## Section V: Facility Reports

### Lesson 1: Calendar – Daily Report

**Details:** Run the calendar daily report

* Filter the report to show all non-profit customers who have made reservations in gymnasiums – both half and full size, on a particular day
* Note: This report is usually printed out and posted for the public.
* *Tip: Reports > Reservation Reports > Calendar – Daily*

### Lesson 2: Permit Master Report

**Details:** Run the [permit](#Permit) master report

* Filter the report to show all permits processed for the facility type: large meeting room
* Note: This report is used to show all permits that been created within a time period. This report can be used to display permits granted to an individual customer.
* *Tip: Reports > Reservation Reports > Permit Master*

### Lesson 3: Reservation Master Report

**Details:** Run the reservation master report

* Filter the report to show all reservations made for the event type: meeting
* Note: The report lists all facility bookings, including activity bookings for the facility
* *Tip: Reports > Reservation Reports > Reservation Master*

### Lesson 4: Resource Utilization Report

**Details:** Run the resource utilization report

* Filter the report such that utilization is shown for all facilities
* Filter the report such that the date range selected includes all transactions that have been made involving said facilities
* Note: Notice the percentages listed in the report and what they outline in terms of resource availability/consumption
* Note: This report is usually processed on a weekly or monthly basis to understand each facility’s utilization. Managers may leverage this report to understand how effectively the facilities are getting used and make decisions regarding facility usage.
* *Tip: Reports > Reservation Reports > Resource Utilization Report*

## Section IV: Membership Reports

### Lesson 1: Membership by Customer Report

**Details:** Run membership by customer report

* Configure the report so that the report displays the customer date-of-birth
* Note: When viewing the report, notice the pass number – ensuring that the first three numbers represent your city
* Note: This reports on information about each customer and their respective memberships
* *Tip: Reports Tab > Membership Reports*

### Lesson 2: Membership by Package Report

**Details:** Run membership by package report

* Configure the report settings such that the report displays the customer emails
* Note: This report is used in determining the members of each membership package, including their information and any monies owing.
* Note: When viewing your report, notice the package subtotals
  + The subtotals field displays the total number of packages sold for that particular type of membership, as well as the total amount due for each package
* *Tip: Reports Tab > Membership Reports*

### Lesson 3: Membership Statistics Report

**Details:** Run membership by package report

* Configure the report so that it is output as HTML
* Note: The percentage statistics for this report will more accurately depict the performance of a business once the system has been in place for an extended period of time
* Note: Membership Statistics Reports gives an in-depth view on sales of a particular membership, including comparison to previous years. This report is usually ran month-end or year-end.
* *Tip: Reports Tab > Membership Reports*

### Lesson 4: Membership Package Totals Report

**Details:** Run membership package totals report

* Configure the report so that the transaction start/end dates reflect the actual dates when your transactions were processed
* Note: This report displays a high-level overview of the number of packages sold, sorted by the name of the package
* Note: Report may be processed monthly or yearly to review membership sales
* *Tip: Reports Tab > Membership Reports*

### Lesson 5: Membership usage report

**Details:** Run membership package totals report

* Configure the report so that the membership usage start/end dates reflect the actual dates when your members checked in
* Run both a summary and a non-summary report
* Note: This is processed to understand the usage per membership package including the time and customer who checked in.

### Lesson 6: Membership Auto-renewal Report

**Details:** Run membership auto-renewal report

* Configure the report so that auto-renewal memberships are shown – filtering by the date that the transaction occurred
* Adjust the report settings so that the report is saved as name “Membership by Auto-renewal – General”
* Note: This report shows all memberships that have been auto-renewed. It may display zero records if none of your memberships have been auto-renewed. You may have to sell a weekly auto-renewal membership and run this report in a week to see records.
* *Tip: Reports Tab > Membership Reports*

## Section IV: Activity Reports

### Lesson 1: Activity Attendance Sheet Report

**Details:** Run the Activity Attendance Sheet Report, configuring the report as described below

* Configure the report such that the activities shown are from all centres across your organization
* Configure the report such that the activity date range presented captures all of the transactions which have been performed in your organization
* Save the report title as Activity Attendance Sheet Report
* Note: This report is processed and printed for instructors to mark attendance for each class. Notice the gridlines available to mark attendance of enrollees in activities.
* *Tip: Reports Tab > Registration Reports > Activity Attendance Sheet*

### Lesson 2: Activity Totals Report

**Details:** Run the Activity Totals Report, configuring the report as described below

* Configure the report such that the activities shown are from all organization centres
* Configure the report such that the activity date range presented captures all of the transactions which have been performed in your organization
* Note: This report is processed to get an overview of the attendance levels per activity. Notice the minimum and maximum numbers of registrants allowed in activities
* *Tip: Reports Tab > Registration Reports > Activity Totals*

### Lesson 3: Roster – Brief Report

**Details**: Run the Roster-Brief Report, configuring the report as described below

* Configure the report such that the rosters are shown for activities held across all centres in your organization
* Configure the report such that the activity date range presented captures all of the transactions which have been performed in your organization
* Note: The report gives a brief overview of enrolled participants per activity. Instructors can save and use this report to have a copy of participants in their classes. Notice the basic enrollee information provided in report, and exclusion of payment information
* *Tip: Reports Tab > Registration Reports > Roster – Brief*

### Lesson 4: Roster – Expanded Report

**Details:** Run the Roster-Expanded Report, configuring the report as described below

* Configure the report such that the rosters are shown for activities held across all centres in your organization
* Configure the report such that the activity date range presented captures all of the transactions which have been performed in your organization
* Note: Notice the detailed enrollee information provided in the report, and the inclusion of payment information and other details. This report is better suited for instructors or managers that need in-depth information about enrollees in a class.
* *Tip: Reports Tab > Registration Reports > Roster – Expanded*

### Lesson 5: Facility Usage Report

**Details:** Run the Facility Usage Report configuring the report as described below

* Configure the report such that the report shows information from all centres across your organization
* Configure the report such that the activity date range presented captures all of the transactions which have been performed in your organization
* Note: Notice the presentation of usage details, citing the time frames in which all activities are scheduled to be held. This report is best used to understand the location and times of each activity. The report does not show facility reservations outside of activities.
* *Tip: Reports Tab > Registration Reports > Facility Usage*

## Section IV: Scholarship and Donations Reports

### Lesson 1: Scholarship Report

**Details:** Run the scholarships report

* Filter the report to include the Youth Scholarship
* Note: This report is processed to understand the current balance and recipients of the scholarship.
* *Tip: Reports > Financial Reports > Scholarship*

### Lesson 2: Donations Report

**Details:** Create a donors list and run the donations report

* Create a new customer list called Donors and filter the list to include donors for the Youth Scholarship.
* Note: Include customers who selected “No Promotional E-mail” and “No Promotional Postal Mail”
* Include Drop-In Customer Donation and run the Donation report
* *Tip: Reports > Campaign Reports > Donations*

## Section IV: POS Reports

### Lesson 1: Inventory Reports

**Details:** Run inventory report

* Remove all product sites and run the report
* Note: This report gives a quick overview of inventory levels and their reorder points
* *Tip: Reports > Inventory Reports > Inventory*

### Lesson 2: Replacement Costs

**Details:** Run the replacement costs report

* Remove all product sites and run the report
* Note: The report is processed to understand the replacement costs of each product item for all on-hand inventory.
* Note: The replacement cost is calculated only on the cost of the last receiving order
* *Tip: Reports > Inventory Reports > Replacement Cost Report*

### Lesson 3: Reorder report

**Details:** Run the reorder report

* Remove all product sites and run the report
* Note: The report is processed to get a quick overview of any inventory items that are below the reorder point

## Section IV: Equipment Lending Reports

### Lesson 1: Lendable Equipment Inventory Report

**Details:** Check on your lendable equipment settings and status using this report.

* + - Bring up the report filter and options screen and remove all filters.
    - Click Run Report.
    - Notice that the report shows you your individual lendable items first (if you created any) and then your quantity based equipment items.
    - This report is a quick way of ensuring that you setup all of your equipment with appropriate names, the correct quantity, and the correct limit per customer.
    - Check that the items currently on loan match what you lent out in the last section.
    - *Tip: Reports > Equipment Loan Reports > Lendable Equipment Inventory*

### Lesson 2: Lendable Equipment Signed Out Report

**Details:** Check on your lendable equipment that is currently signed out using this report.

* + - Bring up the report filter and options screen and remove all filters.
    - Click Run Report.
    - Notice that the report shows you all of the equipment that has been signed out for the time period you specified.
    - This report is primarily used to identify equipment that has not been returned and may need to be marked as lost and charged to the borrower’s account.
    - Check that the items currently on loan match what you lent out previously.
    - *Tip: Reports > Equipment Loan Reports > Lendable Equipment Signed Out*

## Section IV: Communication Reports

### Lesson 1: Customer Listing Reports

**Details:** Review your customer lists

* + - Select your Aquatics custom list
    - Run the Report
    - Note: This report shows you customers of the customer list you generated previously
    - *Tip: Communication > General Reports > Customer Listing*

### Lesson 2: Communication Results Report

**Details:** Review the results from your e-mail campaigns

* + - Search for your e-mail batches. Enter dates that capture all your e-mail campaigns.
    - Select all your e-mail campaigns
    - Run the Report
    - Note: This report lists the results of your campaigns and the recipients
    - Note: The results only reports on the sending of emails and not the receipt of them. If the email bounces back it will not be captured in the results.
    - *Tip: Communication > Email/form Letter > Results*

# Accounting Reports

### Lesson 1: Cash Receipts and Account Distribution Reports with Check Payments

**Details:** Enroll a customer into an activity and review reports

* Enroll your dream spouse into an adult swimming activity
* Pay with Check
* Run the Cash Receipts reports and filter the report to capture only the previous transaction. Cash receipts reports displays a list of cash receipts for the particular date range.
* Run the Account Distribution reports and review the previous transaction. This report shows debit and credit transactions for each GL account.
* Note: Always remove all sites when you run the reports. This ensures that you’ve captured all the sites when you run the reports.
* *Tip: Reports > Daily Close Reports*

### Lesson 2: Cash Receipts and Account Distribution Reports with Cash payments

**Details:** Sell a membership and review reports

* Sell an annual membership to a customer
* Pay with cash
* Run the Cash Receipts reports and review the previous transaction.
* Run the Account Distribution reports and review the previous transaction.
* Save these reports – change the file name to reflect the report and date
* Note: Notice that the Account Distribution report credits your GL Accounts (Revenue – Membership Fee) and Debits the Cash Account
* Note: Cash Receipt reports should be processed daily at the counter to compare Active Work’s cash balance with what is reported at the Cash Register.
* Note: Account distribution reports are eventually entered into the client’s General Ledger and are usually reported in line with client’s financial practices.
* *Tip: Reports > Daily Close Reports*

### Lesson 3: Cash Receipts and Account Distribution Reports with Payment Plan

**Details:** Enroll in an activity and utilize a payment plan

* Enroll your childhood mentor into one of the Adult Breaststroke workshops
* Pay $14 on Credit Card and the rest on a weekly payment plan
* Use 3 payments with billing starting next iteration
* Run the Cash Receipts reports and review the previous transaction.
* Run the Account Distribution reports and review the previous transaction.
* Note: Notice Cash Receipts report only shows your credit card transaction and no future payments. Also notice the Account Distribution report now debits the A/R account with future payments.
* *Tip: Reports > Daily Close Reports*

### Lesson 4: Review Accounts Receivable Reports

**Details:** Run various Accounts Receivable Reports

* Review A/R Aging Report.
  + Note: The “Current” column includes the remaining account balance, while the Days columns lists all amounts that owing.
  + A/R Aging report is used to determine the amount and days for which customers are past due on their payments.
* Review Roster Reports with Payment. Notice the reports lists all activity enrollees with their respective payment information.
  + These reports can be used to review which enrollees have paid for the class
* Review Payment Plan Report. Notice every customer with a payment plan is listed along with their payment schedule
* *Tip: Reports > Financial Reports*

### Lesson 5: AR Aging Report by Customer

**Details:** Run a customer’s A/R Aging Report

* Include your childhood mentor in the A/R Aging Report
* Include transaction details
* Note: Notice that transaction details include names of line items
* *Tip: Reports > Financial Reports*

### Lesson 6: Net Revenue Report

**Details:** Run the net revenue report with the configuration below

* Run the report by Activity Number
* Select a transaction time that encompasses all your previous transactions
* Include All Sites
* Note: Net Revenue reports is used to determine which activities are profitable. It could also be used to budget activities for the next season.
* *Tip: Reports > Financial Reports*

### Lesson 7: Cash Receipts, Account Distribution and Refund Report with a Refund

**Details:** Run the reports after a refund

* Refund your dream spouse by check for the activity in lesson 1
* Run & Review the Cash Receipts report
* Run & Review the Account Distribution report for all sites
* Run the refund report
  + Configure by a mail check type
* Note: Notice the addition of the Refund Clearing Account to the Account Distribution Report
* *Tip: Reports > Daily Close Reports*

### Preparation: Monthly Deferral

**Setup:** Turn Deferred Revenue On for Monthly

* *Tip: Administration > Web Admin > Active Staff*

### Lesson 8: Deferred Revenue Report

**Details:** Sell a customer a membership and reviewthe deferred revenue report

* Sell a customer an annual adult membership with a cash payment
* Review Cash Receipts (Summary)
* Review Account Distribution (all sites)(Summary) – Save this report
* Compare this Account distribution report with the same report in lesson 2.
* Review Deferred Revenue Report
  + Notice the membership fee revenue is being recognized monthly over the next year
  + Used to understand when revenue is being recognized by ActiveNet

### Lesson 9: Perform a discount & run reports

**Details:** Run the reports after a discount

* Enroll your colleague into an activity with the employee discount – pay by credit.
* Run & Review the Cash Receipts report
* Run & Review the Account Distribution report
  + Configure it for all site and a summary report
  + Note: Notice that there is a debit to your discount account
* Run & Review the Deferred Revenue report
* Run & Review the Net Revenue Report
* Run & Review the Discount Report
  + Note: Discount Report can processed monthly to understand which discounts are being used on a regular basis

### Lesson 9: Perform a shortage & run reports

**Details:** Cash in till is short $5 when compared to the day’s transactions

* Perform a shortage by running using the Over/Short functionality on the POS.
* Run & Review the Cash Receipts report
* Run & Review the Account Distribution report
* *Tip: Front Desk > Financial > Journal Transfer*

### Lesson 10: Perform a check cancellation

**Details:**  A customer’s check bounced

* Sell a customer an annual membership and pay by check
* Check the customer’s history and cancel the previous transaction
* Charge a NSF fee of $2.50 by debiting the customer’s account and put the balance on a payment plan due immediately
* Review Customer Account Balance
* Review Account Distribution Report
* Note: Notice how deferred revenue affects a cancellation. As soon as the customer owes money after the cancellation, a portion of the revenue is being recognized.
* Review refund report
* Note: A cancellation should not affect the refund report