

## TRAVEL TRACKER

### FREQUENTLY ASKED QUESTIONS/COMMON ISSUES

- Do walking field trips need to be entered in travel tracker? YES.

All field trips need to be entered into the program. This not only helps the school know that students will be away during the day, but, if the other transportation changes, then a bus can quickly be added to the trip. This applies to trips using a charter bus as well as trips using parents to transport students.

- Can the teacher/sponsor change the destination of a field trip?

Once the second level approver (bookkeeper) has approved the trip, the teacher/sponsor no longer has access to change the trips. Only an administrator can change the location of a trip. The administrator will open the trip, select a new location, and save the changes.

- Why can't I print a ticket for the driver?

To print a ticket, a bus must be assigned to the trip. The vehicle owner (usually the AP) is the administrator assigned to this role.

- Where do I enter the mileage after the trip is taken?

Once you sign in, click on the school finance tab, on the left hand side-click on "enter mileage/driver hrs". Your pending trips should appear and you can enter your mileage here.

1. What if I don't see any trips? Make sure that a bus has been assigned to the trip. A bus must be assigned to the trip in order to enter mileage.
2. Do not enter commas when entering mileage.

#### VEHICLE OWNER FAQ

- Why are there old trips in my que? All the buses have been assigned and the mileage has been entered but they will not go away.
  - Make sure that the number of buses assigned, and the number of buses taken match. If the sponsor requested 4 buses and only took 3 buses, you need to change the number of requested buses to 3. The system is waiting for you to assign the 4<sup>th</sup> bus that was originally requested. It will continue to stay in your que until it is changed.
- I can't assign a bus. The box will not open.
  - The box opens as a pop-up. Make sure that you are allowing pop-ups.

There are multiple training videos and quick reference guides in the support/training link which is located in the top right-hand corner of the screen. The guides are specific to the user (teacher, bookkeeper, administrator). You can also enter a support ticket to the travel tracker support system.

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