

The most common cash mistake is made when the cashier fails to record the money paid by the student. This causes two problems:

- The student's account is charged as if they did not pay for the items served.
- The cashier will be over in cash for that day.

Cash mistakes may also be caused by simply entering the incorrect amount or by over scanning an ID CARD. Careful inspection of the CASH TRANSACTION REPORT will assist in finding cash mistakes.

Look at the column on the report marked "AMOUNT RECEIVED". This represents the amount that was input into the computer, taken from the customer and placed in the cash drawer by the cashier. Each cashier is responsible for looking at their own cash report. The cashier looks at the AMOUNT RECEIVED column to detect any odd amounts of cash or any unreasonable amounts of cash. Don't look at the sales column because any cash mistakes will be found in the AMOUNT RECEIVED column. For example: if you see that student #XXXXXX has \$534.00 in the AMOUNT RECEIVED column it is obviously not correct. If the amount is not correct, then the mistake must be corrected.

CORRECTING CASH MISTAKES

When you find a mistake you should write down the student's ID Number from the CASH REPORT and write down the correction to be made beside the student's name.

(Example): Student ID # Student Name \$534.00-
which means \$534.00 will need to be deducted from this student's account.

- ⇒ Go to the CASH RECEIPTS POSTING screen and enter the student's ID #
- ⇒ Press the Enter key to skip the REF # field
- ⇒ Enter 53400- (no decimals) in the AMOUNT field
- ⇒ Press Enter to get to the ALL OK line
- ⇒ Press Enter to accept the transaction
Notice the appropriate changes in the student balance at the top of the screen.

CORRECTING MISTAKES MADE ON CHECKS

A cashier may forget to enter a check number (REF #) if the receipt is a check. This will cause the money to be counted as cash. It is important that check numbers be recorded. Compare the actual checks received to those listed on the CASH REPORT to find the missing check entry. Note the check number and amount on the CASH REPORT.

(Example): Student ID # Student Name \$50.00 CK # 1999
which means \$50.00 will need to be recorded as a check to this student's account.

- ⇒ Go to the CASH RECEIPTS POSTING screen and enter the student's #
- ⇒ Press the Enter key to skip the REF # field
- ⇒ Enter 5000- (no decimals) in the AMOUNT field
- ⇒ Press Enter to get to the ALL OK line
- ⇒ Press Enter to accept the transaction.
- ⇒ Enter the student's ID number
- ⇒ Enter the check number in the REF # field
- ⇒ Enter the check amount 5000 (no decimals) in the AMOUNT field
- ⇒ Press Enter to get to the ALL OK line
- ⇒ Press Enter to accept the transaction

REPRINT THE CLERK RECONCILIATION REPORT

NOTES:

It is important for each cashier to correct their mistakes daily. If corrections are not made by the clerk on the day when they occurred, the back office will have to make corrections for all the cashiers at all the schools.



- Remember to correct the mistakes found on the MENU TRANSACTION REPORT only in the ITEM # and QTY fields. Cash associated with ITEM # mistakes will be automatically corrected.
- Correct the mistakes found on the CASH REPORT in the AMOUNT Field of the CASH RECEIPTS POSTING screen.