# Section B – Intouch Manager Guide

Updated 06/15/2021

# Table of Contents

# Table of Contents

**APPENDIX B – SECURITY ZONES**

# INTRODUCTION

## Overview

Intouch Receipting Suite is a fully integrated payment software created for School Districts that 1) Has the capability of collecting payment thru cash, checks and/or debit cards and issuing and storing electronic receipts for any student anywhere in the District; 2) Is able to create comprehensive and customized reports in real-time for all collections and; 3) Enables the District to maintain a secure online store for the convenience of our families and students.

The 3-in-1 receipting systems will be discussed in the following sections:

> **Section A – InTouch Terminal**: The point-of-sale portion of the application. Think of this as the cash register where users will receipt payments into the system. Intouch Receipting replaces the issuance of hand paper receipts. Refer to **Section A – Terminal** for procedures manual.
>
> **Section B – InTouch Manager:** The administrative back-end portion of the program where users have access to various reporting options and are able to create new items, buttons and customer groups.
>
> **Section C – Touch Base (Online Store):** The online payments portion of the program that allows district customers the ability to access an account online where card payments can be applied toward or purchase items anytime, anywhere. Customers are also able to review individual past purchase history or outstanding fees on their own time, 24/7. Log in information to the website is typically communicated to customers via District Administration. Refer to **Section C – Online Store** for procedures manual.

## Conversion Information

**Student Information** – The individual student identification number and related student data have been loaded into the InTouch Cash Receipting System directly from Skyward Student Database. There is a process that runs each night to update the student information and add new students. Students that leave the district remain in InTouch to retain the student record by can be inactivated for reporting purposes.

**Student Fees** – Student fees outstanding will be loaded into the InTouch Cash Receipting System as follows:

| | |
|---|---|
| Lost textbooks and technology items | Uploaded from TipWeb (implementation TBD) |
| Lost library books | Uploaded from Destinty (implementation TBD) |

## Contacting Intouch Support

For any additional questions or assistance, reach out to Intouch Support team at any time between 8:00 AM and 5:00 PM PST via any of the following methods below:

Email: support@intouchreceipting.com

Phone: (253) 922-6077 or (800) 627-4767 [Toll-Free]

## Help Resources

# Step 1

**Request Intouch User Access**

Teams, Email or Call

**Department Staff**

Reach out to Claudia Garza
Staff Accountant II
956-688-5425
Claudia.garza2@mcallenisd.net

**Campus Staff**

Reach out to your campus secretary or bookkeeper

# Step 2

**Hardware: Windows Device**


Program is only supported on a Windows device

**Software: Create a DOT KACE Ticket**

Request Intouch Receipting Software

**No Windows Device? No Problem!**

Ask your librarian for available devices at your campus or at District

**Program Issues and Questions?**

Contact Intouch support
support@intouchreceipting.com

(800) 627-4767 [Toll-Free]

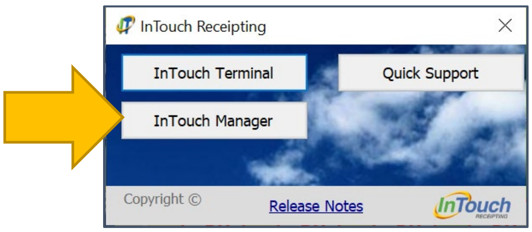
# SECTION B – INTOUCH MANAGER

## How to Log into Intouch Manager

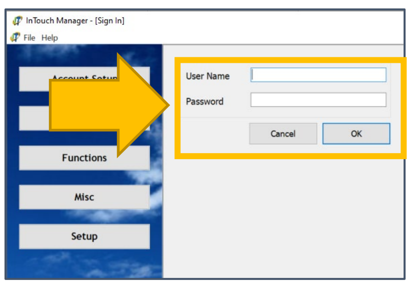
Log in to Intouch Manager to run reports, set up new items, create or edit cash terminal buttons.

1. Launch InTouch shortcut from the desktop or start menu.

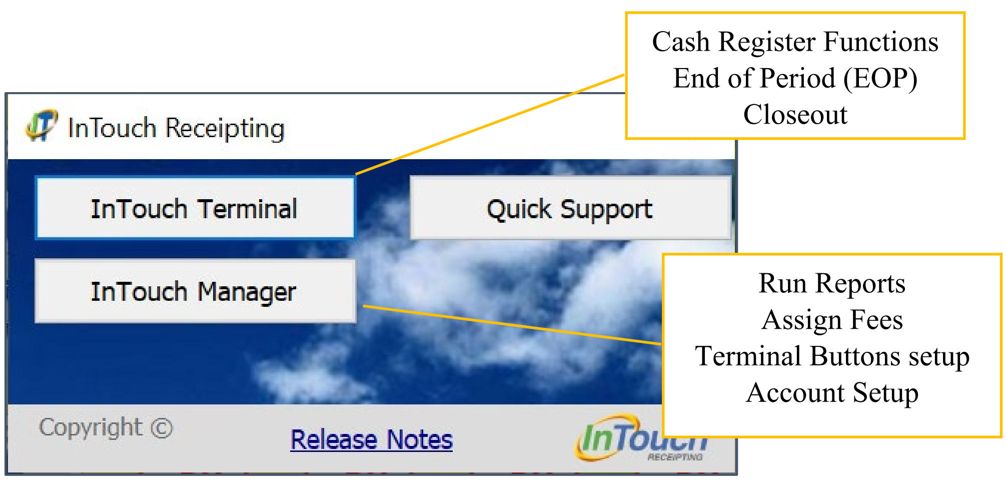
2. Click on InTouch manager:




3. Enter your username and password and click **"OK"**

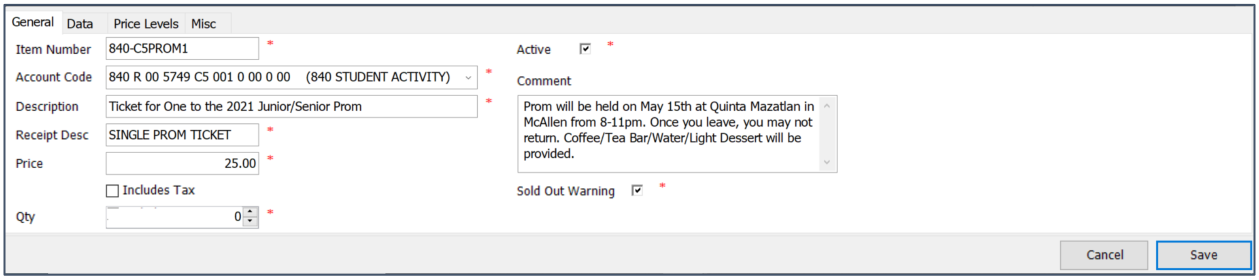



4. Differences between Intouch Terminal and Intouch Manager



## Account Setup – Item Setup

Account Setup - Item Setup is used to create and edit items for InTouch Terminal.




| | |
|---|---|
| Item Number | McAllen ISD item numbers are set up for 3 digits for the fund, a dash, then 2 digits for the sub object and a brief description of the item. For example: **840-C5PROM1** for McAllen HS Student Activity Club – Class of 2022 (sub object C5) Prom ticket sales. |
| Account Code | The account code is essential for proper budget reporting and for the accounting interface to properly function. |
| Description / Receipt Description | The receipt description is what displays on the customer receipt. Be clear, concise, and check spelling. |
| Price | Item price |
| Quantity | Used to track inventory when there is a limited supply available – leave as 0 during initial setup if not associated with an inventory item (most items will NOT be inventory items) |
| Tax Rate | Leave this as Not Taxable |
| Comment | This is printed on the customer receipt and customer ledger. Adding descriptive notes can provide better customer understanding and support. Be clear, concise, and check spelling. |
| Active | If an item is no longer needed, make the item inactive to remove the item from the 'active' list and also from TouchBase. Inactive items remain fully available for historical reporting. |

### Adding and Maintaining Intouch Items

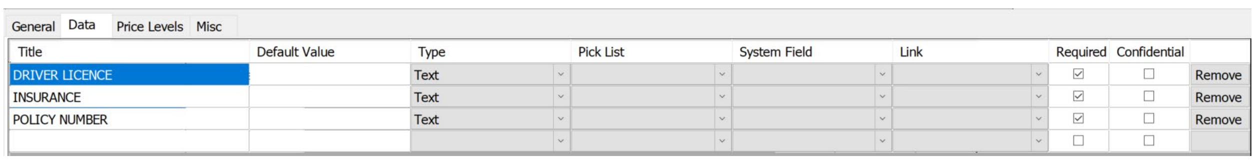
During the initial implementation stage, basic items for campus cash collections and fees were created for all the campuses. If additional items are needed, Intouch users with a security access "All" and "Site Manager" are able to add codes or make codes inactive as they are not utilized.

### Data Elements

Data elements are separate data fields attached to an InTouch item. These elements allow the capture of information related to the item. You can assign more than one data element to an item. A data element is added when information needs to be captured/requested at the time of sales and attached to the report.

An example of a data element would be vehicle make/model, DL#, insurance name and insurance policy number for a parking pass. All data elements will print on the receipt.

<u>Sample data element for parking permit:</u>



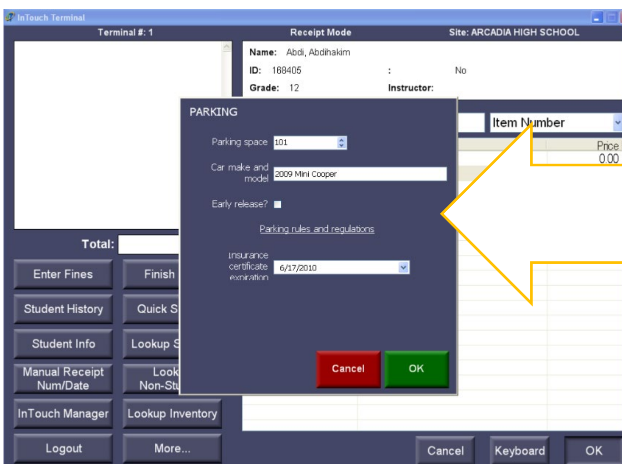

Data Elements are located on the Data tab of the Item Setup screen. **Contact InTouch Support and/or Accounting Office Staff for requests** to add, edit, delete data element setup.

| **Data Element Type** | **Purpose / Application** |
|---|---|
| Checkbox | A check box to be either checked or unchecked – a check in the box makes a "yes" or a "true". This box checked at terminal could indicate the form received or the customer acknowledges a question. A check in this box will print on the receipt and all student ledgers with the question and the result = "True". *Receipt example: "will not park in principal's spot" the receipt says "True" if checked.*<br><br>*All data elements except for the URL type will print on the receipt.* |
| Date | This option will present a calendar and date entry.<br><br>Example: "No refunds after" and the date time entry would be the date entered. |

| **Data Element Type** | **Purpose / Application** |
|---|---|
| Decimal | This allows data entry with a decimal point. |
| Integer | This type allows only integer entry. This is great where numerical entry is the only common sense entry such as *space number* |
| Text | The most common data element entry and will allow the terminal operator or the online purchaser to enter any character set.<br><br>Common uses:<br>• Parent or Student Last name<br>• Phone number<br>• Date's name (for dances)<br>• Virtually anything |
| URL | An extremely powerful tool for the online purchaser. This selection allows for any individual item to be linked to a .pdf, website or other document for additional information.<br><br>The online purchaser may need additional information to either complete the purchase or know what to bring or compliance policies which need to be printed and signed.<br><br>Example: *Athletic participation requires the parent/athlete to understand district policies and print them out. The URL to the policies can be attached to the item and printed out.*<br><br>*There could be a pdf attached to many items making the parent's on line experience much more informative. Touchbase will lower calls to the school building and make a better informed consumer.*<br><br>*Unlimited pdf or word documents can be attached. Additionally, the user can be directed to the District's website for information provided there.* |

| **Data Element Type** | **Purpose / Application** |
|---|---|
| Pick List | Set up in InTouch Manager, Account Setup under the selection: Item Data Pick Lists, the pick list restricts a customer's selections in a web or counter transaction to a limited, defined set of selections (e.g. small, medium, large) |
| System Field | Uses information from your SIS system to automatically fill information in such as guardian names, addresses or any other key information that can be extracted from the Student Information system |

<u>Sample Data Element Screen in Intouch Manager:</u>

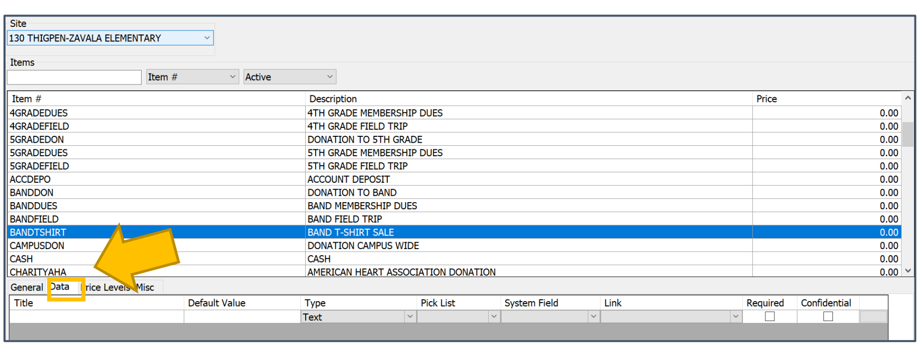



**Data Element is used to:**

1) **Gather additional data from the student/parent at time of purchase**
2) **Provide information or instructions to purchaser by including a PDF or URL link at point of sale**

## Creating a Data Element - Accounting Staff Only

1. Find your item. Once your item is selected, go to the "Data" tab located above the item number.



### Creating a Data Element - Accounting Staff Only *(Continued)*

2. Once you are in the Data Elements page, you will notice one blank line.

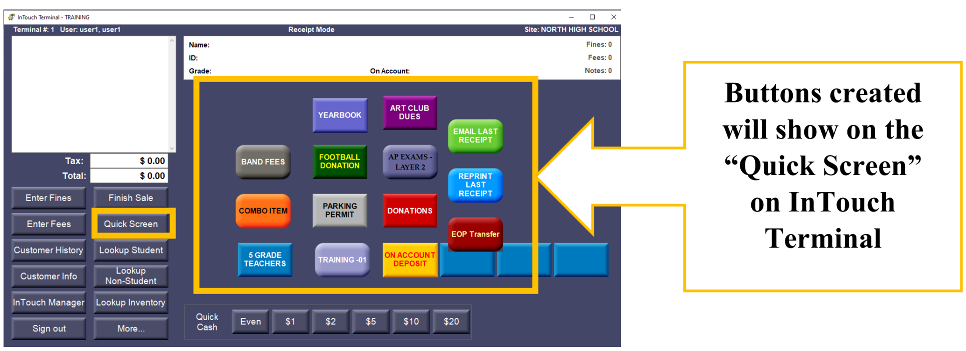
   Listed is what these fields mean:
   - Title – What will your data Element say to the customer:
     - Examples: Student name, parent phone number, address.
   - Default Value – This can be used for a number of things such as:
     - A clue to the correct answer
     - A URL if you are linking a document or web page
   - Type – There are many different kinds of data elements to choose from
     - Yes/No – offers and affirmative answer to a question such as:
       - Do you understand the requirements for Football
     - Date – opens a calendar for the parent to fill in the date
       - This can be used to enter the expiration date a student's auto insurance for parking privileges.
     - Decimal – used for fractional quantities
     - Integer – Only numbers can be used; perfect for phone numbers
     - Text – this is the most commonly used Type. This allows for numbers, characters and letters to be entered.
     - URL – allows you to link websites and documents to an item; anything with a URL
   - Pick List – Uses a pre-defined menu to capture anything you create. (Please see Pick List setup for more details.)
     - System Field – Uses information from your SIS system to automatically fill information in such as guardian names, addresses or any other key information that can be extracted from the Student Information system

   - Pick List – once your Type is set to Pick List, this is where you select what Pick List to use.
     - System Type – Tells InTouch what field to use from your SIS system
     - Link – This is used to link similar data elements so the parent only has to enter information one time per transaction
     - Required – The transaction cannot be completed until the data element has been filled out completely
     - Confidential – If this box is checked the data element will not show on the receipt for confidentiality. Only administrators will be able to access the information in the reports.

### Quick Screen – Terminal Buttons

Intouch home screen includes a "button" selection 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.

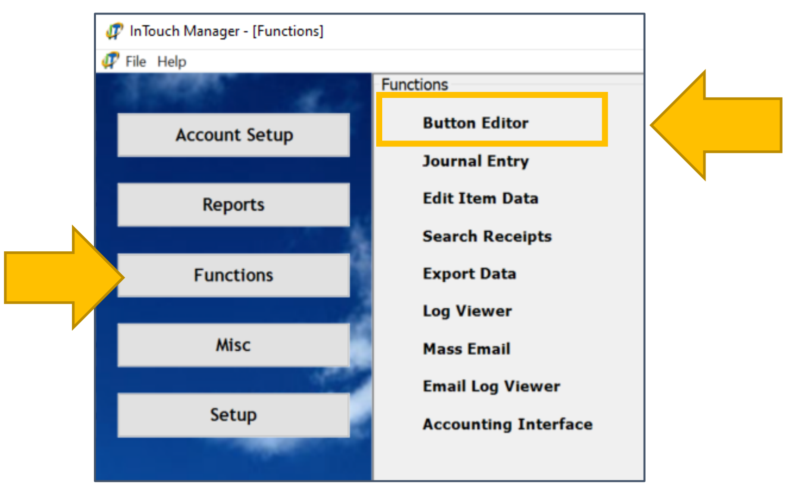
The following information provides a guide to setting, adding, changing or deleting buttons present in the "Quick Screen" tab on InTouch Terminal. As a reminder, the use of buttons are highly recommended to allow for a faster checkout process when receipting in heavy volume times.




### How to Add a Button on your Quick Screen

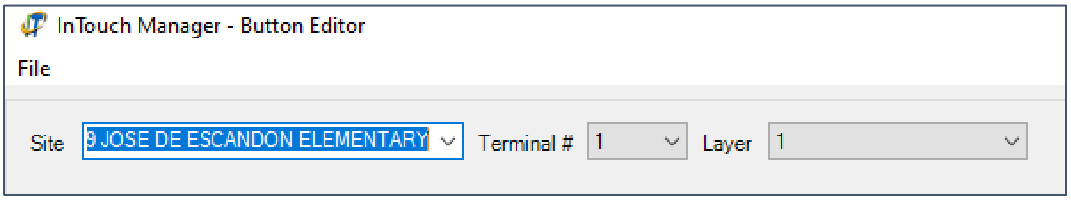
Use Intouch Manager to add, change or delete existing buttons.

1. Log into Intouch Manager, then select **"Functions"** tab from the main menu and then select **"Button Editor"** to open the button editor screen.



## How to Add a Button on your Quick Screen *(Continued)*

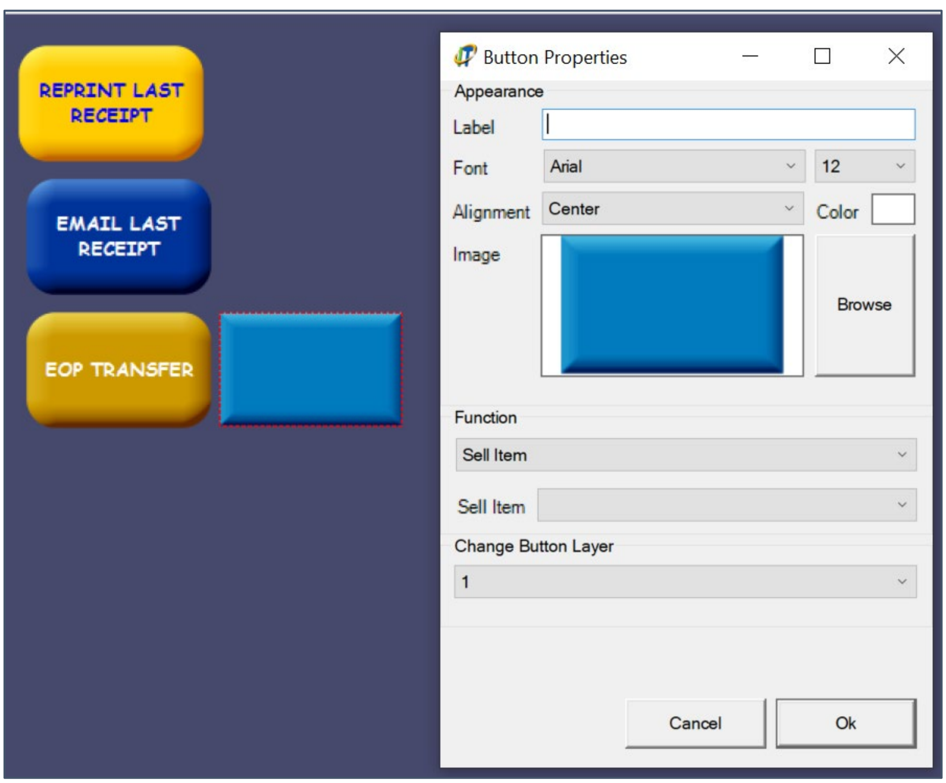
2. Once the following button editor screen appears, select your campus site and select your terminal number (for example terminal #1 for site managers) and select the layer number.




<u>Remember:</u> Button setup is specific and unique to each terminal.

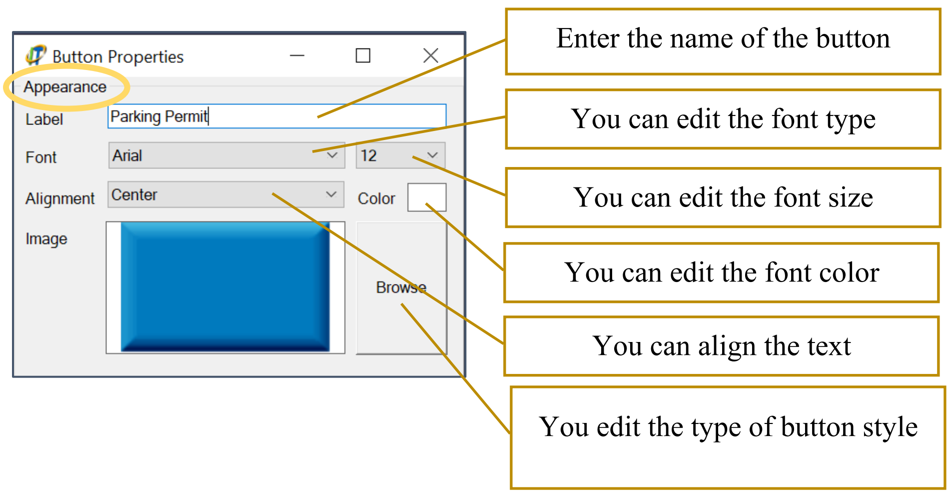
3. Click on "**New**" to get a new button. A blue button will appear in the top left corner of the screen. The upper left corner is the default location for new buttons.

4. The button properties screen will automatically appear.



## How to Add a Button on your Quick Screen *(Continued)*

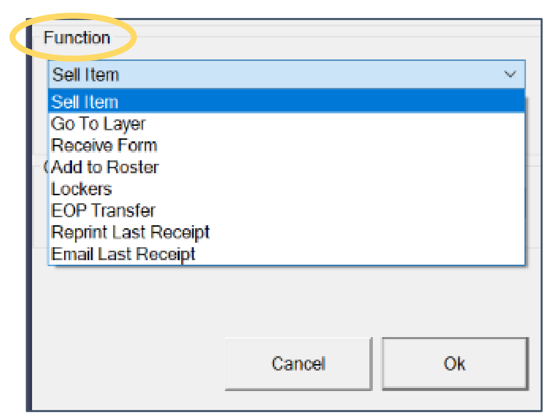
5. On the appearance section you can enter an appropriate description to display on the button by entering it on the label field.




You can customize the font size, font color or button background color.

- To change the font, select a new font name from the drop-down menu
- To change the font color, click on the color box and select your color, then click **"OK"**
- To change the button background color, click on the "Browse" button and select the button color and style you wish, then click "Open".

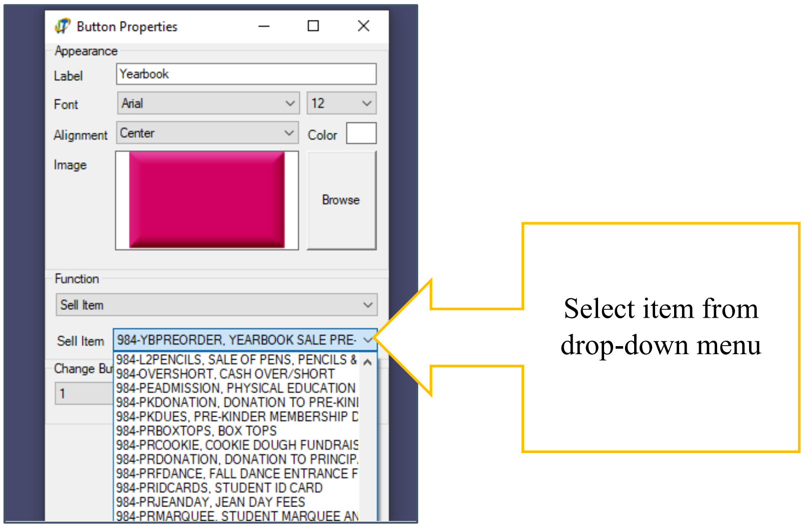
6. On the function section, there are several function options:




- **Sell item –** Most common button set up. Use for fundraiser sales, field trip collections and donations
  - Must select the specific item you are selling from the drop-down menu
- **Go to layer** – To create a layer/new button screen.
- **Receive form, Add to Roster and Lockers**
- **EOP Transfer –** Button to transfer EOP receipts
- **Reprint Last Receipt**
- **Email Last Receipts**

### How to Add a Button on your Quick Screen *(Continued)*

<u>Sample Button Design for Yearbook Sale Pre-Orders</u>




7. When customization is finished, click **"Save"**. Drag the button to where you want it to appear on your "Quick Screen"

Note: Make it a habit to click the "Save" button every time you edit or move a button. The changes you make will not be reflected if you do not hit save with every move or edit you make.

### Modifying an Existing Button

1. Click on the current button and revise/edit settings to the right of the screen
2. Click the **"Save"** button when finished.

### Layers

Use this option if you want to have buttons on your home Quick Screen that move you to other layers containing buttons for a specific sale.

1. Log into InTouch Manager
2. Click on **"Functions"** tab and then **"Button Editor"**.
3. Select your Terminal # from the drop-down list.
4. Select Layer#1 from the drop-down list at the top left corner of the window.

### Layers *(Continued)*

5. Click on the **“New”** button at the bottom right and a new button will appear at the top left corner of the window – click on this button.

6. Customize your button as desired to the right of the window (label, colors, fonts, etc.).

7. In the Function field, select **“Go to Layer”** from the drop-down list.

8. Use the drop-down list in the Layer field below it to tell this button which layer to display wen the button is pushed in Terminal.

9. Click on the **“Save”** button.

### Customer Groups

Customer groups are a very convenient method of focusing reporting, mass fees and mass billings as a group instead of processing at the individual student level.

There are three types of customer groups:

1. Pricing groups which will apply to the InTouch item being processed, fee’d and/or billed;

2. Reporting groups generate reporting based on the students and non-student in a group;

3. Billing and mass fee processing groups which students and non-students accounts will be processed.

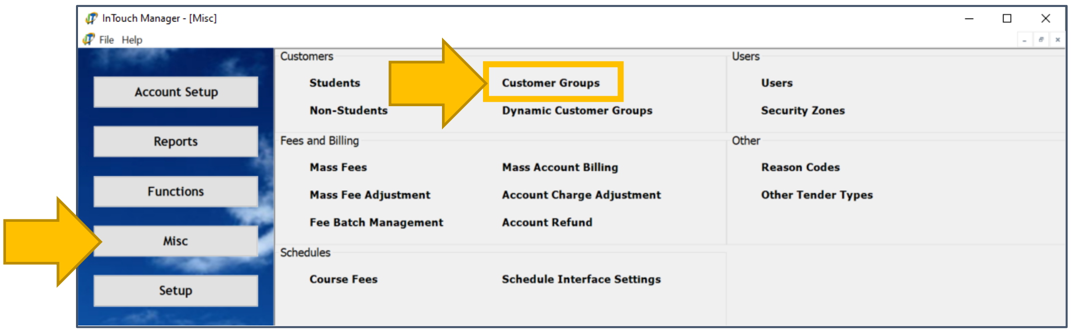
<u>Example of Customer Groups:</u>

- **Price shifting groups**: fee group, reduced group, district employee group
- **Reporting groups**: students in the DECA club, students in Ms. Evans’ class and volleyball players.
- **Billing/mass fee processing groups:** all volleyball players, all seventh graders, all students in the club, pre-k students at the building (before and after school care), participants in a summer camp program.

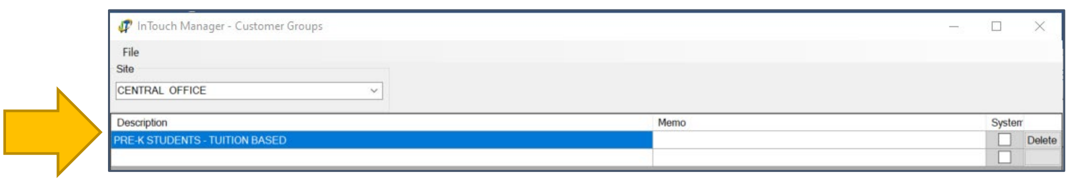
## How to Set Up Customer Groups

1. Log in to Intouch Manager

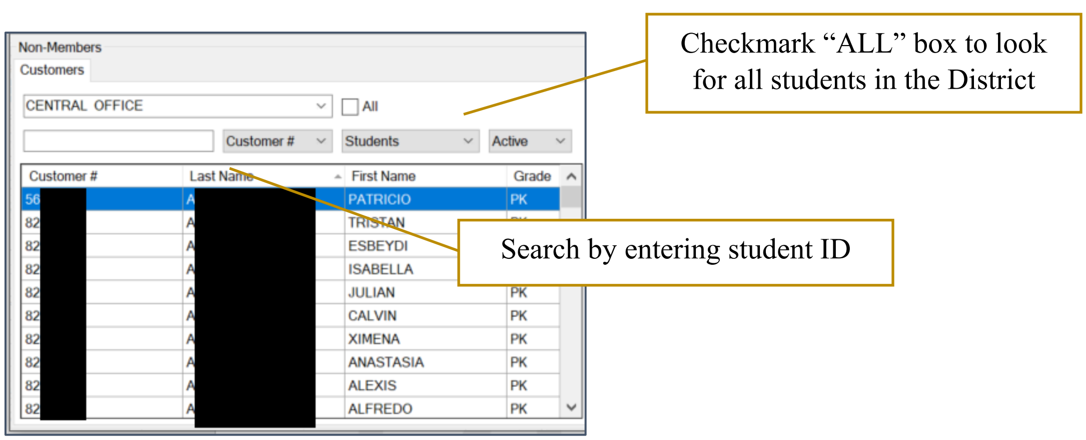
2. Click on the **"Misc"** tab then, select **"Customer Groups"**




3. Add a description to the customer group for a new group

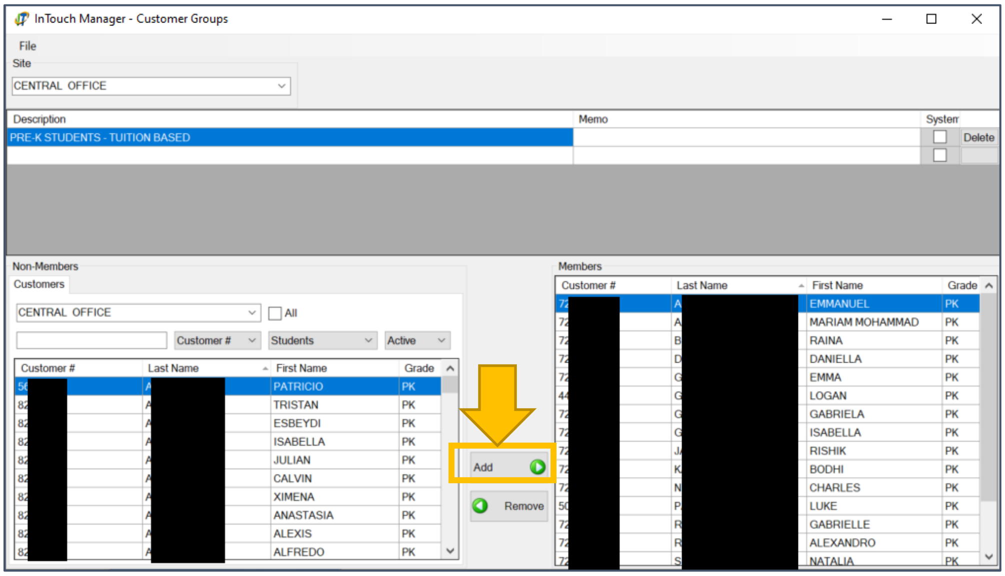



4. The bottom left hand corner of the screen allows selection of the current non-members of the group to become members of the group.
   a. Select a site or all sites (selection is not limited to just the one site's customer)
   b. Find customers by
      i. Selecting from the list.
      ii. Customer ID sort, last name sort or grade sort – the grade sort is a good way to build all seventh graders for example.



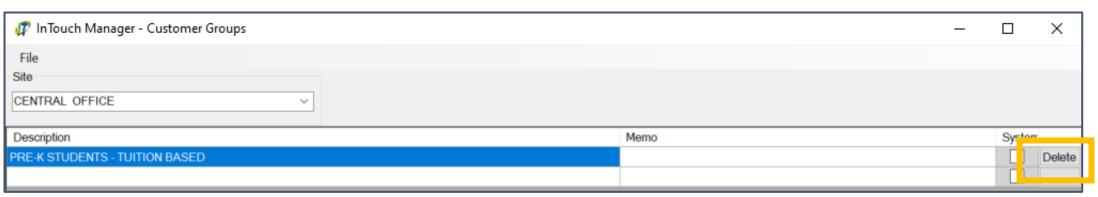
## How to Set Up Customer Groups *(Continued)*

c. Add customers by
   i. Click on customer (highlighted in blue) and then clicking **"Add"**
   ii. Basic windows using shift + select or control + click to highlight customers



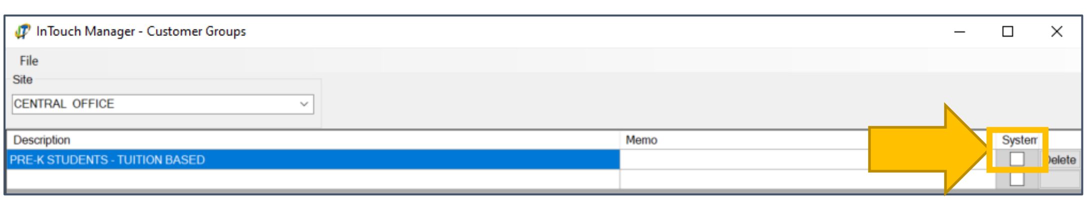

## How to Delete a Customer Group

Select group at tip of screen and click on **"Delete"** at the right side



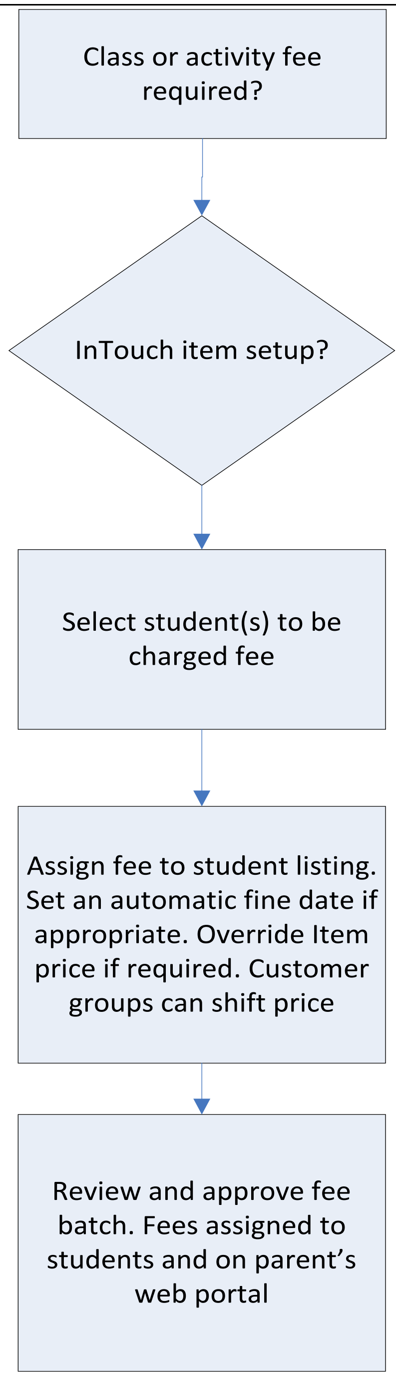

## How to Lock a Customer Group

The system property of a customer group indicates the group is not able to be edited by a user, and is usually updated by an automated process (e.g. maintenance of free and reduced groups).



### Mass Fees

Mass Fee is a function allowing a user to apply one or more fees to a group of students. The purpose of the mass fees is to make assessing single and multiple fees very efficient for the InTouch user.




Fees are determined applicable to any activity, class, and / or service.

Are there special pricing considerations for free / reduced students?

Mass fees are attached to an item setup in InTouch Manager. The item is required to be established prior to attempting to process mass fees. InTouch items are set to have data elements, be web enabled to TouchBase, have quantity limitations, and assigned to the proper budget codes.

Exhibit I, II and III. From InTouch manager select **Mass Fees** under the **Misc** tab.

Select individually or multiple selection (shift, select range and click) (ctrl + click) of students. Select add when selection is completed. Click next when completed.

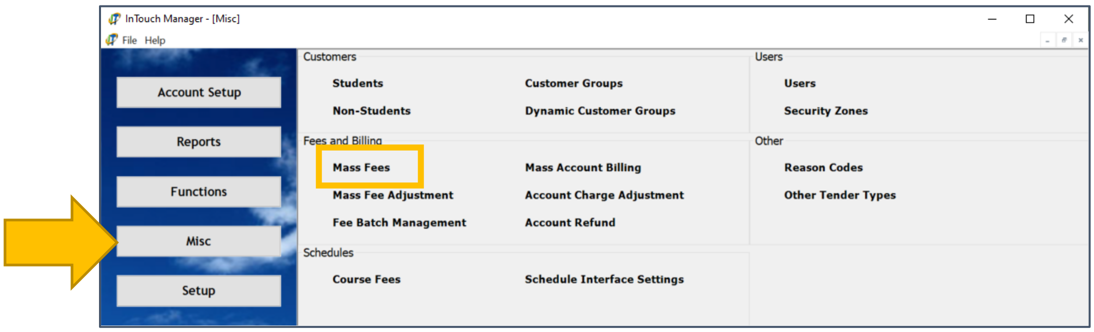
Or select customer group to fine/fee

Exhibit IV. Select the fee(s) to be assigned the list of students – select and click add. The operator may override the InTouch item price. Note: more than one fee can be charged. Note the fee can become a fine at a preset date if not paid Click next to continue.

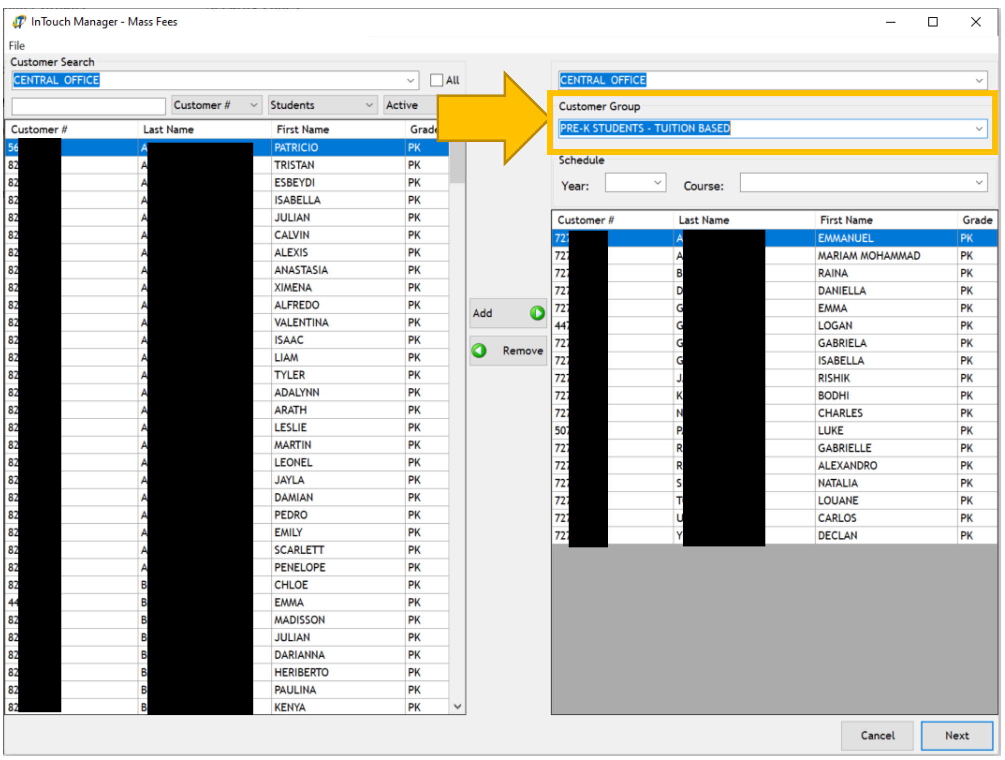
## Process Mass Fees

1. Log into **"Intouch Manager"**

2. Click on the **"Misc"** tab then, select **"Mass Fees"**

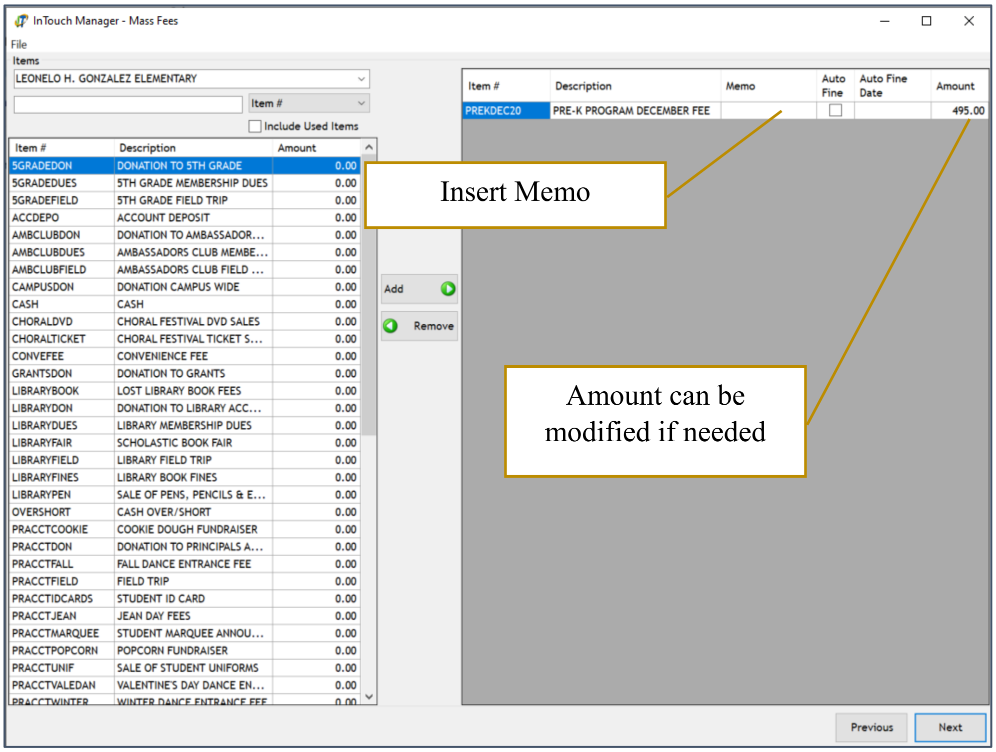



3. Click on the customer group to be billed from the drop-down box. The interface allows for the single selection of students OR the use of customer groups. Once you have selected all of the students to receive a fee, click **"Next".**



### Process Mass Fees *(Continued)*

4. You will be presented with the list of items that can be assessed as fees to the student accounts. Look for the fee from the list by either searching for the Item # or by description. One or more items can be selected to fee this group.




5. Before you click on "Add" to move the item to the right window, confirm the following:
   a. The amount of the fee is correct,
      i. If it is not correct, enter the proper amount in the Amount box
   b. If the fee is to be converted to a fine eventually, then click on Auto Fine box and enter the date the Fee turns into a Fine.
      i. If you wish to assess a fine immediately, leave the date as today's date.

6. Click "Next". You will be presented with a screen to review the fee batch and confirm that it is accurate.

7. This screen gives you a field to enter "Batch Memo". This is a memo that will attach to the batch itself as opposed to the memo to 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.

### Approve or Disapprove the Fee Batch

1. Log in to InTouch Manager
2. Select the "Misc" tab and then select "Fee Batch Management"
3. Select the fee batch to be reviewed and confirm its accuracy.
4. When you are satisfied that 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.
    a. Note: You will need to notify the staff that created the batch that the batch was not approved.

## APPENDIX A – WHAT INTOUCH REPORT SHOULD I USE?



**View Online Payments**
Revenue by Tender
Use "for site by all sites"
Tender Type - Credit

**See Who Owes Money**
Customer Fine/Fee Ledger
or
Customer Fine/Fee Listing

**See Who Has Paid Dues/Fees or Purchased Items**
Customer Purchases by Item



**Credit Card Reconciliation**
Revenue by Tender
Required report to be attached to each credit card deposit upload

**Forgot to Print the Receipt?**
Reprint Receipt

**Forgot to do the EOP?**
Non-Reconciled Report
Run report to verify any receipts that are pending to be reconciled


**EOP Reconciliation Report**
Tender Report
Required report to be attached to each cash receipt deposit

**EOP Deposits by Account Code**
Revenue Summary by Account
Required report to be attached to each cash receipt deposit

### Reports Overview

All users have access to all reports available in InTouch.

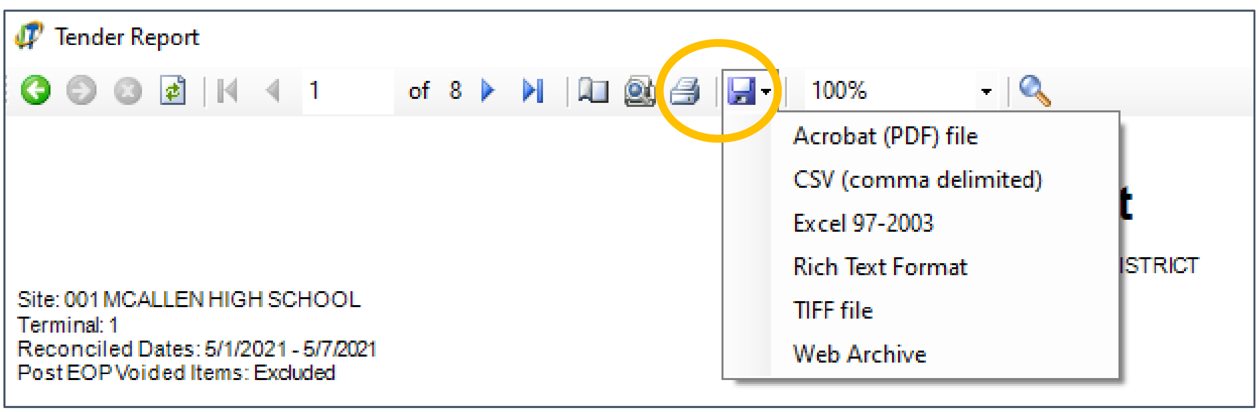
- After selecting a report to run, the criteria selections will display on the right side of the screen.
- Be aware of date ranges when running reports.
- Some criteria will have an include/exclude option.
- Once the report is run and shown on the screen, you have options to print or to export to several formats including PDF and excel.

All campus deposits (with the exception of the Cafeteria) must be entered into InTouch. Do NOT process deposits without entering them into InTouch unless there is an emergency situation and you have obtained prior approval from the designated person in the Accounting Department.

### Printing/Saving Report

1. Printing: In the top options bar, select the printer option to select a printer or

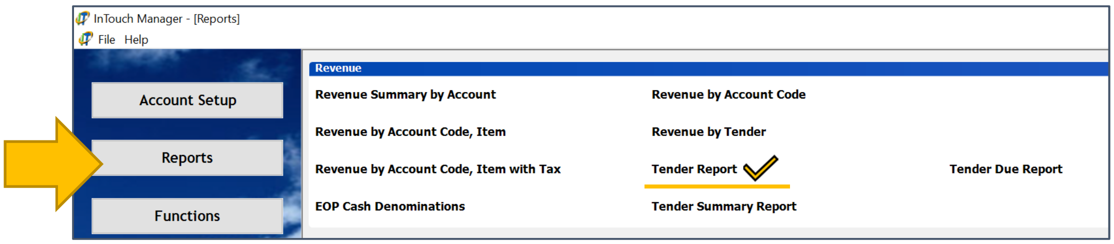
2. Saving Report: In the top options bar, select the save option
    a. From the drop-down menu, select Acrobat (PDF) file to save in PDF or
    b. From the drop-down menu, select Excel 97-2002 to save in excel format



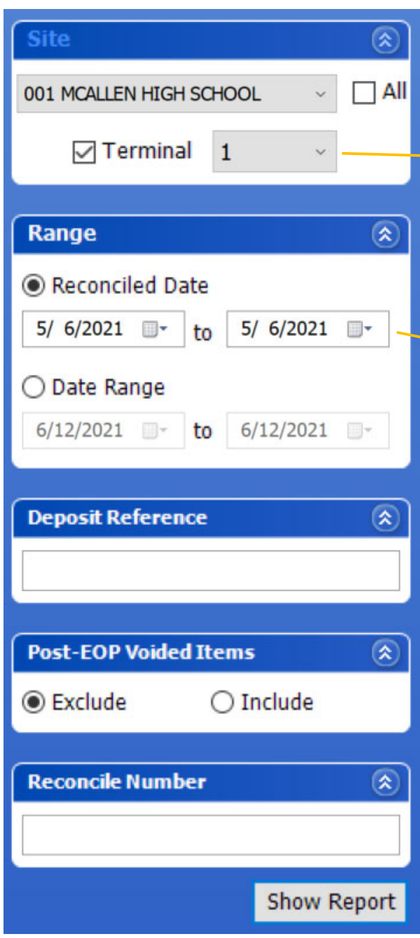
## Tender Report (Campus Bookkeepers/Secretaries Required Report)

1. Log in to **InTouch Manager**, then select **"Reports"** on the left-hand side of the screen

2. Under the Revenue section, click on **"Tender Report"**




3. The following information must be selected:




Campus secretaries/bookkeepers will use terminal 1

Select reconciled date (today's date, i.e. example: 05/06/2021 – 05/06/2021)

Select "**Show Report**"

### Tender Report (Campus Bookkeepers/Secretaries Required Report)

4. Scroll down and click on **"Show Report"** button, then save and/or print report. For instructions on how to save or print report, see page 23.

Sample Report

Date and time printed

6/10/2021 5:38 PM

**Tender Report**

MCALLEN INDEPENDENT SCHOOL DISTRICT

Site: 001 MCALLEN HIGH SCHOOL
Terminal: 1
Reconciled Dates: 5/6/2021 - 5/6/2021
Post EOP Voided Items: Excluded

Deposit Slip Number

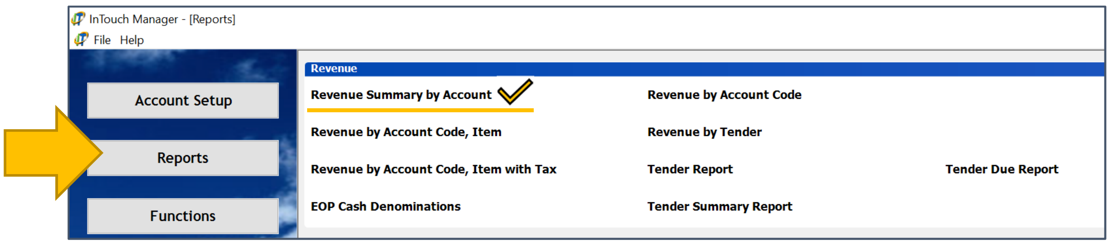
**Reconcile #:** 422 **Deposit Reference:** 0013705

**Site:** 001 MCALLEN HIGH SCHOOL **Terminal:** 1 **Cashier:** RAGSDALE, MARIA

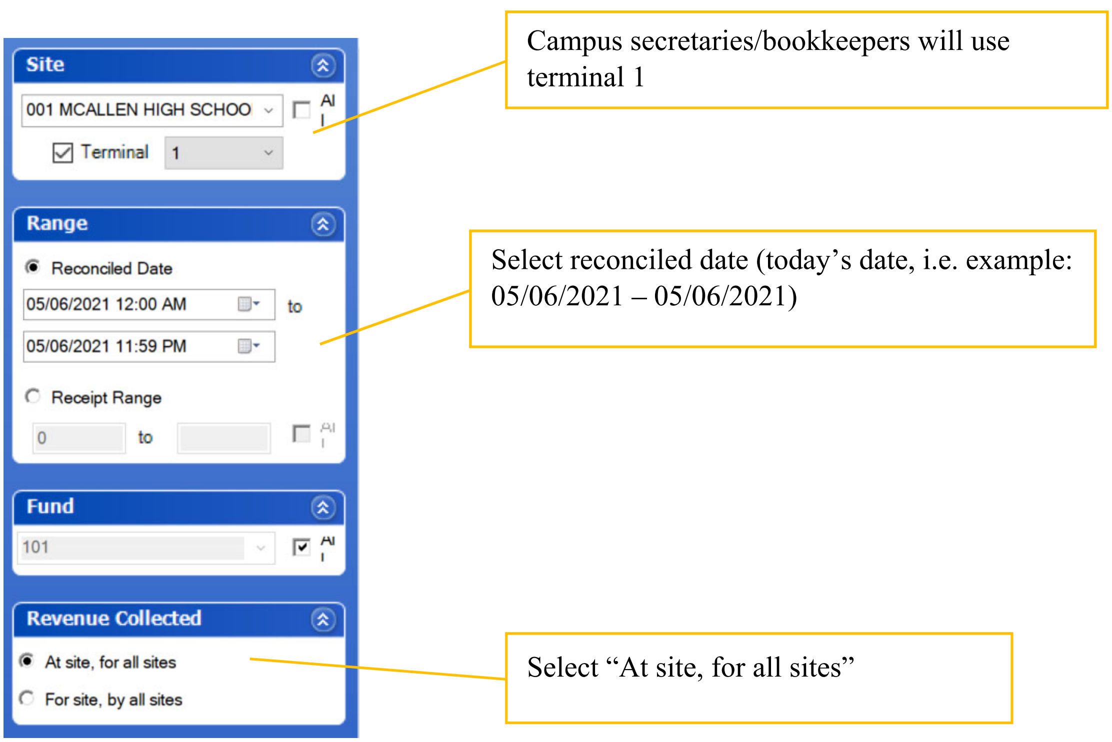
| Receipt # | Date | Customer # | Name | Cash | Check | Deposit Total | Credit | Account | Other | Total |
|---|---|---|---|---|---|---|---|---|---|---|
| 1889 | 5/6/2021 | [redacted] | | $17.00 | $0.00 | $17.00 | $0.00 | $0.00 | $0.00 | $17.00 |
| 1890 | 5/6/2021 | | | $20.00 | $0.00 | $20.00 | $0.00 | $0.00 | $0.00 | $20.00 |
| | | | Over/Short: | $0.00 | | | | | | $0.00 |
| | | | EOP Totals: | $37.00 | $0.00 | $37.00 | $0.00 | $0.00 | $0.00 | $37.00 |

## Revenue Summary by Account (Campus Bookkeepers/Secretaries Required Report)

1. Log in to **InTouch Manager**, then select **"Reports"** on the left-hand side of the screen, then Under the Revenue section, click on **"Revenue Summary by Account"**

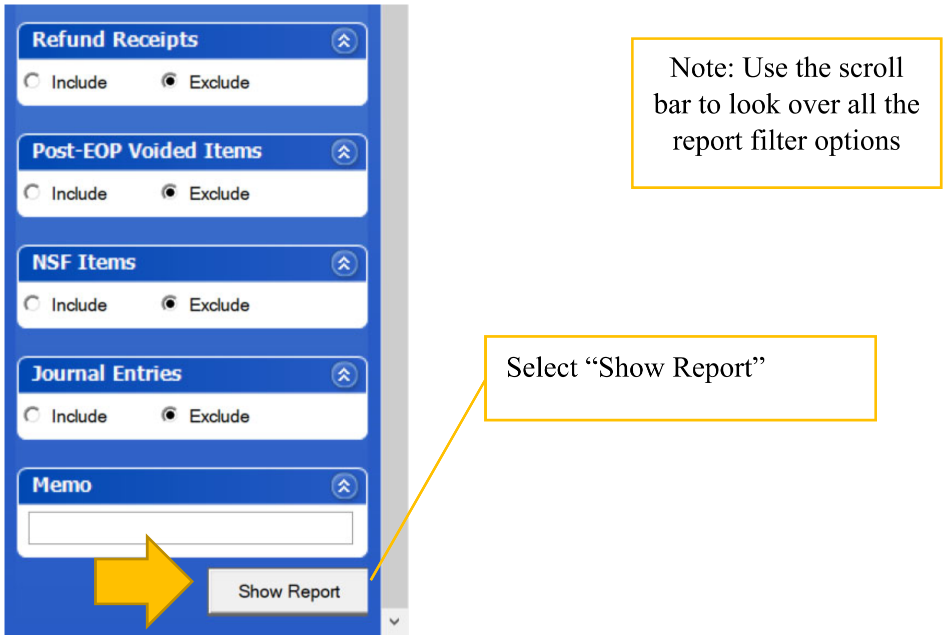



2. The following information must be selected:



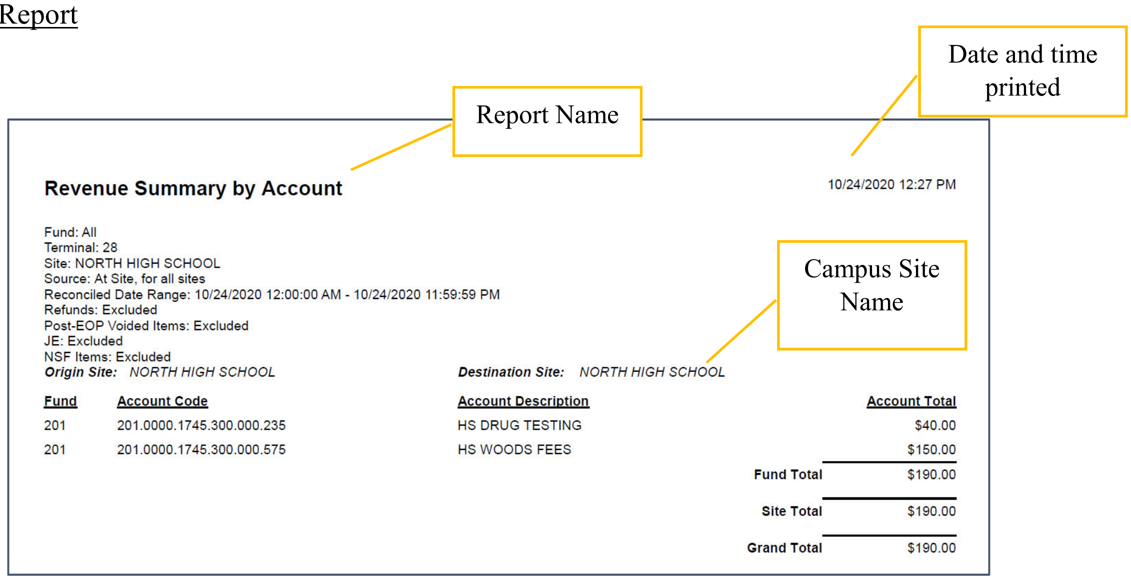
### Revenue Summary by Account (Campus Bookkeepers/Secretaries Required Report)

3. Scroll down and click on **"Show Report"** button




4. Save or print the report. For instructions on how to save or print report, see page 23.

<u>Sample Report</u>



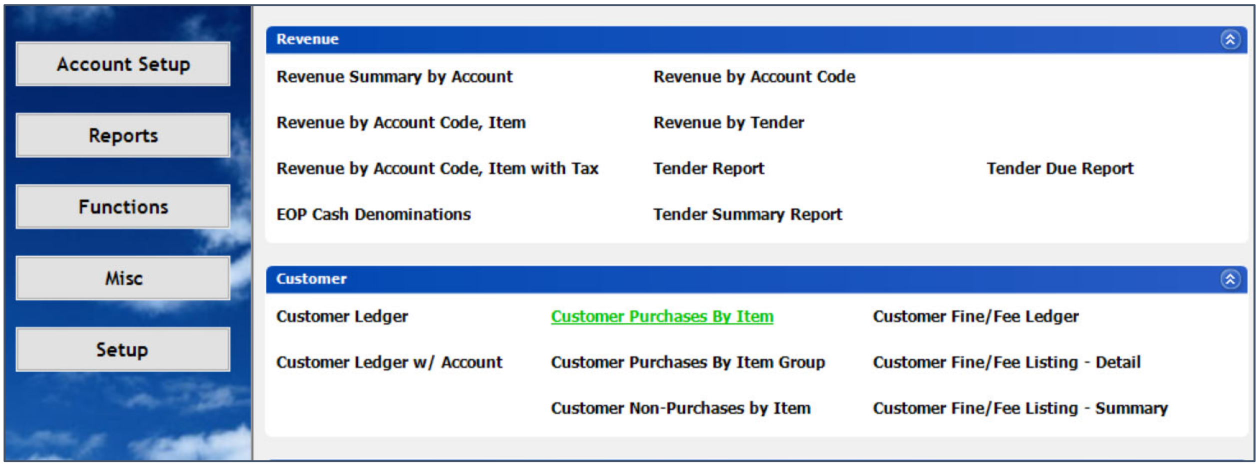

**Revenue Summary by Account** 10/24/2020 12:27 PM

Fund: All
Terminal: 28
Site: NORTH HIGH SCHOOL
Source: At Site, for all sites
Reconciled Date Range: 10/24/2020 12:00:00 AM - 10/24/2020 11:59:59 PM
Refunds: Excluded
Post-EOP Voided Items: Excluded
JE: Excluded
NSF Items: Excluded
***Origin Site:*** *NORTH HIGH SCHOOL* ***Destination Site:*** *NORTH HIGH SCHOOL*

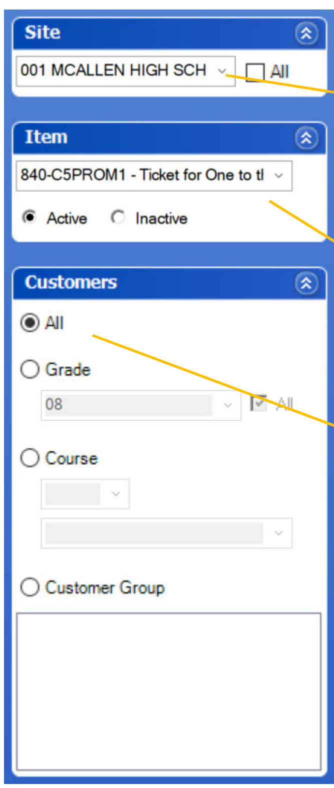
| Fund | Account Code | Account Description | | Account Total |
|---|---|---|---|---|
| 201 | 201.0000.1745.300.000.235 | HS DRUG TESTING | | $40.00 |
| 201 | 201.0000.1745.300.000.575 | HS WOODS FEES | | $150.00 |
| | | | **Fund Total** | $190.00 |
| | | | **Site Total** | $190.00 |
| | | | **Grand Total** | $190.00 |

### Customer Purchases by Item

1. Log in to **InTouch Manager**, then select **"Reports"** on the left-hand side of the screen, then select "**Customer Purchases by Item**" under the Customer section.




2. The following information must be selected:

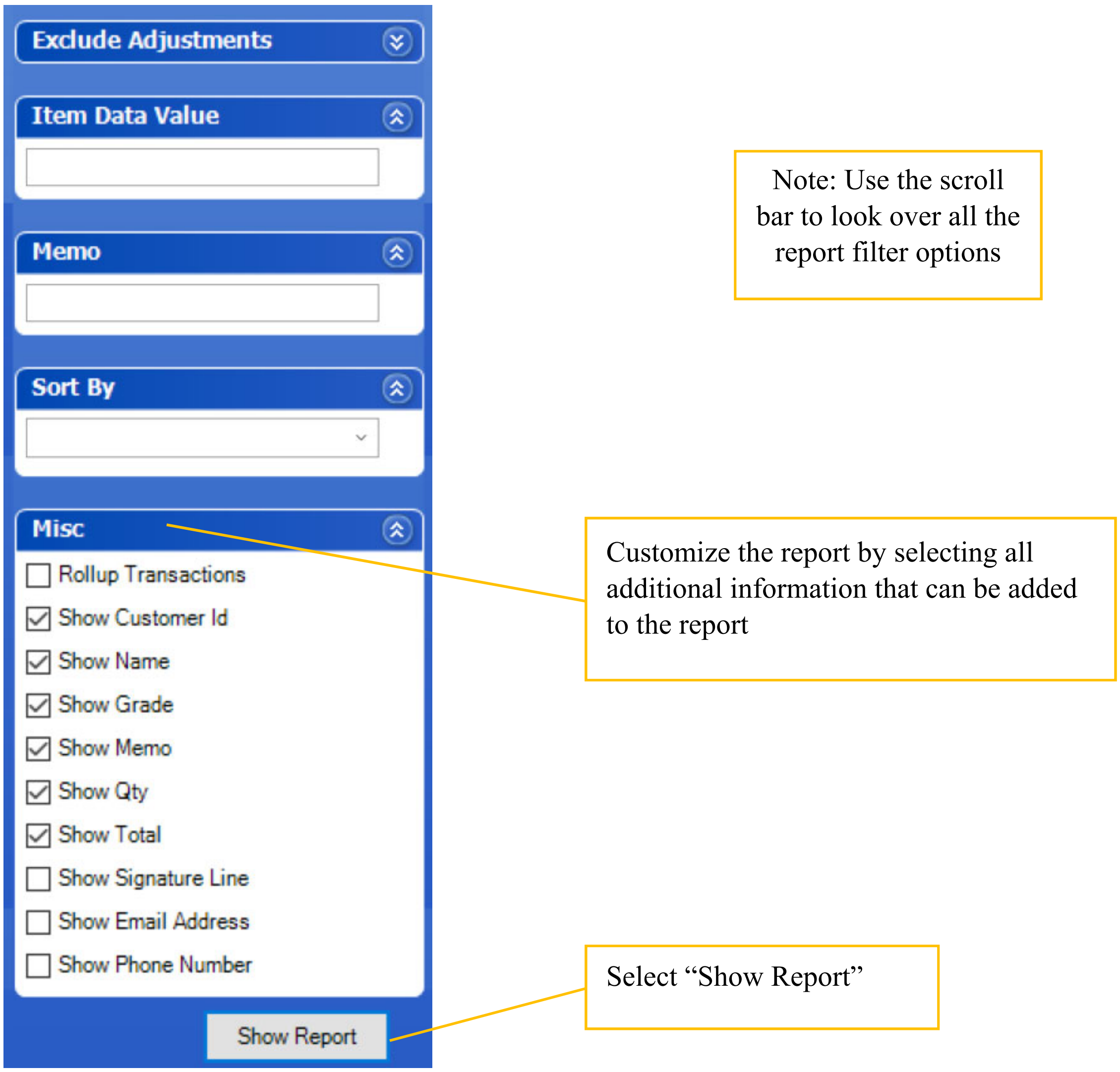



Select campus, then select "**All**"

Select the item from the drop-down inventory item list

For customers, select "**All**" *(recommended)*

### Customer Purchases by Item *(Continued)*




3. Scroll down and click on **"Show Report"** button, then save or print the report. For instructions on how to save or print report, see page 23.

## Customer Purchases by Item *(Continued)*

<u>Sample Report</u>

6/12/2021 11:33 AM

### Customer Purchases by Item

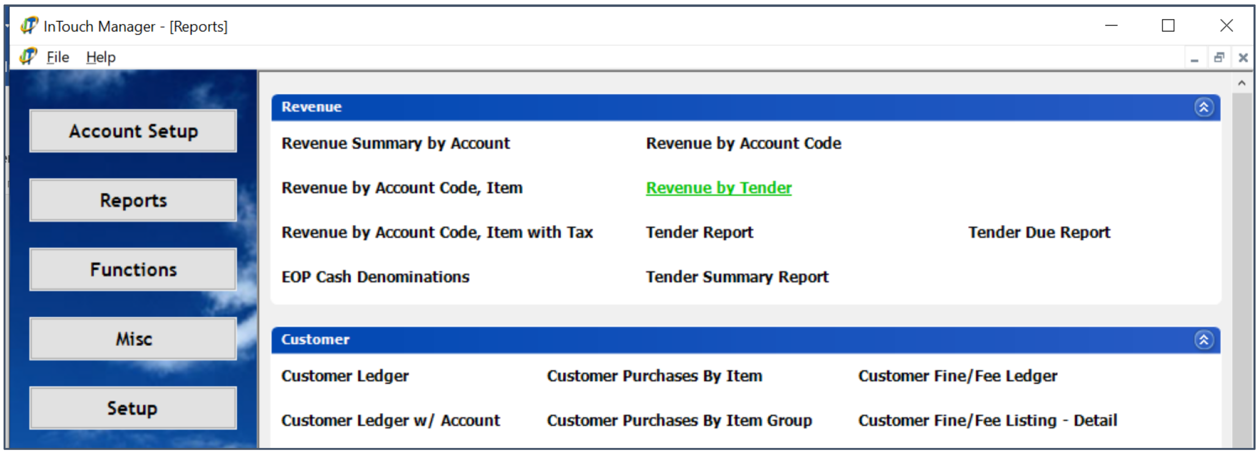
Date Range: 5/1/2021 12:00:00 AM - 5/6/2021 11:59:00 PM
Site: 001 MCALLEN HIGH SCHOOL
Item: 840-C5PROM1

**Item #:** 840-C5PROM1
**Item Desc:** Ticket for One to the 2021 Junior/Senior Prom
**Account Code:** 840 R 00 5749 C5 001 0 00 0 00

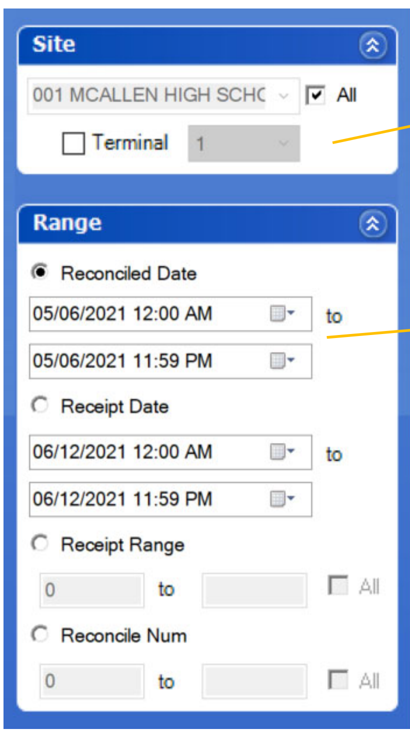
| Receipt # | Date | Customer ID | Name | Grade | Memo | Qty | Total |
|---|---|---|---|---|---|---|---|
| 1926 | 5/6/2021 | [redacted] | [redacted] | 12 | | 1 | $25.00 |
| 1654 | 5/2/2021 | [redacted] | [redacted] | 11 | | 1 | $25.00 |
| 1728 | 5/4/2021 | [redacted] | [redacted] | 12 | | 1 | $25.00 |
| 1690 | 5/3/2021 | [redacted] | [redacted] | 12 | | 1 | $25.00 |
| 1832 | 5/5/2021 | [redacted] | [redacted] | 11 | | 1 | $25.00 |
| 1893 | 5/6/2021 | [redacted] | [redacted] | 11 | | 1 | $25.00 |
| 1689 | 5/3/2021 | [redacted] | [redacted] | 12 | | 1 | $25.00 |
| 1846 | 5/5/2021 | [redacted] | [redacted] | 12 | | 1 | $25.00 |
| | | | | | | **8** | **$200.00** |

### Revenue by Tender - Credit Card Sales Report

1. Log in to **InTouch Manager**, then select **"Reports"** on the left-hand side of the screen, then select "**Revenue by Tender**"



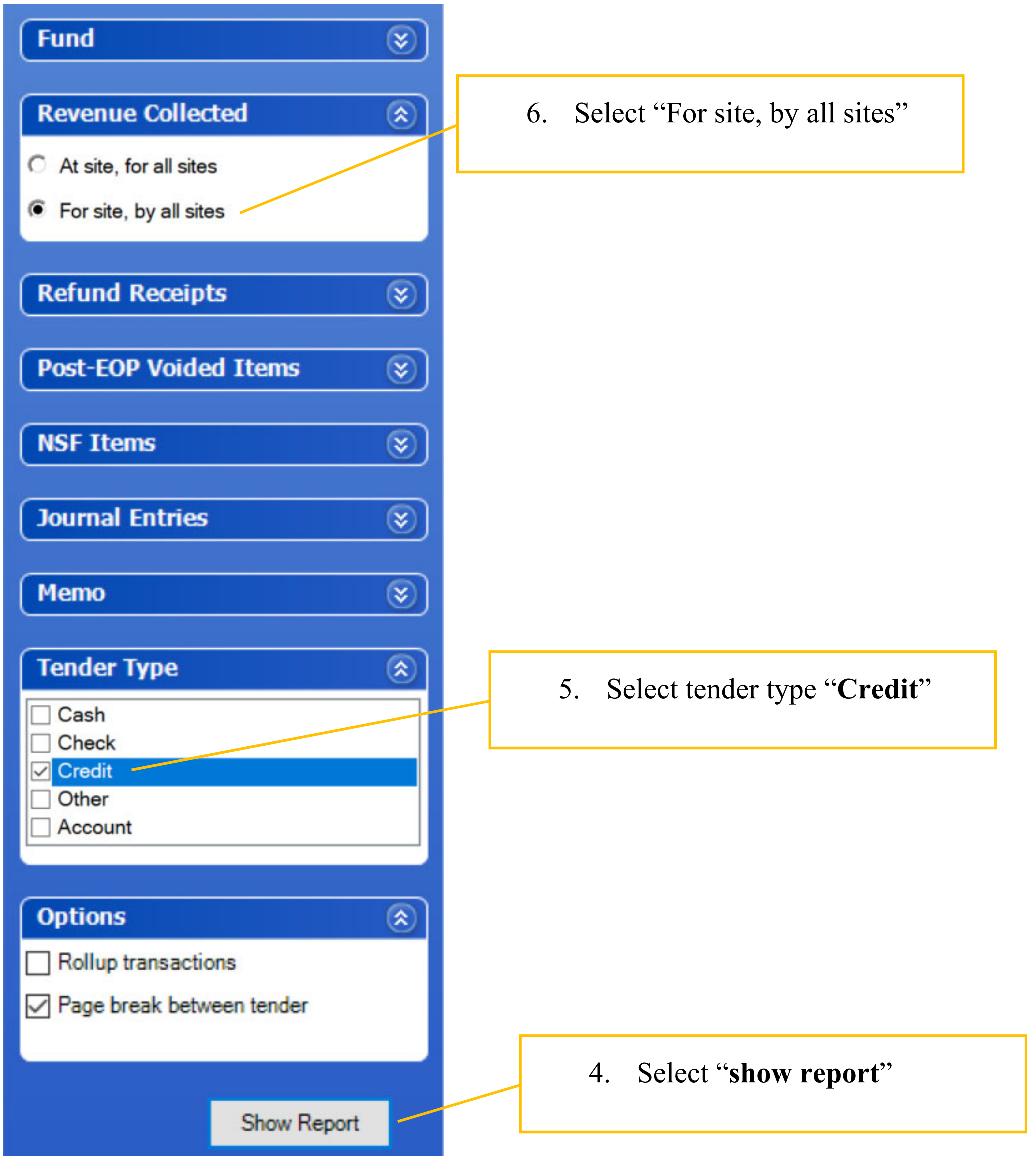

2. The following information must be selected:




Select campus, then select "**All**"

Select reconciled date (today's date, i.e. example: 05/06/2021 – 05/06/2021)

### Revenue by Tender - Credit Card Sales Report *(Continued)*




4. Scroll down and click on **"Show Report"** button, then save or print the report. For instructions on how to save or print report, see page 23.

## Revenue by Tender - Credit Card Sales Report *(Continued)*

Sample Report

### Revenue by Tender

6/12/2021 11:03 AM

Fund: No Funds
Terminal: 1
Site: 001 MCALLEN HIGH SCHOOL
Source: For Site, by all sites
Reconciled Date Range: 5/6/2021 12:00:00 AM - 5/6/2021 11:59:59 PM
Refunds: Excluded
Post-EOP Voided Items: Excluded
JE: Excluded
NSF Items: Excluded

***Tender:*** ***Credit***

***Origin Site:*** *WEBSITE* ***Destination Site:*** *001 MCALLEN HIGH SCHOOL*

| Fund | Account | |
|---|---|---|
| 199 | 199 R 00 5749 CF 001 0 00 0 00 | **MISCELLANEOUS REVENUE** |

| Receipt # | Date | EOP Date | Item | Customer | Memo | Total |
|---|---|---|---|---|---|---|
| 1929 | 5/6/2021 | 5/6/2021 | CONVENIENCE FEE | [redacted] | | $1.46 |
| 1926 | 5/6/2021 | 5/6/2021 | CONVENIENCE FEE | | | $1.06 |
| 1893 | 5/6/2021 | 5/6/2021 | CONVENIENCE FEE | | | $0.87 |
| | | | | | **Account Total** | $3.39 |

***Origin Site:*** *WEBSITE* ***Destination Site:*** *001 MCALLEN HIGH SCHOOL*

| Fund | Account | |
|---|---|---|
| 840 | 840 R 00 5749 C5 001 0 00 0 00 | **MISCELLANEOUS REVENUE** |

| Receipt # | Date | EOP Date | Item | Customer | Memo | Total |
|---|---|---|---|---|---|---|
| 1893 | 5/6/2021 | 5/6/2021 | Ticket for One to the 2021 | [redacted] | | $25.00 |
| 1929 | 5/6/2021 | 5/6/2021 | Ticket for Two to the 2021 | | | $40.00 |
| 1926 | 5/6/2021 | 5/6/2021 | Ticket for One to the 2021 | | | $25.00 |
| | | | | | **Account Total** | $90.00 |
| | | | | | **Tender Total** | $93.39 |
| | | | | | **Grand Total** | $93.39 |

Page 1

# APPENDIX B – SECURITY ZONE

### Security Zones Overview

Security Zones allow or restrict what an InTouch user can and cannot do in InTouch Terminal and InTouch Manager. Intouch system has created 5 security zones that allow different levels of access depending on the job title and review capabilities. The five (5) security levels are: All, cashier, site manager, teacher and view only.

To set up a security zone, go to Intouch Manager> Misc.>Security Zones

### Security Zone Structure

Each security zone is compiled with options that affect the following areas of the InTouch Receipting system:

- Manager
  - Customize user control over critical setup areas in InTouch Manager.
- Manager Misc
  - Customize user control over operational functions available in InTouch Manager → Misc. Also control access to interface functions such as Mass Fees, Course Fees (schedule interface), Mass Fee Adjustment, and Customer Groups.
- Terminal
  - Controls most of the available operations in InTouch Terminal. This tab is usually the most critical when defining various user types and terminals, such as: gate receipts, teacher terminals, or casual/volunteers who will be using terminal to assist with a game or registration.

Individual security options may be set to allow users the ability to perform one of the following options:

- None
  - Denies user ability to view, add, or edit a function.
- View
  - Allows a user to view the function.
- Add
  - Allows the user to view and ADD a function.
- Edit
  - Allows the user to view and EDIT a function.
- Full Control
  - Allows the user to view, add, AND, edit a function.

The View, Add, and Edit tabs have the same options that are dynamic based on your prior selection. For example: if on the view tab you don’t have “Account Codes” selected, the “Account Codes” checkbox on the “Add” and “Edit” tabs would be unavailable.

### Adding a Security Zone (Performed by Accounting Office Staff Only)

Adding a new security zone is rather simple, but there is a process to consider before starting. It is important to remember that many users can all use the same security zone, and it is not required (*or recommended*) that a security zone be setup for each user.

Once you've defined what you want this type of user to do (*or not do*), then you can setup the security zone in InTouch Manager.

1. InTouch Manager> Misc. >Security Zones
2. Click on the **Cancel** button to create a new blank row.
3. Add the description of the security zone in the blank row. This should describe the role/function of the user to make the assignment easier when creating the users.
4. Once you have a description you can start checking the applicable boxes for what you want this security zone to control.
    a. If you want to create a "View Only" user, you simply need to add the description and check the "View Only" check box located to the RIGHT of the description field.

### Manager Tab - Glossary of InTouch Functions

The following functions are listed in the security zone tabs:

- Items
    - (*InTouch Manager → Account Setup → Item Setup)* controls the creation, or edits on InTouch Items. Typical use: District office, and primary receipting users.
- Account Codes
    - (*InTouch Manager → Account Setup → Account Codes*) manages the account codes/budget codes in InTouch, critical for recording revenue to the proper funds and accounts. Typical use: District office.
- Account Structures
    - (*InTouch Manager → Account Setup → Account Structures*) the account code matrix setup in InTouch, critical for recording revenue to the proper funds and accounts. Typical use: District office.
- Segment Codes
    - (*InTouch Manager → Account Setup → Segment Codes*) manages the account code structure (segments) in InTouch. Typical use: District office.
- Reason Codes
    - (*InTouch Manager → Misc. → Reason Codes*) Reason codes are used to outline why an adjustment was made and these should be detailed and fall in-line with district policy. Typical use: District office.

### Manager Tab - Glossary of InTouch Functions *(Continued)*

- Students
  - (*InTouch Manager → Misc. → Students*) in most cases, students can't be edited in InTouch since they are being imported nightly from your Student Information System. There are some cases where this may vary. Typical use: All users. *For districts importing from the Student Information System, the add/edit function is automatically restricted regardless of what privilege the user is.*
- Non-Students
  - (*InTouch Manager Misc. → Non-Students*) Non-Students have many uses and span several functional areas. Many different user types will use Non-Students. Typical use: All users/most users.
- Users
  - (*InTouch Manager → Misc. → Users*) this is the management utility for users in InTouch. Note: any user in the system, regardless of security zone, has the ability to change their own password. Users with view, add, edit checked on 'Users' have the ability to add and manage all users (or users at their site). Typical use: District office.
- Zones
  - (*InTouch Manager → Misc. → Security Zones*) allows the creation/edits to new or existing security zones. Typical use: District office.
- Other Tender Types
  - *(InTouch Manager → Misc. → Other Tender Types)* used for various types of transactions that fall outside of a traditional tender including scholarships, and supplemental financial support. Typical use: District office.
- Sites
  - *(InTouch Manager → Setup → Sites)* controls the licensed sites in InTouch. IMPORTANT: Do not add a site to the site list without receiving an updated license from InTouch – InTouch will lock and you will need to contact InTouch Support. Typical use: District office.
- Site Types
  - (*InTouch Manger → Setup → Site Types*) controls the site type listing, and allows for edits to the site name classification. Typical use: District office.
- District
  - (*InTouch Manager → Setup → District*) controls the current InTouch license. IMPORTANT: Do not change any settings in the District window unless directed to do so by InTouch Support. Typical use: District office.

### Manager Tab - Glossary of InTouch Functions *(Continued)*

- Preferences
  - (*InTouch Manager → Setup → Terminal Settings/General Settings)* allows changes to a site/users terminal settings. Terminal settings also allow for receipt header/footer text, printer/cash drawer settings, and Key Item settings. General Settings control the roll over date and the cash/cash-over short settings. Typical use: District office, primary receipting users.
- Settings
  - (*InTouch Manager → Setup → Connection Settings*) connection settings are primarily used to test connections, and these settings should not be changed unless directed to do so by InTouch Support. Typical use: District office.
- Credit Card Settings
  - (*InTouch Manager → Setup → Credit Processor Settings*) manages the processing account credentials in InTouch. These settings should not be changed unless directed to do so by InTouch Support. Typical use: District office.

### Manager Misc Tab - Glossary of InTouch Functions

The Misc settings control a blend of interface settings and fee assessment tools in InTouch Manager. The features controlled in this section have the capability of assessing Mass Fees, Course Fees, and Mass Fee Adjustments. Take care in reviewing what tools each user-type will need when adding a new security zone.

- Course Fees
  - (*InTouch Manager → Misc. → Course Fees)* controls the mapping and settings for the schedule interface – assesses a fee to a fee based course based on student enrollment. Typical use: District office, primary receipting users.
- Mass Fees
  - (*InTouch Manager → Misc. → Mass Fees*) one of the most common tools used in InTouch, and fits many district processes for assessing fees for one student or all students. Mass Fees greatly speeds up the process of assessing fees and/or payment plans to many students at once. Although most sites/buildings use this tool, it is important to evaluate any risk areas and configure the security zone appropriately. Typical use: Primary receipting users.
- Mass Fee Adjustment
  - (*InTouch Manager → Misc. → Mass Fee Adjustment*) there are many uses for the Mass Fee Adjustment. If you have not used this feature, please contact InTouch Support for uses. Typical uses: District office, advanced users.
- Fee Batch Management
  - (*InTouch Manager → Misc. → Fee Batch Management*) this is the second step of the Mass Fee assessment process. Most users that can use the Mass Fee utility have access to Fee Batch Management, but this affords the district the ability of enforcing a checks and balances policy to the fee assessment. Typical uses: Primary receipting users.

### Manager Misc Tab - Glossary of InTouch Functions *(Continued)*

- Mass Account Billing
  - (*InTouch Manager → Misc. → Mass Account Billing*) typically used for pre/afterschool care and community education programs for billing. Typical uses: District office, applicable site users.
- Customer Groups
  - (*InTouch Manager → Misc. → Customer Groups)* allows for the creation and continued management of customer groups and dynamic customer groups. This is a common site-user tool with many functions spanning fee assessment and report filtering. Typical uses: District office, primary site users.
- Journal Entry
  - (*InTouch Manager → Functions → Journal Entry*) allows a user to correct accounts and apply revenue to a different account/fund – used in certain types of adjustments. Typical uses: District office.
- View District Level
  - This is a global system setting that allows an InTouch user to select different sites in InTouch Manager without requiring additional logins. Most common while adding items, or viewing reports at district office. Typical uses: District office.
- View Reports
  - General system setting that allows or blocks a user from running reports in InTouch. Typical uses: All primary users.
- Lockers
  - Enables the locker options in InTouch Manager. If you are unfamiliar with the locker module, or would like additional information, please contact sales@intouchreceipting.com

### Terminal Tab - Glossary of InTouch Functions

The terminal tab in security zones has seen many enhancements to better control what a user can do to better accommodate the expanded use of InTouch throughout districts.

- NSF
  - Allows the NSF function in terminal. Typical uses: District office.
- Adjust Receipt
  - Pre-EOP Void, Wrong Customer, Wrong Item, and Refund would be allowed if checked. Typical uses: District office, primary receipting users.
- Shift Site
  - Allows a terminal user to emulate another site to receipt items from another building (as if they were that site). Typical uses: District office, some primary users.
- Post-EOP Void
  - Allows a user to void a receipt that has already been reconciled. Typical uses: District office.

### Terminal Tab - Glossary of InTouch Functions *(Continued)*

- Enter Fines
  - Allows a terminal user to manually assess a Fine. Typical uses: District office, primary users.
- Enter Fees
  - Allows a terminal user to manually assess a Fee. Typical uses: District office, Primary users.
- Adjust Fines and Fees
  - Allows a terminal user to adjust an assessed fine or fee. Fines and fees can only be adjusted at the site where the fee/fine was assessed. This is a system security policy that cannot be bypassed regardless of security level.
- Manual Receipts
  - Allows for a receipt to be manually added to the system. Used for off-site receipting where terminal could not be used. A manual receipt is entered in the same basic way, and a manual receipt can be added or excluded from the EOP. Typical uses: District office, some primary users.
- Edit Other's Notes
  - Allows/denies the ability to change notes created by other users in terminal. Typical uses: District office.
- Delete Other's Notes
  - Allows/denies the ability to change notes created by other users in terminal. Typical uses: District office.
- Lookup Inventory
- Allows a terminal user to lookup inventory. Typical uses: All uses, except teacher/gate/fundraising terminals. Lookup Students/Lookup Non-Students
  - Allows a terminal user to lookup students/lookup non-students. The lookup student function can be restricted to a particular schedule in a later security zone. Non-Students are used by most receipting users. Typical uses: District office, primary receipting users.
- Lookup Students/Non-Students at District
  - Allows a terminal user to lookup all students/non-students in the district to pay/assess/lookup payment history on a student or a non-student. Typical uses: District office, primary receipting users.
- Show Customer Info
  - Displays the customer contact/demographic information in terminal. Typical uses: District office, primary users.
- Show Customer History
  - Allows a terminal user to view a student's/non-student's/customer's purchase history, reprint receipt, and fine/fee ledger information – and print it. Typical uses: District office, primary users.

### Terminal Tab - Glossary of InTouch Functions *(Continued)*

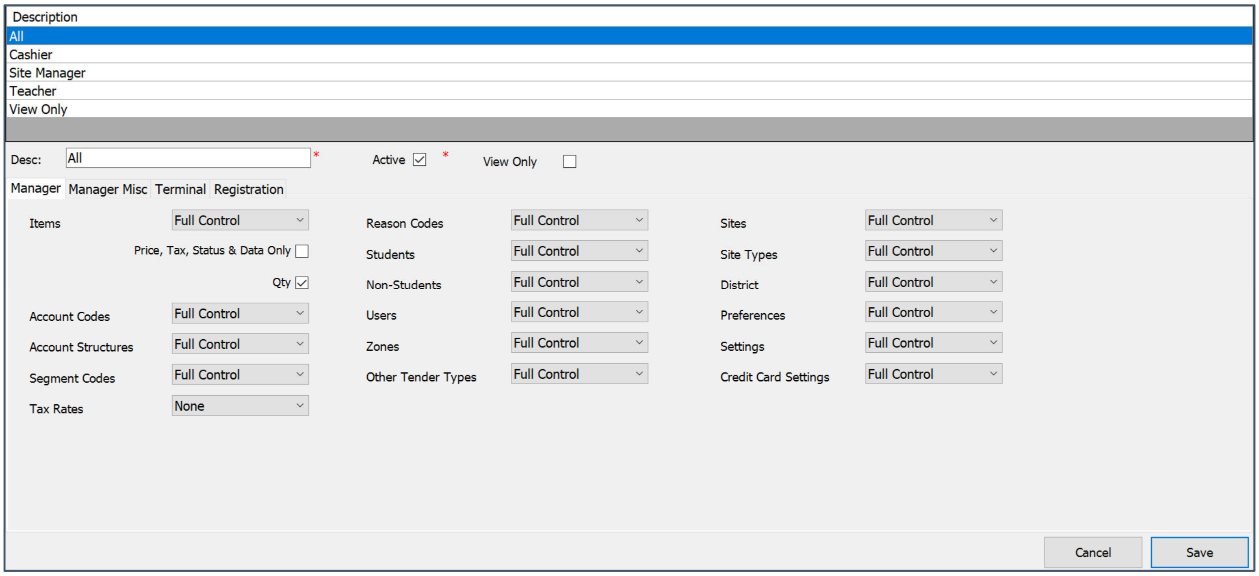
- Paid Out Limit
  - Defines the amount able to be cashed out of the till, primarily for cash refunds. Typical uses: District office, trusted users.
- Charge on Account Limit
  - The amount that can be charged to a customers On-Account balance. On-Account requires additional setup – please contact support@intouchreceipting.com. Typical uses: District office, community education, primary users.
- Show Fines/Fees/Notes Popup
  - This is the notification popup window in terminal that notifies the user if a customer/student has any outstanding fines/fees/notes present on their account. Typical uses: District office, primary users, any users that need to accept payment for fines and fees.
- Show Fines/Fees/Notes Link
  - Works in conjunction, or independent of the popup notification. Displays links in the top right of terminal. Shows the user if a customer/student has outstanding fines, fees, and notes. A user can click these links at any point in the transaction to view/pay a fine/fee.
  - Typical uses: District office, primary users, any users that need to accept payment for fines and fees.
- Require Deposit Reference
  - During the End of Period, a ‘Deposit Reference’ memo will display. This setting turns that deposit reference memo box off or on. Typical uses: All users allowed to perform an EOP based on district office policy.
- Lockers
  - Shows the locker module functions in terminal, such as: print locker combo. For more information regarding the locker module please email support@intouchreceipting.com
- Change Price
  - Allows a terminal user to change the price of an item in terminal. Typical uses: District office, all primary users.
- Discount
  - Allows a terminal user to discount the price of an item based on a percentage. Typical uses: District office, all primary users.
- Restrict to Default Terminal #
  - Allows district office to assign a terminal number to a user, and the user does not have the ability to change the terminal they are assigned to. Commonly used for teachers and gate receipt users. Typical uses: defined terminal users – gate receipts, teachers.
- Restrict Students to Schedule
  - Used for teachers who collect money in the classroom. Allows ‘Lookup for Student’ but only displays students enrolled in the user’s class. Commonly used with ‘EOP Transfer’. Typical uses: Teachers

### Terminal Tab - Glossary of InTouch Functions *(Continued)*

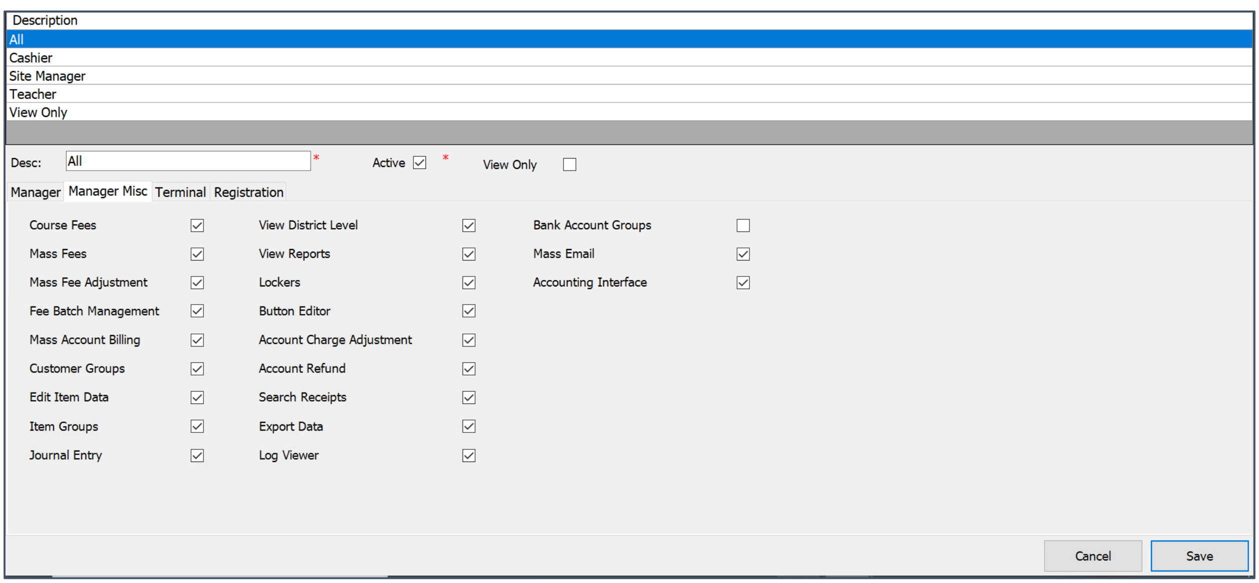
- Perform EOP
    - Allows a user to perform an End of Period (reconcile) on their terminal. The EOP function is usually turned off for teachers and select receipting locations such as concessions and gate receipts.
- Perform EOP Transfer
    - Allows a user to assume another terminals EOP. This function is usually limited to primary receipting users. Typical uses: Primary receipting users.
- Perform Manual Credit Card Charge
    - Allows for a credit card to be manually entered into terminal. This should be looked at as an option, if supported by good business reason. Typical uses: District office, community education, pre/afterschool care.
- Refund to Credit Card
    - Allows users, with this box checked, to refund back to the original credit card.

## Security Zones – Setup Screen Sample

All Access Security Zone (**Accounting Office Only**) – Manager Screen

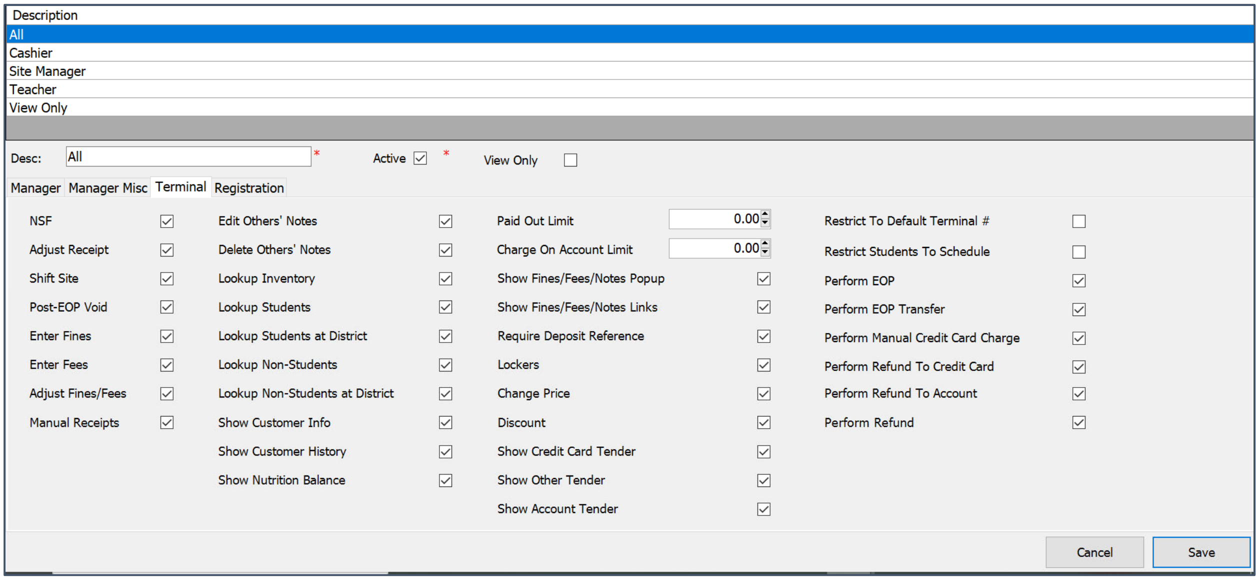



All Access Security Zone (**Accounting Office Only**) – Manager Misc Screen

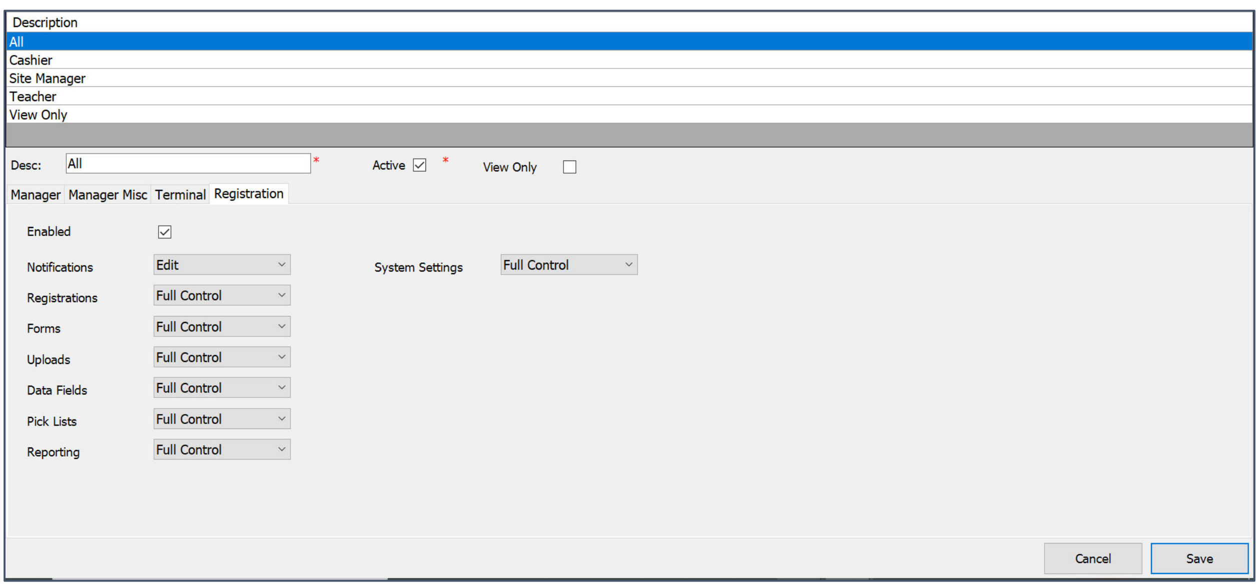


## Security Zones – Setup Screen Sample *(Continued)*

### All Access Security Zone (Accounting Office Only) – Terminal Screen

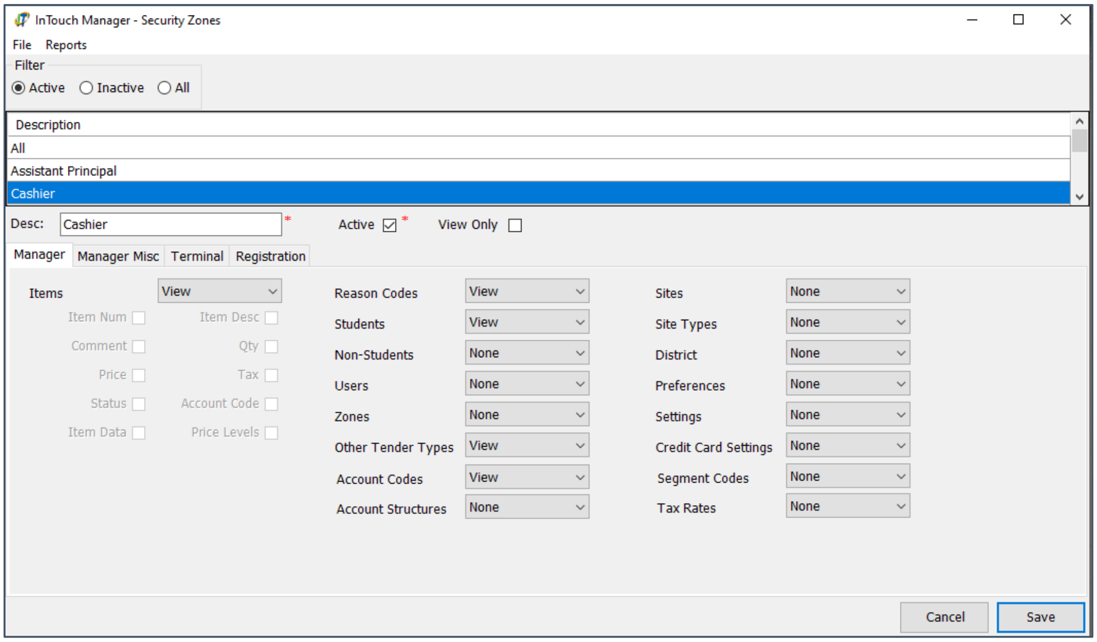



### All Access Security Zone (Accounting Office Only) – Registration Screen

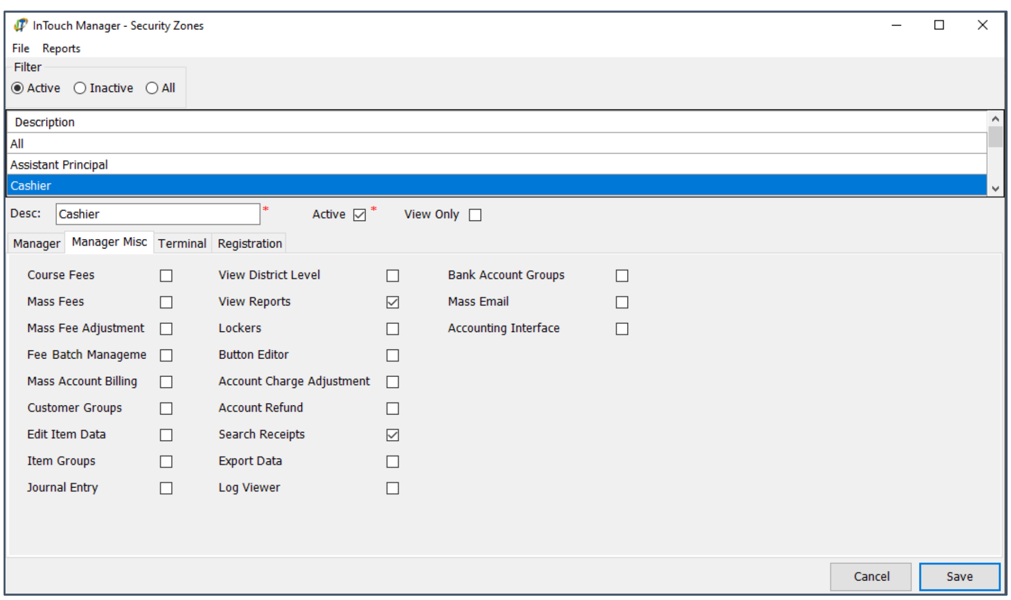


## Security Zones – Setup Screen Sample *(Continued)*

### Cashier Access Security Zone – Manager Screen

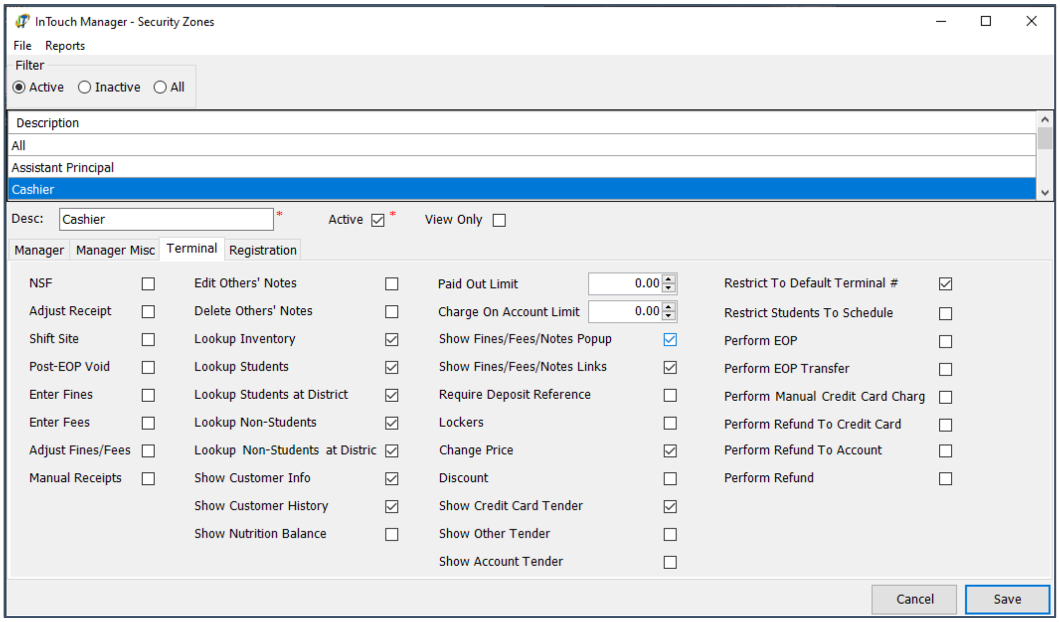



### Cashier Access Security Zone – Manager Misc Screen

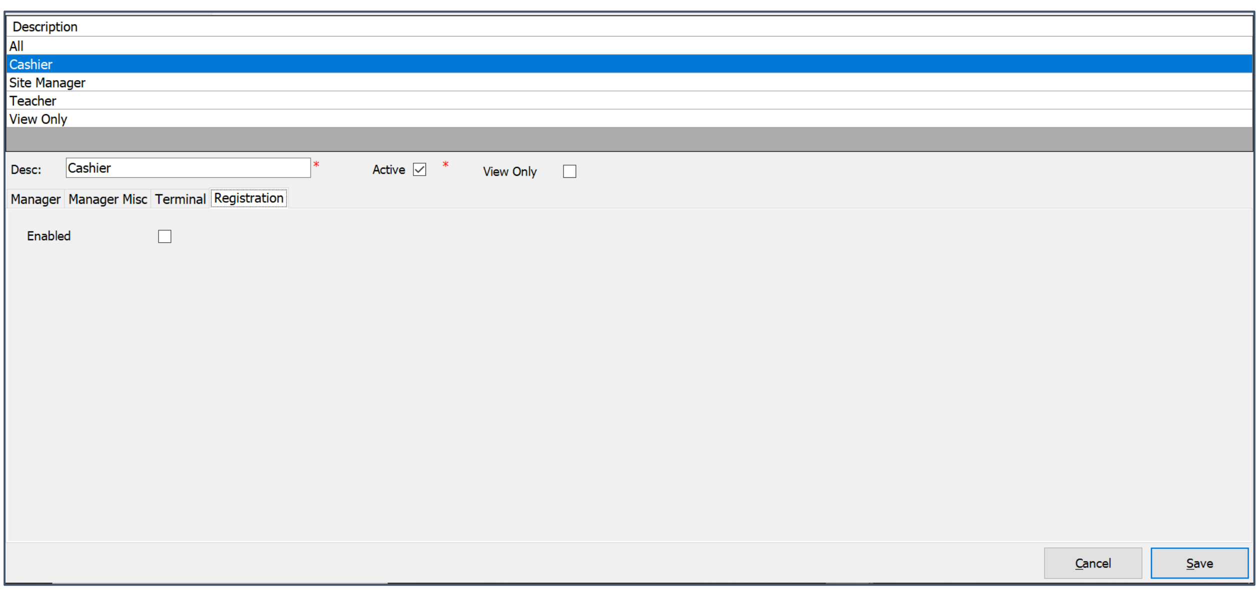


## Security Zones – Setup Screen Sample *(Continued)*

### <u>Cashier Access Security Zone – Terminal Screen</u>

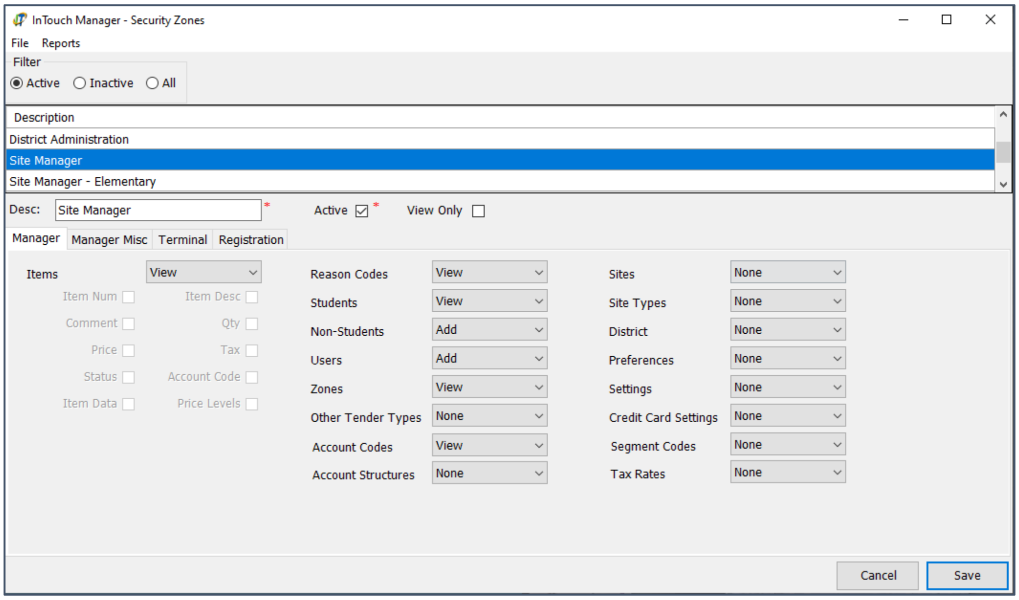



### <u>Cashier Access Security Zone – Registration Screen</u>

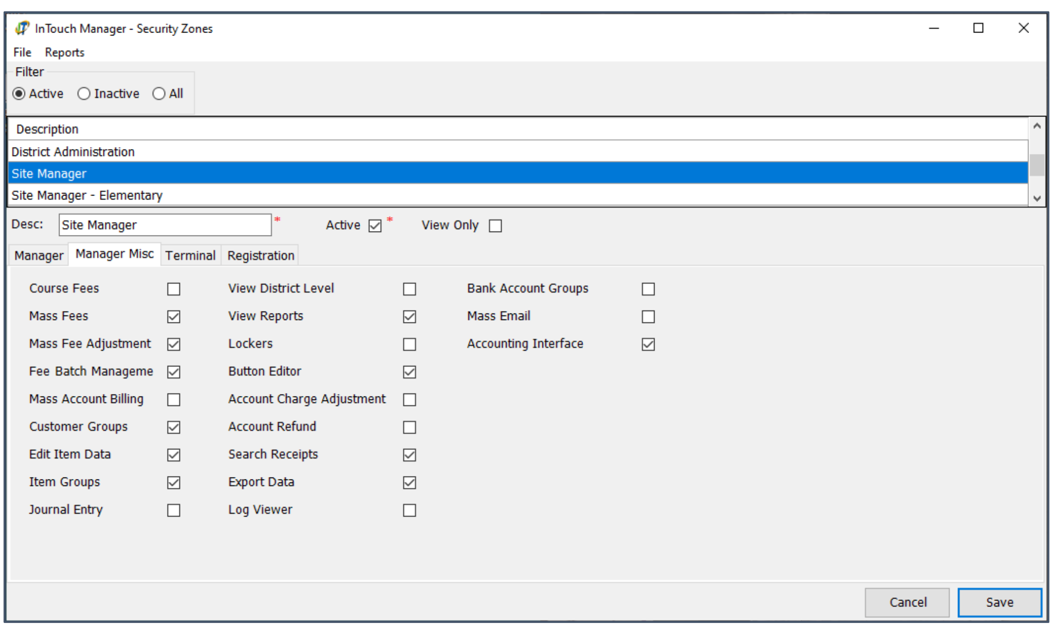


## Security Zones – Setup Screen Sample *(Continued)*

### Site Manager Access Security Zone – Manager Screen

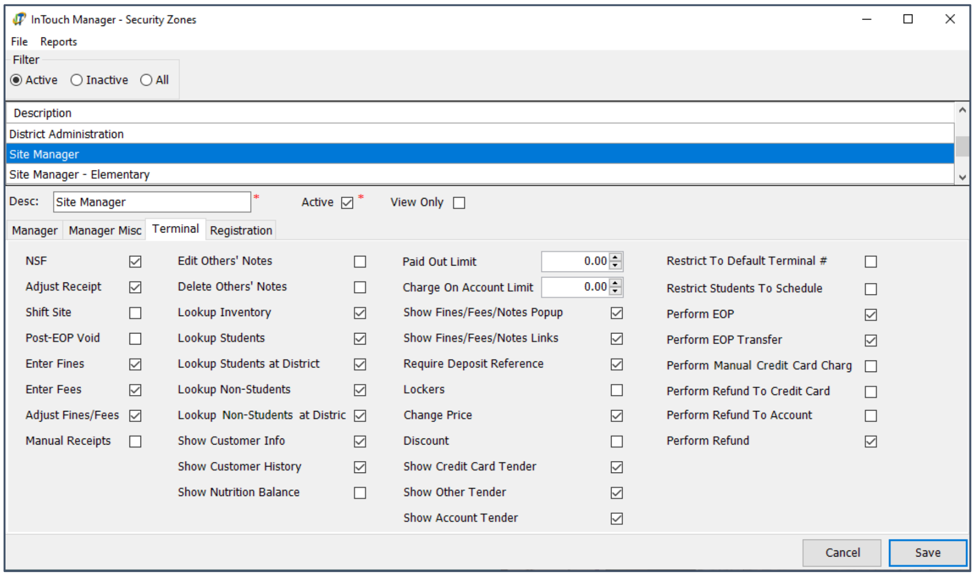



### Site Manager Access Security Zone – Manager Misc Screen

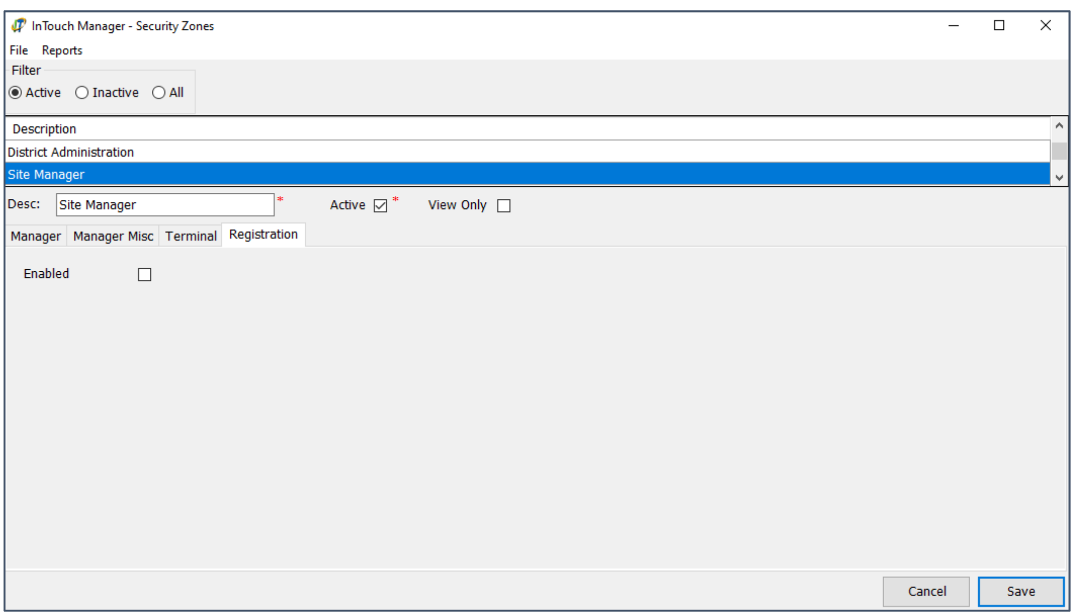


## Security Zones – Setup Screen Sample *(Continued)*

<u>Site Manager Access Security Zone – Terminal Screen</u>

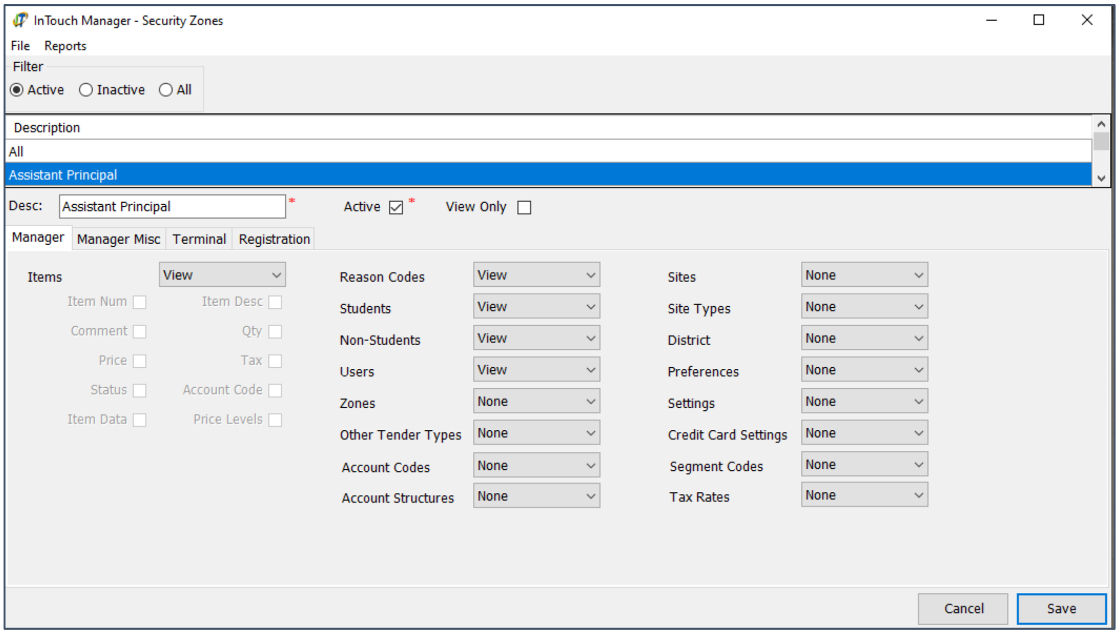



<u>Site Manager Access Security Zone – Registration Screen</u>

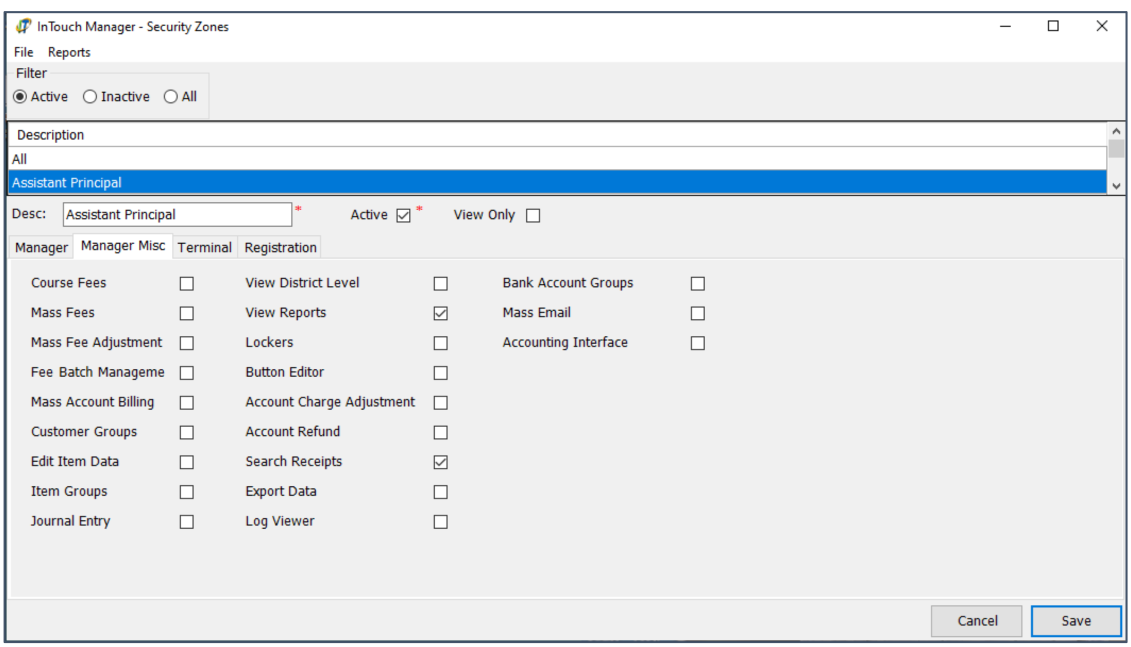


## Security Zones – Setup Screen Sample *(Continued)*

<u>Assistant Principal Access Security Zone – Manager Screen</u>

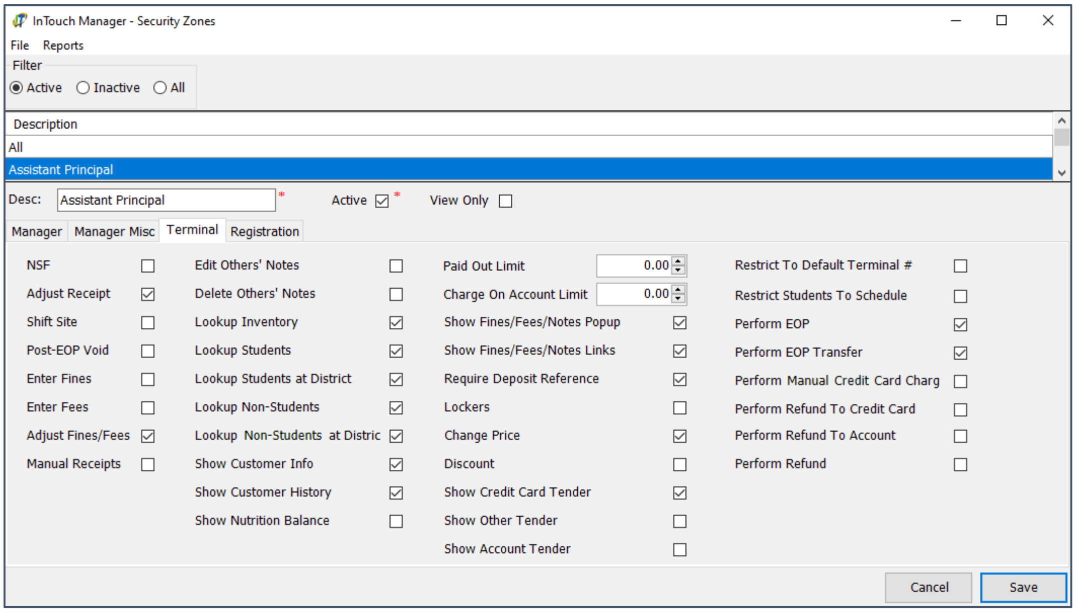



<u>Assistant Principal Access Security Zone – Manager Misc Screen</u>

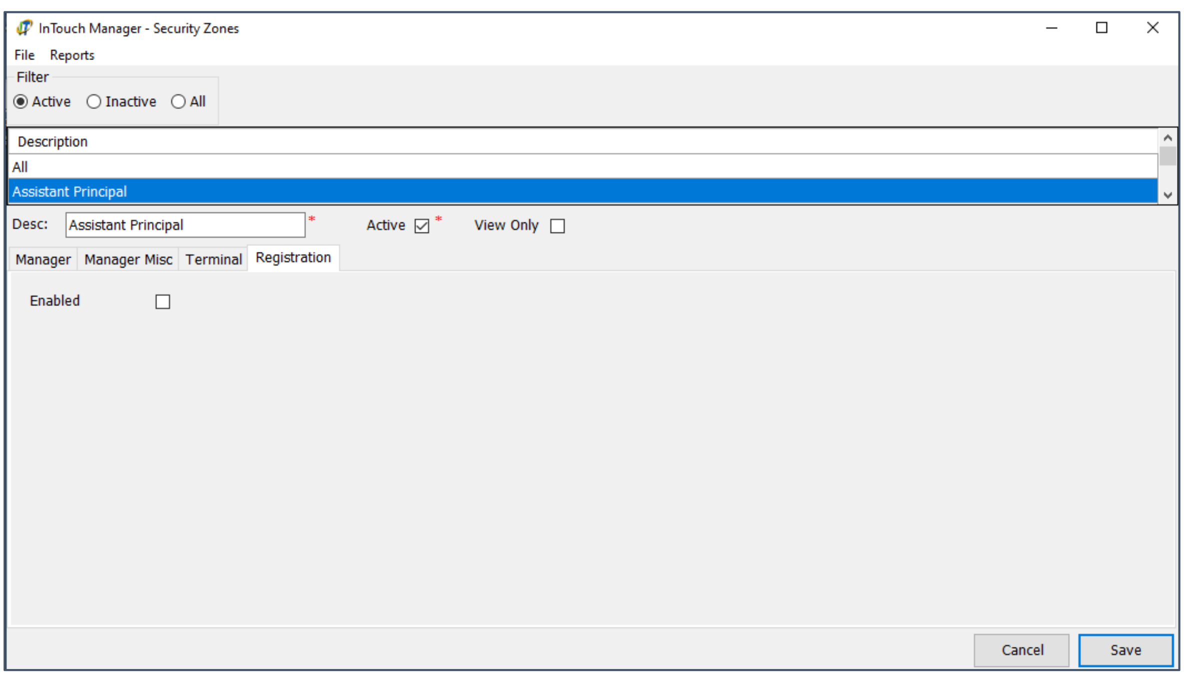


## Security Zones – Setup Screen Sample *(Continued)*

### <u>Assistant Principal Security Zone – Terminal Screen</u>

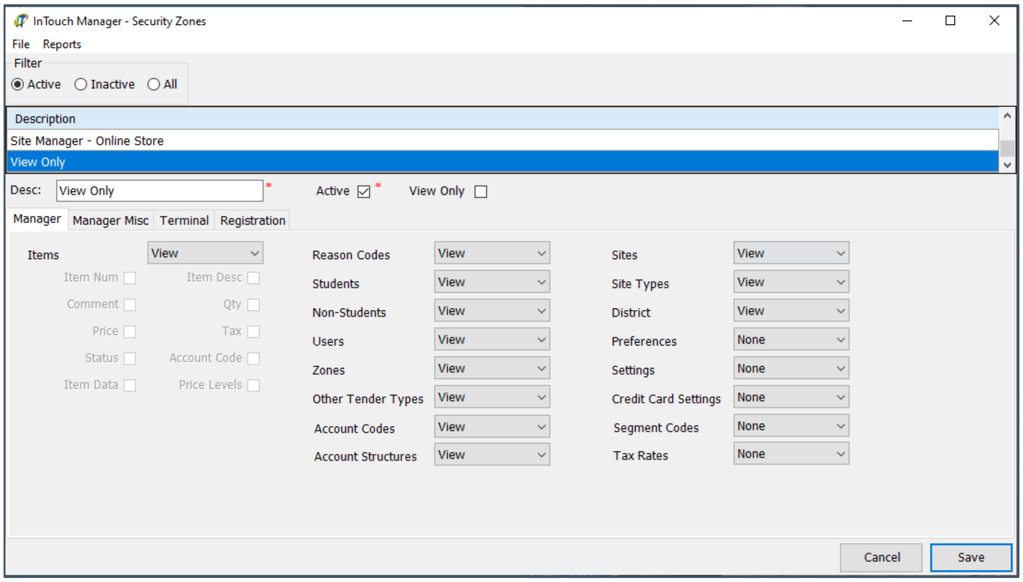



### <u>Assistant Principal Security Zone – Registration Screen</u>

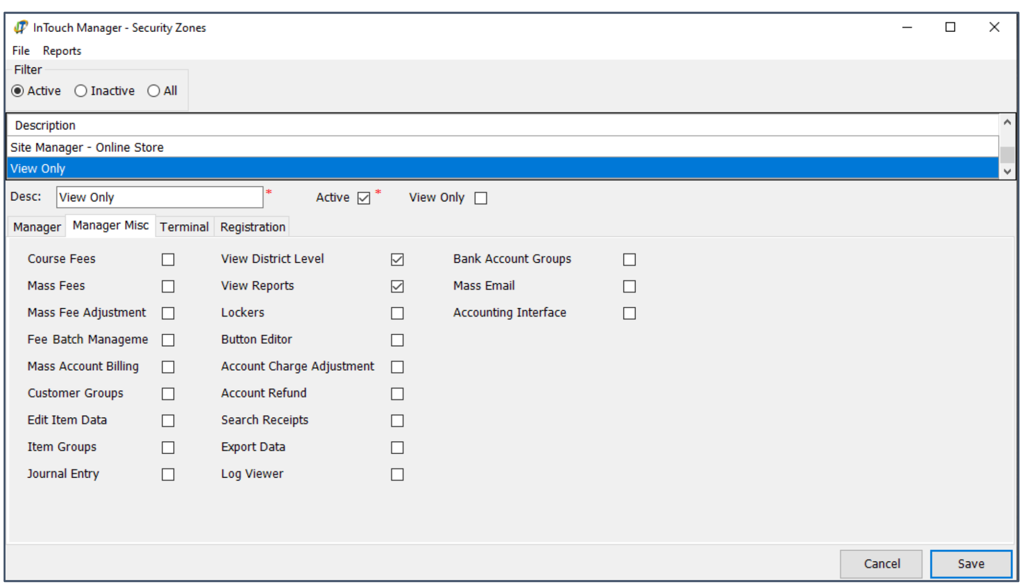


## Security Zones – Setup Screen Sample *(Continued)*

View Only Access Security Zone – Manager Screen

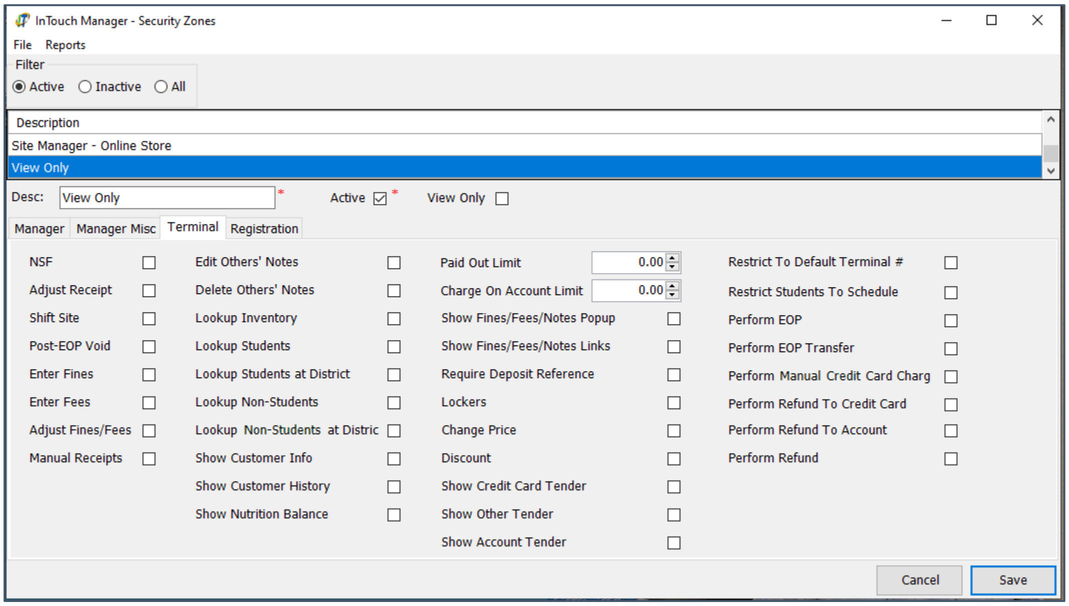



View Only Access Security Zone – Manager Misc Screen



## Security Zones – Setup Screen Sample *(Continued)*

### View Only Access Security Zone – Terminal Screen




### View Only Access Security Zone – Registration Screen