CASH TILL

DAILY CASH TILL

Business->Cash Till

Enter EFT/Card total in the Banked/Settled column first. If the amount in green disappears this means it has balanced and you are all good to proceed.

If you enter the EFT/Card total and you still have an amount in the balance column, this means your EFT/Card does not balance. This is the amount you are out by. Example below you are over by $50.

If this happens, click the Print Details button and Print Report for a list of transactions for the days till. Use this list to compare to your EFT/Card receipts for the day's trading.

When you find the error, you will need to correct it before you can move forward.

If the error is the wrong payment type was selected i.e. the customer actually paid EFT/Card but staff selected Cash this can be fixed through Business > Activity.

Find the transaction. Highlight and click Modify.

Modify Payment.

Follow the prompts and then OK to save.

Now when we go back to Cash Till. It balances.

If the error is in the value of an EFTPOS receipt, this can be altered via Spares->POS, usually by correcting the transaction that was faulty. In the case of a marginal error, you could utilise the F8 Freeform function of c9 to correct the issue, although this would be generally advised against. For example:

A sale is made for $44.95, but when the user keyed the value into the EFTPOS machine, they accidentally keyed in $49.95. This will mean they overcharged the customer by $5 and c9 will be showing a Banked/Settled figure of $5 less than the actual settlement. To correct this error in the right way, we should theoretically refund the total invoice and backdate it to the day before, then re-run the sale with the correct value, still backdating it to the day before and selecting the correct payment method.

This can be problematic if it isn't clear in any way what the missing value is related to. So for example, someone processed a transaction via EFTPOS but forgot to put the sale through c9. In this case we may be required to use F8 Freeform to be able to efficiently add the missing transaction to the daily till for that day. Sometimes F8 Freeform may only be available to certain users, so you may need to log out of c9 and log back in as an admin if F8 Freeform isn't available on the current login user.

To learn how to "write off" the missing amount see the end of this document.

In the example below, we are using the missing figure of $5 to demonstrate how to deliver the F8 Freeform. We sell the value of the alteration, then quantity will be 1 or -1 depending on if the error was under or over respectively. Finalise this sale, making sure you backdate the invoice to the day of the till balance you are trying to rectify.

IT IS IMPORTANT TO NOTE THAT BACKDATING IS ONLY NECESSARY IF YOU ARE MAKING A CORRECTION TO AN ERROR THAT WAS MADE ON A PREVIOUS DAY. SO FOR EXAMPLE, IF YOU DO YOUR TILL BALANCE EACH MORNING BEFORE OPENING FOR TRADE.

Once you have captured the correct EFT/Card settlement, next you will need to count your cash and verify that the till balances for cash.

In the above screen, you need to count the NUMBER of each denomination that exists in the till. Including the float. This should balance to the figure showing in the Balance column at the top right of the screen. This figure is Float + Cash In – Cash Out – Paid Out = Balance.

If you enter the money and you get the below message you are balanced and good to proceed!

To work out how much money you are taking out of the till to be banked and how much you are leaving in there as a float put your regular float amount in the balance column.

This is telling me to take out $2780.

But I might look at that and think, Actually I want to take out $2,800.

So I just change the Banked/Settled amount to 2,800. Making my float for the next day $380.

When you are happy with it. Save Till. Print Details & Summary to go with Eftpos chits and money you are banking.

If the cash does not balance and it's a small amount

Looking at the screenshot below, c9 is reporting the till being short by 85c. Ideally you should see this figure balancing each day. These types of errors can be caused by many factors, including miscounting of cash, incorrect change given, change told to be left behind etc.

You can choose to use the Paid Out part of the till screen to balance these minor errors if you want to see the till balanced each day or you can accept these errors as they are.

Alternatively, you could also use the F8 method outlined in the EFT/Card section above.

If the cash does not balance and it's a large amount/you want to write off a wrong EFTPOS amount.

You've counted and recounted the cash multiple times and you are definitely out by $45 and you want to write it off.
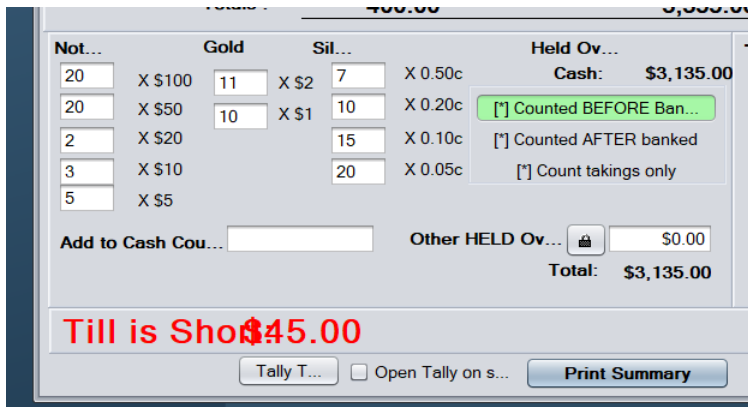
In the Banked/Settled column put in the amount you are actually Banking. So in my example I will be pulling out $2,735 to be banked.

I got this figure by taking the amount I was supposed to be banking and – minus the $45.
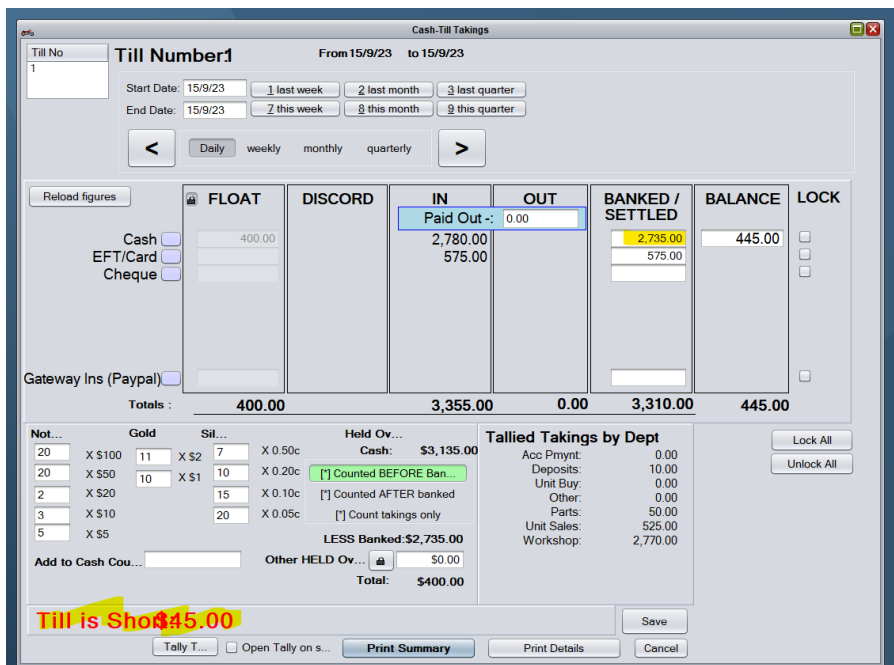
Save. Print Summary and Details like you normally would.

Then. Go to the next day by pressing the >

Unlock the Float using the padlock.

Adjust the float down by the missing amount.

Relock the float with the padlock and save.

It is obvious to see this has been changed as the button will turn orange.

This will show as a Till Float Adjustment in your GL.