

SYSTEMS CHEAT SHEET

EOD Mistakes & Errors - What to do

Issue	What to do
Unresolved Variance	Fill out the cash variance form on the hub
Miscount	Put details in in EOD note and the cash variance form
Expected Variance ie: Credit Card Freeze	Put details in EOD note and cash variance form
System won't allow EOD	Put cl float and lodgement and all details in cash variance form This is usually caused by a card transaction removed from POS after payment taken - include the transaction details in the form
Amex taken due to CC outage	Include the Amex amount on page 2 beside "AMEX"
"Don't have enough cash to fulfil your float"	Click yes and continue to do your EOD
Transaction mistake	Fill in details on a ticket on the hub and 6700 will follow up the next day
Petty Cash error	Fill in details on a ticket on the hub and 6700 will follow up the next day