

MuniciTRAC

Internet Based Progress Tracking System
Version 3.0 Web





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INTRODUCTION

MuniciTRAC provides customers of Municipal Marketing Services, Inc. the status of their fund raising campaign through the Internet. A current customer of Municipal Marketing Services can monitor in excess of 200 individual pieces of information relating to their account with the company.

GETTING STARTED

Since 1980, Municipal Marketing Services, Inc. has been providing assistance in the direct mail fund raising for fire departments, EMS organizations, libraries, alumni associations, police associations and many other groups.

With MuniciTRAC, Municipal Marketing Services allows a customer the ability to monitor the progress and status of their fund raising or subscription campaign.

SETTING UP MuniciTRAC

In order for a customer of Municipal Marketing Services to use MuniciTRAC, an agreement outlining the use of this service must be completed.

Upon approval of the customer's request, an ACCOUNT NAME and PASSWORD will be issued to the customer via email. Only accounts in good standing will be permitted access to MuniciTRAC. Accounts which are placed on CREDIT HOLD for non-payment of invoices will be denied access into the MuniciTRAC system.

In addition, if your contract with Municipal Marketing Services is expired or nearing expiration, you will be denied access.

USING MuniciTRAC

In order to begin using MuniciTRAC, a customer must complete an access request and will receive an account name and password for their account.

Once this information is received, simply enter the web address (www.municitrac.net) into a web browser. Next CLICK on Enter MuniciTRAC on the left side. Enter your credentials on the next screen and you will be in the MuniciTRAC system.



Enter MuniciTRAC

Municipal Marketing Services

MuniciCARDS

Request Credentials

Download User Manual

Host: n418fmphost

Welcome to MuniciTRAC

Already have your credentials for MuniciTRAC? Just click ENTER MUNICITRAC at the left.

If you are a current customer of Municipal Marketing Services and you would like access to your account status information but DO NOT have an Account Name and Password, click on the link at the left to REQUEST CREDENTIALS.

You MUST be a named contact on file to request MuniciTRAC credentials!

Thank you for your interest in the MuniciTRAC system!

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MuniciTrac Website

Log In

Open database "MuniciTRAC" with:

- Guest Account
- Account Name and Password

Account Name:

Password:

Cancel

OK

Once your credentials have been verified, your account will open to the Organization Information screen.

NOTE: If your account is on Credit Hold or Contract Hold, you will NOT be able to access MuniciTRAC system.

MuniciTrac Log In

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Municipal Marketing Services, Inc. **MuniTRAC**
Customer Status Tracking

Organization Information *Please direct any changes or corrections to your Account Executive or Sales Office shown on the Organization screen.*

Organization

Main Contact

Other Contacts

Mail Information

Drive Status

Forms

Maintenance

Statistics

Order Reports

Help

Log Out

EASTPORT CHEMICAL FIRE ENGINE CO 1
A valued customer since 2009!

Phone: 631-325-0464 Ext.

FAX:

County: SUFFOLK

Address: P.O. BOX 158 21 UNION AVENUE

City: EASTPORT

State: NY ZIP: 11941

Website:

Amount Due (Program)

Amount Due (Postage)

Your Account Number: **2753**

Credit Status:

Drive Status:

Hold Reason:

Account Executive: **FLOYD DAY**
Direct Phone

Sales Office:

Information contained in MuniTRAC is subject to a posting delay and does NOT represent live, real-time data.

Municipal Marketing Services

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Organization Information Screen

On the left side of the screen, and every other screen, there is a navigation bar to allow you to view the various information pertaining to your account. Simply click on one of the buttons to view that information.

THE BUTTONS (Navigation Bar)

ORGANIZATION lists information about your organization.

MAIN CONTACT show who you have designated as the Main Contact for your account.

OTHER CONTACTS are a 2nd and 3rd person we may contact with questions or with whom we will release information on your account.

MAIL INFORMATION is information specific to your mailing such as mailing dates and your postal permit.

DRIVE STATUS shows the progression of your drive from the moment we receive information to process your drive to sending you proofs, ordering your material, etc.

FORMS contains information necessary to produce the forms for your mailing.

MAINTENANCE recaps any maintenance performed on your account.

STATISTICS is a brief synopsis of the success of your fund raising campaign for accounts for which we process maintenance.

ORDER REPORTS will take you to our website to order reports available on your account.

LOG OUT will log you out of MunicITRAC. **IMPORTANT: when you are done working with your file, for SECURITY REASONS, YOU MUST CLICK ON THE LOG OUT BUTTON. This will close your file properly and get it ready for the next time you use it.**

The above nine tabs represent over 200 individual pieces of information which helps Municipal Marketing Services maintain Award Winning, World Class Customer Service.

With the development of MunicITRAC, our customers now have the opportunity to see the progress and status of their fund drive or subscription drive or other direct mail fund raising campaign with just a few mouse clicks and Internet access.

SUMMARY

This User's Manual attempts to give a customer of Municipal Marketing Services a brief introduction to the use and contents of the MunicITRAC system. MunicITRAC is a READ ONLY system. This means that a user can ONLY view the information contained in the system and CAN NOT change or edit any of the contents.

If any information needs changed or updated, you should contact your Account Executive or Sales Office (each is identified on the Organization screen in the right column) immediately so that the correct information can be applied.

IMPORTANT

The information contained in MunicITRAC is NOT live, real-time data. The information supplied is from the previous processing day's activity and in no way represents or displays information which just happened. Every effort is made to make sure the represented data is as "fresh" as possible, but delays in updating and numerous system variables make any time or "freshness" guarantees IMPOSSIBLE.

Any questions requiring an up to the minute status should be directed to your Account Executive or Sales Office as should any questions or concerns about your account.