



RecTrac

10.3 RecTrac

Quick Reference Guides

Jan 2017



10.3 RecTrac Quick Reference Guide Table of Contents

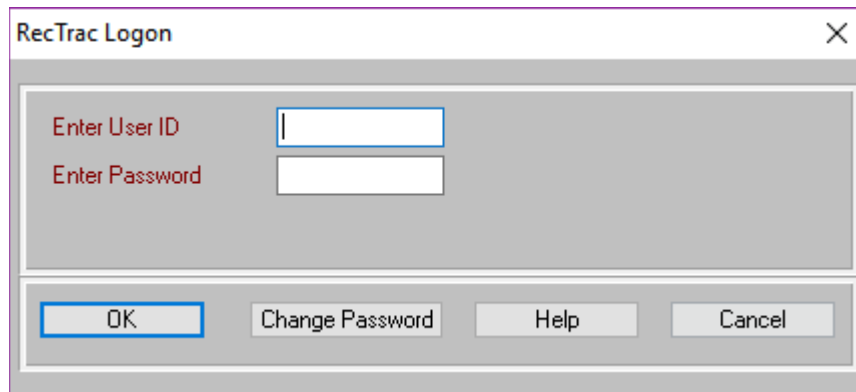
1. Quick Guide to Logging into RecTrac.....	1
2. Quick Guide to Pass Swiping for ISR 3 Reporting	2
3. Quick Guide to Activity Registration	4
4. Quick Guide to Activity Change.....	9
5. Quick Guide to Activity Cancellation.....	13
6. Quick Guide to Rental Processing	18
7. Quick Guide to Rental Change.....	23
8. Quick Guide to Rental Cancellation.....	28
9. Quick Guide to Facility Reservations.....	32
10.Quick Guide to Facility Reservation Change.....	35
11.Quick Guide to Facility Reservation Cancellation.....	39
12.Quick Guide for POS.....	43
13.Quick Guide for POS Refund	46
14.Quick Guide for Ticket Sales in Touch Screen Processing	49
15.Quick Guide for Touch Screen Refunds.....	52
16.Quick Guide to Touch Screen Open Tickets	55
17.How to Split a Touch Screen Open Ticket.....	61
18.How to combine Touch Screen Open Ticket.....	63
19.How to perform a Split Payment.....	64
20.Processing a Credit or Debit Card.....	67
21.How to refund a Credit or Debit Card	68
22.How to refund a Credit with No Customer Present.....	69
23.How to Process a Credit Card Tip.....	70
24.How to Sell a Gift Certificate	71
25.How to Redeem a Gift Certificate.....	74
26.Quick Guide to Closing Out the End of Shift	75
27. Notes.....	79



RecTRAC

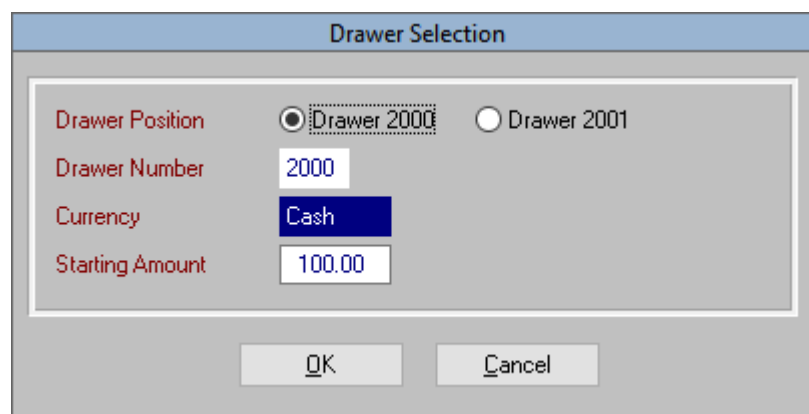
1. Quick Guide to Logging into RecTrac

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



A dialog box titled "RecTrac Logon" with a close button (X) in the top right corner. It contains two input fields: "Enter User ID" and "Enter Password". Below the input fields are four buttons: "OK", "Change Password", "Help", and "Cancel".

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



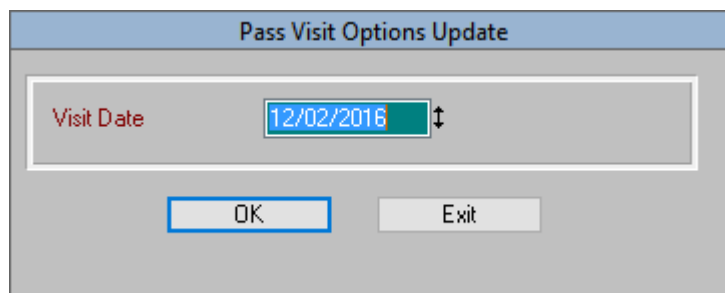
A dialog box titled "Drawer Selection" with a blue header bar. It contains four input fields: "Drawer Position" with radio buttons for "Drawer 2000" (selected) and "Drawer 2001"; "Drawer Number" with the value "2000"; "Currency" with a dropdown menu showing "Cash"; and "Starting Amount" with the value "100.00". At the bottom are two buttons: "OK" and "Cancel".

2. Quick Guide to Pass Swiping for ISR 3 Reporting

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



2. Select the correct date
3. Click **OK**.

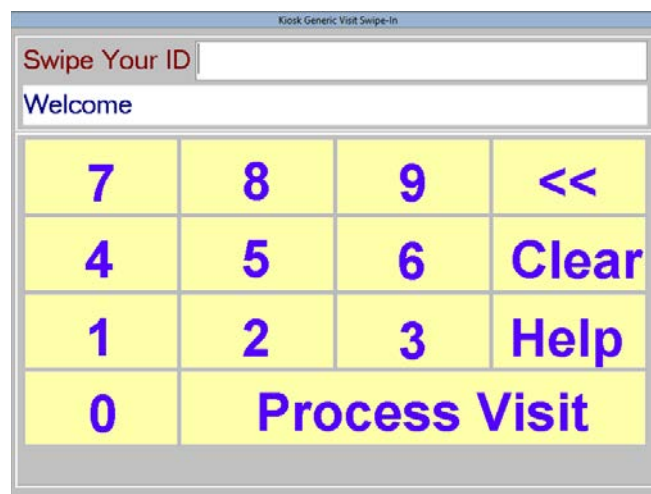


Pass Visit Options Update

Visit Date: 12/02/2016

OK Exit

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



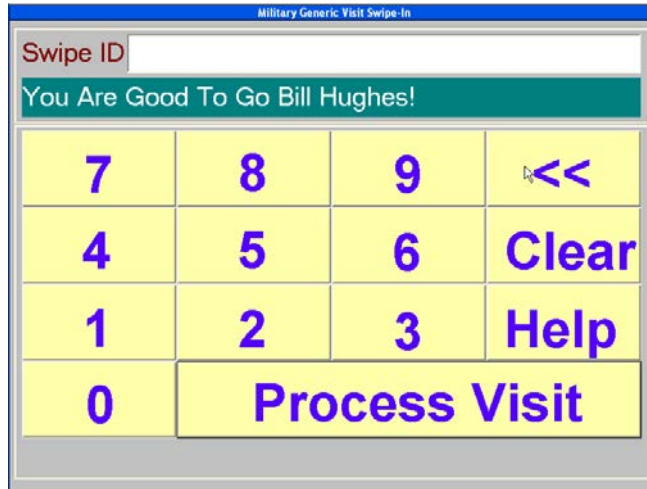
Kiosk Generic Visit Swipe-In

Swipe Your ID

Welcome

7	8	9	<<
4	5	6	Clear
1	2	3	Help
0	Process Visit		

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



Military Generic Visit Swipe-In			
Swipe ID			
You Are Good To Go Bill Hughes!			
7	8	9	<<
4	5	6	Clear
1	2	3	Help
0	Process Visit		

Note:

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

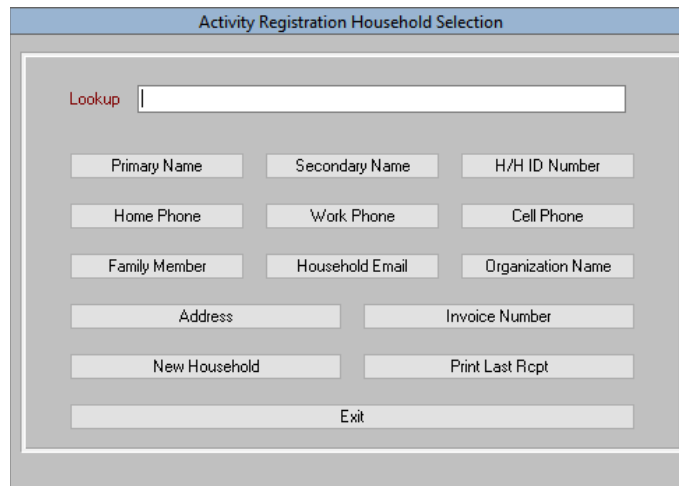
3. Quick Guide to Activity Registration

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



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

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


 A screenshot of a web application window titled "Activity Registration Household Selection". The window has a light blue header bar. Below the header is a search area with a "Lookup" label and a text input field. Underneath the search area are several rows of buttons for filtering results:

- Primary Name, Secondary Name, H/H ID Number
- Home Phone, Work Phone, Cell Phone
- Family Member, Household Email, Organization Name
- Address, Invoice Number
- New Household, Print Last Rcpt
- Exit

3. Scroll down to the individual's name (for example, Bob Barker), highlight it, and click **Select**.
4. Highlight the household member's name that you are enrolling into the activity, if there is only one member in the household then RecTrac will automatically highlight the name.



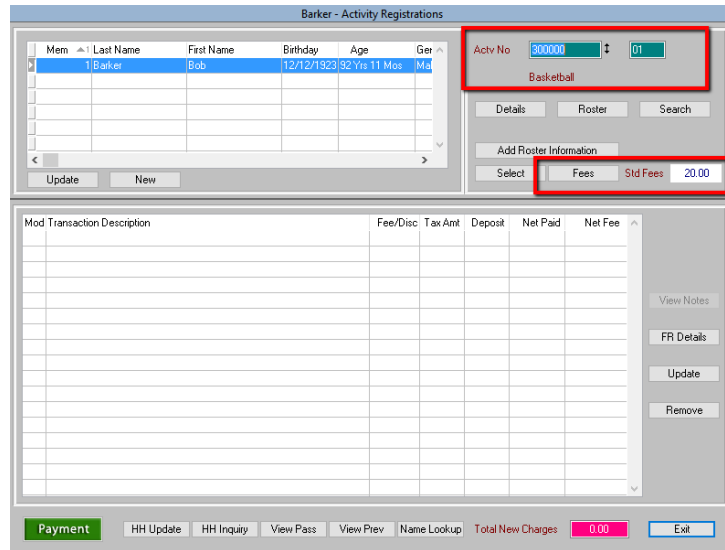
- Right click in the **Actv No** field or press F9 to access the activity pull-down menu.

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

Actv No	Sec	Description	Type	SubType	Category	Max	Min	Crit	Tot	Enroll	W/List	Lotto	Begin Date	Reg Time	End Date	End Time
100101	01	Monday Volleyball	VOLEB			20	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
100102	01	Monday Softball	SOFT			20	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
100103	02	Monday Softball	SOFT			20	0	0	0	0	0	0	12/11/2000	12:00A	12/11/2001	12:00A
100103	03	Monday Softball	SOFT			20	0	0	0	0	0	0	12/11/2002	12:00A	12/11/2003	12:00A
100103	04	Monday Softball	SOFT			20	0	0	0	0	0	0	12/11/2004	12:00A	12/11/2005	12:00A
100103	05	Monday Softball	SOFT			20	0	0	0	0	0	0	12/11/2006	12:00A	12/11/2006	12:00A
100103	01	Monday - Football	FOOTB			0	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
100104	01	Monday - Basketball	BASKE			20	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
100104	02	Tuesday - Basketball	BASKE			20	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
100104	03	Wednesday - Basketball	BASKE			20	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
100104	04	Thursday - Basketball	BASKE			20	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
100104	05	Friday - Basketball	BASKE			20	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
110101	01	Monday - Aquatics	AQUAT			0	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
110102	01	Monday - Basketball	BASKE			20	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
110103	01	Monday - Basketball	BASKE			0	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
110104	01	Monday - Basketball	BASKE			20	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
120101	01	Monday - Softball	SOFT			20	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
120102	01	Monday - Basketball	SOFT			20	0	0	0	0	0	0	12/11/2007	12:00A	12/11/2009	12:00A
464201	10	Daily Slam and Jam	BASK2			9999	0	0	0	1	N	0	05/30/2007	12:00A	05/30/2009	12:00A

Show In Browser
 Active Sections
 Inactive Sections
 Pending Sections
 Cancelled Sections
 Browser Color Key
Full
Finished
Started
Available

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



Barker - Activity Registrations

Mem	Last Name	First Name	Birthday	Age	Gen
1	Barker	Bob	12/12/1923	92 Yrs 11 Mos	Ma

Actv No: 300000 | 01
Basketball

Details Roster Search

Add Roster Information

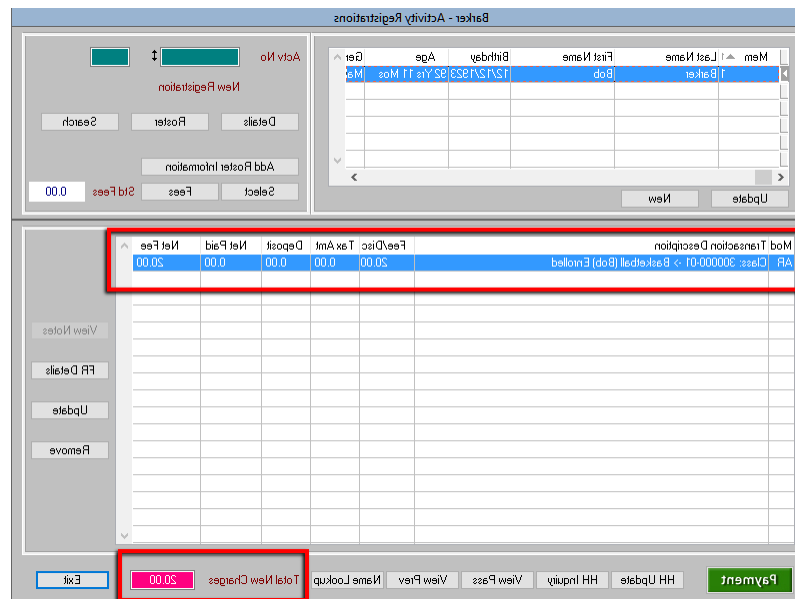
Select Fees Std Fees 20.00

Mod	Transaction Description	Fee/Disc	Tax Amt	Deposit	Net Paid	Net Fee
-----	-------------------------	----------	---------	---------	----------	---------

View Notes
FR Details
Update
Remove

Payment HH Update HH Inquiry View Pass View Prev Name Lookup Total New Charges 0.00 Exit

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



Barker - Activity Registrations

Actv No: 300000 | 01
Basketball

Details Roster Search

Add Roster Information

Select Fees Std Fees 0.00

Mod	Transaction Description	Fee/Disc	Tax Amt	Deposit	Net Paid	Net Fee
1	Case: 300000-01 - Basketball (Bob) Enrolled	30.00	0.00	0.00	0.00	30.00

View Notes
FR Details
Update
Remove

Payment HH Update HH Inquiry View Pass View Prev Name Lookup Total New Charges 30.00 Exit



12. The receipt prints out as follows:

ACTIVITY SALES RECEIPT

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

Essex Parks
Essex Junction VT 05452

Bob Barker
10 main street

Hm Ph: (802)555-5555

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

Essex Junction VT 05452
test@test.com

Enrollment Details

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

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

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

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

FEE CHARGED ON NEW LINE ITEMS (+)	20.00
DISCOUNT APPLIED AGAINST THESE FEES (-)	0.00
TAX CHARGED ON NEW FEES (+)	0.00
NEW AMOUNT DUE	20.00

PREVIOUS NET HOUSEHOLD BALANCE	140.00
TOTAL DUE	160.00

NEW FEES PAID ON THIS RECEIPT (-)	20.00
TOTAL PAID	20.00

NEW NET HOUSEHOLD BALANCE	140.00
---------------------------	--------

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

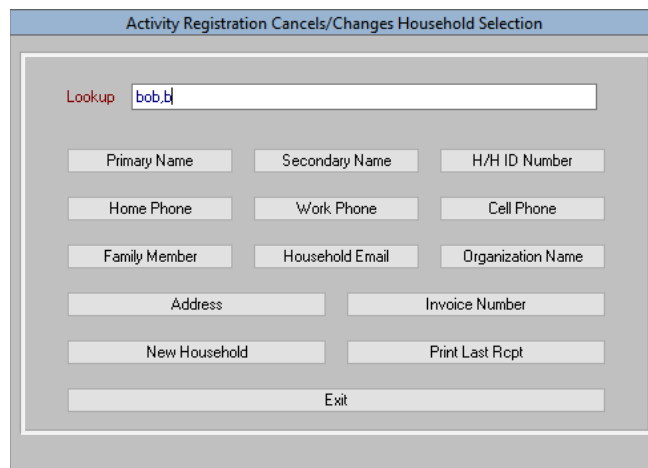
4. Quick Guide to Activity Change

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



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

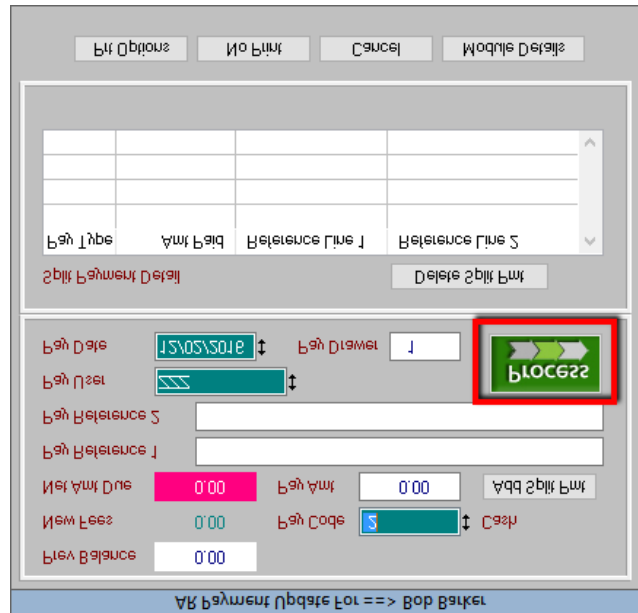
Note: For common last names, you can narrow the search by putting a comma at the end of the last name followed by the first letter of the first name. For example, **bob,b** (no spaces) for all Barker's that have first names that begin with B. (Capital letters are not required.)



The screenshot shows a window titled "Activity Registration Cancels/Changes Household Selection". It features a search bar with the text "Lookup bob,b". Below the search bar are several buttons for filtering results: Primary Name, Secondary Name, H/H ID Number, Home Phone, Work Phone, Cell Phone, Family Member, Household Email, and Organization Name. At the bottom, there are buttons for Address, Invoice Number, New Household, Print Last Rcpt, and Exit.

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

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



Buttons:

Payment Type	Amount Paid	Reference Line 1	Reference Line 2

Payment Date: 12/02/2016 Payment Method: J

Payment Amount: \$0.00

Payment Reference 2: Payment Reference 1:

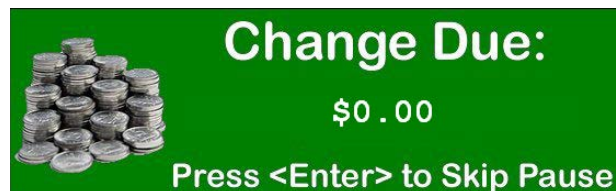
New Amount Due: 0.00 Payment Amount: 0.00 Add All Payments

New Fees: 0.00 Payment Code: S Cash

Payment Balance: 0.00

Payment Update For ==> Bob Barker

- The next screen shows the change due.



- The receipt prints out as follows:

Enrollment Details

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

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

<u>Fee Description</u>	<u>Amount</u>	<u>Count</u>	<u>Discount</u>	<u>Sales Tax</u>	<u>Total Fee</u>
Daily	20.00	1.00	0.00	0.00	20.00

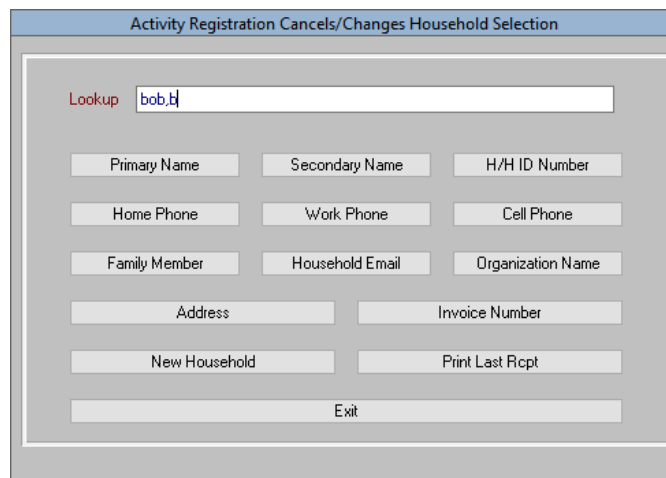
5. Quick Guide to Activity Cancellation

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



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

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

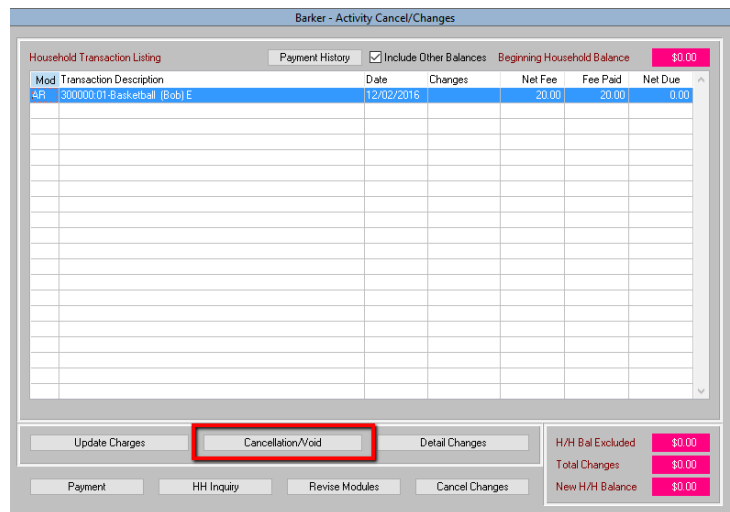


The screenshot shows a web form titled "Activity Registration Cancels/Changes Household Selection". It features a "Lookup" field with the text "bob,b" entered. Below the lookup field are several buttons for filtering search results:

- Primary Name
- Secondary Name
- H/H ID Number
- Home Phone
- Work Phone
- Cell Phone
- Family Member
- Household Email
- Organization Name
- Address
- Invoice Number
- New Household
- Print Last Rcpt
- Exit

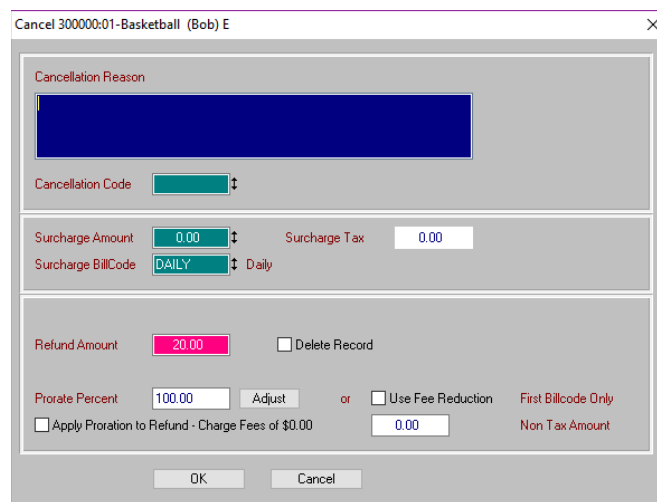
3. Scroll down to the individual's name (for example, Bob Barker) and click **Select**.

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



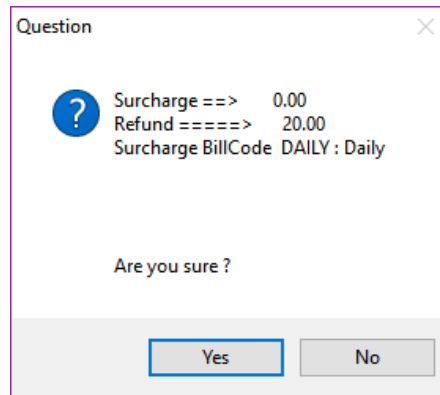
- Type in a reason for the cancellation.
- If a surcharge is to be deducted from the refund, enter that amount in the **Surcharge Amount** field.

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

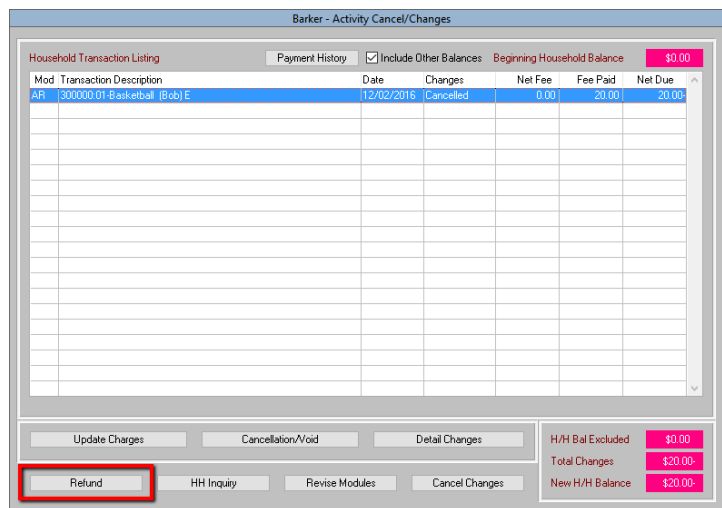


- Click **OK**.

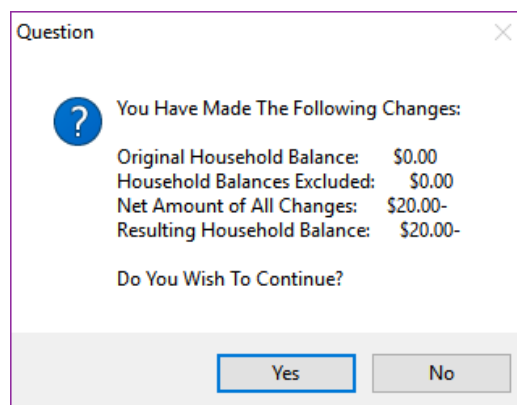
8. A Question box will ask if you want to continue. If the information is correct, click **Yes**.



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



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



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

AR Refund Update For ==> Bob Barker

Cred Balance 0.00 Refund Now

New Refunds 20.00 Pay Code 2

Net Refund 20.00 Refund Amt 20.00

Pay Reference 1

Ref Address Primary Secondary Org Name Free Form

Pay User

Pay Date 12/02/2016

Pay Drawer 1

Split Refund Details

Ref Type	Pay Type	Refund Amt	Reference Line 1

- The next screen shows the change due.





13. The receipt prints out as follows:

Enrollment Details

CANCELLATION - Refund Of 20.00		<u>Fees + Tax</u>	<u>Discount</u>	<u>Prev Paid</u>	<u>Cur Paid</u>	<u>Amount Due</u>
Enrollee Name:	Bob Barker	0.00	0.00	0.00	0.00	0.00
Activity Number:	300000-01 Basketball					
Enrollment Date:	12/02/2016 (Cancelled)					

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

	PREVIOUS NET HOUSEHOLD BALANCE	0.00
Processed on 12/02/16 @ 11:12:39 by ZZZ	FEEES CHANGED ON CANCELLED ITEMS (+)	20.00-
	DISCOUNT APPLIED AGAINST CANCELLED FEES (-)	0.00
	SALES TAX CHARGED ON CANCELLED FEES (+)	0.00
	NET AMOUNT FROM CANCELLED ITEMS	20.00-
	TOTAL AMOUNT REFUNDED	20.00
	NEW NET HOUSEHOLD BALANCE	0.00

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

_____	_____	_____	_____
Authorized Signature	Date	Authorized Signature	Date

6. Quick Guide to Rental Processing

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

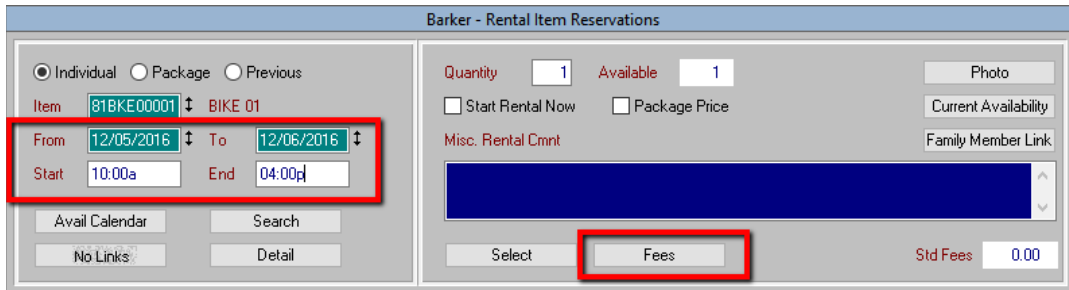


2. Type in the last name of the sponsor and then click **Primary Name** or hit enter on your keyboard to access the household for Activity Registration.

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

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

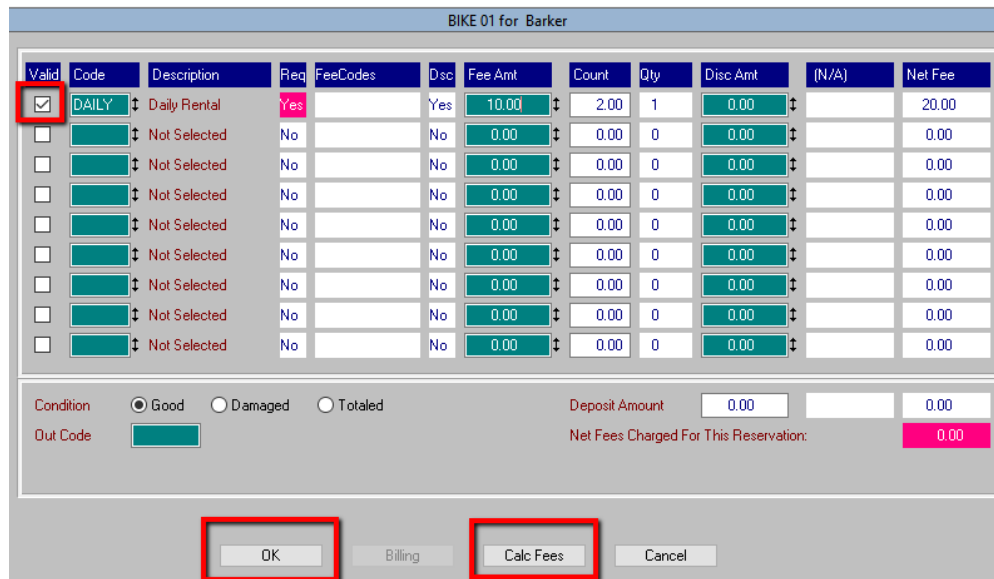
8. Make sure the start and end times are correct and accurately reflect your facilities' turn-in times.
9. Click the **Fees** button.



Barker - Rental Item Reservations

Individual Package Previous
 Item: 81BKE00001 BIKE 01
 From: 12/05/2016 To: 12/06/2016
 Start: 10:00a End: 04:00p
 Quantity: 1 Available: 1
 Start Rental Now Package Price
 Misc. Rental Cmmt:
 Std Fees: 0.00
 Buttons: Avail Calendar, Search, No Links, Detail, Select, **Fees**

10. Click the **Valid** box next to the applicable bill code.
11. Click **Calc Fees**.
12. Click **OK**.

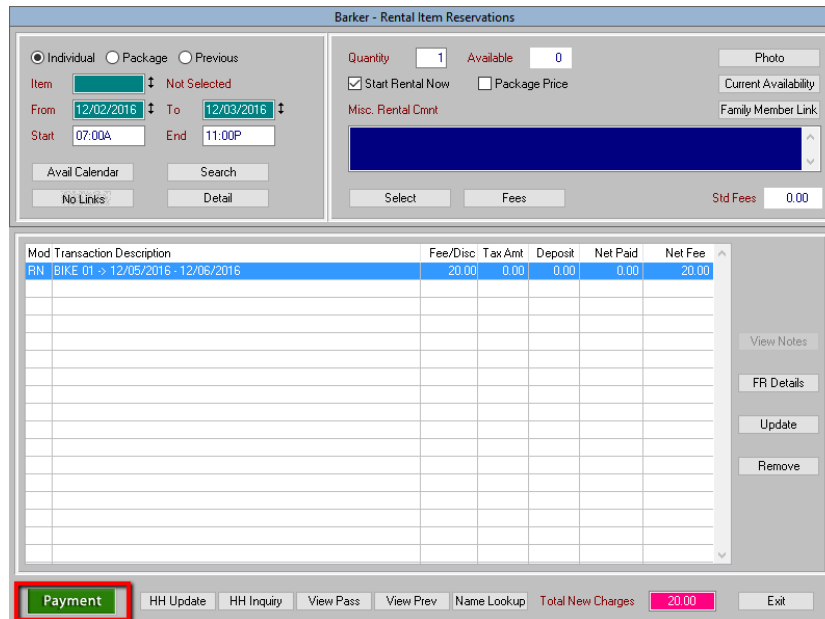


BIKE 01 for Barker

Valid	Code	Description	Req	FeeCodes	Disc	Fee Amt	Count	Qty	Disc Amt	(N/A)	Net Fee
<input checked="" type="checkbox"/>	DAILY	Daily Rental	Yes		Yes	10.00	2.00	1	0.00		20.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00

Condition: Good Damaged Totaled
 Deposit Amount: 0.00
 Out Code:
 Net Fees Charged For This Reservation: 0.00
 Buttons: **OK**, Billing, **Calc Fees**, Cancel

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



Barker - Rental Item Reservations

Individual Package Previous
 Item: Not Selected
 From: 12/02/2016 To: 12/03/2016
 Start: 07:00A End: 11:00P
 Avail Calendar Search
 No Links Detail

Quantity: 1 Available: 0
 Start Rental Now Package Price
 Misc. Rental Cmnt
 Std Fees: 0.00

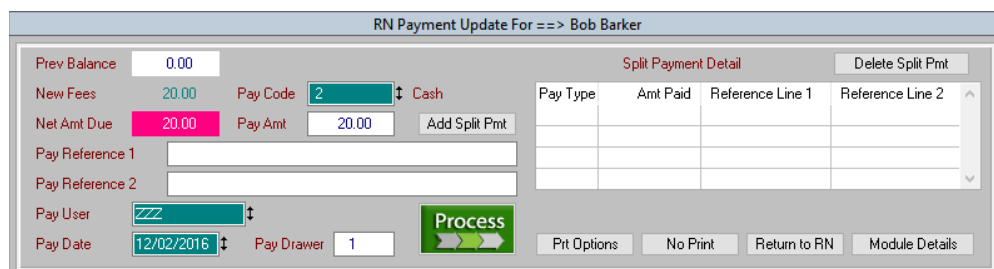
Mod	Transaction Description	Fee/Disc	Tax Amt	Deposit	Net Paid	Net Fee
RN	BIKE 01 -> 12/05/2016 - 12/06/2016	20.00	0.00	0.00	0.00	20.00

View Notes
 FR Details
 Update
 Remove

Payment HH Update HH Inquiry View Pass View Prev Name Lookup Total New Charges: 20.00 Exit

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

15. Click **Process**.



RN Payment Update For ==> Bob Barker

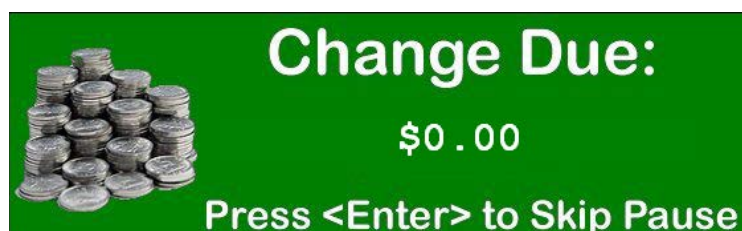
Prev Balance: 0.00
 New Fees: 20.00 Pay Code: 2 Cash
 Net Amt Due: 20.00 Pay Amt: 20.00 Add Split Pmt
 Pay Reference 1
 Pay Reference 2
 Pay User: zzz
 Pay Date: 12/02/2016 Pay Drawer: 1

Split Payment Detail Delete Split Pmt

Pay Type	Amt Paid	Reference Line 1	Reference Line 2

Process Pit Options No Print Return to RN Module Details

16. The next screen shows the change due.





17. The receipt prints out as follows:

Rental Reservation Details							
Rental Item:	BIKE 01 (81BKE00001)		<u>Fees + Tax</u>	<u>Discount</u>	<u>Prev Paid</u>	<u>Cur Paid</u>	<u>Amount Due</u>
Reserv. Number:	188		20.00	0.00	0.00	20.00	0.00
Rental Period:	Mon 12/05/2016 @ 10:00A to Tue 12/06/2016 @ 4:00P						
Rental Days:	2						
Rental Status:	Future	Quantity:	1				
Fee Details:	<u>Fee Description</u>	<u>Amount</u>	<u>Count</u>	<u>Discount</u>	<u>Sales Tax</u>	<u>Total Fee</u>	
	Daily Rental	10.00	2.00	0.00	0.00	20.00	
Special Questions:	How many?: 1						
Processed on 12/02/16 @ 11:37:36 by ZZZ							
	FEEES CHARGED ON NEW LINE ITEMS (+)						20.00
	DISCOUNT APPLIED AGAINST THESE FEES (-)						0.00
	TAX CHARGED ON NEW FEES (+)						0.00
	HH DEPOSIT/VISIT CHARGED						0.00
	NEW AMOUNT DUE						20.00
	PREVIOUS NET HOUSEHOLD BALANCE						0.00
	TOTAL DUE						20.00
	NEW FEES PAID ON THIS RECEIPT (-)						20.00
	NEW DEPOSIT PAID (-)						0.00
	TOTAL PAID						20.00
	NEW NET HOUSEHOLD BALANCE						0.00
Payment of ==>	20.00	Made By ==>	CASH	With Reference ==>			

7. Quick Guide to Rental Change

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



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

Facility/Rental Search Criteria

Reservation Number Include Returned Rental Items

Beginning Date Ending Date

OK Name Lookup Today Exit

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

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

Rentals Cancels/Changes Household Selection

Lookup

Primary Name Secondary Name H/H ID Number

Home Phone Work Phone Cell Phone

Family Member Household Email Organization Name

Address Invoice Number

New Household Print Last Rcpt

Exit

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

81BKE00001 -> 12/05/16 to 12/06/16 (P) for Bob Barker

Valid	Code	Description	Req	FeeCodes	Dsc	Fee Amt	Count	Qty	Disc Amt	(N/A)	Net Fee
<input checked="" type="checkbox"/>	DAILY	Daily Rental	Yes		Yes	10.00	3.00	1	0.00		30.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00
<input type="checkbox"/>		Not Selected	No		No	0.00	0.00	0	0.00		0.00

Condition: Good Damaged Totaled

Out Code:

Deposit Amount: 0.00

Net Fees Charged For This Reservation: 0.00

Buttons: OK, Billing, Calc Fees, Cancel

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

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

Barker - Rental Cancel/Changes

Household Transaction Listing

Payment History Include Other Balances Beginning Household Balance \$0.00

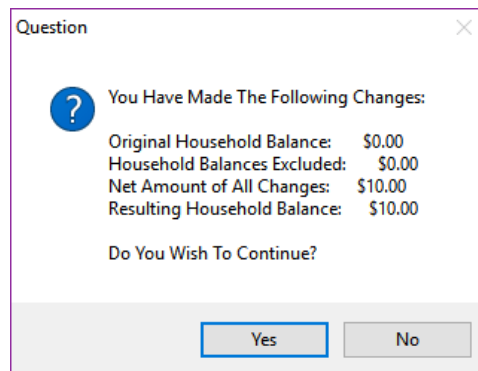
Mod	Transaction Description	Date	Changes	Net Fee	Fee Paid	Net Due
RN	81BKE00001 -> 12/05/16 to 12/07/16 (P)	12/05/2016	Fees Mod	30.00	20.00	10.00

Buttons: Update Charges, Cancellation/Void, Detail Changes, Payment, HH Inquiry, Revise Modules, Cancel Changes

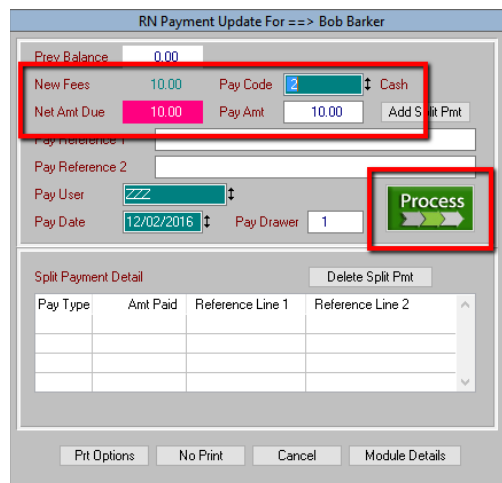
Summary:

- H/H Bal Excluded: \$0.00
- Total Changes: \$10.00
- New H/H Balance: \$10.00

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



11. On the Rental Payment Update Screen choose your **Pay Code** if you are taking a payment
12. Enter in the payment amount.
13. Click **Process**.



14. The next screen shows the change due.





15. The receipt prints out as follows:

Rental Reservation Details

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

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

Special Questions: How many?: 1

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

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

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

8. Quick Guide to Rental Cancellation

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



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

Facility/Rental Search Criteria

Reservation Number Include Returned Rental Items

Beginning Date Ending Date

OK Name Lookup Today Exit

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

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

Rentals Cancels/Changes Household Selection

Lookup

Primary Name Secondary Name H/H ID Number

Home Phone Work Phone Cell Phone

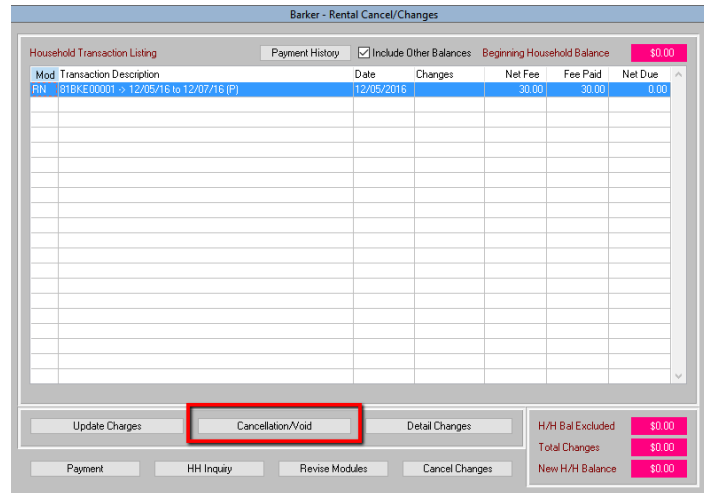
Family Member Household Email Organization Name

Address Invoice Number

New Household Print Last Rcpt

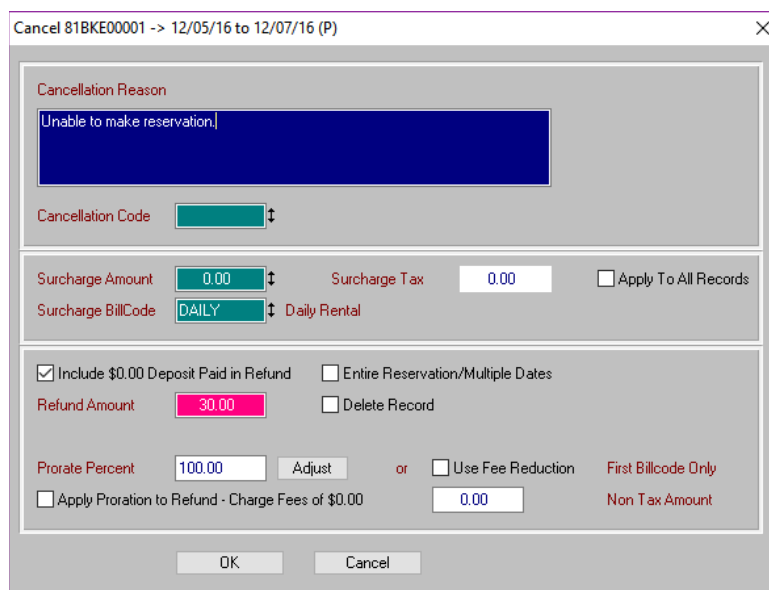
Exit

4. Scroll down to the individual's name (for example, Bob Barker) and click **Select** or **double click** or hit **enter** on your keyboard.
5. Highlight the reservation you wish to cancel and click **Cancellation/Void**.



Mod	Transaction Description	Date	Changes	Net Fee	Fee Paid	Net Due
RM	81BKE00001 -> 12/05/16 to 12/07/16 (P)	12/05/2016		30.00	30.00	0.00

6. Type in a reason for the cancellation. If a surcharge is to be deducted from the refund, enter that amount in the **Surcharge Amount** field.
- Note:** A surcharge is a fee that is charged when a patron is cancelling a reservation.
7. Click **OK**.
 8. Click **Yes** to the message box.



Cancel 81BKE00001 -> 12/05/16 to 12/07/16 (P)

Cancellation Reason
Unable to make reservation

Cancellation Code

Surcharge Amount: 0.00 Surcharge Tax: 0.00 Apply To All Records

Surcharge BillCode: DAILY Daily Rental

Include \$0.00 Deposit Paid in Refund Entire Reservation/Multiple Dates

Refund Amount: 30.00 Delete Record

Prorate Percent: 100.00 Adjust or Use Fee Reduction First Billcode Only

Apply Proration to Refund - Charge Fees of \$0.00 0.00 Non Tax Amount

OK Cancel

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

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

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



12. The next screen shows the change due.



13. The receipt prints out as follows:

Rental Reservation Details

Rental Item:	CANCELLATION - Refund Of 30.00						
Reserv. Number:	BIKE 01 (81BKE00001)		<u>Fees + Tax</u>	<u>Discount</u>	<u>Prev Paid</u>	<u>Cur Paid</u>	<u>Amount Due</u>
Rental Period:	188		0.00	0.00	0.00	0.00	0.00
Rental Days:	Mon 12/05/2016 @ 10:00A to Wed 12/07/2016 @ 4:00P						
Rental Status:	Cancelled	Quantity:	1				
Cancel Reason:	Unable to make reservation.						

	PREVIOUS NET HOUSEHOLD BALANCE	0.00
Processed on 12/02/16 @ 12:06:58 by ZZZ	FEEs CHANGED ON CANCELLED ITEMS (+)	30.00-
	DISCOUNT APPLIED AGAINST CANCELLED FEES (-)	0.00
	SALES TAX CHARGED ON CANCELLED FEES (+)	0.00
	NET AMOUNT FROM CANCELLED ITEMS	30.00-
	TOTAL AMOUNT REFUNDED	30.00
	NEW NET HOUSEHOLD BALANCE	0.00

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

_____	_____	_____	_____
Authorized Signature	Date	Authorized Signature	Date

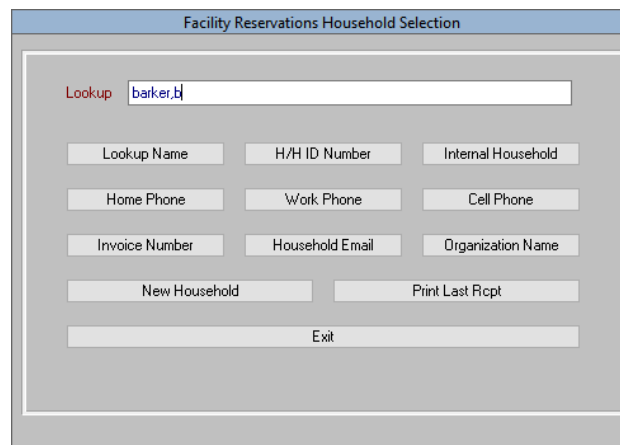
9. Quick Guide to Facility Reservations

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



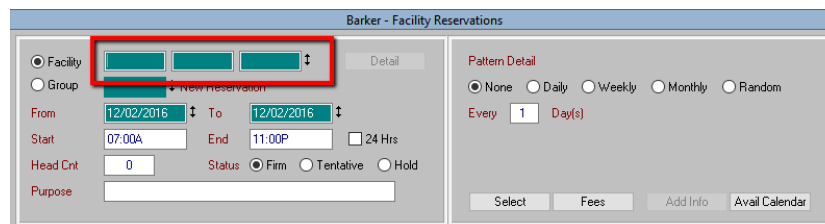
2. Type in the last name of the customer's sponsor and click **Primary Name** or **double click** or hit **enter** on your keyboard to access the household for Rental Cancel/Change.

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



The dialog box titled "Facility Reservations Household Selection" contains a "Lookup" field with the text "barker,b". Below this field are several input fields for: Lookup Name, H/H ID Number, Internal Household, Home Phone, Work Phone, Cell Phone, Invoice Number, Household Email, and Organization Name. At the bottom, there are buttons for "New Household", "Print Last Rcpt", and "Exit".

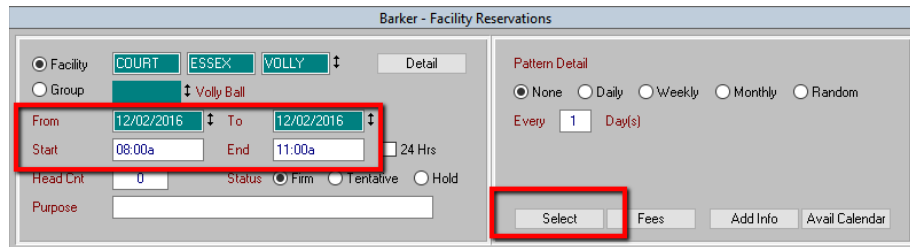
3. Scroll down to the individual's name (for example, Bob Barker) and click **Select**.
4. Right click in the first box of the upper left hand corner or hit **F9** on your keyboard.



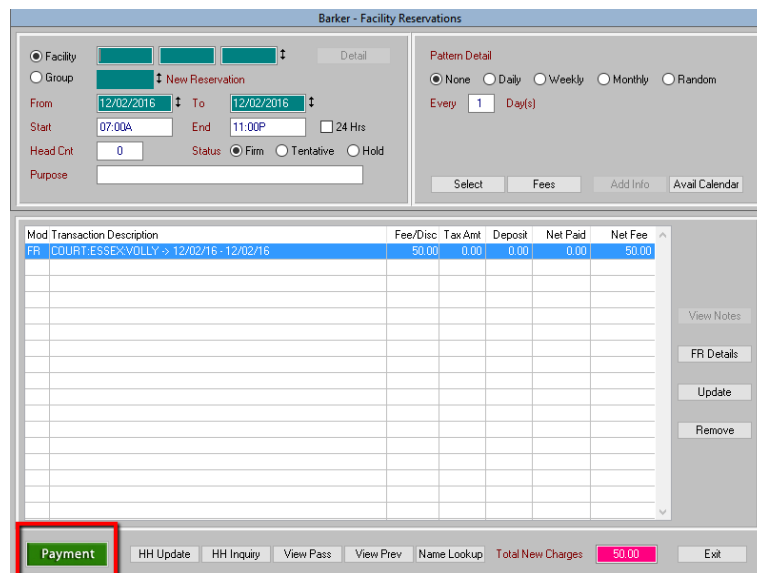
The reservation form titled "Barker - Facility Reservations" shows reservation details. A red box highlights the facility selection area in the top left. The form includes fields for "From" (12/02/2016) and "To" (12/02/2016), "Start" (07:00A), and "End" (11:00P). It also has a "Head Cnt" field set to 0 and a "Status" section with radio buttons for Firm, Tentative, and Hold. On the right, there is a "Pattern Detail" section with radio buttons for None, Daily, Weekly, Monthly, and Random, and an "Every" field set to 1 Day(s). Buttons for "Select", "Fees", "Add Info", and "Avail Calendar" are at the bottom.

5. Select the facility from the Facility Listing

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

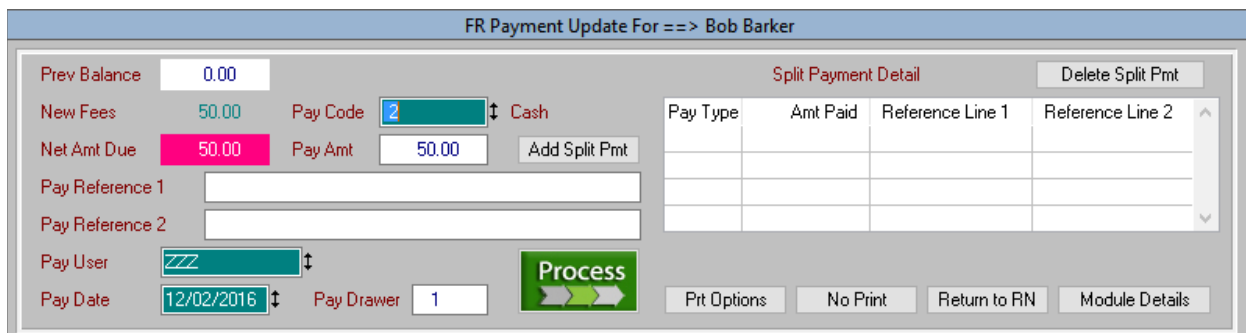


7. Click **Payment**.



Mod	Transaction Description	Fee/Disc	Tax Amt	Deposit	Net Paid	Net Fee
FR	COURT:ESSEX:VOLLY-> 12/02/16 - 12/02/16	50.00	0.00	0.00	0.00	50.00

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





9. The next screen shows the change due.



10. The receipt prints out as follows:

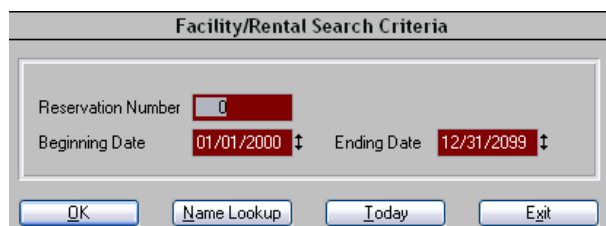
Facility Reservation Details							
Facility:	Essex Parks, Volly Ball						
Reserv. Contact:	Bob Barker, HM: (802)555-5555						
Reserv. Number:	174	Status:	Firm				
<u>Date</u>	<u>Day</u>	<u>Time</u>	<u>Fees + Tax</u>	<u>Discount</u>	<u>Prev Paid</u>	<u>Cur Paid</u>	<u>Amount Due</u>
12/02/2018	Fri	8:00A to 11:00A	50.00	0.00	0.00	50.00	0.00
<u>Fee Details:</u>	<u>Fee Description</u>	<u>Amount</u>	<u>Count</u>	<u>Discount</u>	<u>Sales Tax</u>	<u>Total Fee</u>	
	Facility Rental	50.00	1.00	0.00	0.00	50.00	
Special Questions:	How many?: 1						
<hr/>							
Processed on 12/02/18 @ 12:18:26 by ZZZ	FEEES CHARGED ON NEW LINE ITEMS (+)						50.00
	DISCOUNT APPLIED AGAINST THESE FEES (-)						0.00
	TAX CHARGED ON NEW FEES (+)						0.00
	HH DEPOSIT/VISIT CHARGED						0.00
	NEW AMOUNT DUE						50.00
	PREVIOUS NET HOUSEHOLD BALANCE						0.00
	TOTAL DUE						50.00
	NEW FEES PAID ON THIS RECEIPT (-)						50.00
	NEW DEPOSIT PAID (-)						0.00
	TOTAL PAID						50.00
	NEW NET HOUSEHOLD BALANCE						0.00
<hr/>							
Payment of ==>	50.00	Made By ==>	CASH	With Reference ==>			

10. Quick Guide to Facility Reservation Change

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



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



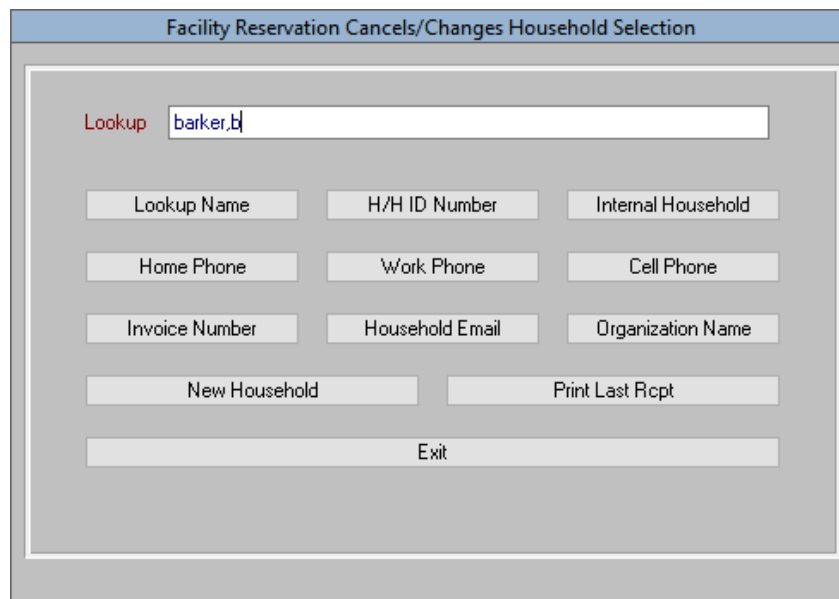
Facility/Rental Search Criteria

Reservation Number

Beginning Date Ending Date

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

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



Facility Reservation Cancels/Changes Household Selection

Lookup

Lookup Name H/H ID Number Internal Household

Home Phone Work Phone Cell Phone

Invoice Number Household Email Organization Name

New Household Print Last Rcpt

Exit

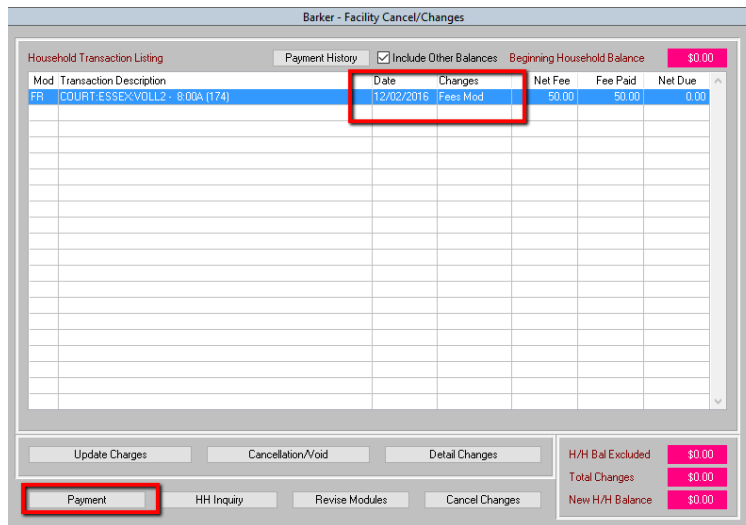
- Scroll down to the individual's name (for example, Bob Barker) and click **Select** or **double click** or hit **enter** on your keyboard.

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

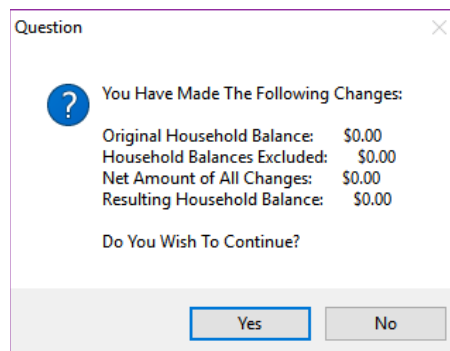
On this screen you can change information, including the facility, dates, and times, and create a rain date. Once you are finished with changes Click **OK**.

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

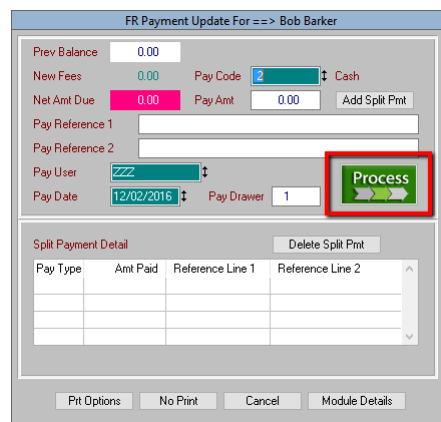
- Note that in the **Changes** column it states **Detail Mod**. This means that the date changed in the previous step has been applied to each line item in the reservation. Click **Payment** (even though no fees were changed).



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



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

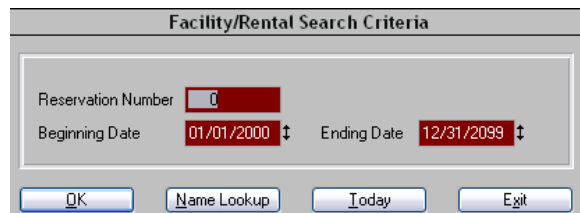


11. Quick Guide to Facility Reservation Cancellation

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



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



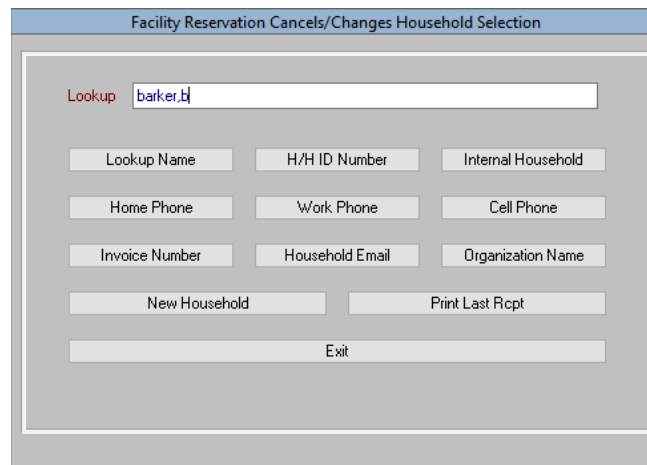
Facility/Rental Search Criteria

Reservation Number

Beginning Date Ending Date

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

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

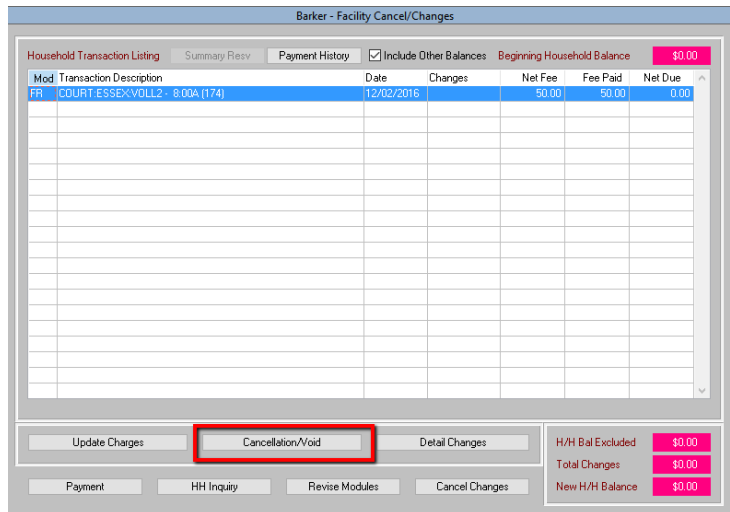


Facility Reservation Cancels/Changes Household Selection

Lookup

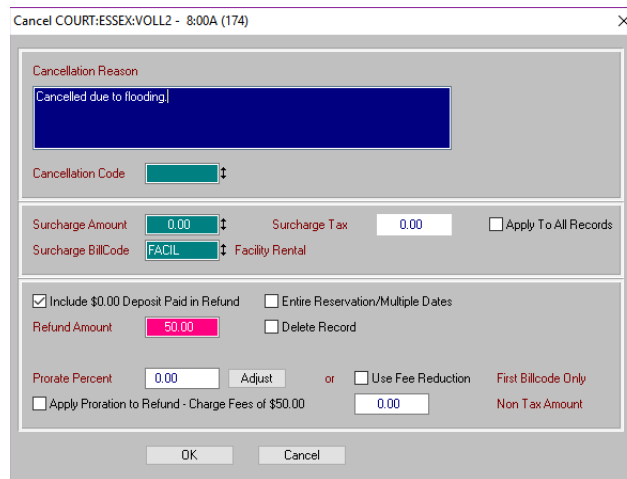
4. Scroll down to the individual's name (for example, Bob Barker) and click **Select**, press Enter, or double-click on their name.

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



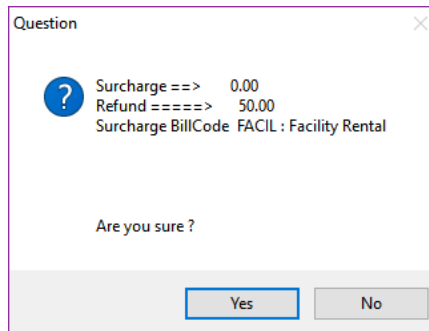
- Type in a reason for the cancellation.
- If a surcharge is to be deducted from the refund, enter that amount in the **Surcharge Amount** field.

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



- Click **OK**.

9. Click **Yes**.



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

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

Barker - Facility Cancel/Changes

Household Transaction Listing Payment History Include Other Balances Beginning Household Balance \$0.00

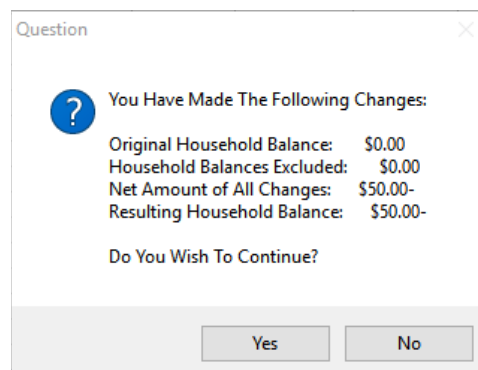
Mod	Transaction Description	Date	Changes	Net Fee	Fee Paid	Net Due
FR	COURT,ESSEX,VOLLC2 - 8:00A (174)	12/02/2016	Cancelled	0.00	50.00	50.00

Update Charges Cancellation/Void Detail Changes

Refund HH Inquiry Revise Modules Cancel Changes

H/H Bal Excluded \$0.00
 Total Changes \$50.00-
 New H/H Balance \$50.00-

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



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

FR Refund Update For ==> Bob Barker

Cred Balance 0.00 **Refund Now** Pay History

New Refunds 50.00 Pay Code Cash

Net Refund 50.00 Refund Amt 50.00 Add Split Rfnd

Pay Reference 1

Ref Address Primary Secondary Org Name Facility

Pay User ZZZ

Pay Date 12/02/2016 Pay Drawer 1

Process

Split Refund Details Delete Split Rfnd

Ref Type	Pay Type	Refund Amt	Reference Line 1

Prt Options No Print Cancel Module Details

13. The next screen shows the change due.



14. The receipt prints out as follows:

Facility Reservation Details

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

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

Cancel Reason: Cancelled due to flooding.

Processed on 12/02/16 @ 14:31:41 by ZZZ	PREVIOUS NET HOUSEHOLD BALANCE	0.00
	FEEs CHANGED ON CANCELLED ITEMS (+)	50.00-
	DISCOUNT APPLIED AGAINST CANCELLED FEES (-)	0.00
	SALES TAX CHARGED ON CANCELLED FEES (+)	0.00
	NET AMOUNT FROM CANCELLED ITEMS	50.00-
	TOTAL AMOUNT REFUNDED	50.00
	NEW NET HOUSEHOLD BALANCE	0.00

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

Authorized Signature _____ Date _____ Authorized Signature _____ Date _____

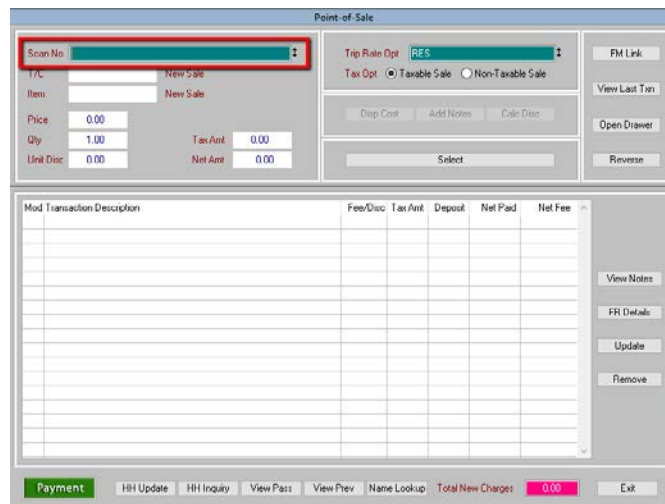
12. Quick Guide for POS

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



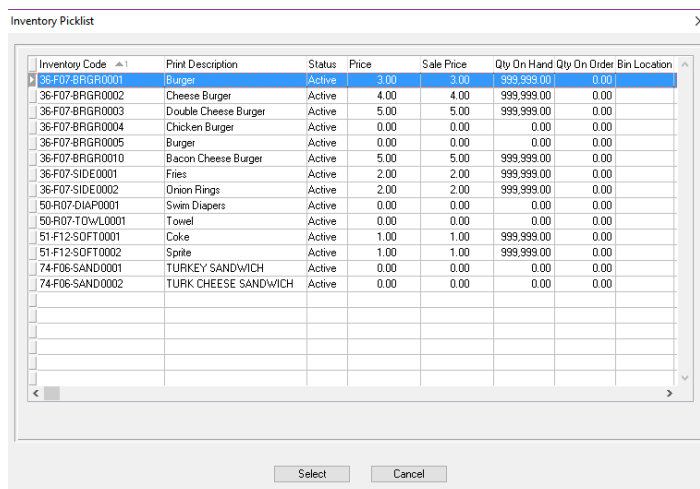
2. In the **Scan No** field right click or press F9 to pull up the inventory listing.

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



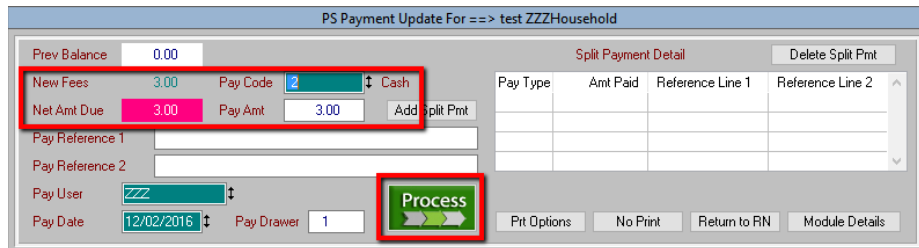
The screenshot shows the 'Point-of-Sale' window. The 'Scan No' field is highlighted with a red box. Below it, there are fields for 'T/C', 'Item', 'Price', 'Qty', 'Unit Disc', 'Tax Amt', and 'Net Amt'. On the right side, there are buttons for 'FM Link', 'View Last Trn', 'Open Drawer', and 'Reverse'. At the bottom, there is a 'Payment' button and a 'Total New Charges' field showing '0.00'.

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



Inventory Code	Print Description	Status	Price	Sale Price	Qty On Hand	Qty On Order	Bin Location
36-F07-BRGR0001	Burger	Active	3.00	3.00	999,999.00	0.00	
36-F07-BRGR0002	Cheese Burger	Active	4.00	4.00	999,999.00	0.00	
36-F07-BRGR0003	Double Cheese Burger	Active	5.00	5.00	999,999.00	0.00	
36-F07-BRGR0004	Chicken Burger	Active	0.00	0.00	0.00	0.00	
36-F07-BRGR0005	Burger	Active	0.00	0.00	0.00	0.00	
36-F07-BRGR0010	Bacon Cheese Burger	Active	5.00	5.00	999,999.00	0.00	
36-F07-SIDE0001	Fries	Active	2.00	2.00	999,999.00	0.00	
36-F07-SIDE0002	Onion Rings	Active	2.00	2.00	999,999.00	0.00	
50-R07-DIAP0001	Swim Diapers	Active	0.00	0.00	0.00	0.00	
50-R07-TOWL0001	Towel	Active	0.00	0.00	0.00	0.00	
51-F12-SOFT0001	Coke	Active	1.00	1.00	999,999.00	0.00	
51-F12-SOFT0002	Sprite	Active	1.00	1.00	999,999.00	0.00	
74-F06-SAND0001	TURKEY SANDWICH	Active	0.00	0.00	0.00	0.00	
74-F06-SAND0002	TURK CHEESE SANDWICH	Active	0.00	0.00	0.00	0.00	

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



PS Payment Update For ==> test ZZZHousehold

Prev Balance 0.00

New Fees 3.00 Pay Code 2 Cash

Net Amt Due 3.00 Pay Amt 3.00 Add Split Pmt

Pay Reference 1

Pay Reference 2

Pay User ZZZ

Pay Date 12/02/2016 Pay Drawer 1

Process

Split Payment Detail

Pay Type	Amt Paid	Reference Line 1	Reference Line 2

Delete Split Pmt

Prt Options No Print Return to RN Module Details

10. The next screen shows the change due.



11. The receipt prints out as follows:

```

Essex Parks                               Clerk: ZZZ
Essex Junction, VT 05452

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

Daily Sale

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

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

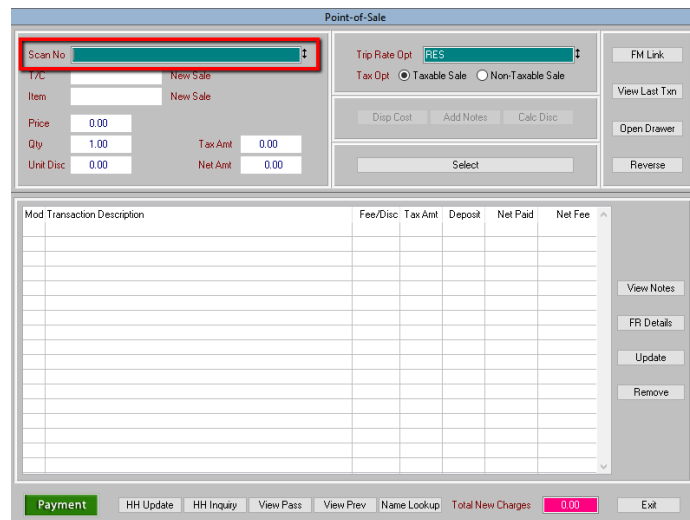
                               Tot Paid:    3.00
  
```


13. Quick Guide for POS Refund

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

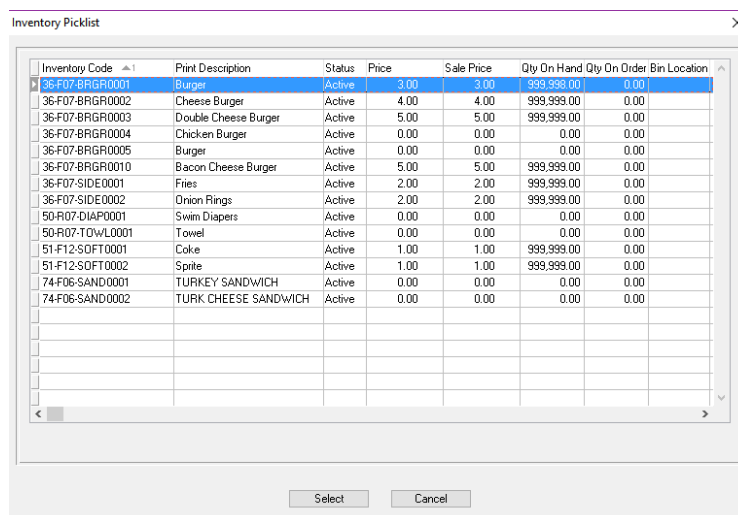


2. In the **Scan No** field right click or press F9 to pull up the inventory listing.



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

4. Click **Select**.



Inventory Code	Print Description	Status	Price	Sale Price	Qty On Hand	Qty On Order	Bin Location
36-F07-BRGR0001	Burger	Active	3.00	3.00	999,999.00	0.00	
36-F07-BRGR0002	Cheese Burger	Active	4.00	4.00	999,999.00	0.00	
36-F07-BRGR0003	Double Cheese Burger	Active	5.00	5.00	999,999.00	0.00	
36-F07-BRGR0004	Chicken Burger	Active	0.00	0.00	0.00	0.00	
36-F07-BRGR0005	Burger	Active	0.00	0.00	0.00	0.00	
36-F07-BRGR0010	Bacon Cheese Burger	Active	5.00	5.00	999,999.00	0.00	
36-F07-SIDE0001	Fries	Active	2.00	2.00	999,999.00	0.00	
36-F07-SIDE0002	Onion Rings	Active	2.00	2.00	999,999.00	0.00	
50-R07-DIAP0001	Swim Diapers	Active	0.00	0.00	0.00	0.00	
50-R07-TOWL0001	Towel	Active	0.00	0.00	0.00	0.00	
51-F12-SOFT0001	Coke	Active	1.00	1.00	999,999.00	0.00	
51-F12-SOFT0002	Sprite	Active	1.00	1.00	999,999.00	0.00	
74-F06-SAND0001	TURKEY SANDWICH	Active	0.00	0.00	0.00	0.00	
74-F06-SAND0002	TURK CHEESE SANDWICH	Active	0.00	0.00	0.00	0.00	



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

PS Refund Update For ==> test ZZZHousehold

Cred Balance	0.00	Refund Now	Split Refund Details	Delete Split Rfnd
New Refunds	3.00	Pay Code 2 Cash	Ref Type	Pay Type
Net Refund	3.00	Refund Amt 3.00	Refund Amt	Reference Line 1
Pay Reference 1		Add Split Rfnd		
Ref Address	Primary Secondary Org Name Free Form			
Pay User	ZZZ	Process		Payment History
Pay Date	12/02/2016	Pay Drawer 1	Prt Options	No Print Return to PS Module Details

9. The receipt prints out as follows:

Essex Parks Clerk: ZZZ
 Essex Junction, VT 05452

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

Daily Sale

Description	Ext Price
ITEM: 36-F07-BRGR0001 Burger	3.00-
Rcpt# 2546 Sub-Total:	3.00-
Sales Tax:	0.00
Total Due:	3.00-
Tot Refund:	3.00

Clerk: Security Administrator-GUI

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

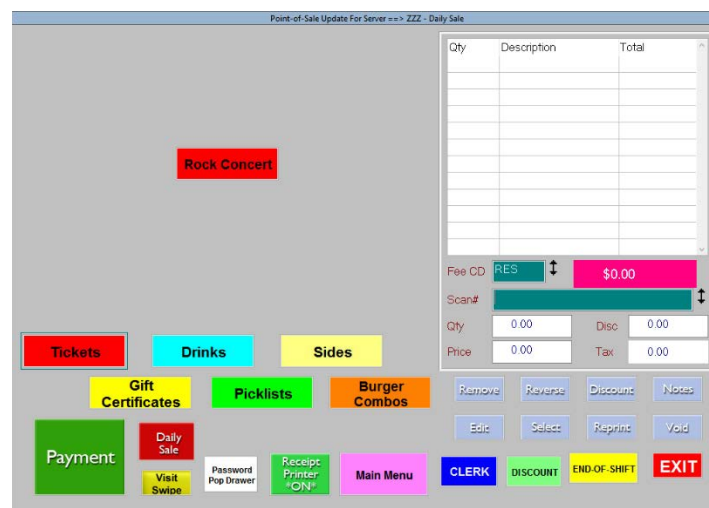
14. Quick Guide for Ticket Sales in Touch Screen Processing

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



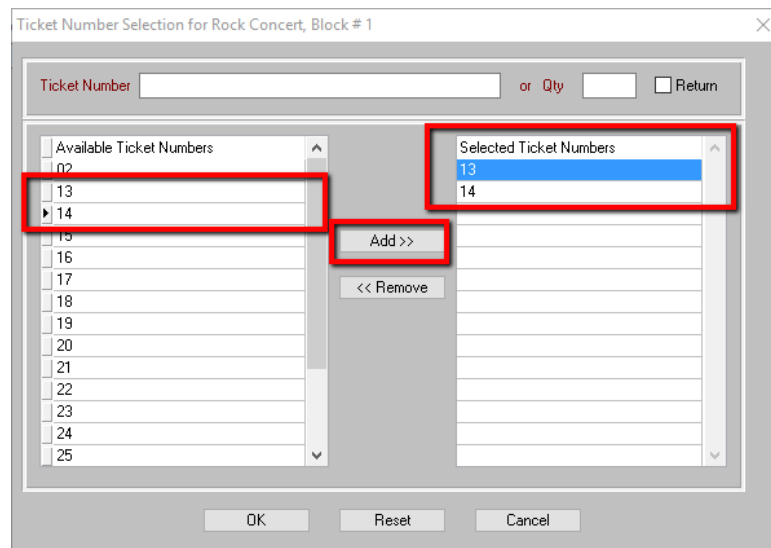
2. Enter your clerk ID and password. Touch **OK**.

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

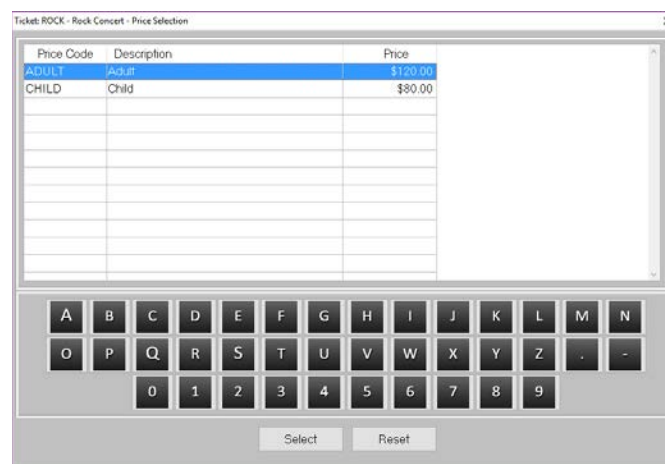


4. **Ticket Number Selection** screen displays.
5. Highlight the ticket serial number(s) from the left hand column and touch the **Add** button.
6. Repeat as necessary and touch **OK**.

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

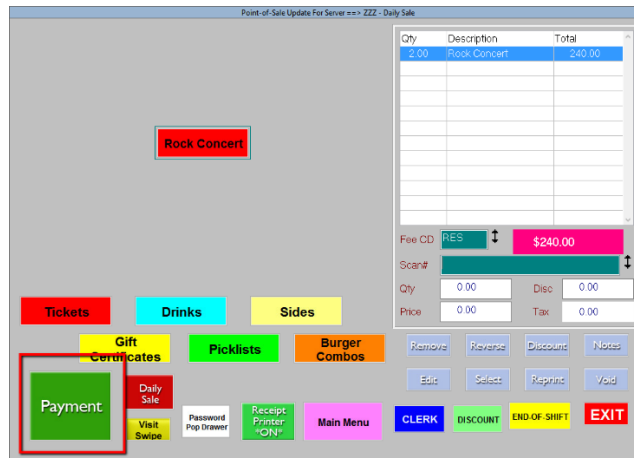


7. Touch **OK** to add the tickets to the item listing.
8. Choose the Price Code you want to charge and click **Select** when finished.

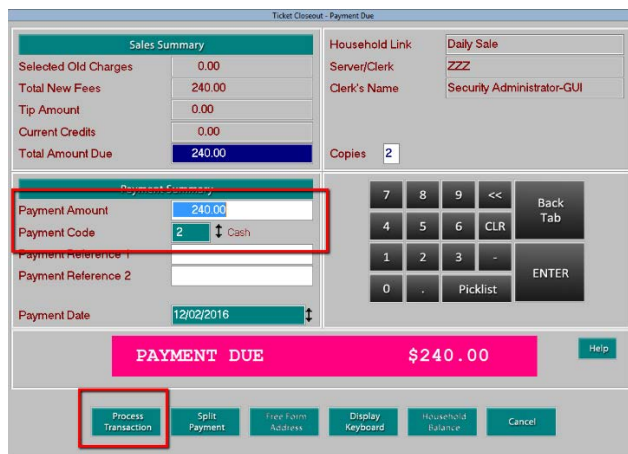


Note: A **Price Code** is a description used to identify the price you are charging. **Price Codes** allow you to link more than one price to a Transaction Code, Inventory Item, or Ticket.

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



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



11. A receipt prints out as follows:

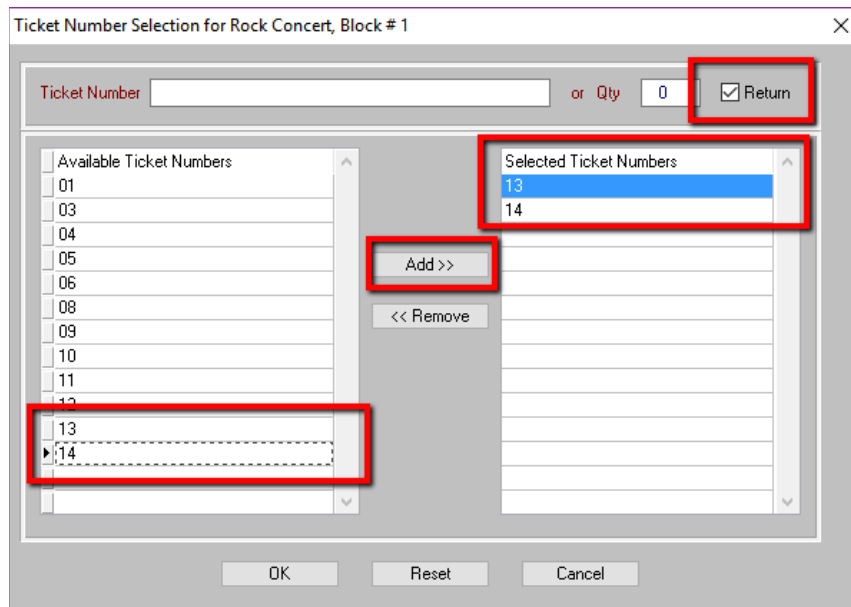
```

Essex Parks                               Clerk: ZZZ
Essex Junction, VT 05452
Date: 12/02/2016                          Time: 15:29:48
Daily Sale
Description                               Ext Price
-----
TKT: ROCK                                240.00
Rock Concert
  2 @ $120.00 (Adult)
Ticket Numbers:
  13,14
Rcpt# 2547 Sub-Total: 240.00
Sales Tax: 0.00
Total Due: 240.00
Tot Paid: 240.00

Clerk: Security Administrator-GUI
CASH Payment of: 240.00
Hours of operation are 6-8.
Visit us on the Web at:
www.your-org-name.com
BH
Rcpt# 2547
  
```

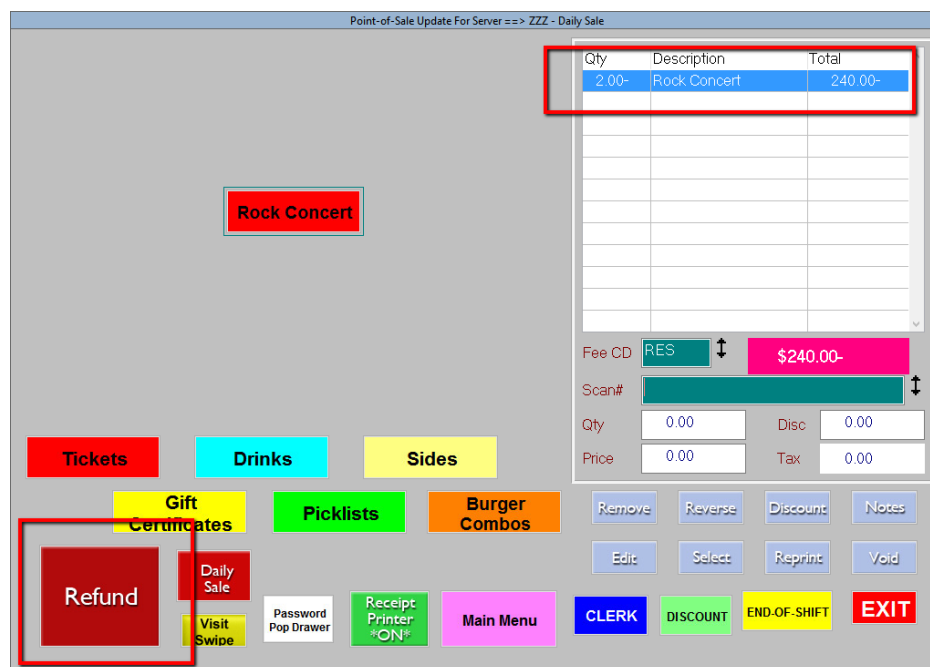

7. Repeat as necessary and touch **OK**.

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



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

8. Touch the **Refund** button.





9. Select your Refund Code.

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

10. A receipt prints out as follows:

```

Essex Parks                               Clerk: ZZZ
Essex Junction, VT 05452

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

Daily Sale

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

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

Tot Refund:    240.00

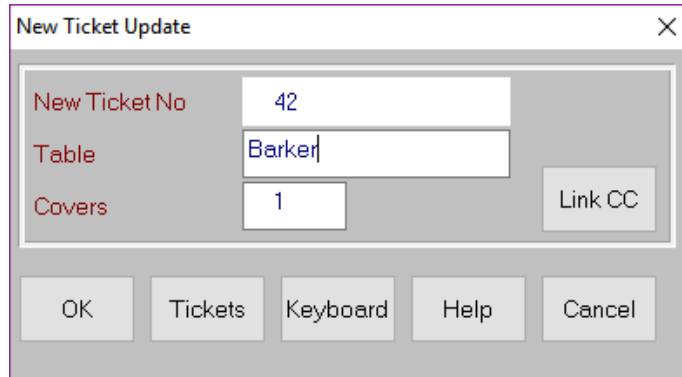
Clerk: Security Administrator-GUI

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

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

Authorized Signature                          Date
  
```


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



New Ticket Update

New Ticket No: 42

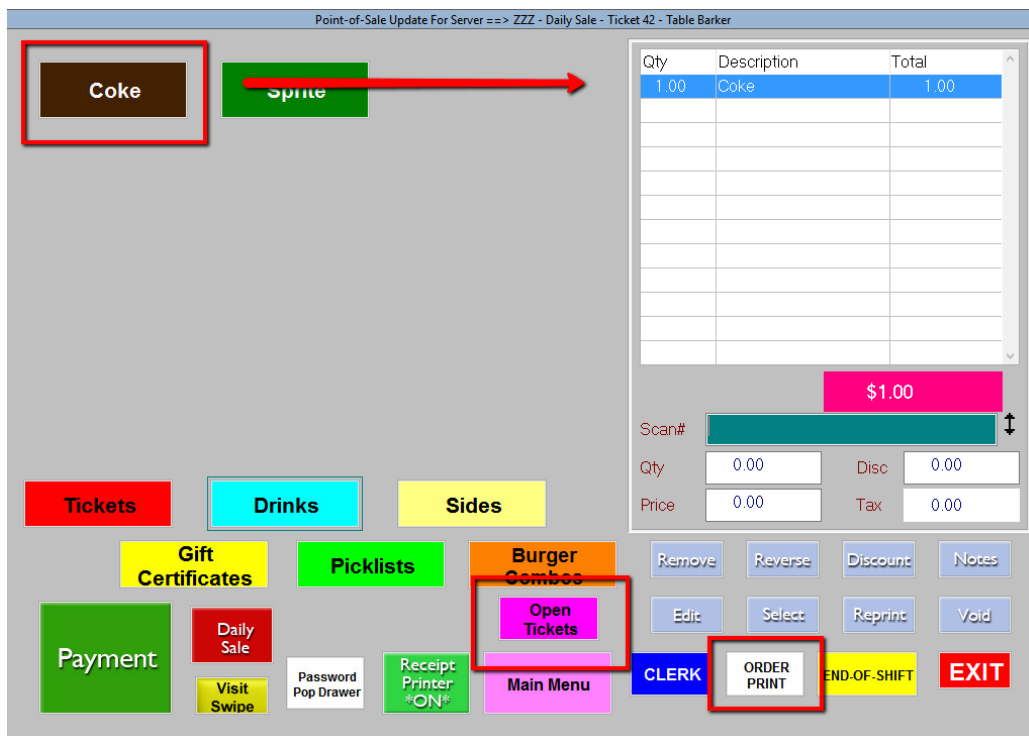
Table: Barker

Covers: 1

Link CC

OK Tickets Keyboard Help Cancel

- Touch the buttons of the items you are selling to place them in the shopping cart.
- Touch the **Order Print** button to print the order on a duplicate kitchen printer, if needed (typically for food orders).
- Touch the **Tickets** button to return to the **Open Ticket Listing** screen to process a new tab for another customer.



Point-of-Sale Update For Server ==> ZZZ - Daily Sale - Ticket 42 - Table Barker

Qty	Description	Total
1.00	Coke	1.00

\$1.00

Scan#

Qty: 0.00 Disc: 0.00

Price: 0.00 Tax: 0.00

Remove Reverse Discount Notes

Edit Select Reprint Void

CLERK ORDER PRINT END-OF-SHIFT EXIT

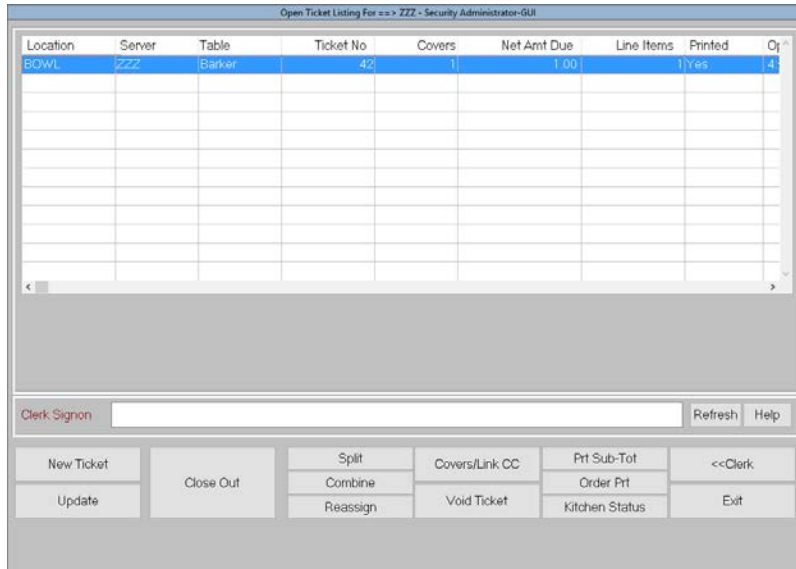
Tickets Drinks Sides

Gift Certificates Picklists Burger Combos

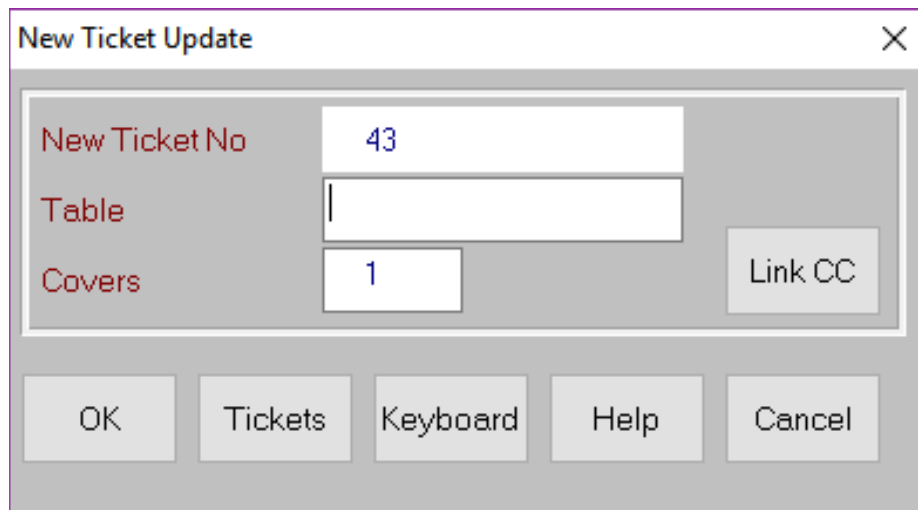
Payment Daily Sale Visit Swipe Password Pop Drawer Receipt Printer *ON*

Open Tickets Main Menu

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

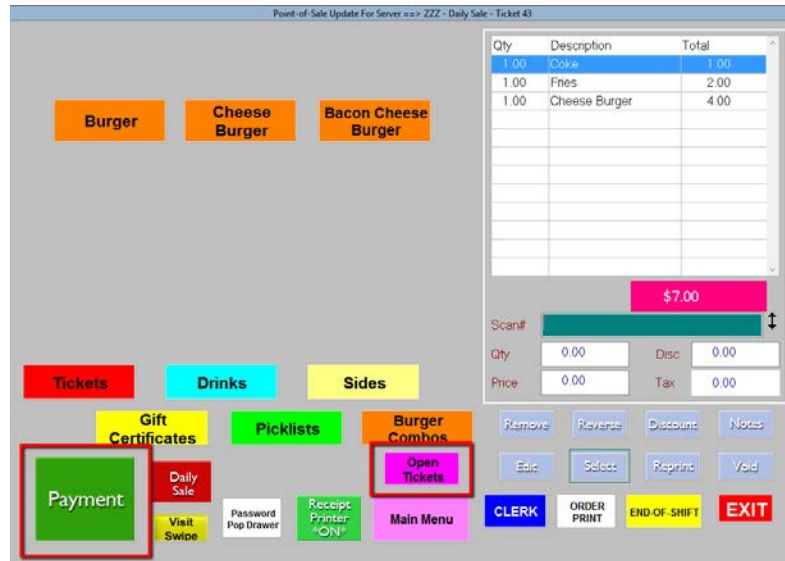


9. If a customer does not want to start a tab but would rather pay per transaction, leave the **Table Number** field blank and touch **OK**.

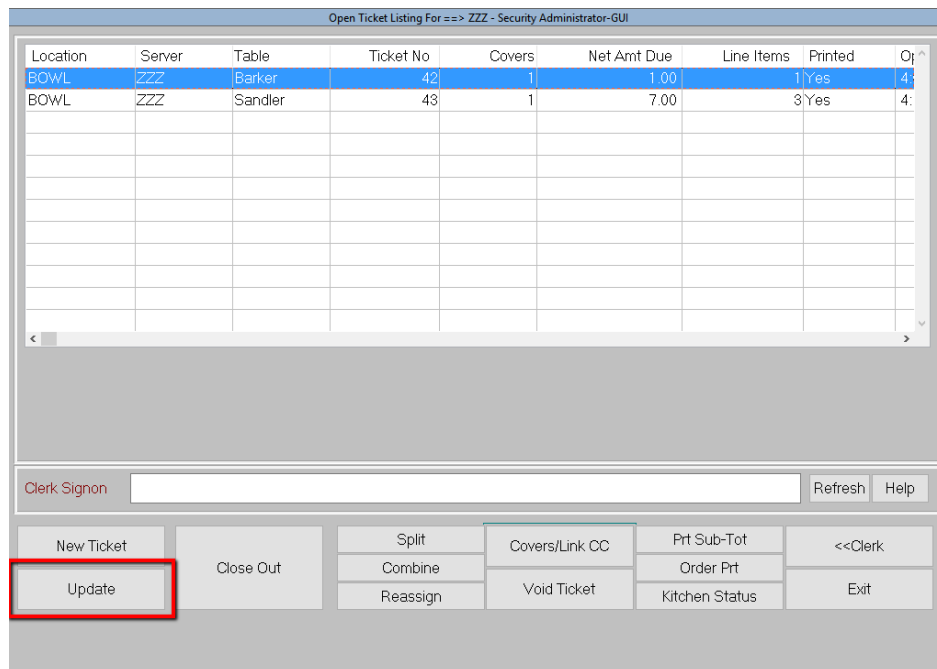


10. Add the sale items to the shopping cart.

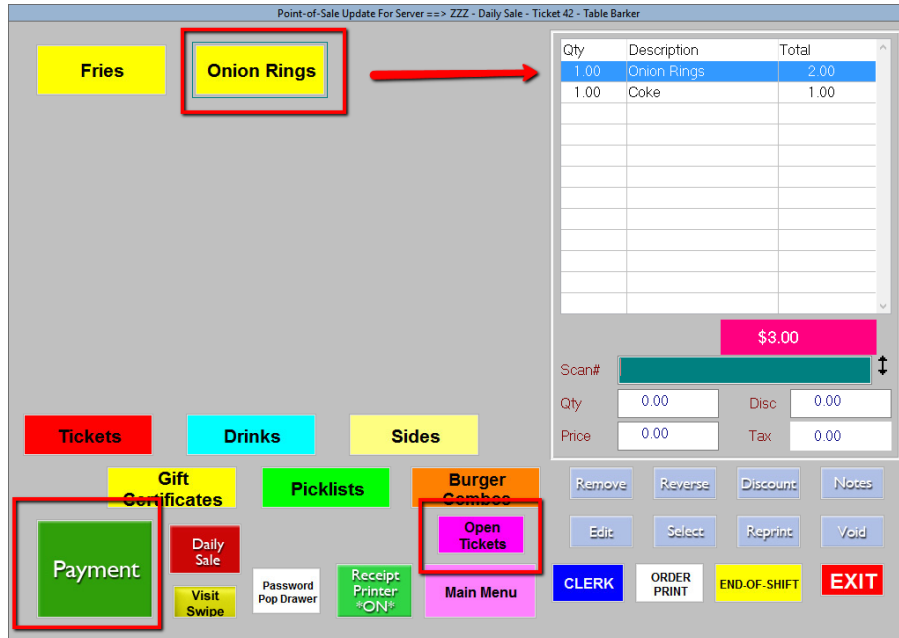
11. From here you can touch the **payment keys** to complete the sale, touch the **Payment** button to proceed to the payment screen, or choose the **Tickets** button to move back to the **Ticket** listing screen.



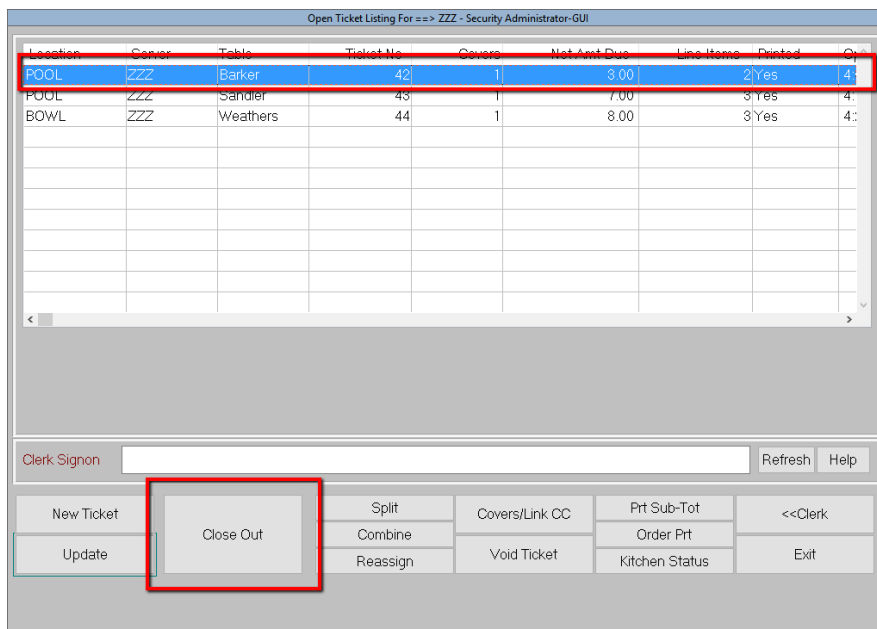
12. If a customer would like to add more items to his/her tab, highlight the open ticket for that customer and touch the **Update** button.



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



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



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

Ticket Closeout - Payment Due

Sales Summary	
Selected Old Charges	0.00
Total New Fees	3.00
Tip Amount	0.00
Current Credits	0.00
Total Amount Due	3.00

Household Link	Daily Sale
Server/Clerk	ZZZ
Clerk's Name	Security Administrator-GUI
Ticket Number	42
Table	Barker
Copies	2

Payment Summary	
Payment Amount	3.00
Payment Code	2 Cash
Payment Reference 1	
Payment Reference 2	
Payment Date	12/02/2016

7	8	9	<<	Back Tab
4	5	6	CLR	
1	2	3	-	ENTER
0	.	Picklist		

PAYMENT DUE \$3.00 [Help](#)

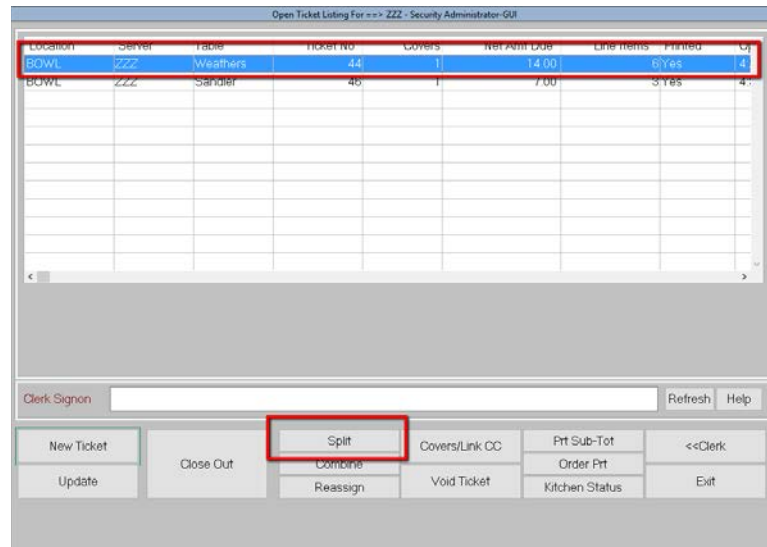
[Process Transaction](#)
[Split Payment](#)
[Free Form Address](#)
[Display Keyboard](#)
[Household Balance](#)
[Cancel](#)

17. How to Split an Open Ticket

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

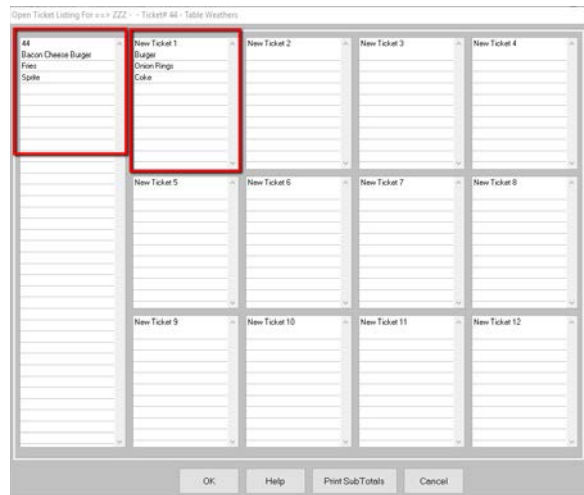
Note: Splitting a ticket is done if a table with multiple customers wants separate checks versus one check for the whole table.

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

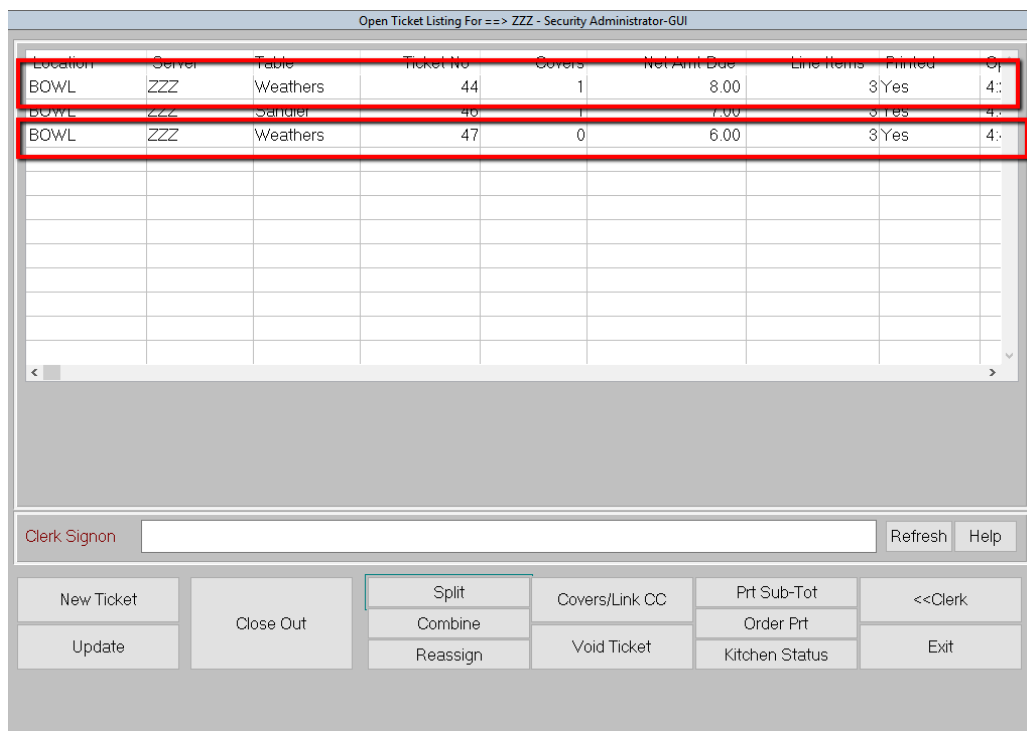


- In the Ticket Number details screen click on the items you want to split out and then click on any of the new tickets.

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



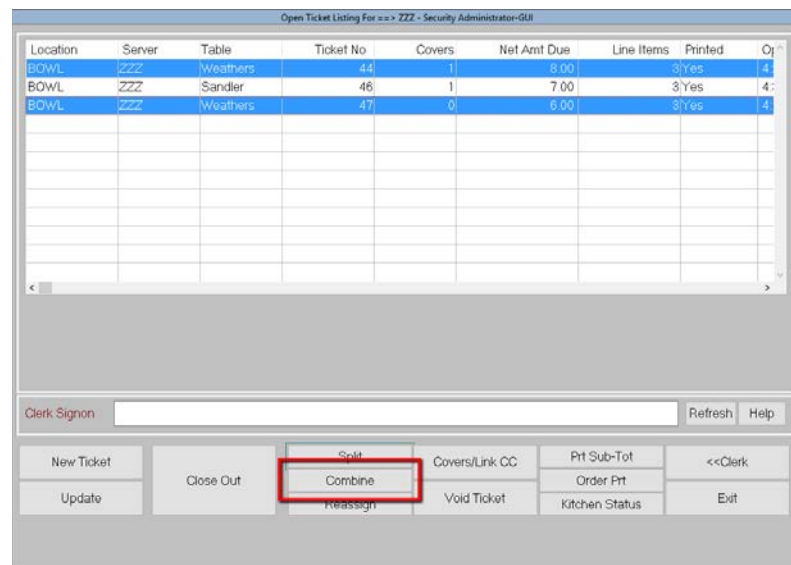
- Click on **OK**.
- You will now be able to view the new ticket along with the other open tickets on the **Open Ticket Listing** screen



18. How to Combine Touch Screen Open Tickets

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

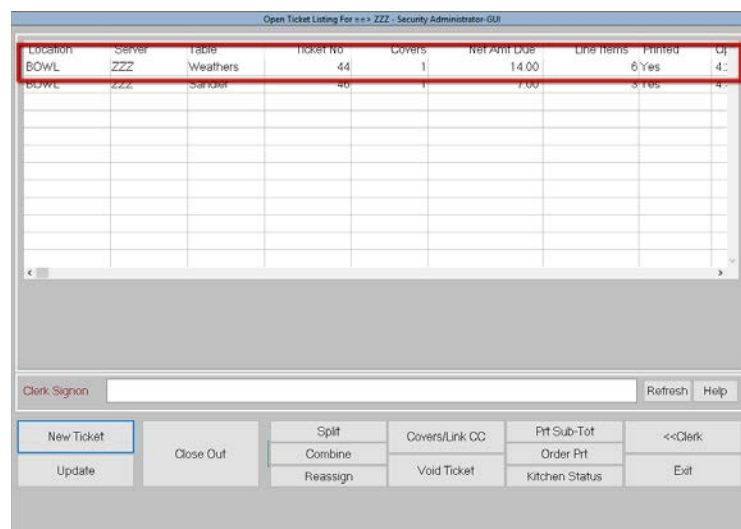
Note: Highlight multiple tickets by holding down the **CTRL** button on your keyboard and clicking on the tickets you want to combine.



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

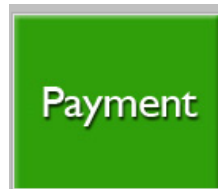
Note: The first ticket highlighted will become the **Table Name** and **Ticket No** of the combined ticket.

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

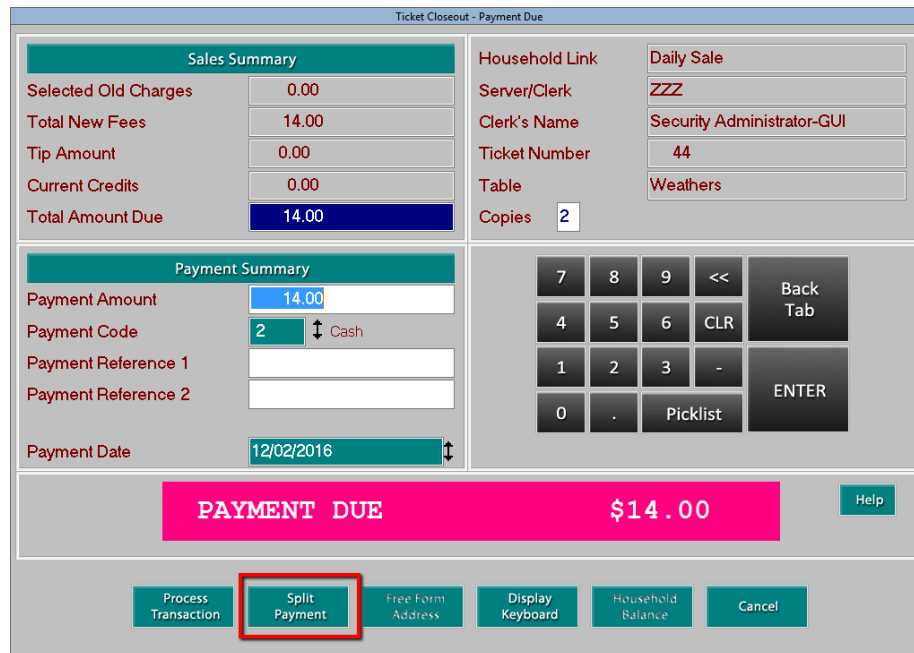


19. How to do a Split Payment

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



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



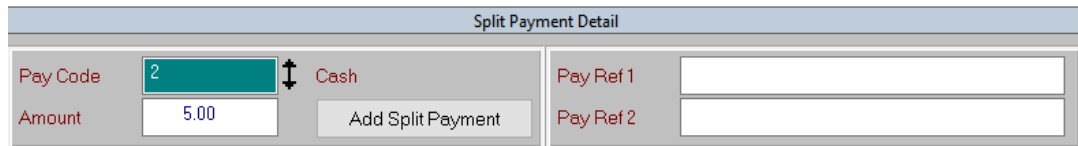
Sales Summary	
Selected Old Charges	0.00
Total New Fees	14.00
Tip Amount	0.00
Current Credits	0.00
Total Amount Due	14.00

Payment Summary	
Payment Amount	14.00
Payment Code	2 ↑ Cash
Payment Reference 1	
Payment Reference 2	
Payment Date	12/02/2016

PAYMENT DUE \$14.00

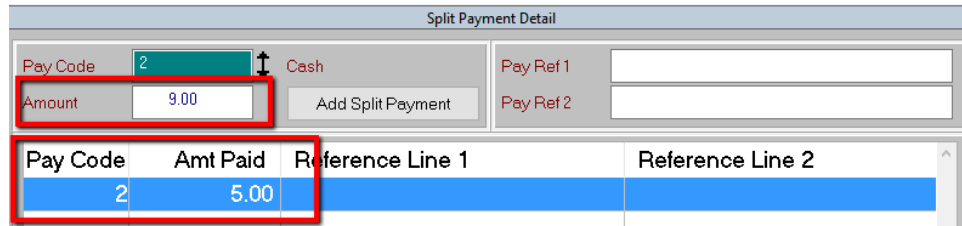
Buttons: Process Transaction, **Split Payment**, Free Form Address, Display Keyboard, Household Balance, Cancel

3. Select the first Payment code at the top of the screen and enter in the amount being paid by that Payment code.
4. Click **Add Split Payment** to add the 1st payment.



Split Payment Detail	
Pay Code	2 ↑ Cash
Amount	5.00
Add Split Payment	
Pay Ref 1	
Pay Ref 2	

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

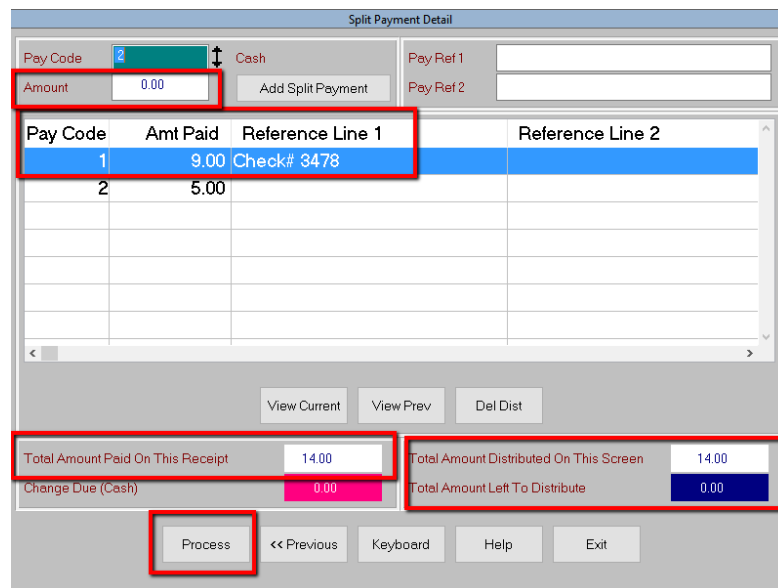


Split Payment Detail

Pay Code: 2 Cash
 Amount: 9.00
 Add Split Payment

Pay Code	Amt Paid	Reference Line 1	Reference Line 2
2	5.00		

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



Split Payment Detail

Pay Code: 2 Cash
 Amount: 0.00
 Add Split Payment

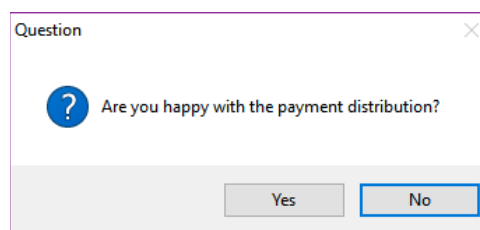
Pay Code	Amt Paid	Reference Line 1	Reference Line 2
1	9.00	Check# 3478	
2	5.00		

View Current View Prev Del Dist

Total Amount Paid On This Receipt: 14.00
 Change Due (Cash): 0.00
 Total Amount Distributed On This Screen: 14.00
 Total Amount Left To Distribute: 0.00

Process << Previous Keyboard Help Exit

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



Question

Are you happy with the payment distribution?

Yes No

- To continue with the Splits you have made choose **Yes**. If you need to make changes choose **No**.
- The next screen shows the change due.



RecTrac



Change Due:
\$0.00
Press <Enter> to Skip Pause

10. A receipt prints out as follows:

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

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

Tckt: 44 Table: Weathers

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

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

                Tot Paid:            14.00

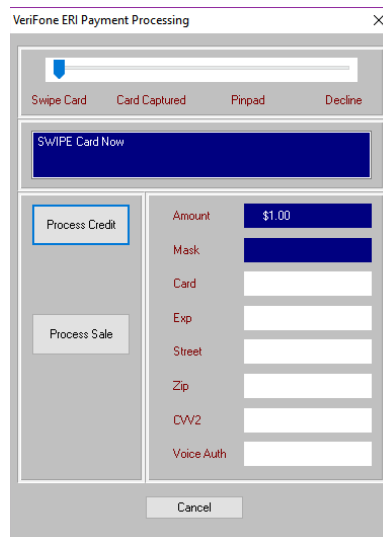
Clerk: Security Administrator-GUI

CHECK Payment of:                   9.00
Ref: Check# 3478

CASH Payment of:                     5.00
```

20. Processing a Credit or Debit Card on the MX830

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



VeriFone ERI Payment Processing

Swipe Card Card Captured Pinpad Decline

SWIPE Card Now

Process Credit

Process Sale

Amount \$1.00

Mask

Card

Exp

Street

Zip

CVV2

Voice Auth

Cancel

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

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

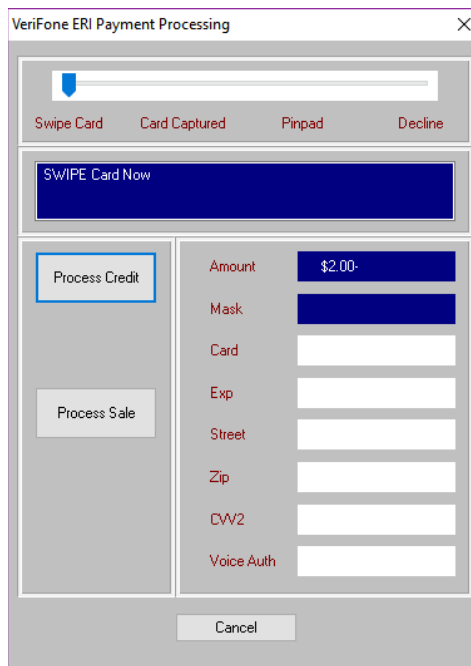
Note: The MX-830 prompts the customer to sign the signature line on the MX-830 and hit **enter**.
9. If the customer does not sign the MX830 within 30 seconds RecTrac will automatically print a manual authorization receipt Ask the customer to sign authorization receipt.
10. Place a copy of the authorization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

21. Processing a Credit or Debit Card Refund

1. Process a refund as normal.

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

2. At the payment screen, select the Payment code that represents the **Credit Card or Debit Card** you are refunding.
3. Select **Process**.
4. The **Credit Card -> Credit** screen displays. Ask the customer to swipe his or her card that is being used to make the purchase.



5. The customer is given a choice on the PIN Pad to process the refund as a **Credit Card** or a **Debit Card**.
6. If the customer selects **credit**, the reversal is completed.
7. If the customer selects **debit**, he or she is prompted to input his or her PIN number and press **Enter**. The clerk is prompted with the following.
8. When the patron presses **enter** this the reversal is completed.



22. Refund to Credit Card with no Customer present

1. Process a refund as normal.

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

2. At the payment screen, select the Payment code that represents **Credit Card Manual Processing**. The standard is pay code 7, but could be 80 or 81.
3. Select **Process**.
4. The **Credit Card -> Credit** screen displays.
5. On the MX830, enter the 16 digit credit card number and hit the green enter button.



6. Next, enter the expiration date in the format 01/12 and hit the green enter button.
7. The sale should now process.

23. Processing Credit Card Tips

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



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

Rcpt #	Server	CCMask	Sale Amt	Tip Amt	CashDrv
36120	7957		6.40	0.00	
37120	1111		3.45	0.00	
38120	1111		4.95	0.00	

- Double click on the receipt to add the **Tip Amount**.
- Choose **ok** to add the tip.

Rcpt #	Server	CCMask	Sale Amt	Tip Amt	CashDrv
36120	7957		6.40	0.00	
37120	1111		3.45	0.00	
38120	1111		4.95	0.00	

Show
 Open Closed Both
 All Users

Cancel

Sale Amount: 6.40
 Tip Amount: 0.00
 Total Amount: 6.40

7 8 9 Backspace
 4 5 6 Clear
 1 2 3 Enter
 0 .

OK Exit

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

Rcpt #	Server	CCMask	Sale Amt	Tip Amt	CashDrv
37120	1111		3.45	0.00	
38120	1111		4.95	0.00	

Show
 Open Closed Both
 All Users

24. How to Sell a Gift Certificate

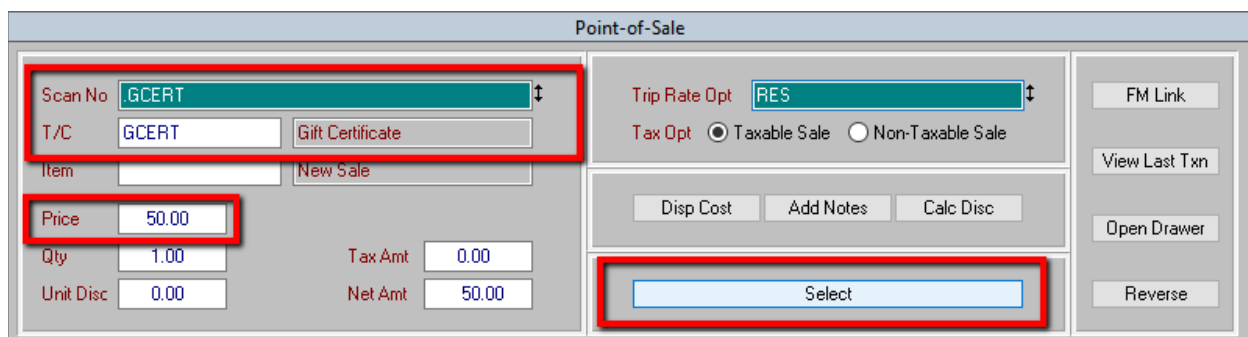
1. Log into RecTrac and proceed to a Point-of-Sale (POS) program either by clicking Point of Sale or Touch Screen POS Processing.



2. Select the gift certificate transaction code from the picklist in quick POS or, if you are using Touch POS, touch the button on the screen that says **Gift Certificate Sale**.
3. In the **Price** field enter the dollar amount that the customer wants on the gift certificate. If you would like to sell more than one gift certificate for the same amount, change the quantity (**Qty** field) to represent the number of gift certificates the customer would like to buy.

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

4. Click **Select**.



Point-of-Sale

Scan No	GCERT	Trip Rate Opt	RES	FM Link
T/C	GCERT	Tax Opt	<input checked="" type="radio"/> Taxable Sale <input type="radio"/> Non-Taxable Sale	View Last Txn
Item	Gift Certificate	Disp Cost	Add Notes	Open Drawer
Price	50.00	Calc Disc		Reverse
Qty	1.00			
Unit Disc	0.00			
		Tax Amt	0.00	
		Net Amt	50.00	

Select

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

Gift Certificate Purchase Details ✕

Gift Certificate Code: ⇅ Gift Card

Gift Certificate Number:

Household Link: ⇅

Free Form Name Link:

6. In the payment screen, select the pay code that represents the manner in which the customer is paying.
7. Click **Process**.
8. The receipt will show the gift certificate number, PIN if one is assigned, and amount.

```

Essex Parks                               Clerk: ZZZ
Essex Junction, VT 05452

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

Daily Sale

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

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

          Tot Paid:       50.00

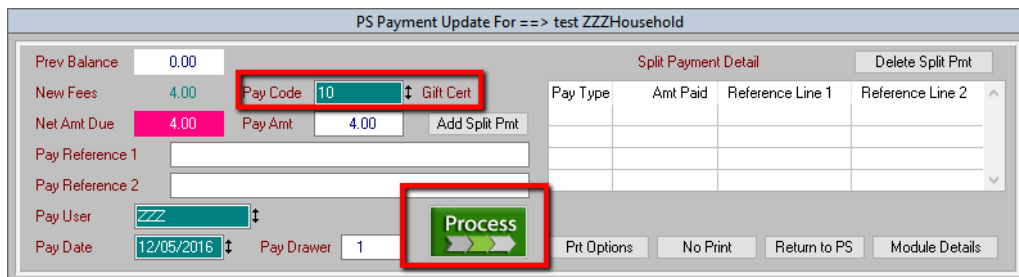
|
Clerk: Security Administrator-GUI

CASH Payment of:    50.00
  
```

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

25. How to Redeem a Gift Certificate

1. Process the sale as normal.
2. At the payment screen, select the pay code that represents a **Gift Certificate** payment.
3. Select **Process**.



PS Payment Update For ==> test ZZZHousehold

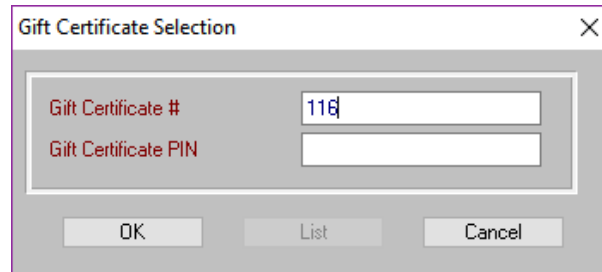
Prev Balance 0.00
 New Fees 4.00
 Net Amt Due 4.00
 Pay Reference 1
 Pay Reference 2
 Pay User ZZZ
 Pay Date 12/05/2016
 Pay Amt 4.00
 Add Split Pmt
 Pay Drawer 1

Split Payment Detail
 Delete Split Pmt

Pay Type	Amt Paid	Reference Line 1	Reference Line 2

Process
 Pmt Options No Print Return to PS Module Details

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



Gift Certificate Selection

Gift Certificate # 116
 Gift Certificate PIN

OK List Cancel

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

```

Essex Parks                               Clerk: ZZZ
Essex Junction, VT 05452

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

Daily Sale

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

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

Tot Paid: 4.00

Clerk: Security Administrator-GUI
GIFT CERT Payment of: 4.00
G'Cert Number: 116
G'Cert Amount Left: $46.00
G'Cert Name: Bob Barker
  
```

26. Quick Guide to Closing Out the End of Shift

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



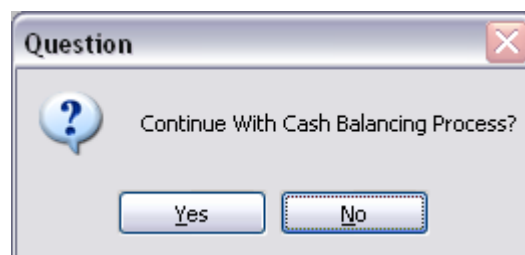
2. Count the money in your drawer and enter the amounts as shown below. You will only need to fill in the **Qty** fields as the **Calc Amount** fields will update automatically. The count always includes your starting cash. After entering all your cash counts click **Process**.

Cash Balancing For Drawer ==> 26

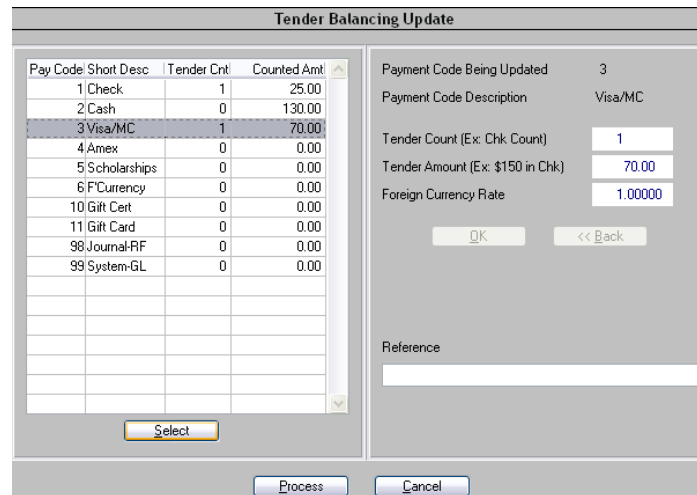
Currency	Qty	OR	Calc Amount	Coin	Qty	OR	Calc Amount
Hundreds	0		0.00	Halves	0		0.00
Fifties	0		0.00	Quarters	80		20.00
Twenties	2		40.00	Dimes	40		4.00
Tens	3		30.00	Nickels	80		4.00
Fives	1		5.00	Pennies	200		2.00
Ones	25		25.00	Other 1	XXXXX		0.00
Other	XXXXX		0.00	Other 2	XXXXX		0.00

Total Cash **130.00**

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



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

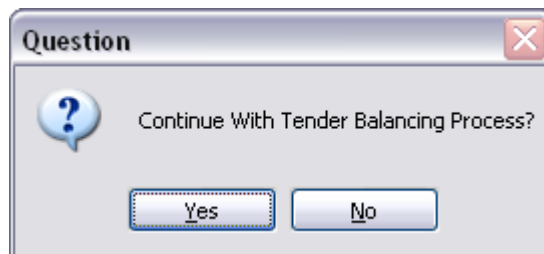


Pay Code	Short Desc	Tender Cnt	Counted Amt
1	Check	1	25.00
2	Cash	0	130.00
3	Visa/MC	1	70.00
4	Amex	0	0.00
5	Scholarships	0	0.00
6	FCurrency	0	0.00
10	Gift Cert	0	0.00
11	Gift Card	0	0.00
98	Journal-RF	0	0.00
99	System-GL	0	0.00

Payment Code Being Updated: 3
 Payment Code Description: Visa/MC
 Tender Count (Ex: Chk Count): 1
 Tender Amount (Ex: \$150 in Chk): 70.00
 Foreign Currency Rate: 1.00000

Buttons:

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



Question: Continue With Tender Balancing Process?

Buttons:

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



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

Cd	Description	Clerk	Cnt	Clerk	Amount
1	Check		1		25.00
2	Cash		N/A		30.00
3	Visa/MC		1		70.00
STARTING CASH =====>					100.00
ENDING CASH =====>					130.00
NET NEW CASH =====>					30.00
NEW CHECKS =====>					25.00
NEW DEPOSIT =====>					55.00
NOTE: Figures below DO NOT include any foreign currency pay types!					
TOTAL COUNTED AMOUNT ==>					125.00

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

***** Currency Breakdown *****		
	Count	Amount
Hundreds:		
Fifties:		
Twenties:	2	40.00
Tens:	3	30.00
Fives:	1	5.00
Ones:	25	25.00
Other:		
Total Currency =====>		100.00

***** Coin Breakdown *****		
	Count	Amount
Halves:		
Quarters:	80	20.00
Dimes:	40	4.00
Nickels:	80	4.00
Pennies:	200	2.00
Other1:		
Other2:		
Total Coin =====>		30.00
Total Currency & Coin =>		130.00

Counted By _____ Date _____

Verified By _____ Date _____

Certified By _____ Date _____

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

=====

CASH DRAWER --	3,501
0	-

Report continues onto the right-----^

7. Sign the counted signature block.
8. Turn in your report with the money from your shift.
9. RecTrac automatically logs you out.

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

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



RecTRAC

Notes