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Cash Receipting System Help Desk

Software Issues

For questions or issues with the functions within the InTouch System, please contact the Business Office.

Cash Receipting Help Support

Christina Williams 8025 williamsc@svsd410.org
Aishwarya Chandra 8044 chandraa@svsd410.org

Backup Cash Receipting Help Support

InTouch 800-627-4767 support@intouchreceipting.com

InTouch Document Library

Username: usergroup (lower case) Password: us3rgroup
Webiste:www.intouchreceipting.com

Hardware issues

Please contact the Technology Department or your building tech.


Tech Help Desk
General Information

Student Numbers and Information

The individual student identification number and related student data have been loaded into the InTouch Cash Receipting System directly from Skyward. There is a process that runs each night to update the student information and add new students. After being registered, it will take InTouch a full day to recognize a new student. Students that leave the district remain in InTouch to retain the student record but can be inactivated for reporting purposes.

Student Fees

Student fees outstanding have been loaded into the InTouch Cash Receipting System as follows:

- Library and Bookroom fees          Uploaded from Destiny
- Class & Other Fees                 Uploaded from schedule interface

Item Numbers

Basic item numbers for each club and class fee have been created. Users (site managers) are able to create new item numbers specific to their site needs.

Reports

All site manager users have access to all reports available in InTouch.
Getting Started

To access InTouch double click the InTouch icon on your desktop.

The InTouch program will open with the following screen:

InTouch Terminal: Cash register functions
End of Period Close out

InTouch Manager: Run reports
Set up new items
Create or edit cash register terminal buttons
Mass Fees/ Individual Fees

InTouch Athletic Director: Student athletic eligibility tracking module @ MSHS

Student Store Manager: Used by MSHS & TFMS
User ID & Passwords

- Each cashier will have an individual password to access InTouch Terminal and InTouch Manager.
- Your user id is your last name (lower case) (user id is used in InTouch Manager)
- Please contact the Business Office to obtain your password.
- When staff change positions, please contact the business office to change users.

InTouch Terminal Log In

![InTouch Terminal Log In](image)
Each cashier will be assigned a separate terminal. This allows for daily close outs and terminal customization. **It is important that each person use their own terminal number.**

**InTouch Terminal Sign Out or Exit**

- **Sign out**
  
  Use the sign out button to log out of the terminal. This should be used for breaks in cashiering to prevent others from using your Terminal in your absence.

- **Exit**
  
  Use the exit button to exit InTouch Terminal.
InTouch Manager Log In

Enter User Name (Case Sensitive)

Enter Password (Case Sensitive)

InTouch Manager Exit

File → Exit or X to exit InTouch Manager.
Basic Cashiering

Lookup Student

A transaction must always start with the customer. The Lookup Student function is used to find a student assigned to the school building.

Steps:

- Select **Lookup Student**
- Type the first three letters of the last name
- Select the correct student from the shortened list
- Click **OK**
- Fines/Fees reminder screen will pop-up if student has fines or fees
- If the wrong student is selected, click **Lookup Student** to start over
**Lookup Students Options**

InTouch default setting shows you only active students. To view a student that is no longer enrolled at Snoqualmie Valley Schools (graduated, out of district transfer, etc.) click on the Active/Inactive drop down filter and select inactive. A student and the related fee/fine history remains in InTouch for reporting purposes. To return to active students click on the Active/Inactive drop down filter and select active.

The InTouch default setting for Student Look up is the student last name. Other options are to look up a student by student id, district id (same as student id at Snoqualmie Valley Schools), or grade. To change the lookup option click on the Last Name drop down filter and select one of the options listed. The default for a terminal can be changed in Manager/Setup/Terminal Settings.

*Tip:* Check Student Info Tab or click the dropdown error for more information if multiple students exist with same first name/last name and same grade.

**Look Up Non-Student**

Non-Student

This customer type is used for all NON-student patrons (Refer to “Lookup Student” section for student transactions). A unique non-student id can be added by the school site manager as needed to record cashiering transactions and to maintain history of non-student transactions. Examples of non-student patrons include individuals, clubs, student store, employee, and businesses.

The predefined non-student ID – **Last name: COUNTER (sample), First Name: SALE (sample), District ID: NCS**, for example, set up for recording non-student transactions when no customer tracking on transaction history is needed.
Steps:

Click **Lookup Non-Student**

- Type the first few letters of the name (remember last name shows first)
- Select the correct non-student
- Click OK
- Fines/Fees reminder screen will pop-up. Choose no if you do not want to view the fines/fees.

**If the wrong non-student is selected**, simply click the “Lookup Non-Student” tab to start over.

**Active/Inactive** – Drop down used to switch between lists to lookup anything de-activated for which you wish to run POS reports for such as clubs, teachers, non-students, etc. Nothing is ever deleted in InTouch!
Setup Non-Students

- Click **Lookup Non-Student**
- Click on **NEW**
- Click **Auto** to apply a DistrictNum to the non-student
- Enter Information in required fields (all Capital Letters)
- Enter as much information as possible
- Click **Save** to create
- Click Cancel to cancel
Quick Screen

After selecting a student or non-student the quick screen is displayed with the established buttons.

Each site can customize buttons and each cashier can further customize. See Button Setup for instructions on creating or editing a button.
A button is a shortcut that is linked to a “transaction item” and an account number. If you are accepting money for an item that is not on the Quick Screen use the Lookup Inventory button to select the item.

The Home Screen (layer 1 in Manager/Functions/Button Setup) can be used to access unlimited layers of buttons. A button can be created on the first layer that opens up a more detailed layer.

Select “Quick Screen” anytime to return to the Home Screen.

**Lookup Inventory (Item)**

If you are accepting money for an item that isn’t a button on the **Quick Screen**, click **Lookup Inventory** to select the item by Item# or Description.

Steps:

- Select **Lookup Inventory**
- Select the item by highlighting it
- Item will appear on the transaction screen
- The Lookup Inventory function is by item number or description. Use the drop down menu to change the look up method.

Note: Pre-set prices can be easily changed or added in Manager/Account Setup/Items, or one price can be changed at a time by selecting the transaction item on the transaction screen and selecting “price”.

After an item is selected, click on the item in the transaction screen to add a memo, adjust/enter a price, enter quantity, verify the account number associated with an item, clear sale or cancel.
Enter the quantity of items for a sale

Enter the price or adjust the default price

Enter info to be tied to the transaction

Clears all transactions for the student/non-student

Account # attached to item #

Allows you to cancel this screen
Terminal – Finish Sale

Steps:

- Confirm the Student/Non-Student is correct
- Confirm the transaction items and prices are correct
  - If not, select the transaction item on the receipt screen area and correct
  - Use Memo as needed for anything you want to remember by selecting the transaction item displayed on your receipt screen.
- Receive the checks/cash/credit from your customer – IMPORTANT to do this before completing sale
- Select Finish Sale
- Tender the sale by choosing appropriate tender buttons
  - Check ➔ Enter Check Number ➔ OK - ready for next sale
  (Note: Use only the check number here (search to lookup checks and NSF’s later is by check number only. Enter memos on an item if needed). (for multiple checks for one transaction, use Clear Amount, enter amount of Check, check # received, then next check amount and check # until completed)
  - Cash ➔ OK, ready for next sale (for change calculation, use Clear Amount, enter amount of Cash received ➔ OK – your change will appear on the screen
- **Part Check/Part Cash** – use Clear Amount Button to clear subtotal
  - Clear Amount
  - Select Check Tender
  - Type in the amount of the check in the white box (should be clear)
  - Select OK → Enter check number → Select OK
  - Continue using Clear Amount each time for multiple checks
  - Select Cash Tender
  - Select OK to finish (Cash should be the balance after checks are recorded)
  - Ready for next sale

- **Credit/Debit** – Select OK
  - Swipe customer’s card when prompted
  - InTouch will indicate acceptance of the payment with an “Approved” or “Declined” prompt
  - Select OK to finish

- Use restrictive endorsement stamp on checks before placing them in the cash drawer
Adjust Receipt

Corrections are a part of all systems. It is important to understand which method of processing a correction is applicable. There are two types of voids: (1) pre-EOP and (2) post EOP. Only in unique situations should a receipt be voided after EOP posting. Contact the Business Office before a post-EOP voids/adjustments.

- If an error is discovered prior to EOP (pre-EOP), the transaction should be voided and entered correctly, UNLESS THE TRANSACTION WAS A CREDIT.
- If an error is found after the EOP (post-EOP), several options are available
  - Wrong Student, Non-Student
  - Wrong Item

Adjust receipts functionality is not a replacement for internal controls properly enforced during EOP processing. It is assumed funds have been reconciled properly. Adjust receipt is used to correct general processing errors certainly normal in high-speed receipting transactions.

*Please note that any receipt adjustments need to be reported to the Business Office.*

Adjustments should not be handled by Non-Manager system users.
Pre-EOP VOID

Used to correct **errors before committing a bank deposit.**

** STEPS:**

- Determine the receipt number to void
- Click on **More**
- Click **Adjust Receipt** (found under the “more” terminal tab)
- Click **OK** to enter Adjustment Mode
- Type in the receipt number
- Highlight receipt
- Click **OK**
- Check the **box** beside each line item on the receipt
- Select **VOID**
- Use the drop down to select a **Reason Code**
- Click **OK**
- Confirm Void (**Yes or No**)
- The amount of the voided receipt will not appear in the period end reports (EOP)
- The amount of the voided receipt will not appear in the period end reports (EOP); all transactions are recorded for audit purposes in certain reports/report filters. (shows as $0)
- A receipt will print out
- Receipt will then be a $0 in your final Terminal EOP, but not show on student ledgers, etc., as considered an error correction.
- Re-receipt correctly, if appropriate.
  (For example, a check was tendered as cash, void the entire transaction and re-do correctly).
- **DO NOT VOID A RECEIPT IF THE TENDER WAS CREDIT!**
Post-EOP Correction
Used to correct errors **after** committing a bank deposit for wrong student or wrong item. This function will not change the dollar amount. Retain your documentation for these adjustments should be retained. Contact Business Office.

Wrong Student and Wrong Item
These adjustments function similarly as do 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; just move the receipt to another item/student. Your documentation for the adjustment should be retained.

Steps:
- select *adjust receipt* function
- search the receipt number or last name to find the correct receipt to adjust
- on the selected receipt – the individual lines show and are treated separately
- select *wrong customer or wrong item* for these and the line(s) are adjusted with a reason code
- select the *correct customer or correct item* (your lists will appear)
- Confirm Adjustment (Yes or No)
- reports will be adjusted

Refunds
Refunds are not corrections or adjustments! Refunds are items paid for by the student where the District is to issue a reimbursement check or credit. Please use *Adjust Receipt* functionality for corrections to student ledgers, reports, fund totals, etc. (The money does not come out of the POS Terminal cash drawer and does not affect your day’s cash count, etc., for your bank deposit, used only to correct and keep current InTouch reports). *Cashiers do not issue cash refunds through their terminal*, but rather print the original receipt and complete a District Refund Request Form for processing, [https://www.svsd410.org/Page/8670](https://www.svsd410.org/Page/8670).

Steps:
- Search the receipt by last name or student ID to find the correct receipt to print and attach to your Refund Request Form.
- Complete a District Refund Request and send to the District for processing with appropriate approvals. A copy of the student ledger showing the amount of the refund **must** be submitted as support for the refund.
**Student Fines**
(Please review “Library Interface. Pdf if you are using the Follett Destiny IF, additional considerations may apply.)

**Adjust Fine**

Fines/Fees appear as you look up and student/non-student. Fines may be paid, partially paid, cleared or the balance adjusted.

See Assessing Fees/Fines for basic processing of a fine, adding a fine, remitting payment or partially paying a fine. The process for adjusting a fine is covered in this section.

Adjusting a fine is the process to reduce the balance of a fine by an amount or to clear the fine completely. For example, if a student is “working off a fine.” Fine adjustments are included in the fine ledger reports.

**ONLY** the originating site can adjust or clear a fine (other sites are allowed to accept payment on fines but only the originating site can adjust or clear a fine).

**Steps:**

- find the fine by looking up the student and selecting the fine check box
- select Clear to clear the fine or
- type in the amount the fine is adjusted to
- select Adjust Balance
- confirm Yes (or No)
- select the reason code
- select OK
- a receipt will print

**McKinney Vento and/or HB 1660/College Bound:**
Mass fees will create an amount for each student, when applying a scholarship do not clear the fee rather adjust it to $0.00.
End of Period (EOP)

End of period is an extremely important function and needs to be completed accurately each time you close your daily work and prepare a bank deposit. The EOP performs two major functions: (1) closing out (reconciling) all transactions and detailing the cash and checks to be deposited to the bank. The EOP process can be completed more than one time in a day, if necessary, but each End of Period must be a separate deposit.

Daily Close Steps:

- Run a calculator tape of your checks
- Click on the More… tab on the main terminal screen
- Click on the EOP button to go to the first screen – this will provide a snapshot of the receipts you are about to reconcile
- Select print
- Select OK button to move forward to the next screen. (Conversely, clicking on the Cancel button will move you back between screens).

Screen #1 – Non-reconciled Receipts

<table>
<thead>
<tr>
<th>Receipt#</th>
<th>Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>40873</td>
<td>01/28/11</td>
<td>160.00</td>
</tr>
<tr>
<td>40874</td>
<td>01/28/11</td>
<td>122.50</td>
</tr>
<tr>
<td>40875</td>
<td>01/28/11</td>
<td>127.50</td>
</tr>
<tr>
<td>40876</td>
<td>01/28/11</td>
<td>65.00</td>
</tr>
<tr>
<td>40877</td>
<td>01/28/11</td>
<td>100.00</td>
</tr>
</tbody>
</table>

Lists all receipts.
Match totals and click OK to continue
Screen #2 – Reconcile Checks

- Lists all check transactions. This should have been reconciled to the Non-Reconciled Receipt Report.
- If the total match, select on the **Print** button to print out a complete check listing for the bank deposit. If the total does not match see the reports section of the manual for detail reports to assist you in reconciling. You **MUST** find your error before completing the End of Period process.
- Select **OK** to continue
- **Note: Be sure that all checks have been stamped with a bank endorsement stamp**
Screen #3 – Credit Cards Receipts

Lists all debit/credit transactions. These are reconciled by the Business Office.

Click OK to continue
Not used. Click OK to continue
Screen #5 – Reconcile Cash

Steps: Reconcile Cash

- **Count out your starting cash, if used at your site, and set it aside** to avoid accidentally including your starting cash in your deposit. This will be put back into your starting till.
- Count the number of bills/coins remaining and record it in the appropriate fields
- **Tip:** You may use the up/down selectors in each field or type in the number of bills in the field -tab or mouse out of the field if using this method to refresh the total. The cash total will not record the total field here until you exit the field. The **maximum** value that can be put in any field is 2,000.
- Print a copy for your daily deposit paperwork. Be sure to print this page before clicking OK. If you are out of balance and need to go back to this screen the coin and currency counts will need to be re-entered.
- The amount should match your Non-Reconciled Receipt Report.
- Click **OK**
• Check for any Over/Short amounts, if $0 – proceed!
• If you are over/short, click on the **Cancel** button and recount your monies for deposit and recount your starting cash
• If you remain over/short contact the district business office for assistance in resolving your discrepancy. You will need to document, explain and initial the over/short on the EOP reports. *Over/shorts must be signed by a supervisory administrator. Further administrative action may be necessary if a pattern of excessive variances is noted.*
• Click on the **Commit** to finalize the EOP
Pop Up:

- Type in your date of deposit and initials. You can also type in your US Bank bag # if using.
- Select OK

Final Screen:

POS Tender Report: Total Cash/Checks for your bank deposit:

- Print the End of Period Summary Report using the printer icon at the top of the screen. **Note:** This report cannot be accessed again if you fail to print.
- Click Done.
Revenue by Tender Report

- In InTouch Manager, run a **Revenue by Tender Report**.
- The amount of the cash and check on this report should match the Non-Reconciled Receipt Report and the End of Period Summary Report.

Deposit

- The money and deposit slip should all agree to the Non-Reconciled Receipts Report, end of Period Summary and the Revenue by Tender Report.
- Any unresolved over/short should be documented, explained and initialed by the preparer on the reports.
- Deposits should be picked up on a daily basis to deposit within 24-hour requirements.
- Take the deposit to the District Business Office if it falls on a day before a school break.
- Any adjustments receipts send to the Business Office
Re-Print Receipt

Steps:

- Select the Reprint Receipt Tab
- Type in the receipt number to be printed
- Click OK
- Receipt will print, indicating a re-printed receipt

Note: Many things can happen to a receipt (refund, adjusted, NSF, etc.).

Use Manager/Reports/Student Purchases by Item to provide a yearbook advisor, for example, a list of students that have an annual due them, complete with a signature line!

TouchBase, the web application, may also be used to access the “student purchases by item” report from any computer. Example: “who’s paid for the Band trip” See TouchBase for information.
No Sale

To open your cash drawer (if you have one) when you are not entering a transaction use the No Sale button.

Steps:

- Select the “More” Tab from the Main Screen
- Select the “No Sale” Tab
- Your drawer will open

Help Button

The Help Tab Displays Quick Notes that may be printed or viewed.

Steps:

- Select the “More” Tab from your Main Screen
- Select “Help” Tab
- Select the document (or the InTouch website, Support) (to access the InTouch Documentation page; \textbf{username}: usergroup \textbf{password}: @ccess).
- Select “View”
- Print as needed
Parent Online Payments

Parents will have online access to pay student fees via credit card. The online system will show all outstanding fines and fees that are in InTouch.

The payments page is available on the district website and school website or the Family Access Links page.

Parents will click on the Online Payments. The log in screen shown below will come up.

Parent login are set up as follows:

**User ID:** parent family access ID (case sensitive)

**Password:** parent driven password (case sensitive)

Below is the first screen parents will see. Any of the titles in blue/black will link you to additional information.
To pay a student fee put a check mark in the box in the select column. Next, click on Pay Selected Fines/Fees. This brings you to a shopping cart. Please note that the district charges a convenience fee of 2% per transaction.
Continue shopping allows you to add more to cart

Checkout button works similar to all web stores
Reports

Revenue

Revenue Summary and detail – the accounting transmittal reports, broken by fund and general ledger account. See detailed instructions for daily End of Period reports.

Student based

Student Ledger – provides all revenue transactions for a selected student
Student Purchases by Item – provides a listing of all students/non purchasing an item
Fine Ledger – listing by student or group of students open fines

Non-Student

Non student ledger – similar to the student ledger, but for non-students

Audit

Check audit – listing of all collected checks
Reconciled receipts – listing of all reconciled receipts with tender
Refund receipts – listing of refunding receipts
Credit Card Reports

Transaction reports can be run to see credit card activity. All credit card payments are processed through a central cashier not through the individual school sites.

Report generation

- Reports will have selection criteria on the right hand side of the report
- Be aware of date ranges on running reports
- Including and excluding – note what type of transaction should be included by setting the correct toggle button

Report formats

Reports can be printed or exported to a file. The option to Export or Print is listed on the top right hand side of the screen. InTouch offers three export file options:

- Excel
- PDF
- Comma Delimited

It is important to note that each file format has some differences in the data presented. This means that the excel file may not have all of the data you see on the PDF version. This means that it is important for you to review the reports when exporting data to ensure you have the appropriate information.

Common Reports

All purchases for an item:

- Select Customer Purchases By Item Report
- Select All sites if the item is available at multiple sites
- Select the item number
- Select the date range
- If you want a signature line select Include Signature Line under Misc. A signature line can be used as a check off list for distribution of items that were presold such as T-shirts or Yearbooks
- Click Show Report
Outstanding fines letter:

- Report can be used to post student fines
- Select Student Fines List Summary
- Select the grade level
- Select the date range (make sure the date range goes back far enough to include old fines for a student)
- If you are posting in a public place run the report by District Number. If the report is for office use, select student name
- Click Show Report

Outstanding fines letter:

- Report can be run with a message on the report but cannot generate a full letter
- Select Fine Ledger
- Select and individual student or grade level
- Include fines for all sites
- Select date range (make sure the date range goes back far enough to include old fines for a student)
- Report comments is the box that where a message is entered. The message will appear below the name and address of the student.

Assessing Fines/Fees

Fine and Fee Basics

Both buttons generate a balance due from the student/non-student. Fees are an amount due for participation in a class/activity. Fines are generally for a loss of or damage to district property, such as a textbook, library book. Both fine and fees are used to enter an amount owed by a student. The fines and fees show on the student account and can have a partial payment or full payment applied to the amount owed. In addition, fees and fines can be cleared for reasons other than payment. Fines and fees will remain on the student’s account until paid, adjusted or cleared.

Assessing Fines – Automatic Process

Fines for the library and textbooks entered through the Destiny program will be automatically loaded into InTouch each night. Librarians and/or staff **must not** pay fines in Destiny. The
school financial office enters a payment in InTouch. An overnight process will then automatically post and clear the fine in Destiny.

**Steps to Assess a Fine:**

**Steps:**

- Lookup a Student (or non-student)
- Select the “Enter Fines or Enter Fees” Button. Notice the top of your terminal now says “Fine Mode” or “Fee” Mode. The Fine/Fee buttons is a “toggle” button. Click again to de-select.
- Enter the item(s) using terminal button or “lookup inventory” feature
- Select the item on your screen to add a memo and/or a price (fines almost always have a memo)
- Note the fines or fees are in Red
- Repeat as necessary
- Select Finish Sale
- Select Commit – your receipt will print (unless receipts are turned off in Manager/Setup/Terminal)

Note: Only the site originating the fine can clear or adjust the fine.
Mass Fees
Mass fees – definition
Mass fees are a specific fee or fine that can be assigned to a selected group of students such as a class or lab fee at one time.

Auto Fine – definition
An Auto Fine is the option to have a fee automatically turn into a fine on a specified date. For instance, if a class fee is not paid by a certain date, it can be automatically converted to a fine on the selected date.

Assigning Fee’s to a group of students in InTouch Manager

Step I – InTouch Manager – Misc Tab – Mass Fee’s

1. Log into InTouch Manager. Click on Misc then mass Fees. You will be presented with a screen where you can select the students that will be assessed the fee.
2. In order to select the appropriate students, highlight them and click the add button. By using the standard Windows shift and ctrl features 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.
3. 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.

4. Find and highlight the appropriate item in the list. Before you click add to move the item to the right window, confirm the following:
   a. The amount of the fee is correct. If it is not correct, enter the proper amount in the Amount Override box.
   b. 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.**
   c. Enter a memo to be included with the fee on the students account

5. Click Add and the fine will be listed on the right side of the screen
6. Click Next. You will be presented with a screen to review the fee batch and confirm it is accurate.

![Image of InTouch Manager fee batch]

7. 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. Confirm all is accurate and when you are satisfied, click Submit. The batch will be created for approval by the site bookkeeper.

Step II – InTouch Manager – Approve or disapprove the fee batch and finalize the fee assessment to the student accounts. Generally it is completed by the site bookkeeper.

1. Log into InTouch Manager
2. From the Misc page, select Fee Batch Management
3. Select the fee batch to be reviewed and confirm its accuracy.
4. When you are satisfied the batch is correct, click on Approve. At this point the fees will be assessed to the student.
5. 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. NOTE: you will need to notify the staff that created the batch that the batch was not approved.
Mass Email Feature

This process quickly and easily sends an email to multiple students who have outstanding fines and fees. You can include a custom message with your mass email.

The Mass Email feature can be found in InTouch Manager > Functions > Mass Email

1. Click Select above the left menu

2. Select the applicable customers or applicable customer group
3. Click OK
4. Select what email type to use on the batch

5. Enter a message:
   a. Brief messages that are included on the fine/fee ledger = “Unpaid fine/fee ledger” tab
   b. Longer message that allows much more detail = “Message” tab

6. Add a subject to the mass email

7. Once ready, click send
8. A message will pop up once the process completes, and emails are sent to the selected customers
Manual Receipting Processing

This process is used for entering funds that were not receipted into InTouch at the time the district representative accepted the monies. If you are not sure if this is the proper process to handle a transaction, please contact the District Business Office before entering a manual receipt.

1. From the InTouch Terminal select the *More* button
2. Then select the *Manual Receipt Num/Date* button
3. You may change the date if you wish to reflect the actual date that the Manual Receipt was issued
4. Enter the number of the paper Manual Receipt.
5. Make sure that the Include in Period Balance box is marked or unmarked correctly.
   • If the money is in hand and must be included in the nightly deposit then mark this box and include funds with your EOP.
   • If the funds have been previously deposited then make sure this box is unmarked and then do not include in your EOP.

6. When ready select the OK button. This will close the Manual Receipt window

7. Select the Student or Non-Student associated with this Manual Receipt

8. Select the Item(s) that were sold on the Manual Receipt

9. Select the Finish Sale button and tender the transaction accordingly (use cash or check etc depending on how the Manual Receipt was tendered)

   A receipt will print with an additional line at the header stating “Manual Receipt: xxx” where xxx is the Manual Receipt number that you entered.

**Item Setup**

InTouch items are the core of the InTouch system – the InTouch item drives all transactions and virtually all reporting. An item number identifies what is being sold. Think of this as the UPC code that a store uses when they sell an item. You can have multiple items that are all coded to the same account.

Each item must have a unique item number that is associated with an account number. Item numbers are created using the InTouch Manager.

- The general fund and ASB item list was initially loaded for each site. Items will need to be created for specific fundraiser as they start, etc.
- Transaction description and item number is maintained at the site level – the site can organize the items to meet their needs, but must be consistent with the format established at implementation.
- Transaction item description is what the customer sees on a receipt. Make sure the item description is understandable for the customer.
- Transactions can be set for active and inactive – seasonal items may be made inactive (i.e. fall sports, spring sports).
Steps

- Log into Account Manager
- Click on Account Setup
- Click on Item Setup
- Item Setup screen will display – see print screen below

To see the information related to an account click on an Item#. An example of the screen is below.
Steps to view an item:

- Use the search bar shown on the screen print above
- Select search by item number or search by description
- Click on the item that you want to view or edit
- The detail of the item will show on the screen
- To edit the item click on the field to be updated and update the information
- Click save to save the changes

Steps to add a new item:

- Click on cancel. Note if an item is displayed and information is typed on the screen and saved, it changes the existing item.
- Enter an item number. Please note that item numbers have a dash between program/object and Location. For example: 1100-LOC
- Enter an account number or use the drop down box. Please note that account numbers have a space between the defined fields. For example: 960 1100 00 0000 5060 0000 0000. If the account does not appear, it does not exist in the system and an account must be created before it can be assigned to an item. Contact the business office to request to add an account.
- Enter a description. This is the description that will show on a receipt so make sure it will make sense to students and parents.
Enter a price if there is a fixed price. A fixed price can be used for items such as ASB Cards and yearbooks. If the price is set at $0.00 you will need to enter a price each time.

Enter a quantity if you have a limited number of the item to sell. For example, 20 yearbooks are available to sell. If you leave 0 in the quantity box, it will count the quantity of the item sold.

Tax rate – not used at this time

Comments can be used to provide additional information. For example, an item description, clarify policy or provide information on how to pick up the item purchases.

**Data Elements:**

The Data Elements provide the ability to request standard information for an item. For example, the sale of an AP exam requires the student name and test to be taken.

Data elements are determined at the site level. The following list identifies the data formats in which data can be collected:

- **Boolean:** Yes or No answer
- **Datetime:** Calendar where one can select a specific day
- **Decimal:** a number available to the 100th decimal place
- **Integer:** a whole number
- **String:** alpha numeric data
- **Url:** a pre-assigned link

There are options for each field, Title, Default Value, Type and Required. If data element of a String is marked as required the system will not let you progress until the data has been received.
Entering a data element

- An InTouch item must be set prior to entering data elements
- Select the misc tab to web enable the item
- Under the data tab
  - Click on “new”
  - Fill in the title section – this will display to the web purchaser and the terminal operator
  - Default value – this will be prefilled if nothing else entered (in this example the insurance expiration is set to default assuming most students certificates will carry through the year)
  - The “required” box is for entry which is required to be completed and entered (the web site and the terminal will not move forward without data entry)
  - Click NEW for another element, save to exit

Editing Data Element Entries

Data element entry is subject to change. If a field is used to enter a parking space or a person’s date, for example, these could be subsequently changed or updated.

**Item element entries are adjusted in Manager**

- select manager
- select FUNCTIONS
- select EDIT ITEM DATA
- enter receipt number to find data
- edit data and select save

Note: there is no data validation in data elements or audit trail of revisions.

Reporting and sorting on data element entry

Main reports to view data element entry:

- student ledger
- student purchases by item report
- TouchBase reports

These reports offer ability to search by text entry making specialized sorts possible. Reports can be exported to .xls and other file formats.
To see more information regarding Data Elements go to InTouch Terminal “HELP” to view Propagate Data Elements functions.

**Button Editor**

**Sale (Home/Quick Screen) Buttons**

The InTouch sale (home) screen includes a “button” section which allows the cashier to sell an item by touching or clicking on the button. A button acts as a shortcut that is linked to a transaction item and an account number. Buttons can be set to either directly sell an item, group of items, or to jump to another layer with more buttons. Use InTouch Manager to add, change or delete existing buttons.

On initial implementation and prior to any home screen setup, the button editor screen is blank.
Steps:
1. Log on to InTouch Manager
2. Select Functions from the main manager menu
3. Select Button editor to open the Button Editor screen
4. Select Terminal # (generally 1)
5. Select Layer # (generally 1, unless it is a new or different layer)
6. To add a new button:
   a. Click the Add New button – a blue button will appear in the top left corner of the screen
   b. In the Function field, select “1 – Sell Item” from the drop down list
   c. Use the drop down list in the Item field to search for and select the item to be attached to this new button
   d. In the Label field, enter an appropriate description for your button
   e. If you wish to change the font color, click on the “…” button to view your color options, select a color, then click “ok”
   f. Now select a different font (if desired)
   g. Select an appropriate font size
   h. To change the color of your button
      i. click on the BROWSE button located to the right of the initial blue square
      ii. select a background color, style, and click “open”
   ▪ When customization is complete, click on the button and click and drag button to new area on screen and hit SAVE*. The screen will refresh to reflect any changes made to a button.
7. To modify an existing button:
   b. Click on the button you wish to make changes to and edit the various options
   c. Click the **SAVE** button when finished

**Step II – Moving Button into Position**

1. Click on the button that you wish to move
2. Click and drag it to a different place on the screen
3. Hit **SAVE** when done

*IMPORTANT: Make it a habit to click the **SAVE** button every time you edit or move a button. The changes you make to a button will not be reflected if you do not save.*

**Other Button Functions**

The above process should be used to create a button for SALES. The following is information on how to create buttons for the remaining three functions:

**To create a button to move to another layer**

1. Follow Step I above through step 6
2. Select under Function: “Go To Layer”
3. In Layer field, select a layer number
4. Title your button, move it into place, and save the button as noted above

Example: *Student Clubs* is located on Layer 1 – the main “quick” screen. This button is set to switch to another screen/layer containing additional buttons set up to collect money for relevant clubs (see following image).
After clicking on the *Student Clubs* button, the Terminal screen switches to another screen/layer (layer 2).

**To create a Receive Form button**

*This is only used in conjunction with the Athletic Module (see examples below)*

1. Follow Step I above through step 6
2. Select under **function**: “Receive Form”
3. Title, move, and save the button accordingly

**To create an Add to Roster button**

*This is only used in conjunction with the Athletic Module (see examples below)*

1. Follow Step I above through step 6
2. Select under **function**: “Add to Roster”
3. Title, move, and save the button accordingly

Example: Two buttons set up to *Receive Forms* from students and to *Add [students] to Sports Roster* on layer 1 – the main “quick” screen
After clicking on the **Receive Forms** button, the Terminal screen will change so the user can view a list of forms available for collection from the student. These forms are set up within the InTouch Athletic Module.

After clicking on the **Add to Roster** button, the Terminal screen will change so the user can view a list of available sports teams that a student can be added to. Like the forms, sports teams are set up within the InTouch Athletic Module.

i.

On initial implementation and prior to any home screen setup, the button editor screen is blank.

**Blank Button Editor Screen**
Other Items

NSF’s

NSF’s Procedures are handled through the district business office.

Steps:

- If the district receives an NSF from the bank, the bank will re-deposit the check
- If the check returns NSF a second time, it is submitted through our collection agency; “PayTek” for processing and collection.
- PayTek charges the customer a handling fee.
- Once an NSF check is sent to PayTek, the district will debit the revenue code of the amount collected.
- The district will then send a letter to the customer informing them of the situation and they will need to pay through PayTek for their NSF.
- **DO NOT** accept payment from the customer for this NSF. They must go through the collection agency.
- Once PayTek collects the funds from the customer, PayTek reimburses the district of the amount of the check
- The district then credits the appropriate account/s

Note: if a customer writes more than two NSF checks, they become a cash/credit customer only.
Tips and Quick Operational

Cheat Sheets

Fastest way to Manager

- From the point of sale terminal, select InTouch Manager
- Open Intouch Manager and InTouch Store and minimize on the desktop

Quickest way to do your job?

1. Setup items and screen buttons in advance
2. Change screen buttons often to new items as these become used
3. Use the multiple item feature to sell groups of items with one touch