Math Competition
112770	MARISSA	YOUNG	FIELDTRIP	FIELD TRIP	18.00	<input checked="" type="checkbox"/>	8/1/2017	Math Competition

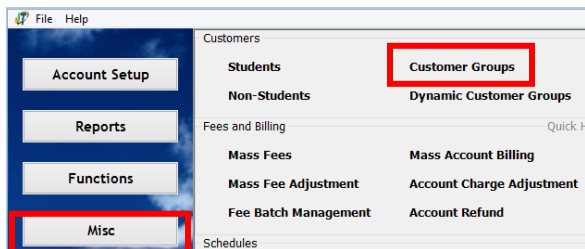
Disapprove Approve

Customer Groups

Creating a Customer Group

You can use customer groups for reports or to assign fees to a group of students (Mass Fees).

1. In InTouch Manager click on the *Misc.* Tab and then *Customer Groups*



2. For a new customer group, enter the description of the group in a blank line (ex: Student Council)

Site
 SOUTH MIDDLE SCHOOL

Description
 Student Council

3. Select the students for that group and click *Add* to add those students to the group (on the right side of the screen).

Non-Members

Customers

SOUTH MIDDLE SCHOOL All

Customer # Students Active

Customer #	Last Name	First Name	Grade
112911	HULL	ASHONTE	07
112912	HULL	JUSTIN	07
112913	HUMMEL	SYDNEY	05
112914	HUNI	BRIDGET	06
112544	HUNI	MAXWELL	08
112915	HURTLEY	DALLY	06
112916	JACOBSEN	SYDNEY	06

Add Remove

Members

Customer #	Last Name	First Name	Grade
112784	BACHTOLD	ASHER	06
112787	BARRETT	ZOEY	05
113475	BATES	ANDREW	07
113639	BIANCHI	SOPHIA	06
113269	GAARSLAND	SAMANTHA	06
113693	GROAT	BRIAN	08
112922	JOHNSON	GRANT	07

Note: There is not a Submit or Save button on this screen. It saves as you go.

4. When you are finished adding students to the group, click *File* and then *Exit*.
5. Your customer group is complete and will now be available to use in Reports or Mass Fees

Importing Customer Groups

InTouch allows the option to import a customer group list from an external file. This could prove useful when modifying an existing customer group to create a new customer group, when the customer group information is available in another system such as Infinite Campus, or when a list is provided to you from someone else such as a coach providing a team roster or a club sponsor. The import file must be a tab delimited file with only student ID numbers.

1. Modify the file for import – if you receive a list of students in Excel, open the Excel file and click on File, then click Save AS.

Note: The only information used in the import is the student ID number. Delete any other information from the spreadsheet including headers.

2. Choose the location where you want to save the file & enter a file name
3. Choose the file type “Text (Tab Delimited)”. The import will only work with a tab delimited file. Click *Save*.

File name: TEST 15-16 football roster import

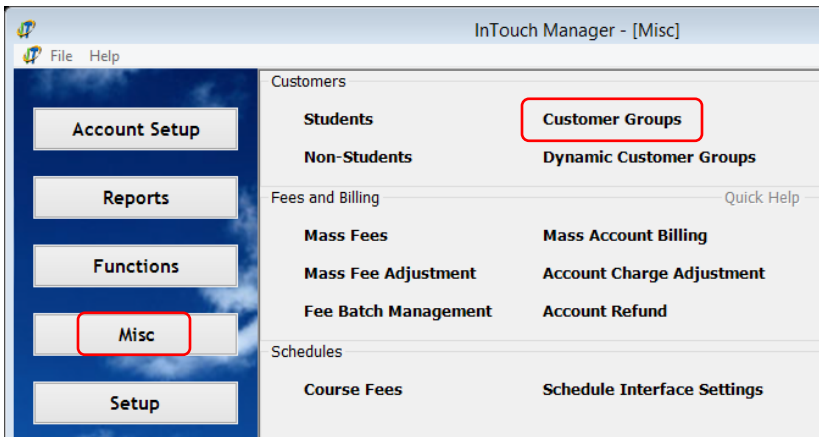
Save as type: Text (Tab delimited)

Authors: Smith, Lisa Tags: Add a tag Title: Add a title

Tools Save Cancel

4. Close the file.

5. From InTouch Manager, click on the Misc Tab and then Customer Groups



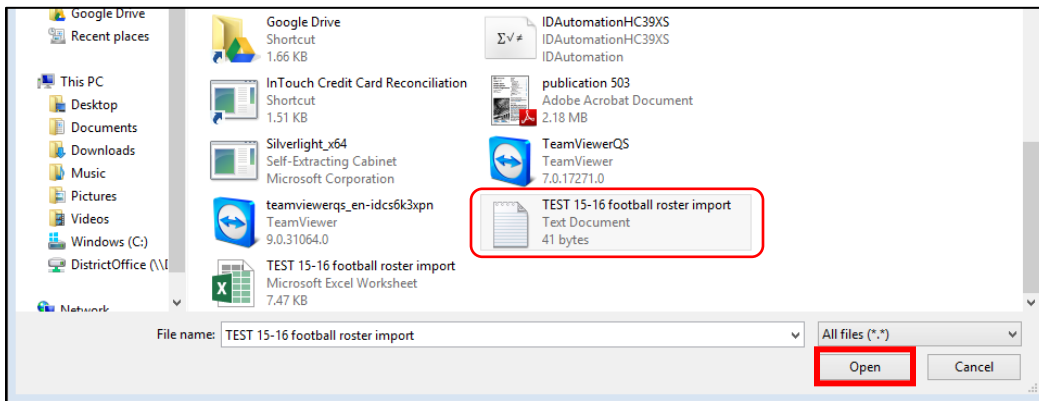
6. Enter a name for the new group on a blank line

Site
SOUTH MIDDLE SCHOOL

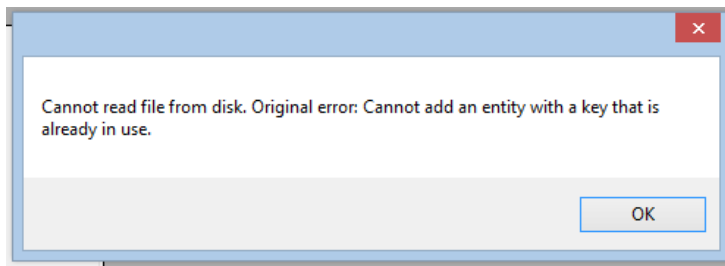
Description
Student Council
Football Team

7. Click on *File*, and then *Import (Append to Existing)*

8. Browse to the file you saved. Double click on the file name or click *Open*.



Note: If a student ID is listed twice in the import or you have any information other than student IDs in the file, the following error message will appear:



9. The customer list will populate.

Customer #	Last Name	First Name	Grade
112369	ABBAJAY	BUBBA	10
113159	ADAMS	LANE	11
113306	AMBROSE	NATALIE	11
112560	KEETON	DAVID	09
112290	KERANEN	MITCHELL	12
113875	NOWELL	JACOB	09
112635	OGILVIE	AUSTIN	11
112703	SMITH	SPENCER	11
113361	SNYDER	ANDREW	12
113699	WETZEL	ETHAN	10
112354	WITT	DILLON	12

10. When you are finished adding students, click *File* and then *Exit*
11. Your customer group is complete and will now be available to use in Reports or Mass Fees

Creating an Item Group

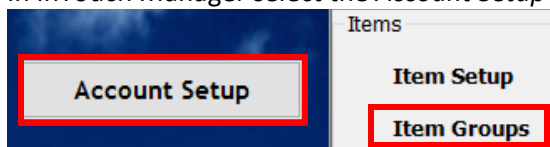
Item groups can be created for report purposes so that you can run a single report for multiple items. For example, if Student Council has an ECA fee and a Leadership Conference field trip fee, you can create an item group with both items.

Item groups can be used on the following reports:

- Customer Purchases by Item Group – to see which customers have paid for items in an item group
- Customer Fine/Fee Listing Detail – to see which customers have not yet paid for items in an item group

IMPORTANT: Do not alter the predefined item groups titled ECA Fees, Optional Donation Items and Tax Credit.

- a. In InTouch Manager select the *Account Setup* Tab and then *Item Groups*.



- b. For a new Item Group, enter the description of the group in the blank line (ex: Grade 6 Fees). Hit the *Tab* button on your keyboard once to save after you've entered a description.

Groups	
Description	
ECA Fees	Delete
Optional Donation Items	Delete
Tax Credit	Delete
Grade 6 Fees	Delete

- c. In the *Not In Group* field on the left side of the screen, select the items you want to add and click the *Add* button to add those items to the group on the right side of the screen.

The screenshot shows two panels. The left panel, titled 'Not In Group', has a search dropdown set to 'Hancock Elementary School' and a table of items:

Item #	Desc	Price
TC31GRADE1	HANC ECA FEE GRADE 1	20.00
TC31GRADE2	HANC ECA FEE GRADE 2	20.00
TC31GRADE3	HANC ECA FEE GRADE 3	20.00
TC31GRADE4	HANC ECA FEE GRADE 4	20.00
TC31GRADE5	HANC ECA FEE GRADE 5	20.00
TC31KINDER	HANC ECA FEE KINDERG...	20.00
TC31RUNNINGCLUB	HANC ECA FEE RUNNIN...	10.00

Below the table is an 'Add' button with a green play icon, highlighted with a red box, and a 'Remove' button with a green minus icon.

The right panel, titled 'In Group', shows a table with one item:

Item #	Desc	Price	Site
TC31GRADE6	HANC ECA FEE GRADE 6	25.00	Hancock Elementary School

Note: There is not a Submit or Save button on this screen.

- d. When you are finished adding items to the group, click *File* and then *Exit* to save your changes.
e. Your new Item Group is complete and will now be available to use for reports.

Clearing or Reducing Balance of Fines/Fees

Only the originating site can adjust or clear a fine or fee. Other sites are allowed to accept payments on fines or fees, but only the originating site can adjust or clear the fine or fee.

Types of adjustments:

- CLEAR– if the fee/fine was assessed in error or if a student has withdrawn and the fee needs to be removed
- REDUCE or CHANGE Balance – for financial fee waivers or for students that are enrolling half-way through the year and will only be charged a partial amount

Ex: If the original fee was \$70 but the student only owes \$50 due to partial financial fee waiver

Option 1: Click on the REDUCE button and enter \$20 to subtract from the original fee amount

Option 2: Click on the CHANGE button and enter \$50 to change the fee amount

Find Where a Fee/Fine Originated:

1. Click on the fine or fee under the student's account in Terminal

Fines (5)		Fees (6)	
Item	Desc/Memo	Amount	
<input type="checkbox"/> AP-1002	AP CALCULUS	50.00	

- The information on the bottom of the screen will show you where the fee originated (Source Site) and will give you additional details including when the fine was assessed.

Date Assessed: 8/1/2013 9:37:00 AM **Dest Site:** NORTH HIGH SCHOOL
Auto-Fine Date: **Source Site:** NORTH HIGH SCHOOL
Item #: AP-1002 **System:** InTouch
Desc: AP CALCULUS **Fine #:** 330

Note: If the Source Site is not your site, you will need to contact the Admin. Assistant or Bookstore Manager from that site to have the fine/fee adjusted or removed.

Adjusting a Fine/Fee

- Lookup the student by Last Name or Student ID number

Student Active School ID

District ID	School ID	Last Name	First Name	Grade
112382	112382	BALDESSARI	IAN	11

- The fines/fees notification will pop up. Click on the *Fines* or *Fees* button as applicable to bring up a list of outstanding items.

View ?

- Click on the item(s) to be adjusted

Fines (3)		Fees (0)	
Item	Desc/Memo	Amount	
<input checked="" type="checkbox"/> GOOFY GIRL	District Wide Fee	850.00	
<input type="checkbox"/> AP-1002	Payment required before test	10.00	
<input type="checkbox"/> ASB-1002	books and paper	1.00	

- Click on either *Reduce Balance* to subtract an amount, or *Change Balance* to enter the new balance due, as a result of the adjustment. Then enter the amount of the adjustment.

Adjustment Amount

Reduce Balance By Change Balance To

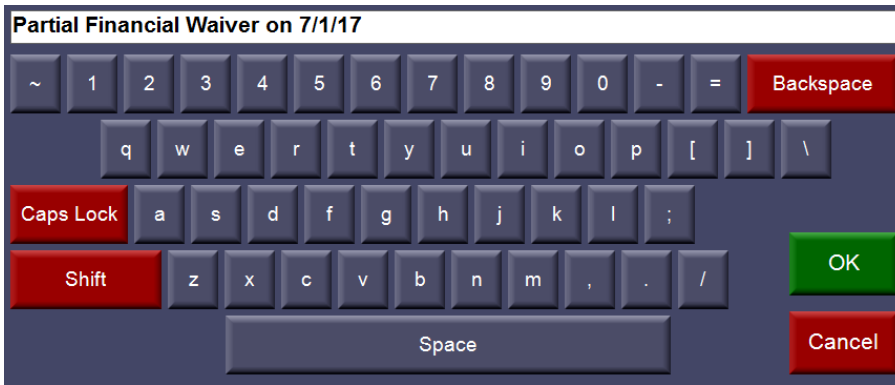
- Select the Adjust Balance button

- A Reason Code popup box appears. Select a Reason Code from the dropdown and select OK.

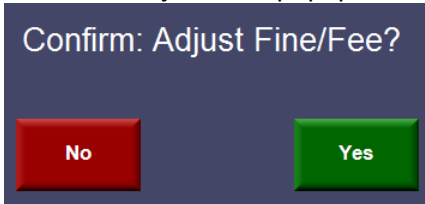
Reason Code

ADMIN APPROVED

- Type a memo as needed to record additional information (Ex: Partial Financial Waiver on 7/1/17)



8. Click *Ok*
9. A Confirm Adjustment popup box appears. Click *Yes* to confirm, or *No* to cancel.



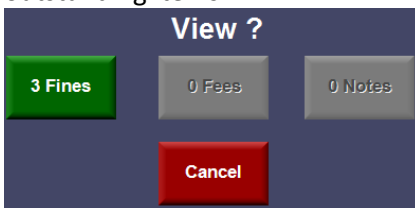
Clearing a Fine/Fee

Note: Only the originating site can adjust or clear a fine/fee.

1. Lookup the student by Last Name or Student ID number

112382	Student	Active	School ID	
District ID	School ID	Last Name	First Name	Grade
112382	112382	BALDESSARI	IAN	11

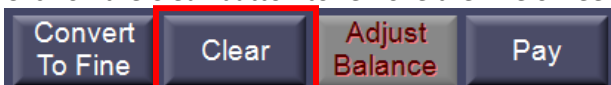
2. The fines/fees notification will pop up. Click on the *Fines* or *Fees* button as applicable to bring up a list of outstanding items.



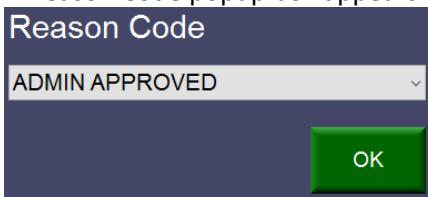
3. Click on the item(s) to be cleared

Fines (3)		Fees (0)	
Item	Desc/Memo	Amount	
<input type="checkbox"/> GOOFY GIRL	District Wide Fee	850.00	
<input checked="" type="checkbox"/> AP-1002	Payment required before test	10.00	
<input checked="" type="checkbox"/> ASB-1002	books and paper	1.00	

4. Click on the *Clear* button to remove the fine or fee



5. A Reason Code popup box appears. Select the reason code from the drop down list and click *OK*.



6. Type a memo as needed to record additional information (Ex: Principal approved on 7/1/17)



7. Click Ok
8. A Confirm Clear Fine/Fee popup box appears. Click Yes to confirm, or No to cancel.



Pre-EOP Voids & Post-EOP Adjustments

In InTouch, there are two types of corrections: pre-EOP and post-EOP.

Note: Adjustments to reallocate tax credit donations can only be done within the same school year. Tax credit donations can only be reallocated to other tax credit items.

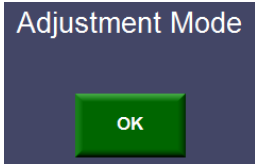
- If an error is discovered prior to EOP (pre-EOP), the transaction should be voided and entered correctly
- If an error is discovered after the EOP (post-EOP), several options are available:
 - Wrong customer adjustment
 - Wrong item adjustment
 - Journal Entry – for donations being reallocated to multiple items or multiple students

Pre-EOP Void

1. Find the receipt number to void (found in several places including EOP, Student History, etc.)
2. Select *Adjust Receipt* tab (found under the *More* terminal tab)



3. Click *OK* to enter Adjustment Mode (note mode at top of terminal screen)



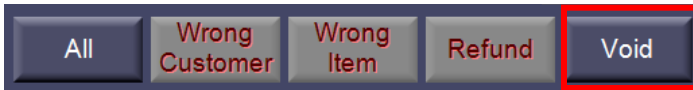
4. Enter the receipt number

600	Receipt #				
Receipt #	Date	District ID	Last Name	First Name	Total
600	6/27/2017	112461	DUVENICK	MIKAYLA	88.00

5. Click on the receipt to be voided and click *OK*
6. The detail of the selected receipt is displayed
7. Check the box beside each line item on the receipt to be voided.

Item #	Description	Total
<input checked="" type="checkbox"/> AP-1005	AP HISTORY	8.00
<input checked="" type="checkbox"/> YRBK-1001	YEARBOOK	80.00

8. Select *Void*



9. On the pop up screen use the drop down to select a Reason Code and select *OK*

10. To Confirm Void, select *Yes* to confirm or *No* to cancel

11. A receipt will print out
Note: The receipt will then be a \$0 in your final Terminal EOP, but not show on student ledgers, etc., as it is considered an error correction.
12. Retain your documentation for the adjustment
13. Re-enter the sale correctly, if appropriate. For example, if a check was entered as cash, void the entire transaction and re-do correctly.

Post-EOP Corrections

Wrong Item and Wrong Customer adjustments can only be done for the full amount of a line item. Partial adjustments can only be done via Journal Entry (pg 35).

Post-EOP Correction -Wrong Customer

These adjustments function similarly to the void. However, these are only available after end of period (EOP) has been completed. This function will not change a dollar amount of the item(s) on the receipt but will move the receipt to another student. Your documentation for the adjustment should be retained.

1. Select *Adjust Receipt* function



2. Enter the receipt number or last name to find the correct receipt

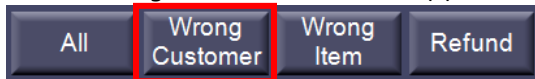
512	Receipt #									
512	Date	6/7/2017	District ID	NMEKPBKK	Last Name	Testing	First Name	Tom	Total	150.00

3. Select the receipt to adjust and select *OK*
4. On the selected receipt, the individual lines show and are treated separately. Click each line that needs to be changed to a different customer.

Item #	Description	Total
<input checked="" type="checkbox"/> 3122	ECA - BAND	150.00

Note: Line items on a receipt can only be adjusted once. Once you have performed a Wrong Customer adjustment for each line item on a receipt, you will no longer be able to adjust the original receipt.

5. Select *Wrong Customer* for the line(s) that are being adjusted



6. On the pop up screen use the drop down to select a Reason Code and select *OK*

Reason Code

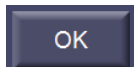
WRONG CUSTOMER

OK

7. Search for the correct customer by last name or ID number

stewart	Student	Active	Last Name	
District ID	School ID	Last Name	First Name	Grade
112717	112717	STEWART	ELIZABETH	10

8. Click *OK* when the correct customer is selected



9. To Confirm Wrong Customer, select *Yes* to confirm or *No* to cancel

Confirm Wrong Customer

No Yes

10. The receipt will print
11. Retain your documentation for the adjustment

IMPORTANT NOTE REGARDING WRONG CUSTOMER ADJUSTMENTS

The data elements from the original receipt will NOT change as a result of a wrong customer adjustment. This will affect tax credit donations & ECA fees. This is extremely important to prevent personal information of your students and parents from displaying on other people’s receipts.

Please email Evelyn Valle with a copy of the corrected (adjusted) receipt and the correct donor first and last name and mailing address. Evelyn will update the donor information.

Post-EOP Correction -Wrong Item

1. Select *Adjust Receipt* function

Adjust Receipt

2. Enter the receipt number or last name to find the correct receipt

641	Receipt #				
Receipt #	Date	District ID	Last Name	First Name	Total
641	7/3/2017	112717	STEWART	ELIZABETH	150.00

- 3. Select the receipt to adjust and select OK
- 4. On the selected receipt, the individual lines show and are treated separately. Click each line that needs to be changed to a different item.

Item #	Description	Total
<input checked="" type="checkbox"/> 8122	ECA - BAND	150.00

Note: Line items on a receipt can only be adjusted once. Once you have performed a Wrong Item adjustment for each line item on a receipt, you will no longer be able to adjust the original receipt.

5. Select *Wrong Item* for the line(s) that are being adjusted

All Wrong Customer **Wrong Item** Refund

6. On the pop up screen use the drop down to select a Reason Code and select OK

Reason Code
WRONG ITEM
OK

7. Search for the correct item by item number or description

eca - chorus	NORTH HIGH SCHOOL	Description
Item #	Description	Price
8144	ECA - CHORUS	80.00

Note: The amount paid on the original receipt will be transferred, despite what the default item amount is. Since the original donation in the example above was for \$150, the full amount will be moved from Band to Choir, even though the default amount for Choir is \$80.

8. Click OK when the correct customer is selected

OK

9. To Confirm Wrong Item, select Yes to confirm or No to cancel

Confirm Wrong Item
No Yes

- 10. The receipt will print
- 11. Retain your documentation for the adjustment

Journal Entries

Any adjustments where the full donation amount is not being reallocated via a Wrong Item or Wrong Customer adjustment will need to be done via a Journal Entry by Evelyn Valle. A Journal Entry would also be required in scenarios where a donation is being reallocated to multiple items or multiple students.

Please email Evelyn the following information:

- Donor name
- The donor's request to reallocate their tax credit donation
- The receipt number for the original donation
- The student(s) name(s) and/or item(s) the donation is being reallocated to (if not clearly stated in the donor's request)

Refunds

In InTouch, there are three types of refunds methods: Credit Card Refunds, Accounts Payable Check Refunds and Cash Paid Outs. **Refunds should only be performed after the EOP** for the original purchase transaction. If the transaction is pre-EOP, you would Void the transaction (pgs. 32-33) and return the payment to the customer.

Credit Card Refunds

Credit card refunds can only be performed on transactions that had a credit card payment. Cash and check refunds would need to be done via an Accounts Payable Check Refund (pg. 37) or Paid Out (pgs. 38-39). Credit card refunds are initiated immediately after processing a refund following the steps below.

Note: Transactions through TouchBase (parent website) and TouchBase Lite (community member website) are treated as a separate site called "Website". Unless you are logged in with your Website user name, you will not be able to refund receipts from TouchBase or TouchBase Lite transactions. If you do not remember your Website user name and password, please contact Lauren Randel.

1. Select *Adjust Receipt* function in Terminal



2. Search the receipt number or last name to find the correct receipt to refund

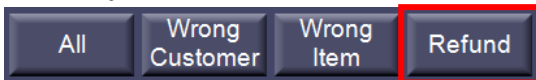


36764					Receipt #
Receipt #	Date	District ID	Last Name	First Name	Total
36764	10/28/2016	100179	Hunsaker	Kennedy	145.00

- Click on the receipt to refund and select *OK*
- On the selected receipt – select the line(s) that are to be refunded and click *OK*
Note: Each line item checked may be refunded all or partially

Item #	Description	Total
<input checked="" type="checkbox"/> CFCHR100	CLASS FEE CHOIR - WO...	75.00
<input checked="" type="checkbox"/> YRBK	YEARBOOK	70.00

- Select *Refund*

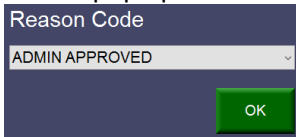


- Select *Accounts Payable* as the Refund Type, **check the box "To Card"**, and then enter the refund amount.

Item	Tender	Paid	Refund Type	To Card	Refund Amount
CLASS FEE CHOIR - WOMAN'S	Credit	75.00	Accounts Payable	<input checked="" type="checkbox"/>	75.00
YEARBOOK	Credit	70.00	Accounts Payable	<input checked="" type="checkbox"/>	70.00

Note: Line items on a receipt can only be refunded once, this includes partial refunds. Once you have performed a refund for each line item on a receipt, you will no longer be able to process a refund from the original receipt.

- Select *OK* when complete
- On the pop up screen use the drop down to select a Reason Code and select *OK*



- Print 2 copies of the receipt – one for the customer and the other to be included with your EOP paperwork.

Accounts Payable Check Refunds

AP check refunds entered in InTouch are non-cash transactions and are only used to document a refund due to a student or a non-student patron. Cashiers do not issue cash refunds through their terminal, but rather record the transaction and complete a Refund Request Form (page 51) and submit to the Business Office for final refund processing.

- Select *Adjust Receipt* function in Terminal



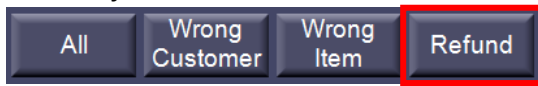
- Search the receipt number or last name to find the correct receipt to refund

643					Receipt #
Receipt #	Date	District ID	Last Name	First Name	Total
643	7/3/2017	112717	STEWART	ELIZABETH	150.00

- Select the receipt to refund and select *OK*
- On the selected receipt – select the line(s) that are to be refunded and click *OK*
Note: Each line item checked may be refunded all or partially

Item #	Description	Total
<input checked="" type="checkbox"/> 8144	ECA - CHORUS	150.00

5. Select *Refund*

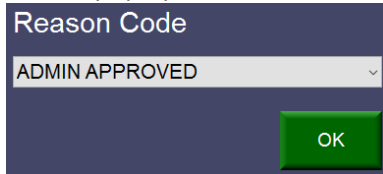


6. Select *Accounts Payable* as the Refund Type and enter the refund amount

Item	Tender	Paid	Refund Type	To Card	Refund Amount
ECA - CHORUS	Check	150.00	Accounts Payable	<input type="checkbox"/>	150.00

7. Select *OK* when complete

8. On the pop up screen use the drop down to select a Reason Code and select *OK*



9. Print 2 copies of the receipt – one for the customer and the other to attach to the Refund Request Form (page 46)

10. Complete a Refund Request Form to initiate the refund to the customer. Send a re-print of the original receipt and copy of the refund receipt with the Refund Request Form to Cathi Taylor.

Note: Refunds are processed by Accounts Payable within 2-3 weeks of receipt.

Cash Paid Outs

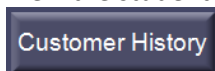
When Cash Paid Outs are performed, there will not be a notation on the original receipt indicating that a refund has been made. **Before performing a Cash Paid out, it is extremely important that you check the Customer History to verify that a refund or cash paid out has not already been made for the same transaction.** Prior refunds will show as a negative amount on the Customer History report with a Memo that states “Refund” (AP or Credit Card refunds) or “Cash Refund” (Paid Outs).

Note: Paid Out amount will be netted against your cash sales for the day on your EOP and Non-Reconciled Receipt Report.

1. Lookup the student.

Abbjay	Student	Active	Last Name	
District ID	School ID	Last Name	First Name	Grade
112369	112369	ABBAJAY	BUBBA	10

2. View the student’s Customer History to view the transaction that should be refunded.



Receipt #: 670
Date/Time: 8/22/2017 1:55 PM

Origin Site: NORTH HIGH SCHOOL

Item	Item Description	Site	Memo	Amount
AP-1005	AP HISTORY	NORTH HIGH SCHOOL		\$79.00
PARKING	PARKING PERMIT	NORTH HIGH SCHOOL		\$38.00

3. Lookup inventory or use buttons from the Quick Screen to select the item(s) to be refunded. Select the item(s) to be refunded and click *OK* to move the items to the transaction screen.

AP-1005	NORTH HIGH SCHOOL	Item #
Item #	Description	Price
AP-1005	AP HISTORY	89.00

4. Click on each item in the transaction screen and click on Memo.

Clear Sale	Price	Memo
Clear Line	Qty	AC
Item Data	Tax Rate	Cancel

5. In the Memo field, enter "**cash refund**". Click *OK* to save your Memo. Do this step for each item in the transaction screen. **This specific memo is imperative since this is the only way to identify on reports and the Customer History that a cash refund was made.**

Cash refund

~	1	2	3	4	5	6	7	8	9	0	-	=	Backspace
---	---	---	---	---	---	---	---	---	---	---	---	---	-----------

6. Review the item(s) in your transaction screen to make sure you are refunding the appropriate item(s).

```
Terminal #: 2 User: user2, user2
AP HISTORY 89.00
  Cash Refund
PARKING PERMIT 38.00
  Cash Refund
```

7. Click on the Paid Out button

Paid Out

8. Confirm the paid out by clicking the *OK* button or *Cancel*.

Please confirm paid out.

Cancel	OK
--------	----

Receipt #

123

7 8 9

4 5 6

1 2 3

0 00 ←

Cancel OK

Re-Print a Receipt through Terminal - Customer History

1. Lookup student
2. Click on the Customer History button

Customer History

3. Select the Receipt List tab

Receipts **Receipt List** Fines Fees Account Notes

4. Find the receipt you want to print and click the *Reprint* button

Receipt #	Date	Amount			
630	6/28/2017 10:06 AM	\$0.50	View	Email	Reprint
576	6/20/2017 3:41 PM	\$55.00	View	Email	Reprint
573	6/20/2017 3:30 PM	\$160.00	View	Email	Reprint

Re-Print a Receipt through InTouch Manager – Reprint Receipt Report

1. Go to the Reports tab

Reports

2. Under the Audit section select *Reprint Receipt*

Audit	
Sequential Receipts	Reconciled Receipts
Electronic Journal	Non-Reconciled Receipts
Check Audit	Refund Receipts
Pre-EOP Void Receipts	Reprint Receipt

3. Enter the receipt number and click the *Show Report*

Re-Print a Receipt through InTouch Manger – Search Receipts

1. Go to the Functions tab and then Search Receipts

2. You can search for a receipt by multiple search criteria such as last name, receipt number, date, check #, etc. Select your search criteria in the search field using the drop down menus and enter the values you are searching for. Click the *Search* button when you've entered all of your search criteria.

Field	Operator	Value	
Last Name	Is	Abbjay	Remove

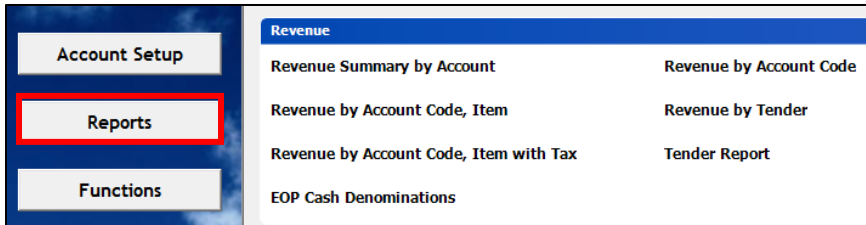
3. Select the receipt you want and then click *Reports* and *Reprint Receipt*

Reports Export

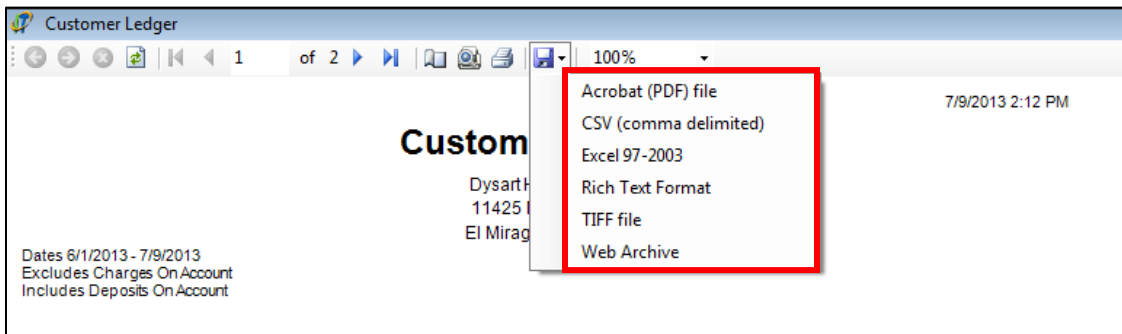
Receipt #	Line #	Date	Customer ID	Last Name	First Name
637	1	6/29/2017	112369	ABBAJAY	BUBBA
637	2	6/29/2017	112369	ABBAJAY	BUBBA
637	3	6/29/2017	112369	ABBAJAY	BUBBA
564	1	6/19/2017	112369	ABBAJAY	BUBBA
560	1	6/8/2017	112369	ABBAJAY	BUBBA

Reports

To access the InTouch Reports you will need to login to InTouch Manager. Click on the *Reports* tab to access all of the reports.



Once the report is run and shown on the screen, you have options to print or to export to several formats including PDF and Excel.



Revenue Reports

- **Revenue Summary by Account** – shows a summary of revenue collected by fund and account code during a specified date range
 1. Date Range – enter starting and end dates
 2. Funds - select the checkbox for *All* unless you are looking for a specific fund (ex: 526 – Tax Credit)
 3. Revenue Collected – select *For site, by all sites*
 4. Select *Include* for the remaining options
 5. Click *Show Report*

<u>Fund</u>	<u>Account Code</u>	<u>Account Description</u>	<u>Account Total</u>
526	0356616011-1791	Band - TC	\$25.00
526	0356616014-1791	Orchestra - TC	\$130.00

- **Revenue Summary by Account Code, Item** – shows revenue collected by account code and item number during a specified date range. The report includes customer names and receipt numbers.
 1. Date Range – enter starting and end dates
 2. Account Code – defaults to *All Account Codes*, but can be changed to a specific account code (Ex: Student Council tax credit account XX56616501-1791)
 3. Revenue Collected – select *For site, by all sties*
 4. Select *Include* for all the remaining options
 5. Rollup Transactions – select *No*
 6. Order by – you can sort the report by Receipt Number, Last Name, Item Number or Date

7. Click *Show Report*

<u>Fund</u>	<u>Account</u>			<u>Customer</u>	<u>Memo</u>	<u>Total</u>
526	0256616501-1791			Student Council- TC		
<u>Item</u>	TCFT STUCO STATE					
<u>Receipt #</u>	<u>Date</u>	<u>EOP Date</u>	<u>Item</u>	<u>Customer</u>	<u>Memo</u>	<u>Total</u>
46832	1/10/2017	1/10/2017	ECA FEE STUCO STATE	Eckstein, Aidan, 110712		\$85.00

- **Tender Report** – shows the list of receipts by customer for a specified date range and which tender type (cash, check, credit card, etc.) was used
 1. Terminal – select the terminal for which you are running the report
 2. Date Range – enter starting and end dates
 3. Deposit Reference – leave blank
 4. Post-EOP Voided Items – *Exclude*
 5. Click *Show Report*

Reconcile #: 142	Deposit Reference: IT03160823D, IT03160823D
Site: Basha High School	Terminal: 1
	Cashier: Skocypec, Carol

Receipt #	Date	Customer #	Name	Cash	Check	Deposit Total	Credit	Account	Other	Total
21690	8/23/2016	376211	Watts, Noah	\$0.00	\$0.00	\$0.00	\$96.00	\$0.00	\$0.00	\$96.00
21691	8/23/2016	108571	Dulaney, Alliya	\$20.00	\$0.00	\$20.00	\$0.00	\$0.00	\$0.00	\$20.00
21696	8/23/2016	358615	Milner, Morgan	\$0.00	\$60.00	\$60.00	\$0.00	\$0.00	\$0.00	\$60.00
21700	8/23/2016	120897	Garden, Robert	\$0.00	\$60.00	\$60.00	\$0.00	\$0.00	\$0.00	\$60.00

Customer Reports

- **Customer Ledger w/ Account** – provides all revenue transactions for a selected student or non-student during a specified date range.
 1. Customer – find student or non-student you would like to run the report for
 2. Date Range – enter starting and end dates
 3. NSF Items – *Include*
 4. Item Group – leave blank
 5. Report Header – *Site Info*
 6. Click *Show Report*

BUBBA ABBAJAY
 PO BOX 279
 YOUR TOWNE AZ 12345

Customer Id: 112369
 Phone Number: (253) 922-6077
 Grade: 10

Receipt #: 508	Origin Site: NORTH HIGH SCHOOL
Date/Time: 6/7/2017 1:31 PM	

<u>Item</u>	<u>Item Description</u>	<u>Site</u>	<u>Memo</u>	<u>Amount</u>
AP-1005	AP HISTORY	NORTH HIGH SCHOOL		\$8.00
ATHL-1003	ATHLETICS FUNDRAISER	NORTH HIGH SCHOOL		\$12.50
YRBK-1001	YEARBOOK	NORTH HIGH SCHOOL		\$80.00
Total:				\$100.50

- **Customer Purchases by Item** – provides a listing of all students/non-students who have purchased a specific item. This is a helpful report to provide a yearbook advisor a list of students that have a yearbook due to them, complete with a signature line. Or provide a teacher with a list of students who have paid for their field trip.
 1. Item – select an *Item*
 2. Customers – defaults to *All*
 3. Date Range – enter starting and end dates
 4. Exclude Adjustments – leave all checkboxes blank
 5. Item Data Value – leave blank
 6. Memo – leave blank

7. Sort by – you can sort the report by Last Name, Date or Price
8. Misc. – check the boxes for all except *Show Signature Line* (unless applicable)
9. Click *Show Report*

Item #: YRBK-1001
 Item Desc: YEARBOOK
 Account Code: 232.0000.1745.300.000.590

<u>Date</u>	<u>CustomerID</u>	<u>Name</u>	<u>Grade</u>	<u>Qty</u>	<u>Total</u>
6/7/2017	112369	ABBAJAY, BUBBA	10	2	\$160.00
6/7/2017	113159	ADAMS, LANE	11	5	\$400.00
6/26/2017	112209	ALEXANDER, LAUREN	12	3	\$120.00

- **Customer Purchases by Item Group** – provides a list of students/non-students who have purchased a specific item. This is a helpful report to run if you’re looking for multiple items within a group. This is the recommended report to run if you’re wanting to see all of the tax credit donations made for you site.
 1. Item Group – select an item group from the dropdown menu
 - a. Note: Select “Tax Credit” if you want to see only community member donations or “Optional Donations” if you want to see parent donations
 2. Customers – *All*
 3. Date Range – enter starting and end dates
 4. Exclude Adjustments – check “*Journal Entry*” only
 5. Item Data Value – leave blank
 6. Memo – leave blank
 7. Sort By – *Last Name*
 8. Misc – check “*Show Customer ID*” only
 9. Group By – *Item*
 10. Click *Show Report*

Item #: Z10GENERAL
 Item Desc: GENERAL / UNDESIGNATED TAX CREDIT
 Account Code: 526.610.1000.1791.1 .6000.1

<u>Receipt#</u>	<u>Date</u>	<u>CustomerID</u>	<u>Name</u>	<u>Grade</u>	<u>Address</u>	<u>Qty</u>	<u>Total</u>
301514	4/1/2019	NTB-7KFX2VDWYDSZ OFTJ	Kevin	0	Ave Queen Creek, AZ 85140	1	\$400.00
299753	3/8/2019	NTB-WO00/RAJ73JPU Y2H	Whitney	0	Scottsdale, AZ 85260	1	\$400.00
277593	12/27/2018	NTB-RXGCJLZPZVAO OSPT	Eric	0	Chandler, AZ 85249	1	\$400.00

- **Customer Non-Purchases by Item** – provides a listing of all students who have not purchased a specific item. This is a helpful report to run to see which students have not yet paid their grade level fees or did not purchase a yearbook.
 1. Item – select an *Item*
 2. Date Range – enter starting and end dates
 3. Customers – run report by Type, Status (Students, Active) or Customer Group (Grade Levels)
 4. Click *Show Report*

<u>Item #:</u> TC46GRADE1	<u>Item Desc:</u> AUXI ECA FEE GRADE 1	<u>Customer ID</u>	<u>Name</u>	<u>Grade</u>
345770			Garlington, Celeste Moon	01
357436			Bonham, Lindsay Grace	01
357439			Cagle, Jameson Beau	01

- **Customer Fine/Fee Ledger** – listing by student of their outstanding fines/fees
 1. Type – click the bubble for *Fines and Fees*
 2. Customers – run the report for a specific *Customer, Grade* or *Customer Group*
 3. Fines/Fees From All Sites – *Include* to see all of a student’s fines/fees
 4. Paid/Cleared Fines/Fees – *Exclude*
 5. Range – select *All*
 6. Report Header – *Site Info*
 7. Click *Show Report*

BUBBA ABBAJAY
 PO BOX 279
 YOUR TOWNE AZ 12345

Customer Id: 112369
 Phone Number: (253) 922-6077
 Grade: 10

Date	Site	Type	Fine/Fee #	Fine/Fee Description	Memo	Amount
5/26/2016	NORTH HIGH SCHOOL	Fine	386	AP CALCULUS		\$89.00
						Amount Due: \$89.00
6/9/2016	NORTH HIGH SCHOOL	Fee	439	IEE MISC		\$1.00
						Amount Due: \$1.00

- **Customer Fine/Fee Listing Detail** – shows line detail of outstanding fines/fees by student, item, account code, grade, etc.
 1. Type – click the bubble for *Fines and Fees*
 2. Date Range – enter beginning and end dates
 3. Customers – run the report for a specific *Customer, Grade* or *Customer Group*
 4. Item/Account Code – defaults to *All*, but you can also run a report by *Item* or *Account Code* to see customers with outstanding fines/fees with those specific criteria only
 5. Fines/Fees From All Sites – *Include* to see all of a student’s fines/fees
 6. Paid/Cleared Fines/Fees – *Exclude*
 7. Customers From All Sites - *Exclude*
 8. Privacy Options – *Customer Name*
 9. Page Break – *None* or choose *Between Customers* if you want each customer to be on their own page
 10. Click *Show Report*

BUBBA ABBAJAY

Fine/Fee #	Date	Type	Item #	Description	Memo	Amount
386	5/26/2016	Fine	AP-1002	AP CALCULUS		\$89.00
439	6/9/2016	Fee	IEE-1004	IEE MISC		\$1.00

- **Customer Fine/Fee Listing Summary** – shows a summary of the total due for outstanding fines/fees by student, but no additional details are listed on this report
 1. Type – click the bubble for *Fines and Fees* unless you only want outstanding *Fines* only or *Fees* only
 2. Date Range – enter beginning and end dates
 3. Customers – run the report for a specific *Customer, Grade* or *Customer Group*
 4. Item/Account Code – defaults to *All*, but you can also run a report by *Item* or *Account Code* to see customers with outstanding fines/fees with those specific criteria only
 5. Fines/Fees From All Sites – *Include* to see all of a student’s fines/fees
 6. Privacy Options – *Customer Name* or *District Number*

7. Click *Show Report*

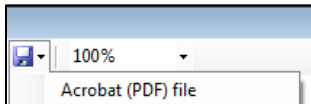
Item: ECA - BAND
Date Range: 7/5/2016 - 7/5/2017

NORTH HIGH SCHOOL

Customer	Type	Fines Due
BUBBA ABBAJAY	Fine	\$22.50
LAUREN ALEXANDER	Fine	\$22.50
ANDREW ALJETS	Fine	\$22.50

Audit Reports

- **Electronic Journal** – shows ALL transactions within a date range you specify. This is a helpful tool for when you need to search by name, amount, check number, etc. This report can be slow to load if the date range is large, so you may want to break down long periods into smaller increments.
 1. Date Range – enter beginning and end dates
 2. Click *Show Report*
 3. Export to PDF so that you can use the search function



Receipt #	Date Time	Customer ID	Customer	Cashier	Type
460	6/7/2017 8:30:00 AM	113159	ADAMS, LANE	user1, user1	Revenue
Qty	Item #	Desc	Memo	Amount	
1	YRBK-1001	YEARBOOK		80.00	
1	AP-1003	AP CHINESE		89.00	
1	BAND-1001	BAND FEES		50.00	
				Total	219.00
				Check	219.00
				456	
				Paid	219.00
				Change	0.00

- **Deposit Reconciliation** – shows deposits (EOPs) by date
 1. Date Range – enter EOP reconcile date
 2. Click *Show Report*

EOP Date	Reconcile #	Bank Account Group	Site	Deposit Ref	Cash	Checks	Total
4/11/2017 10:24 AM	657	Wells Fargo District Services	Basha High School	IT03170411D	0.00	0.00	0.00
4/11/2017 10:24 AM	657	Wells Fargo District Services	Basha High School	IT03170411D	30.00	1,270.00	1,300.00
4/11/2017 10:24 AM	657	Wells Fargo District Services	Basha High School	IT03170411D	496.50	45.00	541.50
4/11/2017 10:24 AM	657	Wells Fargo District Services	Basha High School	IT03170411D	559.00	2,342.50	2,901.50
					1,085.50	3,657.50	4,743.00

- **Non-Reconciled Receipts** – listing of all non-reconciled receipts with tender (pre-EOP)
 1. Terminal – select terminal number
 2. Date Range – enter beginning and end dates
 3. Click *Show Report*

Receipt #	Date	Location Code	Customer ID	Terminal #	Customer	Cash	Check	Debit/Credit	Account	Other	Total
645	7/5/2017	1294	112374	11	ALLEN, CLAY	\$100.50	\$0.00	\$0.00	\$0.00	\$0.00	\$100.50
646	7/5/2017	1294	113867	11	AUSMAN, ELIZABETH	\$38.00	\$0.00	\$0.00	\$0.00	\$0.00	\$38.00
647	7/5/2017	1294	113776	11	ARYANFARD, ARJANG	\$0.00	\$80.00	\$0.00	\$0.00	\$0.00	\$80.00
						\$138.50	\$80.00	\$0.00	\$0.00	\$0.00	\$218.50

- **Reprint Receipts** – reprint receipt by number, or you can choose receipt from a drop down list

1. Enter the receipt Number
2. Click *Show Report*

Customer #: 113776
 Date: 7/5/2017 1:01 PM

Receipt: 647
 Manual Receipt:

Clerk: user11 user11
 Terminal: 11

Qty	Item	Price
1	YRBK-1001 YEARBOOK	80.00

SubTotal: 80.00
 Tax: 0.00
 Total: 80.00
 Check
 1234
 Change Due: 0.00

Button Editor

Each site is able to add, change and customize buttons. A button is a shortcut that is linked to a transaction item and an account number. These buttons show up on the *Quick Screen* menu in Terminal.



In InTouch, there are 3 different functions that a button can perform:

- Sell Item – attaches an item to the button so it can be used for purchases
- Go To Layer – clicking on this button will take the user to another screen/layer
- EOP Transfer – quick button to transfer EOP from one terminal to another

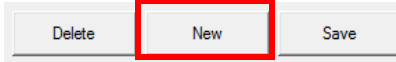
Notes: A button cannot be set to perform more than one function at a time.

Receive Form, Add to Roster and Lockers button functions are currently inactive.

- Log in to InTouch Manager
- Click *Functions*
- Click *Button Editor*
- Select Terminal # (remember, button setup is specific and unique to each terminal)
- Select Layer # (generally 1, unless it is a new/different layer)

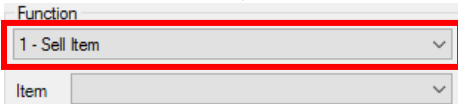
To Add a New Button

1. Click the *New* button – a blue button will appear in the top left corner of the screen

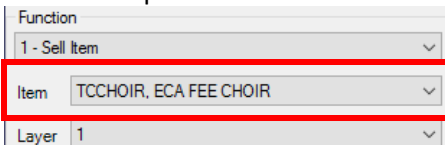


Note: Move the newly created button away from the top left corner, as any new buttons are always created in that corner. Moving the new button eliminates the confusion caused by overlap of new and old in the same spot.

2. In the *Function* field, select "1 – Sell Item" from the drop down list

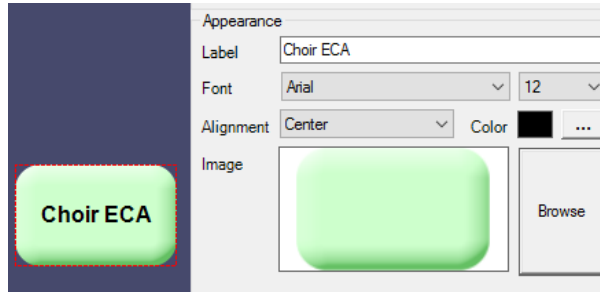


3. Use the drop down list in the *Item* field to search for and select the item to be attached to this new button

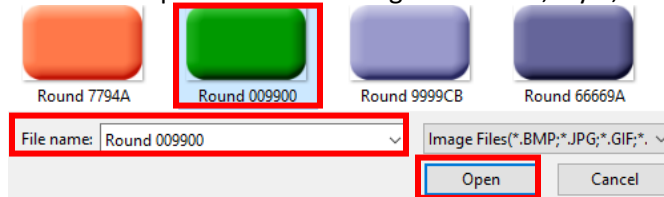


4. In the Appearance section do the following:
 - a. *Label* field, enter an appropriate description for your button

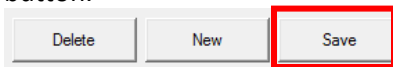
- b. Select a different font (if desired)
- c. Select a font size
- d. If you wish to change the font color, click on the “...” button to view your color options, select a color, then click *OK*



- e. To change the color of your button, click on the *Browse* button located to the right of the initial blue square. Select a background color, style, and click *Open*

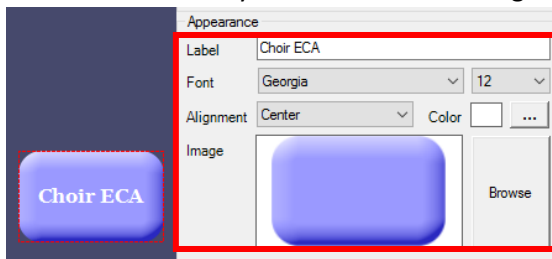


5. When customization is complete, click *Save*. The screen will refresh to reflect any changes made to a button.

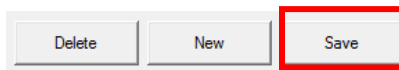


To Modify an Existing Button

- a. Click on the button you wish to make changes to and edit the various options

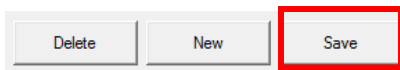


- b. Click the *Save* button when finished



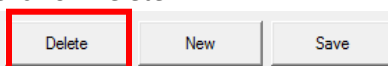
Moving Button into Position

1. Click on the button that you wish to move (a red box will appear around the button)
2. Click and drag it to a different place on the screen
3. Click the *Save* button when finished



Delete a Button

1. Click on the button you want to delete (a red box will appear around the button)
2. Click on *Delete*



InTouch/Destiny Interface

Fine information from Destiny and payment information from InTouch interface nightly beginning at 5 pm. Please keep in mind that Destiny will not update with any payments or adjustments made in InTouch until you've run your EOP. Any fines paid through Touch Base will be updated automatically.

Important: Textbook/Library Book fines must be created in Destiny in order for the interface to work! Do not enter payments, adjustments or waivers in Destiny, they should only be entered in InTouch.

A. Creating a fine for an overdue/lost book:

1. Mark the book as lost in Destiny
2. The fine will be created and imported into InTouch during the nightly interface

B. Making a payment on a textbook or library fine:

1. Pay against the fine in InTouch
2. Do nothing in Destiny; the fine will be marked as paid in Destiny during the nightly interface

C. Student has a waiver for a textbook or library fine:

1. Waive the fine in InTouch
2. The fine will be removed in Destiny during the nightly interface

D. Student returns an overdue/lost book:

1. Return the book in Destiny
2. The fine will be removed from InTouch during the nightly interface

E. Student returns a lost book they previously paid for:

1. Check in the textbook in Destiny
2. Process an Accounts Payable refund in InTouch (page 34)
3. Send a copy of the refund receipt and Refund Request Form (page 46) to Cathi Taylor

Things to remember:

- Books must be marked "Lost" in Destiny and a fine generated in order for the fine to show up in InTouch
- Don't manually create or clear lost book fees in InTouch
- Lost books that have been paid for will not show as paid in Destiny until an EOP is run and the nightly interface has occurred
- If a student pays for a lost book and returns the book later, Destiny will show a Refund Due status. The refund due will not show up in InTouch as part of the nightly update. Schools need to establish procedures/timelines for identifying students with a refund due and process the refund in InTouch.

Touch Base Lite

Touch Base Lite is the tax credit donation website for community members. Donations made through Touch Base Lite are not directly linked to a student's account

<https://az-chandler-lite.intouchrecepting.com/>

For individual **receipt copies** for community members that have paid through Touch Base Lite:

1. Log into Terminal with your site's website password (this is different from your normal login)
 - a. Contact Lisa Knox or Lauren Randel if you need your site's website password reset
 - b. Your password should log you into Terminal 1 for the Website
2. Select "Non-Student" from the search bar
 - a. All people that have made donations through Touch Base Lite will appear
3. Sort by Last Name to find a specific donor
4. Find the donor you are looking for and select Customer History to view a copy of their tax credit receipt

To **view all of the tax credit donations** that have been made through Touch Base Lite you can run the "Customer Purchases by Item Group" report through InTouch Manager using the following criteria:

- a) Item Group – Tax Credit
- b) Customers – All
- c) Date Range – July 1 to the current date
- d) Item Data Value – leave blank
- e) Memo – leave blank
- f) Sort By – Last Name
- g) Misc – click Rollup Transactions and Show Customer ID
- h) Group By – Item
- i) Show Report

APPENDIX A:
REFUND REQUEST FORM

Student's Name: _____

Parents' Name(s): _____

Address: _____

Telephone: _____

Reason for Refund:

Total Charge \$ _____

Amount Paid \$ _____

Form of Original Payment: Cash, check or money order (Refund will be issued through Accounts Payable)
 Credit or debit card (Refund will be issued electronically)

Total Refund \$ _____

Account Code _____

School _____

Employee Signature

Date

Principal's Signature

Date

Forward the completed form with applicable receipts to Cathi Taylor

Cash, check or money order transactions – re-print of original receipt and copy of refund receipt

Credit or debit card transactions – re-print of original receipt