



InTouch Terminal: Lookup Student – Student not in the file

Terminal #: 1 User: master, a5555 Receipt Mode Site: Lincoln High School

Name: Acosta, Yamilex
ID: 116217 ACTIVITY C No
Grade: 10 Account Balance: \$0.00

District ID	School ID	Last Name	First Name	Grade
248237	248237	Abdulrahman	Abdulrahman	10
252798	252798	Abel	Emmett	10
234332	234332	Acosta	Desiree	09
234574	234574	Acosta	Destiney	10
113590	113590	Acosta	Jose	09
119897	119897	Acosta	Karla	09
154312	154312	Acosta	Rosemary	09
116217	116217	Acosta	Yamilex	10
185538	185538	Acosta Parra	Miriam	11
106385	106385	Acuna Cordo...	Jose	09
961038	961038	Adair	Alexandria	12
996313	996313	Adair	Ronnie	10
215867	215867	Adam	Karli	11
131870	131870	Adame-Castro	Paulina	09
115960	115960	Adams	Brittley	10
131897	131897	Adams	David	09
976950	976950	Adams	Erka	11

Tax: 0.00
Total: 0.00

Enter Fines Finish Sale
Enter Fees Quick Screen
Customer History Lookup Student
Customer Info Lookup Non-Student
InTouch Manager Lookup Inventory
Logout More...

Cancel Info Keyboard Lookup at District OK

Student not in the file

Some example causes:

- Student just registered
- Student record does not meet the criteria for some reason in the nightly SIS process
- Note: student records are updated generally once a day in the middle of the night

Steps to follow:

1. First, obviously, look at the ACTIVE students in the current site
2. Then look at ACTIVE students over the district using the LOOKUP AT DISTRICT function button
3. Confirm you have the correct name and/or student number
 - a. Sometimes if the student is in front of you – check the student identification number and instead of using last name to locate the student
 - b. Change the drop down from last name to district identification
 - c. Check both active and inactive
4. Check inactive students for this site



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At this point there is confirmation for some reason the student is not in the current download – this is NOT a problem to process:

1. Use the LOOKUP NON STUDENT button
2. Select the student “NIS” or Not In System (create a NIS record if there is not one already created)
3. Record the sale like normal
4. **On one of the receipt lines, touch the receipt line and select MEMO – type in the student’s name into the line** (only one line required)
5. Suggestion: during the finish sale process, print TWO receipts – one for the student, the other for the cash drawer for future reference (not mandatory)

Run all other processes as normal (EOP)

At some future day the student will be in the student download and then the transaction created in the preceding steps can be MOVED to the student record.

1. Use the ADJUST RECEIPT function
2. Select the receipt
3. Use the WRONG STUDENT function
4. Select the student record
5. The transaction has been moved