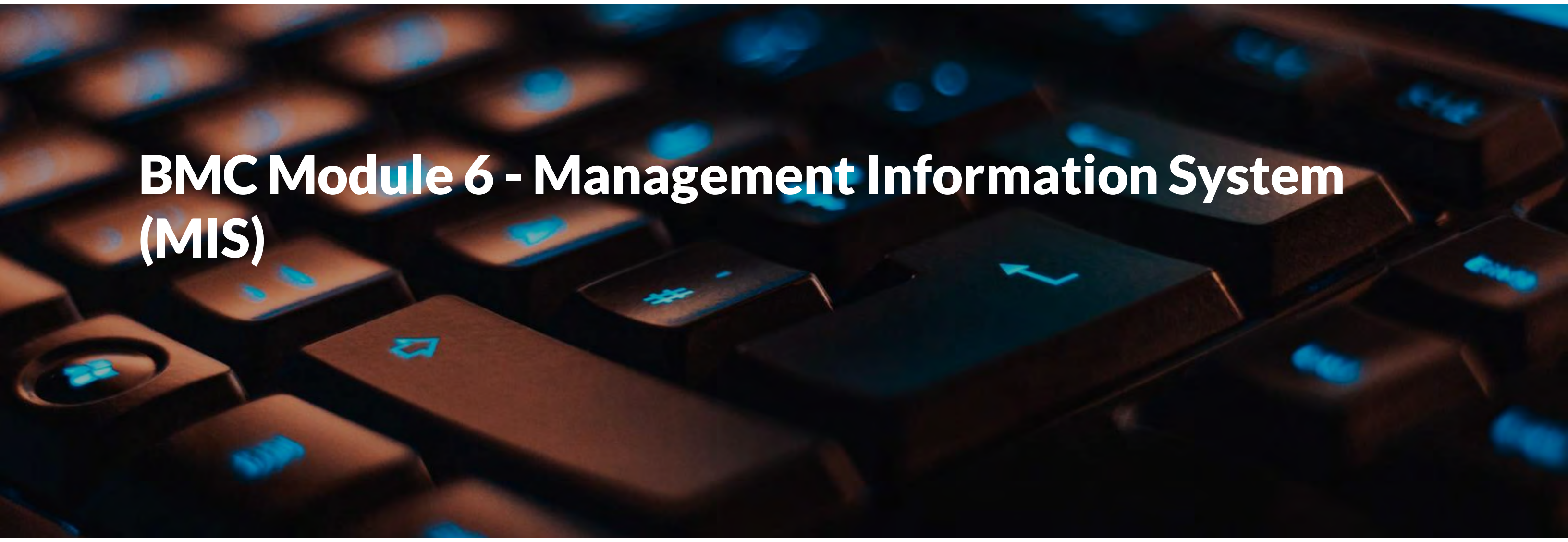
BMC Module 6 - Management Information System (MIS)



The U.S. Army Family and Morale, Welfare, and Recreation (Family and MWR) Management Information Systems (MIS) is a suite of software applications with associated computer hardware and peripherals. These applications support various retail, fitness, recreation, family childcare, and nancial` management business operations at an Army installation. Implementing and sustaining Family and MWR MIS software is crucial in assisting Family and MWR Managers to make ecient,` eective` business decisions.

Total hours anticipated to complete this module: 7.0

1.1 Overview

Overview

The U.S. Army Family and MWR Management Information Systems (MIS) is a suite of software applications with associated computer hardware and peripherals. These applications support various retail, . tness, recreation, child and youth services, and financial management business operations at an Army installation.

At the end of this lesson, you will be able to:

1. Summarize the reasons why Family and MWR established automated management systems.
2. Describe the composition and functions of the Configuration Control Board.
3. Explain the benefits of Management Information Systems.

1.2 Why Did Family and MWR Establish Automated Management Systems?

In fiscal year (FY) 1992, prior to the establishment of the Board of Directors (BOD), the Family and MWR Executive Committee conducted a survey and found that Family and MWR Managers reported that their manual processes were roadblocks to effective management. The survey showed that Family and MWR Managers were spending 70-80% of their total time pushing labor and financial management paperwork. With three-quarters of their time devoted to paperwork, managers weren't able to do their jobs.

As a result of the inefficiencies identified in processing data manually, the Family and MWR MIS project was established. The goal was to provide hardware and software tools so that Family and MWR Managers could access data to use in decision-making and eliminate manual processes of data collection. The MIS would reduce the time required to complete a task so managers could redirect their efforts to providing better service to their customers.

Management Information System Steering Committee

The Management Information System Steering Committee (MISSC)concentrated on the core functions that Family and MWR Managers must perform, which are:

- Workforce management
- Financial management
- Budgeting
- Participation and scheduling

- Procurement and inventory
- Golf management
- Marketing and services

The committee used specifications in the functional descriptions to establish the evaluation criteria for available commercial off-the-shelf (COTS) solutions. If a software program was available commercially, it had to meet 80% of the Family and MWR requirements. Central funding was approved in October, 1994 and the fielding process began soon afterward.

1.3 MIS Oversight by the IMCOM G6 Configuration Control Board

The MWR Enterprise Configuration Control Board (CCB) was replaced in 2011 by the IMCOM G6 Configuration Control Board.

This CCB is established as an Internal process for IMCOM and is focused on more than just MWR systems. The CCB meets bi-weekly and is chaired by the IMCOM G6 Enterprise Solutions Division Chief.

1. Review functional requirements and prioritize for work
2. Assign and adjust workload to achieve deliverables
3. Approve system releases based on validated test results
4. Approve System Sprints for development efforts
5. Ensure IA Compliance
6. Review architectural changes and approve the same
7. Effect change to DIACAP documentation

1.4 Oversight by the Con guration Control Board

Guidelines for a requirement to become a project:

For a requirement to become a project the requirement must be fully vetted within the subordinate Directorate and have the respective Director's approval. This is done using a semi-formal requirements documentation process. Once the requirement documentation is received, a Program Manager is assigned who will work with the functional to ascertain the complete requirements and develop a project plan. The project plan is then reviewed for feasibility and recommendations are made to contract out, develop in-house, or incorporate the new requirements into another system. Cost estimates are provided to the customer based on the review and a determination is then made on the way forward.

1.5 MIS Project Requirements

In addition to this internal IMCOM process, Congress established with the NDAA 2012, a requirement for all systems to be certied before funding can be requested and applied to the requirement. This is an extensive process that requires a review at HQ Department of the Army before DoD certication. This review requires full Business Case Development, Business Process Re-engineering Documentation, and supporting diagrams of operational workow processes.

The IMCOM CCB then becomes the starting point for the requirements that meet the thresholds for DoD certication.

IMCOM G9 has an internal process that looks at all investments and determines which requirements are funded. This is considered a feeder process to the IMCOM G6 CCB and is critical to meeting the needs of FMWR program managers.

1.6 What Are the Bene ts of MIS to Family and MWR Managers?

Before the deployment of MIS, many experienced Family and MWR Managers had developed their own systems to process manual data by using spreadsheets and performing extensive, time-consuming analysis. The suite of Family and MWR MIS programs can perform this "stubby pencil" work more rapidly and with more detail and greater accuracy. These systems can efficiently provide a manager with information to assist in such tasks as:

1. Operating the program.
2. Planning and marketing activities.
3. Preparing and revising budgets.
4. Analyzing patron usage.
5. Projecting future requirements.

Access to information on a timely basis enables eective management in today's constantly changing Army Family and MWR business environment. Each Army MIS can produce a variety of informational reports that can save a manager time, energy, and money.

With just a few computer keystrokes, a golf course manager can nd out how many rounds of golf were played yesterday, last week, last month, or on the previous 52 Mondays. The Ocer's Club manager can check to see the amount of overtime paid in the last pay period or the last year.

Types of Information Available

Examples of information that the MIS provides are:

Extensive nancial and statistical reports.

Multiple database entry.

- Demographic analysis.
- Target marketing.
- Pass management.
- Waiting lists.
- Inventory management.

Managers' Responsibilities for MIS Usage

These systems are not limited to the capabilities just described. To fully bene t from these systems, managers must:

- Have the systems in place.
- Enter accurate and complete information into the database.
- Learn which reports are available from the system and how to access them.

1.7 The Future of Family and MWR MIS

NAF Integrated Financial & Management System (NIFMS)

Currently, NAF nancial processes operate on a patchwork of non-integrated systems leading to business process ineciencies at all levels of the organization. Managers struggle to obtain timely and accurate nancial performance information as noted as a nancial structure deciency by both the US Army Audit Agency and our commercial auditors

Providing upgraded nancial` management technology will support analytical capability enhancing manager eciency,` free labor, and promote business process standardization and simplication` across the NAF enterprise.

The NAF Integrated Financial & Management System (NIFMS) is an enterprise solution addressing audit ndings and other limitations in the current NAF business environment. The system will deploy integrated enterprise business applications for nancial management and payroll, consolidate multiple accounting operations, eliminate redundant systems, and replace aging systems. Goals for this eort are to reduce operational costs, improve the quality and timeliness of information provided to NAF business and military leaders in order to improve decision making, and to comply with Information Technology (IT) security requirements.

Approved Mission Statement: Deploy an Enterprise-wide Financial Management System to modernize accounting practices and capabilities (revenue/expense tracking, payroll, time and attendance, accounts receivable, accounts payable, fixed asset management, and cash management).

2.1 Overview

Providing for Family and Morale, Welfare, and Recreation for the entire U.S. Army is no small job. To oversee everything from non-commissioned officers' clubs to child and youth services, bowling centers to golf courses, and fitness centers to marinas, for example, takes significant human resources. It is a daunting task to process the time and attendance reports for such a geographically diverse workforce. Prior to the purchase and fielding of an automated system, the process was inefficient and very time consuming. EPAY BlueForce allows Family and MWR programs to automate the collection, processing, and transfer of data, the scheduling of employees, and the production of reports to assist in efficient administration of the nonappropriated fund (NAF) personnel program.

At the end of this lesson, you will be able to:

1. Define EPAY BlueForce.
2. Identify the functions of EPAY BlueForce.
3. Identify reports produced by EPAY BlueForce.
4. Explain the benefits of EPAY BlueForce for the Family and MWR Manager.

2.2 What is EPAY and What Does it Do?

EPAY Systems is a commercial-off-the-shelf (COTS) application designed to provide total automation of time-and attendance related functions for NAF employees.

WebPunch login for employees.

EPAY is a web based system that collects time and attendance data either from a WalTer Timeclock or from employee work schedules stored in the system accessible via WebPunch.

Once supervisors review, edit (if necessary) and approve time sheets in BlueForce they are sent to NAF Financial Services so that employee pay checks can be processed.

EPAY Blueforce Process Map

BlueForce Dashboard

EPAY BlueForce gives activity managers the ability to manage employee time and attendance for greater productivity and profit by providing a more cost-effective method of gathering, analyzing, and reporting this data.

Special features of EPAY BlueForce include:

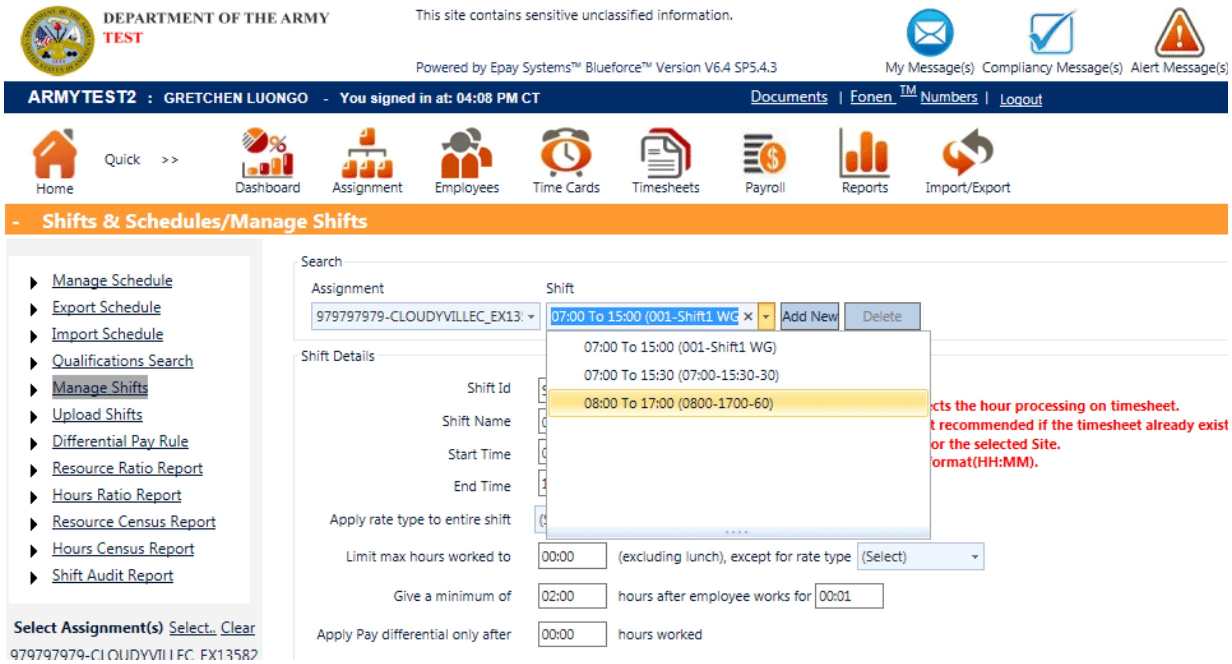
- Dashboard where supervisors can edit and approve timecards.
- Approve Personal Time Off (PTO) requests.
- Automated DA Form 4850 (Time and Attendance Card).
- Advanced scheduling.
- Flexible data entry options.
- Reduced paper environment.

2.3 What Are the Functions of EPAY BlueForce?

EPAY BlueForce provides managers with accurate data on labor costs and information on staff work-related matters at each location in real time. Information about the NAF labor force is also immediately accessible. EPAY allows managers to monitor:

- Overtime hours.
- Premium and shift differential hours.
- Employee schedules compared to actual hours worked.
- Who is late or absent.
- Who has taken exception hours, such as sick time, family leave, holidays, etc.
- How many hours have been worked in a certain time period by department or employee.

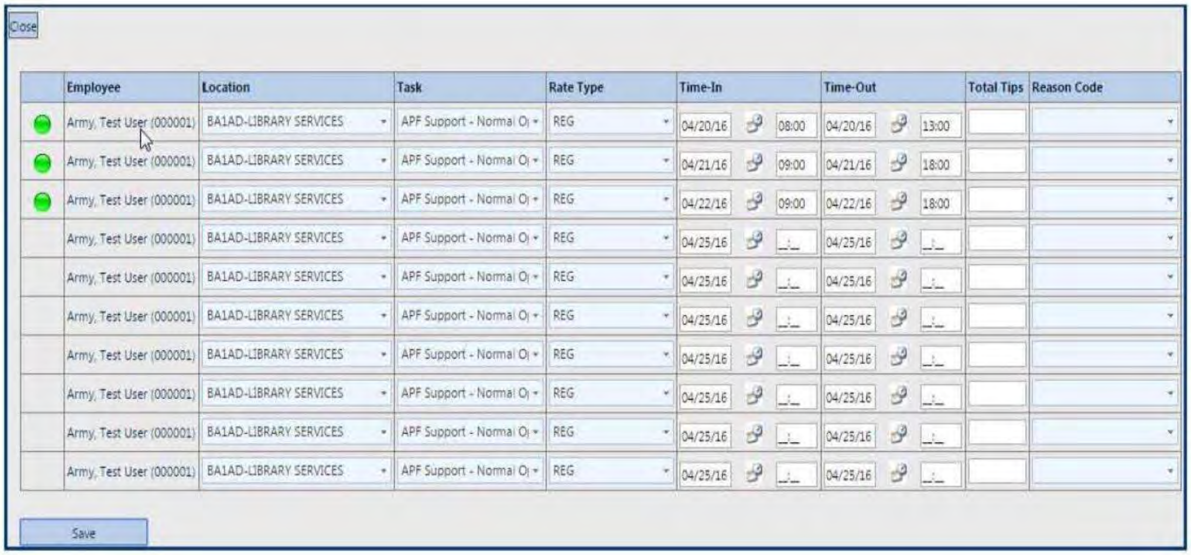
EPAY provides valuable information to assist in analyzing business processes, preparing or revising budgets, and recommending changes to programs.



Manage Shifts

Rate Type	Thu 7/2	Fri 7/3	Sat 7/4	Sun 7/5	Mon 7/6	Tue 7/7	Wed 7/8	Thu 7/9	Fri 7/10	Sat 7/11	Sun 7/12	Mon 7/13	Tue 7/14	Wed 7/15	Total Hours	Amount($)
Annual	8				8										16	$0.00
HolLeave		8													8	$0.00
Lunch						1	1	1	1			1	1	1	7	$0.00
REG1						8	8	8	8			8	8	8	56	$0.00
	8	8	0	0	8	8	8	8	8	0	0	8	8	8	80	$0.00

Timesheet for Employee Submittal

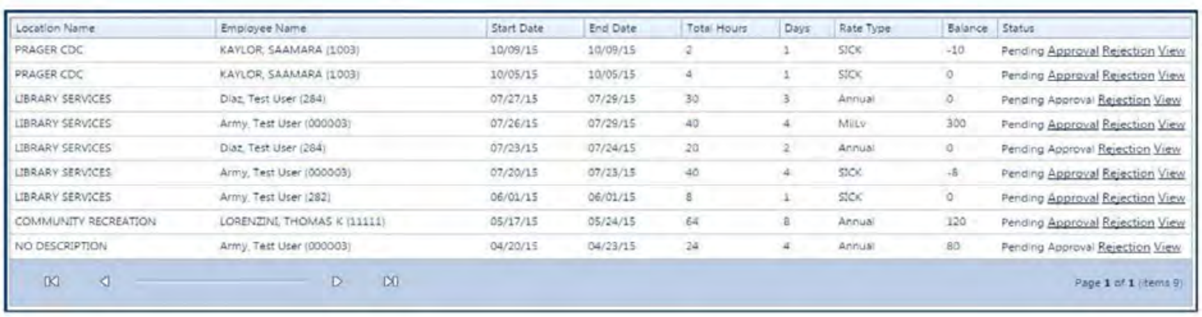


Close

	Employee	Location	Task	Rate Type	Time-In		Time-Out		Total Tips	Reason Code
	Army, Test User (000001)	BA1AD-LIBRARY SERVICES	APF Support - Normal O	REG	04/20/16	08:00	04/20/16	13:00		
	Army, Test User (000001)	BA1AD-LIBRARY SERVICES	APF Support - Normal O	REG	04/21/16	09:00	04/21/16	18:00		
	Army, Test User (000001)	BA1AD-LIBRARY SERVICES	APF Support - Normal O	REG	04/22/16	09:00	04/22/16	18:00		
	Army, Test User (000001)	BA1AD-LIBRARY SERVICES	APF Support - Normal O	REG	04/25/16	__:__	04/25/16	__:__		
	Army, Test User (000001)	BA1AD-LIBRARY SERVICES	APF Support - Normal O	REG	04/25/16	__:__	04/25/16	__:__		
	Army, Test User (000001)	BA1AD-LIBRARY SERVICES	APF Support - Normal O	REG	04/25/16	__:__	04/25/16	__:__		
	Army, Test User (000001)	BA1AD-LIBRARY SERVICES	APF Support - Normal O	REG	04/25/16	__:__	04/25/16	__:__		
	Army, Test User (000001)	BA1AD-LIBRARY SERVICES	APF Support - Normal O	REG	04/25/16	__:__	04/25/16	__:__		
	Army, Test User (000001)	BA1AD-LIBRARY SERVICES	APF Support - Normal O	REG	04/25/16	__:__	04/25/16	__:__		
	Army, Test User (000001)	BA1AD-LIBRARY SERVICES	APF Support - Normal O	REG	04/25/16	__:__	04/25/16	__:__		

Save

Supervisors can edit and add punches to an employee timecard.



Location Name	Employee Name	Start Date	End Date	Total Hours	Days	Rate Type	Balance	Status
PRAGER CDC	KAYLOR, SAAMARA (1003)	10/09/15	10/09/15	2	1	SICK	-10	Pending Approval Rejection View
PRAGER CDC	KAYLOR, SAAMARA (1003)	10/05/15	10/05/15	4	1	SICK	0	Pending Approval Rejection View
LIBRARY SERVICES	Diaz, Test User (284)	07/27/15	07/29/15	30	3	Annual	0	Pending Approval Rejection View
LIBRARY SERVICES	Army, Test User (000003)	07/26/15	07/29/15	40	4	MilLv	300	Pending Approval Rejection View
LIBRARY SERVICES	Diaz, Test User (284)	07/23/15	07/24/15	20	2	Annual	0	Pending Approval Rejection View
LIBRARY SERVICES	Army, Test User (000003)	07/20/15	07/23/15	40	4	SICK	-8	Pending Approval Rejection View
LIBRARY SERVICES	Army, Test User (282)	06/01/15	06/01/15	8	1	SICK	0	Pending Approval Rejection View
COMMUNITY RECREATION	LORENZINI, THOMAS K (11111)	05/17/15	05/24/15	64	8	Annual	120	Pending Approval Rejection View
NO DESCRIPTION	Army, Test User (000003)	04/20/15	04/23/15	24	4	Annual	80	Pending Approval Rejection View

Page 1 of 1 (items 9)

PTO requests pending approval.

2.4 The Bene ts of EPAY

Automating time and attendance has saved a staggering amount of money in the past.

For example, carbon copy forms for time and attendance used to be mailed from the Texarkana, Texas-based payroll center every two weeks. Once the time and attendance cards were lled out at the installation, one copy was mailed to the recipient and one to Texarkana for record keeping, check production, or electronic processing. Paper and mailing costs have now been eliminated by use of an automated system.

Additional eciencies include reduction of errors, elimination of redundancy, removal of bias, and reduction of paperwork and paper storage. The benets of EPAY also include increased productivity, improved labor management and control, and enhanced employee empowerment.

Reduces Errors

Whether it's using the wrong data or transposing numbers in a work center code, errors are bound to occur when time is recorded manually. An automated system reduces the risk of errors.

Eliminates Redundancy

As many as four or more departments may input the same employee data for their own particular needs. Automation allows everyone to tap into the same reservoir of information, so that input and changes need only be made once.

Removes Bias

Additional eciencies include reduction of errors, elimination of redundancy, removal of bias, and reduction of paperwork and paper storage. The benets of EPAY also include increased productivity, improved labor management and control, and enhanced employee empowerment.

Everyone interprets information in a slightly dierent way. This can be a serious problem if managers interpret pay rules dierently. EPAY helps to guarantee that rules are applied equally to everyone.

Reduces Paperwork and Paper Storage

Physical timesheets and time cards can mount up quickly on anyone's desk, but imagine the volume in the payroll office and every Family and MWR activity. And every two weeks, there are more on the way. Time systems track information electronically, eliminating the need for paper record keeping and making easy work of data transfer.

Increases Productivity

Managers no longer need to spend hours gathering data for labor reports, answering labor inquiries, or entering piles of data. Their time can be dedicated to other important tasks.

Improves Labor Management and Control

Time and attendance data can be used to evaluate productivity of an entire program or of a particular department, project, or worker. From activity-based costing to performance evaluations, automated time systems can be used to analyze and improve many aspects of a business.

Empowers Employees

Time and attendance systems enable employees to check information quickly and easily, and allow them to have their pay automatically deposited in their bank accounts.

3.1 Overview

Family and MWR Managers oversee numerous business processes in the operation of their programs. In order to standardize these processes, enhance accountability, share information from one activity to another, and track customer preferences for better service, the Army utilizes the Family and MWR Management Information Systems (MIS).

As part of this suite of software applications, RecTrac is designed to track business operations for facilities such as physical . tness centers, bowling centers, leisure travel, golf courses, and outdoor recreation centers. Maintaining a broad range of operations, the system provides automated solutions to handle many tasks faced by Family and MWR Managers.

At the end of this lesson, you will be able to:

1. Describe RecTrac
2. List the ten RecTrac modules and summarize their functions
3. Identify the most commonly used RecTrac reports
4. Explain the benefits of RecTrac

3.2 What is RecTrac?

RecTrac is a software application for Family and MWR activities that oers extensive help in handling day-to-day operations such as registrations, point of sale, inventory management, and rental management. RecTrac also provides program planning, marketing, and evaluation assistance.

RecTrac is the primary MIS application for management of activities including:

- [ ] Fitness centers.
- [ ] Snack bars.
- [ ] Recreation centers.
- [ ] Bowling centers.
- [ ] Automotive skills centers.
- [ ] Outdoor recreation centers.
- [ ] Equipment issue centers.
- [ ] Marinas.
- [ ] Arts and crafts centers.
- [ ] Golf courses.
- [ ] Warrior Zones.

RecTrac provides . nancial management capabilities by:

Tracking income and expenses for each individual activity, facility, or pass type.

Running Daily Activity Report

Inventory reports that are commonly used for reporting and monitoring for stock levels.

Printing activity specic forms for each registration or transaction.

The household screen provide on page 3 of 24 can be customized in 10.1 and 10.3 to meet the facility/activity needs regarding HH information.

The RecTrac database is PII/PIA compliant and meets the Federal Information Processing Standards (FIPS 140.2) for security and encryption compliance.

Expense tracking in RecTrac is limited - tips payable, inventory costs and a few other expenses based on capturing for charging customers.

For example, RecTrac has statement, invoice, and installment billing capabilities. Daily Activity Report (DAR) and cash receipt journals are electronically produced. In fact, RecTrac has the capability of producing over 300 informative reports the manager can use in planning, operating, and evaluating the program.

RecTrac can be used with either a touch screen or keyboard. Customizable screens provide operational security and ease of use for operators.

All computers with RecTrac installed are connected to a centralized database that allows sharing of information between activities. Data elds, such as name of customer, phone number, or identication card number, can be accessed by all activities.

Training Tip: RecTrac can also be programmed with Hot Buttons. These are user de ned objects on the main RecTrac screen that toggle the user to any commonly used program they choose. For example, if you do most of your work in the Daily Processing functional area, but you often run a few reports or inquiry programs, you can set up Hot Buttons to allow you to run these programs without leaving Daily Processing.

3.3 RecTrac Modules and Their Functions

Dierent Family and MWR sites on the same installation use dierent portions of RecTrac, called modules, which are tailored to the business procedures performed in each activity. RecTrac has ten fully integrated modules that share the same central database of households, activities, passes, facilities, etc.

RecTrac Main Function Screen is also customizable (see below) to the user. In 10.3, this can be adjusted even more adding windows to keep a manager up to date and daily sales, reservations/registrations or other key things a manager may want to monitor "real time live".

Most users will not use all eleven modules—only the ones relevant to their business processes.

Module	Function
Activity	Tracks enrollment
Facility	Monitors facility usage
Pass Management	Tracks ID cards and access control
Point of Sale (POS)	Processes sales transactions and handles inventory
Rental	Tracks rental equipment usage
Trips	Records bookings
Locker	Logs locker assignments
League	Tracks leagues and tournament scheduling
Courts	Logs tennis court reservations
Golf	Processes sales transactions in the Golf shop, logs reservations for links, and provides weather reporting
CYMS	RecTrac uses the Staff Module tracking training and key staff data

As transactions are processed in any module, the database records are simultaneously updated in real-time. Data is entered once and is shared by all modules for receipting, reporting, and financial analysis functions.

For example, the system can process transactions from any combination of modules and produce a single receipt. It can track income and expenses for each individual activity, facility or pass type.

Activity Module

The Activity Module enables management of the enrollment process including:

- Activity, program, and class registration.
- Prerequisite enrollment options.
- Transfers.Cancellations.
- Waiting lists.

The system can:

- Manage and produce a roster or waiting list.
- Generate mailing labels and marketing brochures.
- Track class attendance and instructor schedules.

The Activity Module assists in financial management by:

- Tracking income and expenses for each individual activity.
- Generating statements, invoices, and installment bills.
- Prorating fees and calculating surcharges automatically.

Facility Module

The Facility Module is integrated with other modules so it o. ers the capability to more efficiently manage facilities by checking availability and tracking overlap facilities to prevent double bookings.

This module provides several other tracking capabilities including:

- One-time and pattern reservations.
- Setup and cleanup times.
- Maintenance schedules.

Other functions include:

- Automatic conflict-booking resolution.
- Rain date rescheduling.
- Printing reservation rules and regulations.

The Facility Module also provides information for financial management.It has the capability to track income and expenses for each facility, as well as track fees including damage deposits.

Pass Management

Using the Pass Management Module, a manager can determine pass and ID card statistics and control access to programs or facilities.

The Pass Management Module has the capability to produce professional-looking, photo ID membership cards for weekly, monthly, or yearly needs. The system can be activated to show the photo of the patron every time the pass is swiped.

Through use of these passes, a manager can gain information about demographics and program or facility usage. The pass can also be used to check membership eligibility and enhance security.

The Pass Management Module furnishes financial information such as income and expense for each individual pass type. It tracks guest,additional, and daily entry fees, as well as identifies pass membership,suspension, and expiration dates.

Point of Sale (POS) Module

This module provides important business features including:

- Point of Sale cash register functions, regular and receipt inventory control, and ticket sales.
- Multiple forms of payment acceptance, such as credit cards, for a single transaction with detailed receipt printing abilities.
- Tracking of sales tax, discounts, and gift certificates.
- Inventory and vendor tracking.
- Identification of transfers and spoilage.
- Barcode and Universal Product Code (UPC) scanning.

This module also supports cash drawers, bar code readers, 40/80 column receipt printers, touch screen and programmable keyboards and keypads, and magnetic stripe readers.

Rental Module

This module provides regular rental processing for equipment such as camping gear or for sites such as shelters. It is one of the most important modules for outdoor recreation. This module assists the manager in:

- Processing reservations for equipment and sites ahead of time.
- Tracking equipment check-in and checkout times.
- Tracking rental fees including deposits, automatically.
- Calculating early return and late fees, automatically.

In addition, this module can confirm the renter's certifications,driver's license, age, and other requirements necessary for rental eligibility as part of the transaction.

Trips Module

This module assists the manager by booking reservations and easily generating a trip roster. It also has the ability to set a minimum or maximum count and create waiting lists for excess participants. Trip allows for a POC name and number that will be with the group. Activity requires individual information.

Locker Module

The Locker Module assigns lockers and locks for both men's and women's lockers. It tracks:

- Locks, including combinations.
- Damage deposits.
- Locker reservations.
- Renewals.

The module will also flag rental fees when they are due.

League Module

This module schedules leagues and tournaments, reserves facilities, and schedules the officials or referees. Also, the league module MUST BE used to capture rosters and teams for advancing in the Unit Level Intramurals through Army Sports.
It can:

- Track player and team statistics.
- Report team standings and tournament brackets.
- Generate the team and/or master schedule.

Courts Module

The Courts Module has the capability to provide quick advanced court reservations and make reoccurring or multiple reservations at one time. Additionally, it can beset to allow or restrict group bookings.

Golf Module

Golftrac, at one point a separate piece of software, is now a module of RecTrac with specific features for golf course operations. It offers the POS system and inventory control capabilities, automatic-pricing options for the Pro Shop and snackbars, and numerous financial and operational reports.
In addition, the Golf Module can:

Generate tee time slots for reservations.

Pattern tee time reservations.

Track tournaments for single or multiple courses.

Calculate and record handicaps for golfers to meet PGA requirements.

Set up pass and ID card templates to print golfer ID (bar code) labels or golfbag tags.

Generate gift certificates, either one at a time or by groups.

Apply gift certificates or cash back calculations to fees.

10.3's smart phone feature allows the starter to pull up the tee sheet for confirming the start. However most Garrisons still use the GHIN (Golf Handicap and Information Network) system for handicap reporting since it is USGA's standard.The Golf Module also provides a way for managers to track the weather, which can be useful since golf profitability is often dependent on the weather.

CYMS Module for Staff Records System

RecTrac's CYMS module also provides a system for maintaining staff records. The database for this system includes the following types of information:

Personal and position data.

Background checks.

Medical requirements.

Recognition and awards.

Administrative actions.

Secure method for capturing data in a single location

The Staff section of the RecTrac's CYMS module also provides the capability to maintain records on volunteers and coaches. For example, a manager would be able to find out how many coaches volunteered last year for the basketball program or the status of certificates for the coaches during the current year. Employee training records allow for reminder to make sure employees do no miss the annual training date. Using RecTrac to track employee training allows for consolidated reporting for Annual Historical Reviews or other key information. It will allow for surprise cash count results to be annotated along with events where the employee has executed above their job scope to provide a single location to compile data for employee reviews.

3.4 Commonly Used RecTrac Reports

RecTrac provides over 300 standard reports that are helpful in tracking and comparing the information required to operate a successful activity and plan for the future.

While each of the ten modules provides a variety of reports, not all may be relevant to every manager. The usefulness of each report will depend on the type of activity and the functions required. The number one report is the Daily Activity Report. The inventory reports are also one of the most commonly used for reporting and monitoring for stock levels.

There are, however, some modules that are common to almost all managers who implement RecTrac and every manager should become familiar with the key reports provided by these modules.

The modules that are most commonly used across Family and MWR activities are:

Activity Module Reports

The Activity Module reports provide information about activity, program, and class registration. The manager can create reports to determine the amount of fee-income collected and other financial information about an activity, ranging from instructor cost to mailing labels printing cost.

The Activity Roster Report provides invaluable information about the activity, such as:

- Date, time, meeting days, and location of activity.
- Maximum and minimum number of enrollees, waiting list, and current enrollment.
- Resident/nonresident information.
- Instructor name.
- Names of primary guardians and emergency contacts with phone numbers.

Having this information readily accessible could come in very handy in providing information to a customer about the availability of lessons or in notifying an emergency contact about an enrollee.

Facility Module Reports

There are over 35 different reports in the Facility Module. These reports provide the manager with information about facility usage, such as what facilities are reserved, by whom, and when. In addition, the historic information found under Statistical Usage Reports can help in budgeting and providing justification when requesting additional funding.

For example, the Location Statistical Report allows a manager to print out a calendar for a day, week, or longer showing location reservations. It also provides:

- Number of times the location has been reserved.
- Number of people in the location.

Amount of money, if any, collected for the location.

Pass Module Reports

The Pass Module has the ability to provide reports for membership, financial, visit, and statistical data. Since it is important for Family and MWR Managers to be knowledgeable about usage, the Pass Module can be very helpful because it has the capability of tracking who the customers are, what activities or facilities they use, and when they use them. This information is useful in marketing and evaluating programs and planning for the future.

The extensive Pass Module Financial Reports are also very important for the same reasons. The financial reports are especially useful at budget time because the historical information that managers need to make informed decisions is easily accessible.

Point of Sale Module Reports

The Point of Sale Module is one of the most used modules in RecTrac and the more than 40 reports provided by this module can be very helpful to managers. The most commonly used reports are those that provide information about inventories. An activity manager can produce an inventory report for month end, pricing, and reordering.

This module also provides reports on tickets sales from Tour and Travel offices. These ticket reports include information about the commission charged, ticket pricing, and inventory.

Another useful report is called the "What's Hot What's Not" report. This report identifies the top selling item in the activity or Family and MWR. It can also indicate the worst selling item. This information can be of help to managers in making decisions about what to offer and what not to offer for sale in an activity.

Other Useful RecTrac Reports

Other useful RecTrac reports provide managers the capability to track usage, patronage, financial data, and demographics for marketing, budgeting, planning, and evaluation purposes. These include....

Rental Module Reports

The Rental Module is mainly used in outdoor recreation for processing rentals of boats, camping gear, cabins, campgrounds, shing, and skiing equipment. When an activity uses RecTrac, numerous reports are accessible at a ngertip to provide information about who is renting the equipment and for how long.

The nancial reports provide income and expense information while others give usage information. All of these reports provide data helpful in determining the protability of each piece of equipment. The manager can use this information in making budget decisions and requesting Capital Purchase Minor Construction (CPMC) funding.

Trip Module Reports

Trip reports are very similar to Activity reports. One of these reports shows patrons that have signed up and paid for a trip. Another report is the Trip Trial Balance Report.

Locker Module Reports

The Locker Module reports have made keeping track of lockers in both gyms and bowling centers so much easier. The reports from the locker module keep track of locks in addition to the lockers themselves. The Locker Trial Balance Report is a great tool to use when creating budgets.

League Module Reports

The League Module has over twenty reports. These reports are broken down into ve sections: Usage, Schedules, Financial, Letters, and Statistical. The operator can print a report for one team, for one league, or for all the leagues. The capability to print letters and labels makes getting the word out about program availability easier.

Court Module Reports

This module will print a Court Reservations Statistics Report, as well as other useful reports. The Statistics Report can often help a manager to justify hours of operation being oered, when usage reviews are done.

Golf Module Reports

There are several reports devoted strictly to golf. One of the most useful is the Rounds Report that allows Golf Managers to simply print out the number of rounds played on their course or multiple courses. The report also provides information about the fees collected at the same time.

For golf courses that sell memberships or advanced tee times, GolfTrac will produce several reports pertaining to members and the fees collected. The POS module will produce sales reports needed for the Pro Shop and snack bars. Some of the other reports available to Golf Managers are Tee Times and Handicap Reports. Another important report is the Weather Recap.

3.5 RecTrac Bene ts to Family and MWR Managers?

Once accurate and complete data is entered into RecTrac and employees are trained to use the system, the Family and MWR Manager will be able to recognize key benefits for the program, the staff, and the customers. RecTrac is specifically beneficial in the areas of management and customer service. These benefits enhance programs and make Family and MWR "First Choice" for Army families.

More Ef cient Business Processes Equal Higher Productivity

RecTrac's single-receipt global feature makes delivery of the program services faster and more accurate than ever before by reducing mistakes and the need for rework. Operators can now process any number of transactions from any combination of RecTrac modules in one smooth operation, with one receipt.

The extensive reporting, demographic, and analysis capabilities provide management with easy access to the tools needed for managing personnel, programs, facilities, and other resources.

1. Install bill/auto debit where a patron can be billed for routine weekly/monthly fees with the payment automatically paid by their debit/credit card.

2. WebTrac which allows for on-line reservations and payments. 10.3 is smartphone friendly but 10.1 is viewable but will not accept payments.

Better Planning/Budgeting Results in More Efficient Use of Resources

Managers have access to over 300 extensive and accurate nancial` and user reports, enabling them to analyze data and make more informed planning decisions.

Retention of statistics from the previous scal` year to the current scal` year, for example, allows comparison analysis to identify trends and variances and enables more informed forecasting. Customer preferences are tracked ensuring marketing eorts` and resources are targeted most effectively.

Higher Accountability and Security Are Other Important Benefits

The system provides security for sta` through custom menus with restrictions on inventory numbers, activities, rental items, locations, transaction codes, and ticket numbers. Operators are accountable for inventory once the inventory items are entered in the system, for example.

Accident reporting and tracking capabilities provide information useful in developing safety standing operating procedures that reduce or prevent accidents from occurring.

The Pass Management Module capabilities check user eligibility and assist in preventing entrance to unauthorized patrons.

Customer Service Benefits

Timely, accurate, and individualized service contributes to customer loyalty. The system provides fast, ecient` customer service with detailed transaction and payment histories by households. It also has the ability to check for facility availability, access nancial` results for individual activities, and instantly check the status of activity enrollments and waiting lists.

Payment receipts display complete information about each transaction including comments, rules, and regulations.

Improved Communication Options Result In Fewer Errors and Less Confusion

Other benefits of implementing the RecTrac program for managers include:

Teams and officials receive complete schedules listing dates, times, and fields.

Overall activity and facility schedules are available to sta at any time so they can keep customers informed.

Programs can project a very professional image maintaining better public relations.

4.1 Overview

Child, Youth and School Services (CYSS) Managers, like managers of all Family and MWR programs, require a Management Information System (MIS) to furnish critical reporting, tracking and decision-making information. RecTrac provides this essential function for most Family and MWR programs, but it lacked speci. c features that are crucial for Army Child Care Operations. In 2000, RecTrac was expanded to provide an MIS called Child and Youth Management System (CYMS) for CYS managers.

At the end of this lesson, you will be able to:

1. Describe CYMS
2. Explain the key functions of CYMS
3. Summarize the benefits of CYMS for the CYS Manager

4.2 What is CYMS?

The Child and Youth Management System (CYMS) consolidates data from all CYS programs to create abroad database containing all registered families, sta and Family Child Care (FCC) providers. It covers child, school-age and youth registration and a wide-range of daily operations. CYMS uses the RecTrac framework. It combines new CYSS data screens and processes into existing RecTrac functions.

4.3 What Are the Key Functions of CYMS?

Family Child Care Management System

CYMS includes a system for tracking all certication` and operational requirements for FCC providers. Managers have easy access to information about providers, their homes and the children enrolled in them. CYMS tracks the following types of information:

- Administrative, operational and certi. cation requirements
- Background and medical checks
- Inspection and home visit records
- Training, recognition, endorsements
- Pet information
- Subsidies and backup providers
- Program offerings (days, hours, age groups, special services, etc.).

Management Reports

Through integration of data, CYMS has the ability to produce numerous reports covering family demographics, nancial performance/variances, operational trends and a wide range of usage/enrollment statistics.

The reports range from Daily Activity Financial Reports to the CYS Annual Demographics Report. All provide important information a manager needs to make good business decisions.

Ef ciency in Business Operations

CYMS combines many separate operations into one integrated processing system. These automated capabilities reduce time required to perform business functions, thus freeing more time to improve the quality of programs. For example:

Automatic calculation of fees ensures parents are correctly charged according to their incomes

Up-to-date tracking of projected child care vacancies enables Parent Central Services to offer care to waiting families without delay

Increased Capability for Gathering and Processing Information

CYMS has extensive reporting,demographic and analysis capabilities,providing managers with tools to manage personnel, programs, facilities and other resources. CYMS tracks information on:

Sta, FCC provider and coach training and certication to assist managers in ensuring children receive quality care and instruction

Activity attendance patterns to help in ecient scheduling of sta and meal planning

Enrollment and demographic trends,useful for deciding what, where and when to plan future events.

In addition to customer-friendly practices such as one-stop registration and WebTrac access, CYMS identies how families use programs, increasing sta awareness about how each CYS program impacts on other CYS programs and on families.

The comprehensive data provided by CYMS encourages managers to consider the family unit rather than children alone when making decisions about programming and practices.

5.1 Overview

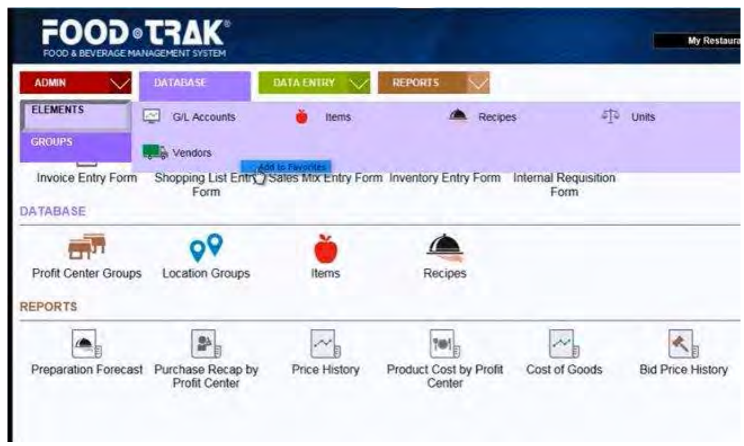
Family and MWR Managers of Bowling Centers, Theme Restaurants, and Clubs have unique requirements to track food inventories and food usage. FOODTRAK is a complete food management application that can track an item from purchase to utilization.

At the end of this lesson, you will be able to:

1. Describe FOODTRAK.
2. Summarize the functions of FOODTRAK.
3. Identify some reports produced by FOODTRAK.
4. Explain the benefits of FOODTRAK for Food and Beverage Managers

5.2 What is FoodTrak

The FoodTrak system is a complete o-the-shelf   software package designed for the food service and hospitality industries to perform specic   types of food cost management functions. The FoodTrak system is a comprehensive inventory accounting and control program that increases purchasing and accounting eciencies, reduces the cost of goods, and increases security for assets such as food, beverage, supplies and retail goods.



What can FoodTrak do?

- Data Management
- Inventory Control
- Purchasing Process
- Recipe Management
- Nutrition Information Calculation
- Real Time Reports

5.3 Functions of FoodTrak

Managers who use FoodTrak take advantage of many functions that the system provides for managing food and beverage operations. Some of the functions that FoodTrak performs include the following:

Profit Center Reporting

Operators with multiple prot centers under one roof, such as concessions, hotels, and resorts, can divide their menu and inventory into groups to obtain inventory usage, inventory variance, and sales reports by prot center.

Inventory Accounting

Inventories of all food items can be maintained by FOODTRAK. All mathematical functions, such as item quantity times item cost, are automatically performed.

Inventory is highly controlled through:
Actual versus ideal usage variance reporting.
Key item tracking.
Perpetual inventory reporting.
Transfers/requisition creation.
Waste tracking.

Nutritional Analysis

Nutritional analysis and nutrition labels can be generated for recipes. The United States Department of Agriculture (USDA) database can be used to identify nutritional content of recipe ingredients.

Menu Production and Planning

Recipes and menus are built in the system using the inventory items. FOODTRAK can suggest order quantities based on future needs as well as provide a daily breakdown of what to order and when to pull items from the freezer. Menu plans can be built, organized into groups, and stored for later use.

Sales and Sales Mix

The system allows managers to track sales in a multitude of ways (e.g.by the item, by the meal, by the day). Built-in reports will track how many of each menu item have been sold, what the prot margin is for each item, and the cost of goods for each item.

5.4 FoodTrak Reports

Management Summary Report

One of the most important reports produced by FoodTrak is the **Management Summary Report**.

This report provides an overview of sales, actual and ideal cost of goods, and a list of the 15 highest overuse items as well as the 5 highest underused items for the report period

Items are ranked by dollars of overuse and underuse, with the highest listed rst

This report gives a quick single-page review of the operation and its major problems without burying the analyst in extensive detail

The report is customizable based on the information that the analyst would like to know.

Recipe and Product Group Reports

Recipe groups and product groups will allow the end user to easily run reports.

The purpose of recipes and product groups is to have the ability to section out the menu and determine sales or popularity of a specic item.

Product Groups are associated with saleable items and will reect how we categorize the items sold on the menu.

Invoice Reports

Entering invoices is a critical task in the FoodTrak system

Best practice for entering invoices is to enter them on a daily basis

We generally do not or should not have sales tax but some location may have to pay freight charges

For the purpose of this exercise, we will enter invoices manually

US Foods or BiRite has an interface for uploading invoices but most other vendors do not (for more information in the US Foods or BiRite interface, contact IMCOM G-9)

Vendor Reports

Vendors are a critical part of the FoodTrak system as all purchased items are associated with a vendor or several vendors.

General Tab

- Name and Address
- Contact Information
  - Account Reps
  - Customer Service Contacts
  - Separate phone and fax numbers for each location
- Account and Customer Numbers
- Delivery Days
- Transferable

General Ledger (GL) Reports

Automatically codes invoiced items to GL Accounts

Reports available by GL Account:

- Purchase Recap by Transaction
- Transfers by GL Account
- Invoices report-included on report
- Inventory Extension-included in Account Summary

Includes account number and a textual description

- Ex: 401 Food Purchases
- Ex: 726 Supplies

Waste Listing Reports

Tracking waste prevents unnecessary waste and lowers food costs

Waste can be:

- Damaged goods
- Kitchen waste
- Spoilage
- Customer Returns
- Finished Waster

5.5 The Bene ts of FoodTrak

Food and Beverage Managers beneft by using FoodTrak in their operations to achieve savings in time and reduced expenses - all leading to greater profitability.

FoodTrak can help managers achieve savings in time through:

Reducing labor hours by using faster, automated processes for taking and calculating inventories and reordering items.

Reducing time for data collection and reporting.

Providing timely management reports.

FoodTrak can help managers reduce expenses and increase pro ts through:

Better control of inventory.

Reduced food costs by controlling recipes and food usage.

Less misuse by standardizing recipes and menus.

More efficient ordering by tracking historical usage.

Less over-portioning by monitoring food item usage.

Reduced theft by providing better tracking of items.

6.1 Overview

Catering is one of the most challenging, rewarding, and creative segments of the food service industry. Whether hosting a theme party or a wedding, the manager has the ability to make it a special and memorable event for clients and their guests. Catering, both on and o. premises, is big business, making it one of the fastest growing segments of the food service industry. Caterease helps manage all the little details and assists managers to control costs, access client and event information, and enhance customer service.

At the end of this lesson, you will be able to:

1. Define Caterease.
2. Summarize the functions of Caterease report groups.
3. Identify some reports produced by Caterease.
4. Explain the benefits Caterease offers Family and MWR Managers.

6.2 What Is Caterease and What Does It Do?

Caterease is a commercial-off-the-shelf (COTS) event management application designed specifically for caterers. It provides tools to expedite the catering process. Caterease tools assist the caterer in planning the room layout, service staffing, and menu. It also has a tool to assist in writing the catering contracts. For accounting purposes, Caterease automatically assigns contracts with sequential, unique numbers.

6.3 Features of Caterease

Caterease is easy to set up and use. Its capabilities allow for greater versatility and excellent response time for catering activities.

Features of Caterease include:

Document creation tool that integrates Caterease software and Microsoft Oce` word processing software and enables managers to customize documents. It also provides built-in fax and email capabilities.

Concurrent users can access the Function Book for availability of rooms, dates, and times.

High-speed search capabilities to locate customer contact information and past, current, and planned events.

Better control of inventory.

Reduced food costs by controlling recipes and food usage. Less misuse by standardizing recipes and menus.

More efficient ordering by tracking historical usage. Less over-portioning by monitoring food item usage. Reduced theft by providing better tracking of items.

6.4 Caterease Management Tools

Electronic Function Book

The graphical, color-coded, electronic function book allows a manager to see the date and location of already-scheduled events. A manager can use this function to identify which events are denite,` tentative, or wait listed—a feature that totally eliminates accidental double bookings.

Customer Database

This database allows management to track important information about patrons (e.g., billing address, telephone numbers). The manager has the ability to search the database or make changes to customer information from one screen.

Trace Tools

Have you ever forgotten to make a phone call to conrm` guest counts, nalize` a menu, get a deposit, or book new business? This function prevents managers from forgetting tasks because it automatically reminds the manager and displays the list of contacts needed to complete the task.

Customized Letters

Managers spend a good portion of the day creating memos and letters. Caterease can help reduce that time by allowing managers to customize documents. Standard text for proposals, contracts, and letters can be customized with the program's fonts, margins, and logos. This function is an excellent way to promote the image of the program by providing consistency. It also saves the manager time.

Staf ng

This function allows a manager to schedule sta` to t` the needs of an event. Management can track labor costs, as well as, calculate charges needed for revenue standards. Caterease also allows management to allocate gratuity for sta` working individual events.

Third Party Goods/Services

This function allows a manager to track outside-the-installation suppliers who provide the program essential supplies and services for a successful event (e.g., linens, flowers, photographers).

Room Layouts

This function allows a manager to design the layout of a room to a customer's speci. cations.

6.5 Bene ts of Caterease

The manager of a catering program will realize many benefits from using Caterease. In addition to the numerous management reports, the benefits can be categorized into five general topics:

Improved Scheduling

Programs can benet through better scheduling of both sta and events. Managers can eliminate double bookings, check sta requirements for every event, and review daily employee schedules at any time. Managers also have access to past events and can use this information as a template for upcoming events of the same size. Improved scheduling results in ecient stang, maximized room utilization, and sales potential, which leads to greater program protability.

Improved Communication Flow

Managers know that a smooth running operation depends on people. Although the information on the computer is current, managers need to have access to a paper trail history. Caterease details a paper trail history at the bottom of every document, thus the entire operational sta knows at a glance if their information is up-to-date. Through Caterease, a manager can track the progress of the event through to the nal stage, delivery. Caterease provides constant sta communication and continual up-to-date information, which are keys to ecient operations.

Enhanced Customer Service

Caterease can also help managers know their customers better. A manager can keep track of patron data, such as:

- Names.
- Addresses.
- Phone numbers.
- Payment information.

The manager has the ability to call up purchase histories of former patrons, as well as quickly create new les. This timely, accurate, and relevant information about the customer is the basis for providing excellent customer service.

Flexible Menu Creation

Caterease can easily create menus to fit any special event, season, or holiday. Caterease's flexibility allows a manager to file, retrieve, and change any previously stored menu. It also ensures accuracy in ordering of items needed to prepare the menu.

Documents/Marketing

Caterease has the capability to create customized contracts and letters with logos and graphics. This feature ensures that employees will never have to type another contract or confirmation letter because the system automates the entire process. This reduces labor, duplication, and errors. It also provides for consistency in the quality of documents to enhance the professional image of the program.

7.1 Overview

The Standard NAF Automated Contracting System (SNACS) provides a comprehensive management tool for all aspects of procurement. SNACS was designed to streamline the procurement process from requisitioning to contract to procurement closeout. SNACS's routing and electronic workflow, extensive audit trails, and reporting capability increase productivity and reduce operating costs.

At the end of this lesson, you will be able to:

1. Describe SNACS
2. Identify the features of SNACS
3. Explain the benefits of SNACS for the Family and MWR Activity Manager

7.2 What is SNACS/PRISM?

SNACS, also known as PRISM, is a commercial o the-shelf (COTS) application that eliminates paper requisitions. It automates the entire contracting process from requester to material delivery. The manager can create requisitions, route documents for approval, or view forms on-line. It's business as usual... except it's happening over the Web. Also, since SNACS takes full advantage of Adobe's PDF le format, actual procurement forms can be viewed and printed from the browser.

SNACS creates requisitions from several sources:

EZ REQ

From an amendment

From a duplicate

Requisition for modi. cation

The system also creates requisitions for delivery orders, purchase orders, modications, solicitations, Blanket Purchase Agreements, Purchase Card Orders, and from advanced procurement plans.

Managers with a SNACS approved account can access the system via the Web at https://www.mwrportal.army.mil/SNACS . SNACS allows managers to follow the procurement process:

Using predefined routing lists.

Using parallel and/or sequential routes.

Using approval, review, or combination routes.

With a full audit trail.

With no burden on e-mail system.

With the ability for reviewers and approvers to add notes.

With the approval password known only to approver.

7.3 What are the Features of SNACS/PRISM?

Primary Functions

The primary functions of SNACS, for the Family and MWR Manager or requisitioner, are:

- Electronic entry of purchase requisitions.
- Electronic approval of purchase requisitions.
- Tracking of purchase requisitions through the contracting process.

In addition, the system will:

- Record the status history of a requisition as it progresses through various stages
- Track complete history of modifications.
- Link contracts with purchase requisitions for reporting.
- Enforce contract dollar limits.
- Calculate obligated dollars.
- Track vendor correspondence and performance.
- Capture receiving and inspection information.
- Reconcile receiving report with the contract.

Additional Functions

SNACS will also track and produce reports that show the manager:

- Requisition status.
- Awarded actions.
- Delivery reports.
- Unawarded actions.
- Automatic notification messages to track the status of the purchase request in the contracting process.

7.4 How Can SNACS Help Management?

SNACS allows managers to manage the procurement process from their desks. An automated procurement system helps shorten the time from the initial request to actually receiving the item. The system provides managers information on the purchase from start to nish.

Other ways SNACS can help managers include the following:

Reducing Errors

Whether it's using the wrong date or transposing numbers, errors are bound to occur when purchase orders are recorded manually. An automated system ensures that correct information is entered into the system each and every time.

Eliminating Duplication

Automation allows everyone to tap into the same reservoir of information, so that input and changes need only be made once. The routings allow the requisitioner, approver, budget office, and contracting office access to the same information provided in a purchase requisition.

Adding Clarity

With everyone in the routing process having access to the same information, it helps ensure the correct items are purchased in the correct amounts.

Reducing Paperwork and Paper Storage

SNACS tracks information electronically, eliminating the need for paper record keeping and making easy work of data transfer.