Closing Tasks

1. Scan cash advance slips and check stubs to OnBase.

2. Lock everything up that needs to be locked up:

    a. Check stubs & unused check paper in the top drawer.

    b. "Posting Totals" page with cash advance papers in the bottom drawer.

3. If you are the last one out on the floor (make sure to check), arm the building.

Computer Login

Scan Cash Advance Slips to OnBase

1. Make sure that all of the cash advances have been run. If there are some that still need to be run, run and post those first before settling the machine.

2. Go to "Posting Totals" in Keystone and make sure that the options match as following:

Search Criteria		
Table:	General Ledger	Posting Date:
Record:		Include Batch:

*   **Table**: should be General Ledger.

*   **Record**:

*   **Posting Date:** this is usually today's date but ultimately needs to match the date that all the cash advances you are scanning in were run on.

3. Hit search. This will populate a report that should look like the image below.

Category	Debit Count	Debit Amount	Credit Count	Credit Amount	Status
Direct general ledger					
General ledger					

4. Print the report and take it over to the cash advance machine and hit "Settlement" on the machine to get the total for today. <mark>DO NOT HIT ENTER YET!</mark>

5. Compare the totals on the cash advance machine and from the "Posting Totals" report from Keystone. **Make sure you are looking at the "Direct General Ledger" line(s) and do not include the "General Ledger" line(s) into your total**. If they don't match, you will need to find the discrepancy and correct it. For example, the dollar amount of cash advances posted for the day listed below was ███████ and you can see that the amounts on the "Direct General Ledger" line and the "Total" line match.

Category	Debit Count	Debit Amount	Credit Count	Credit Amount	Status
Direct general ledger	██				
General ledger					

TOTALS REPORT
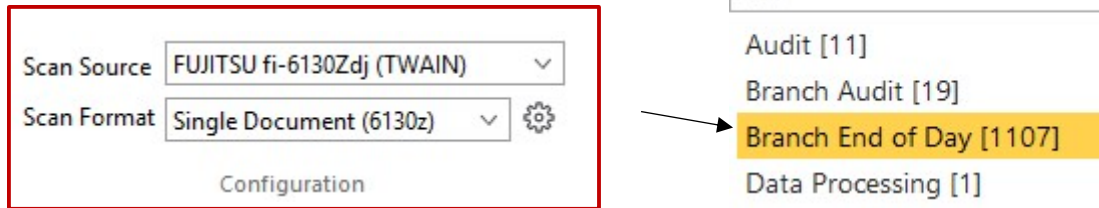
TSYS Batch Num: 315

TSYS

Card	Cnt	Cash/Wdw	Total
VI	███████████████████████████		
CA/WD			

6. If your totals match, then continue to the next step. If the two totals do NOT match, you will need to find where the error occurred and correct it. Skip to the section on page 4 labelled "Correcting Errors" before continuing to step 7.

7. After verifying the totals, close the cash advance machine by clicking "Enter" while on the "Settlement" screen. Then fold the posting totals paper in half and put the CA papers into it.

8. Log into the scanning computer with the information provided on the first page of this document.
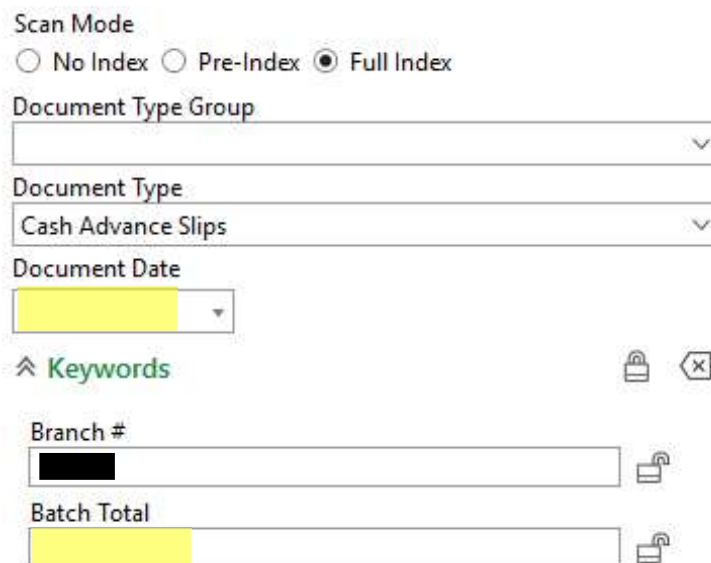
9. Open OnBase Unity and make sure that the "Scan Source" along the top ribbon matches the picture below with the red box around it. Then from the middle screen select "Branch End of Day".

Scan Source FUJITSU fi-6130Zdj (TWAIN)
Scan Format Single Document (6130z)
Configuration

Scan Queue
Find
Audit [11]
Branch Audit [19]
Branch End of Day [1107]
Data Processing [1]

10. On the right-hand side of the screen select the following information:

- **Scan Mode:** select "Full Index".

- **Document Type:** from the drop down select "Cash Advance Slips".

- **Document Date:** make sure the date the cash advances were ran is listed here, OnBase will default to the date you are scanning. If this differs from the date the slips were created make sure to change it.

- **Branch:** put the branch number (always Contact Center's, ▇).

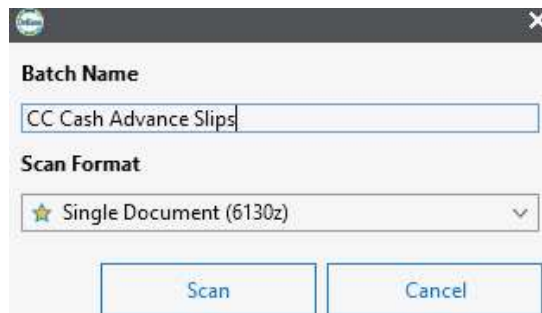- **Total:** put the total number of cards ran; this should be on the settlement slip on the same line as the totals.

Scan Mode
○ No Index ○ Pre-Index ● Full Index
Document Type Group

Document Type
Cash Advance Slips
Document Date

≫ Keywords

Branch #
▇▇▇

Batch Total

11. Place the cash advance slips face down, facing you, into the scanner and select "scan" on the screen.

- When the "Batch Name" box pops up type "CC Cash Advance Slips" and select "Scan".

Batch Name

CC Cash Advance Slips

Scan Format

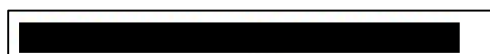☆ Single Document (6130z)   ⌄

| Scan | Cancel |

12. After everything is scanned properly, select "done". If needed, you can select "discard pages" and rescan the slips. Once everything is scanned, you can shred the receipts – we do not need to save these.

Correcting Cash Advance Errors

1. To find the error, you will need to gather all of the cash advance slips (both the short-handwritten ones and the tall printed ones) and go over to your computer and click on "Reports" > "Ad Hoc Reports" in Keystone.

Reports ▾   Network ▾   Postin
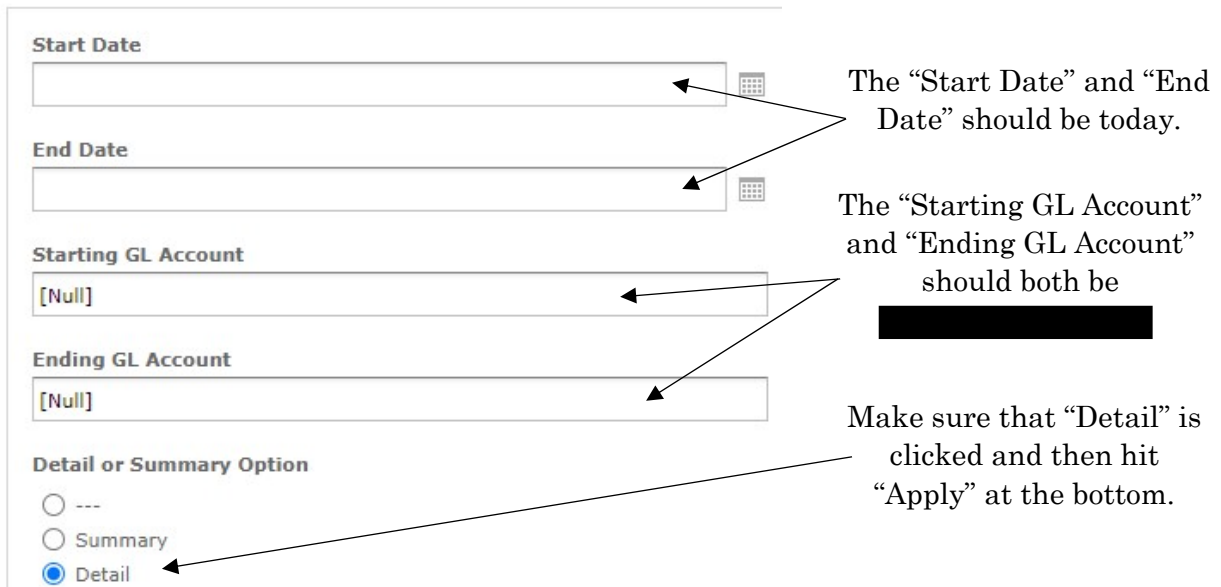
Ad Hoc Reports

System Generated Reports
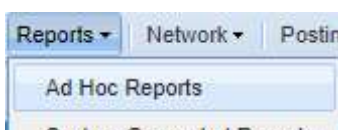
2. Towards the top left-hand corner of the page next to the word "Repository" there is a search bar. Type in "GL" and hit enter to search. This should bring up several reports. Click on the one labelled "███████████████████████".

Repository GL   ✕ 🔍

███████████████████

3. It should bring up the following box:

Input Controls

Start Date

The "Start Date" and "End Date" should be today.

End Date

The "Starting GL Account" and "Ending GL Account" should both be

Starting GL Account

[Null]

Ending GL Account

[Null]

Make sure that "Detail" is clicked and then hit "Apply" at the bottom.

Detail or Summary Option

○ ---
○ Summary
● Detail

4. After you hit "Apply" you will be able to see the totals of all debits/credits into the GL. **Please note that you will occasionally see people in our accounting team - ignore those ones. Only look at the ones that are posted by Contact Center supervisors!**

GL Transaction Register			**Cyprus Federal Credit Union**			**07/14/2022**
07/13/2022 to 07/13/2022						
EffDate	PostDate	User	Comment	Debit	Credit	Balance

5. You will need to go through the cash advance slips and the amounts listed here to make sure they are all matching. The common issues you will run into are listed below:

- **Cash Advance Not Posted:** As an example, if the cash advance machine is off by $25 and you have both a printed and handwritten cash advance slip for $25, but you are unable to find a $25 debit in the list, you can deduce that the $25 cash advance was not posted like it should have been. If you are needing to post a cash advance that wasn't deposited at all, you will need to open the account that it was deposited to and first double check that it wasn't posted from the wrong GL. If it was, you will need to CREDIT the wrong GL and DEBIT the GL "███████████████████████ ████████████████████". If it just hasn't been posted at all, you will need to CREDIT the account and DEBIT the GL for the amount of the cash advance.

- **Cash Advance Posted for Too Much/Double Posted:** If the cash advance machine is off by $200 and after you investigate, you find that a $700 cash advance that was deposited into an account was supposed to be for $500, you will need to open the account that it was deposited to and DEBIT the account and CREDIT the GL "█████████████ ████████████████████████████" for the difference ($200). *This method of correction is also used for an accidental double posting of a cash advance.*

- **Cash Advance Posted for Too Little:** If the cash advance machine is off by $200 and after you investigate, you are able to find that the $700 cash advance that was deposited into an account was supposed to be for $1,000, you will need to open the account that it was deposited to and CREDIT the account and DEBIT the GL "█████████████ ████████████████████████████" for the difference ($300).

- **Cash Advance Posted to the Wrong Account:** If you run into a cash advance that has been posted to the wrong account, you will need to correct this. If another transaction hasn't been made on that account, you can just void the transaction and then post it to the correct account. However, if you can't void the transaction, you will

just need to DEBIT the account and CREDIT the GL "████████████████████

████████████████████████". Then you will go into the correct account and

CREDIT the account and DEBIT the GL "████████████████████████

█████████████████" for the total of the cash advance.

6. Once you have made any necessary corrections, redo the process listed in the "Scan

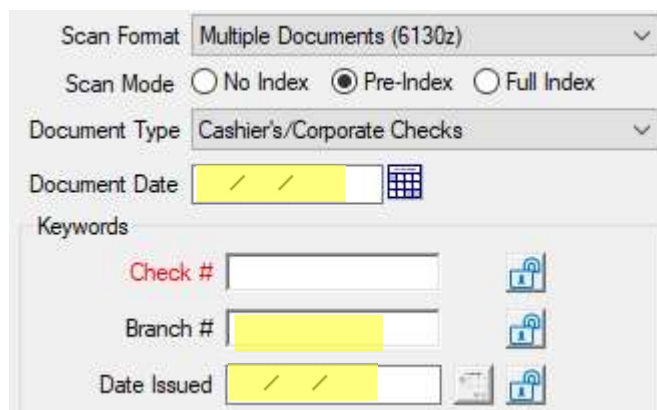Cash Advance Slips to OnBase" section to ensure that you are balanced.

Scan Check Stubs to OnBase

1. Grab the check stubs from the printer if you haven't already. Make sure to keep them in

their separate branch piles. If they get mixed together or if there is one that wasn't put

away in the right spot, you will just need to verify which branch printed the check by

checking "File Maintenance" in Keystone.

2. Open OnBase Unity and from the middle screen select "Branch End of Day".

Branch Audit	No Format Specified	Unavailable
Branch End of Day	Multiple Documents (6...	TWAIN
Data Processing	No Format Specified	Unavailable

3. On the lower left-hand side of the screen select the following information:

- **Scan Format**: from the drop down select "Multiple Documents (6130z)".
- **Scan Mode:** select "Pre-Index".
- **Document Type:** from the drop down select "Cashiers/Corporate Checks".
- **Document Date:** make sure the date the checks were created is listed here,
  OnBase will default to the date you are scanning. If this differs from the date the
  checks were created make sure to change it.
- **Check Number:** leave blank.
- **Branch:** put the branch number.

- **Issued Date:** enter the date the checks were cut.

4. Place checks face down, facing you, into the scanner and select "scan" on the screen.

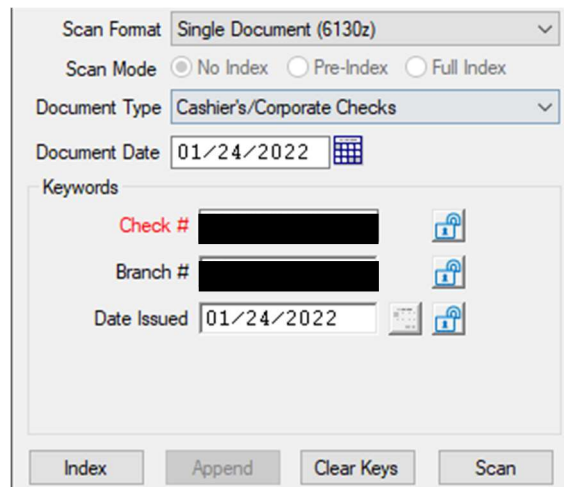   a. When the "Batch Name" box pops up select "OK".
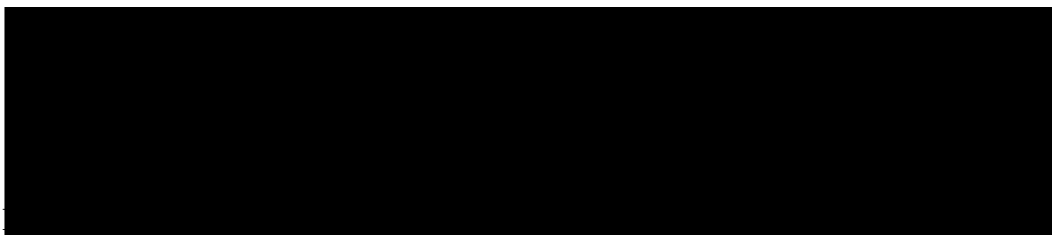

5. After everything is scanned properly, select "done". If needed, you can select "discard pages" then re-scan.

6. Once you are down, scroll down to the very bottom on the "Branch End of Day" list and find the batch you just scanned. Right click and select "index batch".

7. Enter in the check number listed on the check for each image. Checks must be 9 digits so if the check number is less than 9, please enter 0's in front of the check number. For instance, for check #123456, enter it as check #000123456.

8. If you are not scanning on the date the check was issued you will need to enter in the correct date for every check you index.

9. It should look something like the example to the right. Please make sure to hit "Index" not "Scan".

10. Once you are done entering the check numbers, OnBase should take you back to the main screen. No further action is needed for that batch.

Scan Format	Single Document (6130z)
Scan Mode	◉ No Index ◯ Pre-Index ◯ Full Index
Document Type	Cashier's/Corporate Checks
Document Date	01/24/2022

Keywords

Check # ███████████

Branch # ███████████

Date Issued 01/24/2022

| Index | Append | Clear Keys | Scan |

Arming the Building Important Info

Arming the Building

The alarm panel is located on the wall behind the front reception desk. The light indicator displays all green if disarmed or half red if armed.

Contact Center
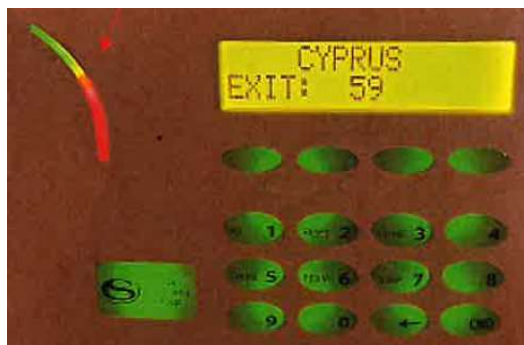
1. To arm the building, hit the CMD (command) button located on the bottom right of the alarm panel.

2. Select the ARM button, NO code is required.

Arm Button   Disarm Button

CYPRUS
ARM   DISARM

Command Button
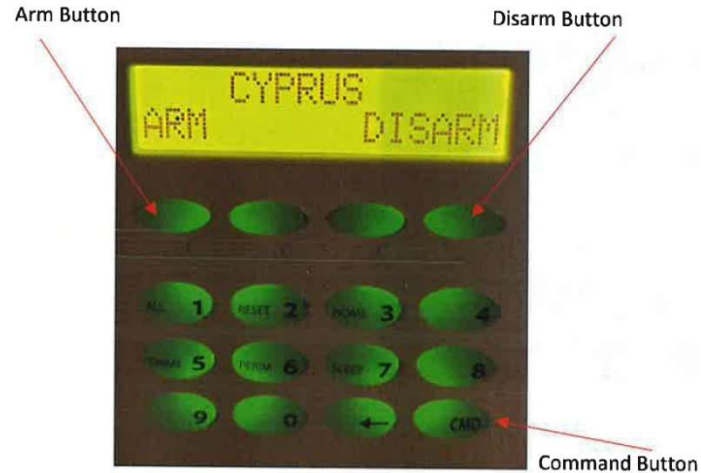
3. Exit the building – you will have 60 seconds to exit.