

Wynquest Front Desk Training Manual

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 sales tax preferences 6 indicating taxable non taxable customers and items setting up inventory items 1 setting up inventory
 2 creating inventory items 3 creating a purchase order 4 receiving items with a bill 5 entering item receipts 6 matching bills
 to item receipts 7 adjusting inventory setting up other items 1 service items 2 non inventory items 3 other charges 4
 subtotals 5 groups 6 discounts 7 payments 8 changing item prices basic sales 1 selecting a sales form 2 creating an invoice 3
 creating batch invoices 4 creating a sales receipt 5 finding transaction forms 6 previewing sales forms 7 printing sales forms
 using price levels 1 using price levels creating billing statements 1 setting finance charge defaults 2 entering statement
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 a partial payment 3 applying one payment to multiple invoices 4 entering overpayments 5 entering down payments or
 prepayments 6 applying customer credits 7 making deposits 8 handling bounced checks 9 automatically transferring credits
 between jobs 10 manually transferring credits between jobs handling refunds 1 creating a credit memo and refund check 2
 refunding customer payments entering and paying bills 1 setting billing preferences 2 entering bills 3 paying bills 4 early bill
 payment discounts 5 entering a vendor credit 6 applying a vendor credit 7 upload and review bills using bank accounts 1
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 tracking time and printing a blank timesheet 2 weekly timesheets 3 time enter single activity 4 invoicing from time data 5
 using time reports 6 tracking vehicle mileage 7 charging customers for mileage payroll 1 the payroll process 2 creating
 payroll items 3 setting employee defaults 4 setting up employee payroll information 5 creating payroll schedules 6 creating

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price levels 1 using price levels creating billing statements 1 setting finance charge defaults 2 entering statement charges 3 applying finance charges and creating statements payment processing 1 recording customer payments 2 entering a partial payment 3 applying one payment to multiple invoices 4 entering overpayments 5 entering down payments or prepayments 6 applying customer credits 7 making deposits 8 handling bounced checks 9 automatically transferring credits between jobs 10 manually transferring credits between jobs handling refunds 1 creating a credit memo and refund check 2 refunding customer payments entering and paying bills 1 setting billing preferences 2 entering bills 3 paying bills 4 early bill payment discounts 5 entering a vendor credit 6 applying a vendor credit using bank accounts 1 using registers 2 writing checks 3 writing a check for inventory items 4 printing checks 5 transferring funds 6 reconciling accounts 7 voiding checks paying sales tax 1 sales tax reports 2 using the sales tax payable register 3 paying your tax agencies reporting 1 graph and report preferences 2 using quickreports 3 using quickzoom 4 preset reports 5 modifying a report 6 rearranging and resizing report columns 7 memorizing a report 8 memorized report groups 9 printing reports 10 batch printing forms 11 exporting reports to excel 12 saving forms and reports as pdf files 13 comment on a report 14 process multiple reports 15 scheduled reports using graphs 1 using graphs 2 company snapshot customizing forms 1 creating new form templates 2 performing basic customization 3 performing additional customization 4 the layout designer 5 changing the grid and margins in the layout designer 6 selecting objects in the layout designer 7 moving and resizing objects in the layout designer 8 formatting objects in the layout designer 9 copying objects and formatting in the layout designer 10 adding and removing objects in the layout designer 11 aligning and stacking objects in the layout designer 12 resizing columns in the layout designer estimating 1 creating a job 2 creating an estimate 3 duplicating estimates 4 invoicing from estimates 5 updating job statuses 6 inactivating estimates 7 making purchases for a job 8 invoicing for job costs 9 using job reports time tracking 1 tracking time and printing a blank timesheet 2 weekly timesheets 3 time enter single activity 4 invoicing from time data 5 using time reports 6 tracking vehicle mileage 7 charging customers for mileage payroll 1 the payroll process 2 creating payroll items 3 setting employee defaults 4 setting up employee payroll information 5 creating payroll schedules 6 creating scheduled paychecks 7 creating unscheduled paychecks 8 creating termination paychecks 9 voiding paychecks 10 tracking your tax liabilities 11 paying your payroll tax liabilities 12 adjusting payroll liabilities 13 entering liability refund checks 14 process payroll forms 15 tracking workers compensation using credit card accounts 1 creating credit card accounts 2 entering credit card charges 3 reconciling and paying credit cards assets and liabilities 1 assets and liabilities 2 creating and using an other current asset account 3 removing value from other current asset accounts 4 creating fixed asset accounts 5 creating liability accounts 6 setting the original cost of fixed assets 7 tracking depreciation 8 the loan manager 9 the fixed asset item list equity accounts 1 equity accounts 2 recording an owner s draw 3 recording a capital investment writing letters with quickbooks 1 using the letters and envelopes wizard 2 editing letter templates company management 1 viewing your company information 2 setting up budgets 3 using the to do list 4 using reminders and setting preferences 5 making general

journal entries 6 using the cash flow projector 7 using payment reminders 8 receipt management using quickbooks tools 1 company file cleanup 2 exporting and importing list data using iif files 3 advanced importing of excel data 4 updating quickbooks 5 using the calculator 6 using the portable company files 7 using the calendar 8 the income tracker 9 the bill tracker 10 the lead center 11 moving quickbooks desktop using the migrator tool using the accountant s review 1 creating an accountant s copy 2 transferring an accountant s copy 3 importing accountant s 4 removing restrictions using the help menu 1 using help

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reference service remains a core function of modern libraries however how and where we provide assistance has evolved with changing technologies and the shifting habits and preferences of our users one way libraries can provide the on demand in person assistance while managing and developing new services and resources that will benefit current and future users is to reconsider how their reference points and services are staffed and adopt a staff based reference model the authors staff members at eastern michigan university chose to address this by implementing an inclusive reference model in which staff and student assistants are trained to answer certain levels of reference questions while working at the reference desk and at other service points the result was that librarians became more available to work with students who needed in depth assistance and users were able to get simple questions answered throughout the library similar training for all staff and student assistants who work in the library results in better service more accurate answers and improved interdepartmental communication in implementing an inclusive staffing model for today s reference services they describe step by step how to transition from the traditional librarian staffed reference desk to an inclusive reference model where non

mls personnel are equipped and empowered to answer reference questions wherever these questions might be asked users ask questions of staff at all service points not just at the reference desk it is vitally important that those who work at circulation periodicals maps archives and other public service points be trained in how to answer certain reference questions when this is accomplished users who have simple questions will not have to make useless treks to the reference desk topics covered include recognizing that nearly all staff answer reference questions but few are trained to do so documenting the necessity for a change in reference model gaining buy in from all interested parties librarians non mls staff and administrators determining the optimal staffing level creating training materials and schedules monitoring the quality of reference service supervising staff evaluating the new model using multiple methods additionally each chapter contains practical resources such as checklists forms and sample materials and other usable features to support readers as they implement the inclusive reference model the book describes in detail the process of transforming traditional reference into a model that transcends departmental and job title boundaries is focused on the user and allows librarians to better utilize their time and talents and include non professional staff in their reference services

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