What Should your Office Staff's Daily Routine Look Like?

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Implementing a consistent routine allows you to manage your database effectively. Here are some suggested daily procedures to help you stay 'on top of it'.

Post Payments Received

As you receive cash or check payments at the front desk, make sure you enter them immediately into Jackrabbit. You can **print a receipt** for your customer if needed.

Run Deposit Slip Report

If you accept cash at your facility, it is important to reconcile your cash drawer each day. Use the **Deposit Slip** report, filtered to only show cash, to ensure what is entered in Jackrabbit matches the cash on hand.

Print your Deposit Slip report and use it for your bank deposit.

The Deposit Slip report is organized by payment method, making it easy to reconcile all payments received at your facility.

Log in to your Gateway Virtual Terminal

Jackrabbit initiates ePayments (Credit Card and Bank Draft payments) which flow through your **Virtual Terminal**. It is a good idea to make sure both sides match. Compare your ePayment transactions with your Virtual Terminal. There is a detailed description of this process in our Best Practice article **Bank Reconciliation with Using ePayments**.

Paid Fees Report

The **Paid Fees** Report, showing detail, can help you find unapplied payments that can be linked to unpaid fees. Checking this report daily will help you **locate unapplied payments** quickly so they can be linked easily.

Class Overview

Your **list of active classes** allows you to see which classes have openings, future drops, and waitlists at a glance. Scan the *Size/Max* and *Wait* columns to see if there are classes that are full or have a large wait list. Is it time to add another class?

The **Weekly Calendar** is another great way to see your classes at a glance. The Weekly Calendar button is available from your Dashboard and the Calendar button appears in the top right corner of each screen.

Recent Enrollments

Run an **Enroll History report** for the previous day to create a list of students who are newly enrolled. The results page allows you to email the students who are new to your program from the list.

Recent Drops

Run a **Drop History report** for the previous day to create a list of students who were dropped from classes. Make sure any related fees are removed from the family's account, if needed.

Failed Signouts for Students and Staff

Check your Dashboard Alert: **Failed Signouts** to see a list of Students and Staff that have a previous *Clock In* time without a corresponding*Clock Out* time for the day. You can assign the Clock Out time to each individual missing this entry or you can give all results the same Clock Out time using *Set Out-Time* for all Failed Signouts at the top of the page.

Web Registrations and Parent Portal Enrollments

The **Key Metrics** section of your Dashboard is a great place for you to see a snapshot of new registrations and enrollments. During heavy registration period, it is best to this daily.

Use the*Web Registrations last 7 dayslink* to process registrations from new families and the *Parent Portal Enrollments / Requests last 7 days to*process enrollments from existing families. Requests should be scheduled or denied by a Jackrabbit user, while also verifying all related fees have been posted (registration fee, tuition, etc).

Tuition fees are not automatically posted unless your database is set up for **Class Based Billing** and has the setting turned on to post tuition fees automatically.

Registration fees for Parent Portal enrollments will need to be posted by a Jackrabbit user. Use **Post Annual Fees** to post registration fees to all enrollments within a chosen date range at once!

Daily Checklist

Day-to-day procedures are an essential to your running your business. Keep in mind, all organizations are different. Use these suggestions to devise the best daily to-do list that works for you and your staff.

Check out our sample daily checklist below!

Daily Procedures Checklist ✔

- [ ] Post all payments received in Jackrabbit
- [ ] Run the Deposit Slip report
- [ ] Log in to your Virtual Terminal to reconcile ePayments processed through Jackrabbit
- [ ] Run a Paid Fees Report with Detail
- [ ] Run a List of Active Classes, analyzing Size/Max and Wait columns
- [ ] Run an Enroll History and a Drop History report for the previous day
- [ ] Check Dashboard for Failed Signouts for Students and Staff
- [ ] Check Dashboard for Web Registration and Parent Portal enrollments/requests