

Heartland

Cash
Register
Express

End-of-Day Configuration and Operation Guide

Rev 10/2019

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Date	Doc Version	Author	Summary
10/18/2019	1.0	BG	Rebranding, new features

Overview

This document will guide you through the End-of-Day process in Cash Register Express.

In order to close out a day at your store or restaurant, all checks must be closed, all employees must be clocked out, and End-of-Day must be performed.

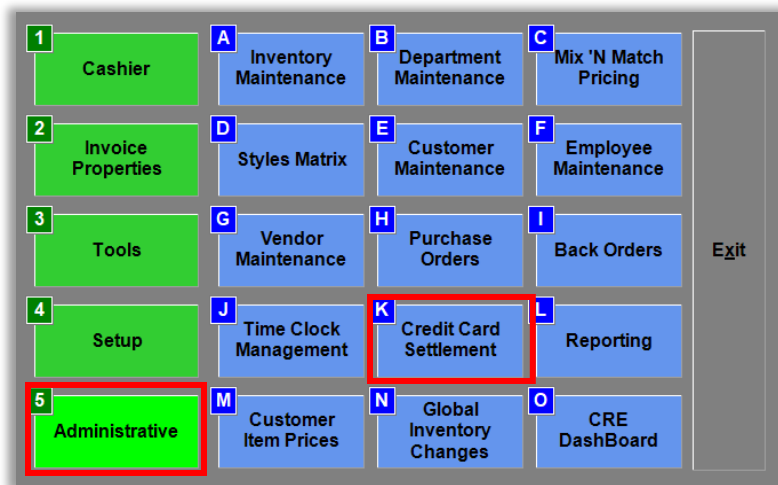
If your payment processor requires that you manually batch, it is recommended that you do this prior to performing End-of-Day. Optionally, you can have the batch settlement run automatically with your End-of-Day.

Manual Batch Settlement Option

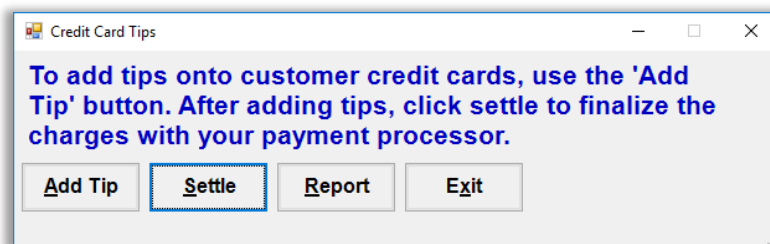
- 1 Select **Manager** or **Options**, and enter your admin credentials if prompted.



- 2 Click **Administrative**, then **Credit Card Settlement**.



- 3 Click **Add Tip** to enter any missing tips, then click **Settle** and wait for completion notice to appear.



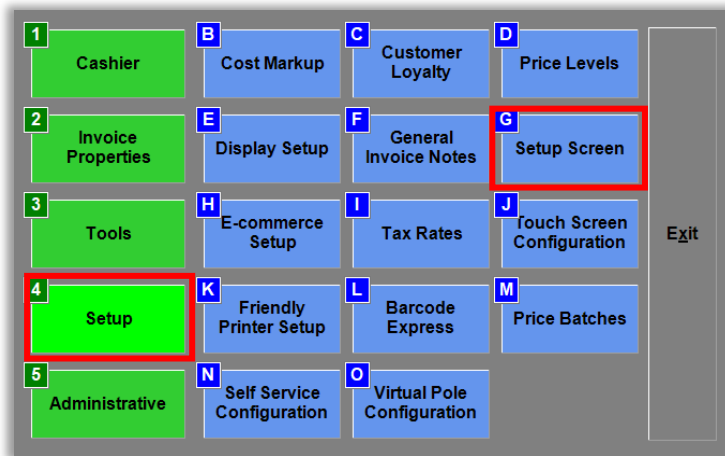
Note: To learn more about adding tips, please refer to [this guide](#).

Automatic Batch Settlement Option

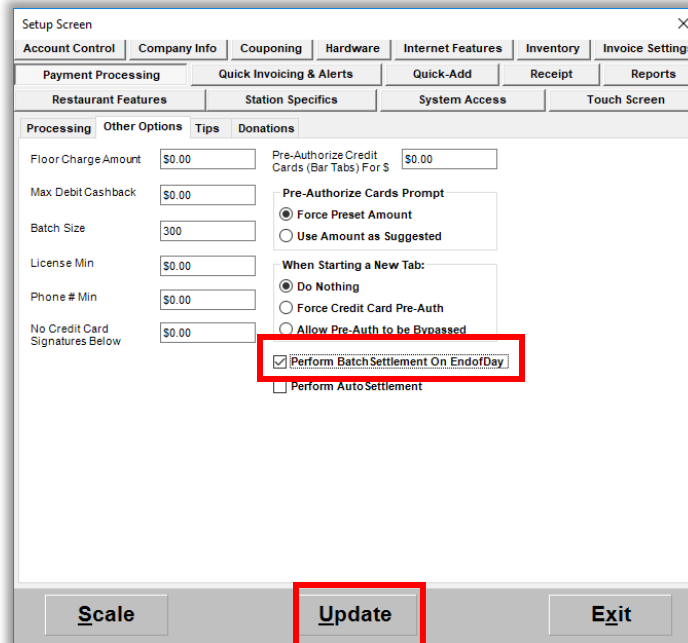
- 1 Select **Manager** or **Options**, and enter your admin credentials if prompted.



- 2 Click **Setup**, then **Setup Screen**.



- 3 On the **Payment Processing** tab, select **Other Options**.



- 4 Click the **Perform Batch Settlement on EndOfDay** box, then click **Update** to save the configuration change.

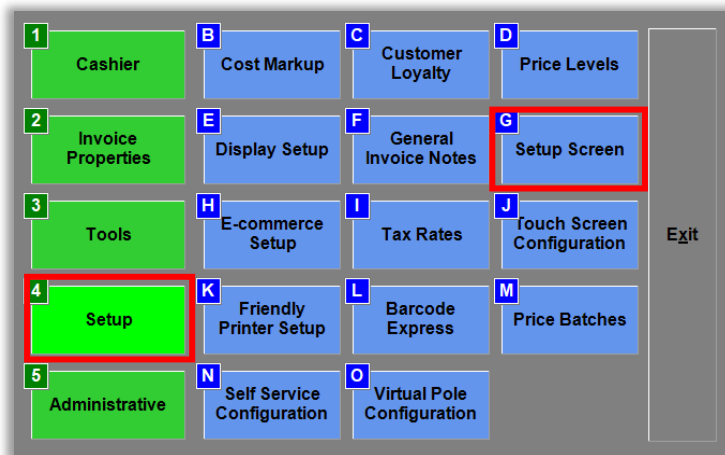
End-of-Day Configuration

Report Customization

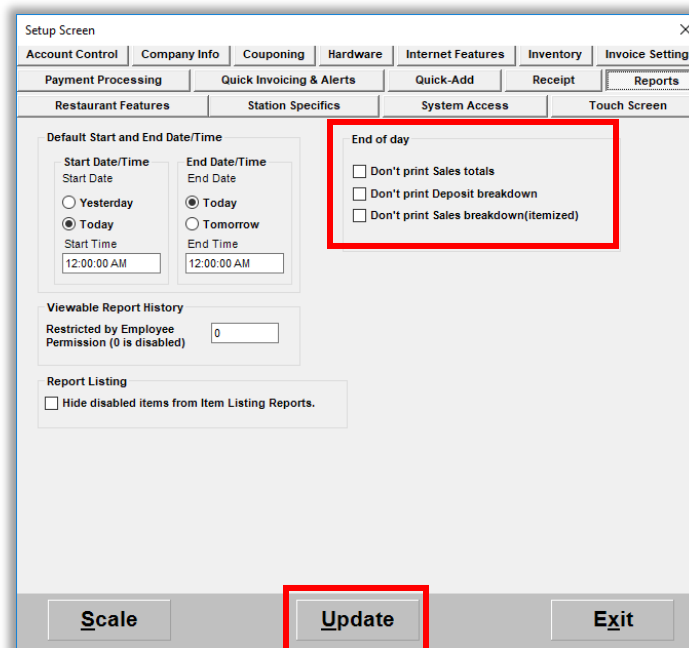
- 1 Select **Manager** or **Options**, and enter your admin credentials if prompted.



- 2 Click **Setup**, then **Setup Screen**.



- 3 Go to the **Reports** tab and make selection to customize your End-of-Day report.



Here are explanations of these options:

- **Don't print Sales totals** – Removes the sales totals section from the End-of-Day report
- **Don't print Deposit breakdown** - Removes the deposit breakdown section from the End-of-Day report
- **Don't print Sales breakdown (itemized)** - Removes the sales breakdown section from the End-of-Day report

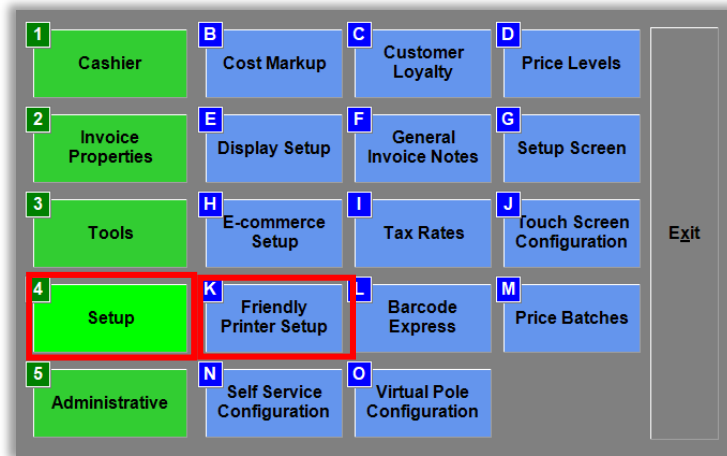
4 Once you have made your selections, click **Update** to save.

Report Printer Configuration

1 Select **Manager** or **Options**, and enter your admin credentials if prompted.

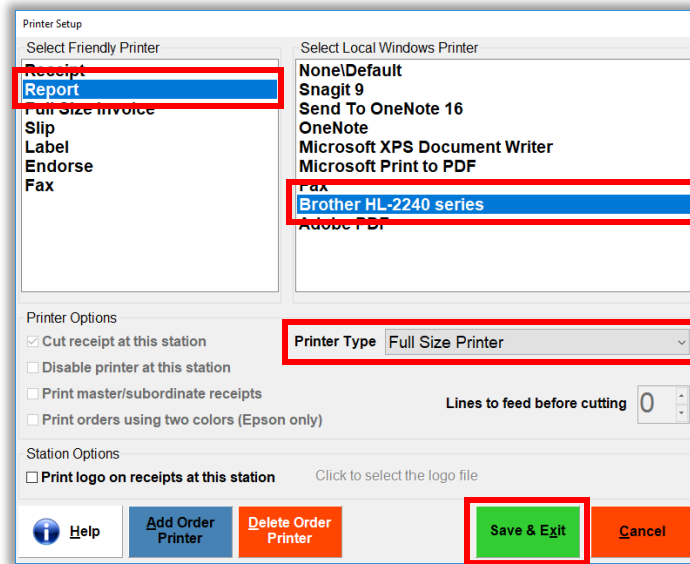


2 Click **Setup**, then **Friendly Printer Setup**.



3 Under **Select Friendly Printer**, select **Report**.

- Under **Select Local Windows Printer**, select your installed full-size printer. In this example, we are using a **Brother HL-2240 series**.



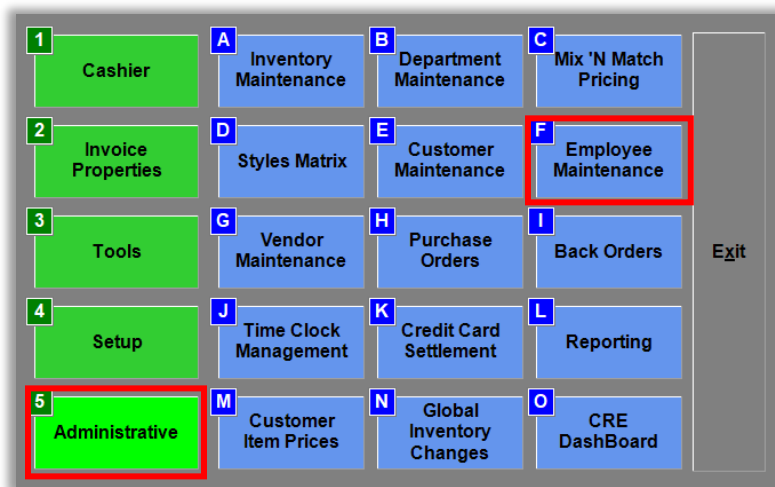
- Under **Printer Type**, select **Full Size Printer**, then click **Save & Exit**.

End-of-Day Permissions Configuration

- To grant or deny an employee access to End-of-Day, select **Manager** or **Options**, and enter your admin credentials if prompted.



- Click **Administrative**, then **Employee Maintenance**.



- 3 Select an employee, then select the **Reports** tab and select **Yes** for **Perform End of Day**.

The screenshot shows the 'Employee Maintenance' interface for 'Rufus'. The 'Perform End of Day' dropdown menu is set to 'Yes'. Other visible fields include Department, Employee ID (100101), Password, Display Name (Rufus), and Hourly Wage (\$0.00). The bottom navigation bar includes buttons for 'Add Employee', 'Save Changes', 'Job Code Setup', 'Time Clock Management', 'Previous', 'Next', 'Help', 'Duplicate', 'Delete', and 'Exit'.

- 4 Click **Save Changes**.

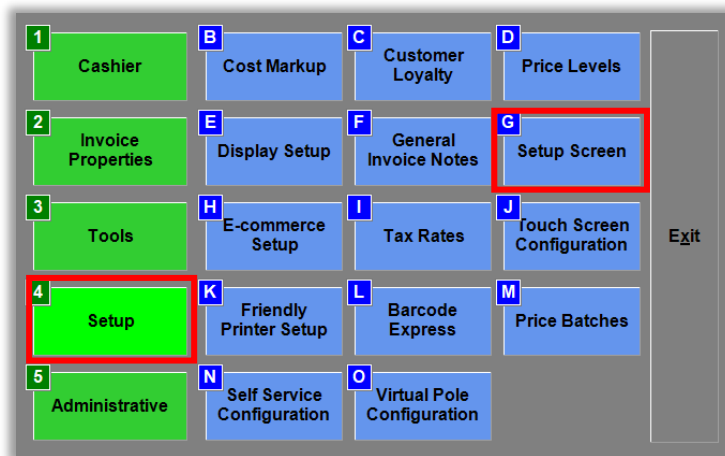
End-of-Day Options Configuration

There are other options that can affect how the End-of-Day function works. Here is a guide to these customizations.

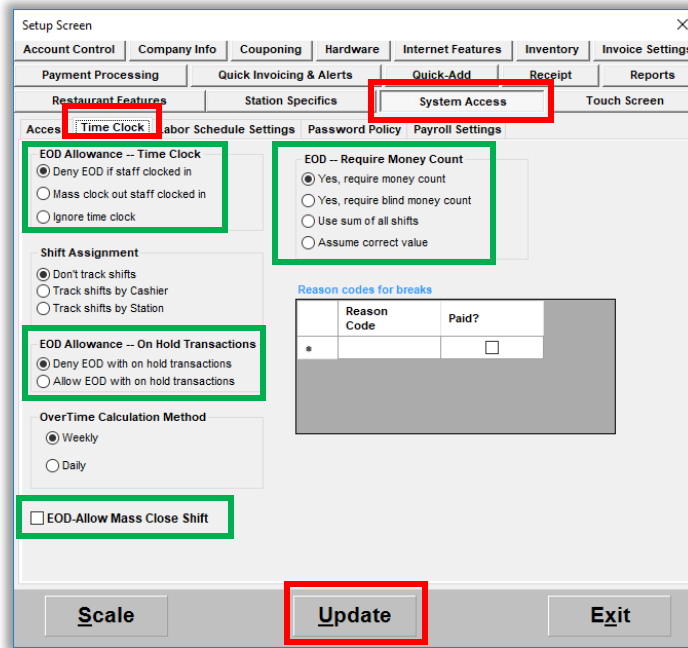
- 1 Select **Manager** or **Options**, and enter your admin credentials if prompted.



- 2 Click **Setup**, then **Setup Screen**.

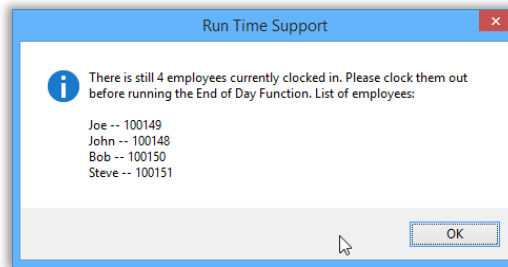


- Go to the **System Access** tab and then select the **Time Clock** tab. Available EOD customizations are highlighted in green boxes below.

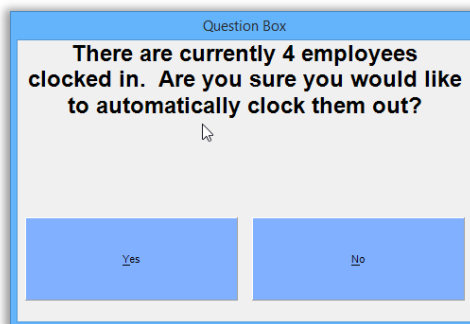


Explanation of EOD Allowances

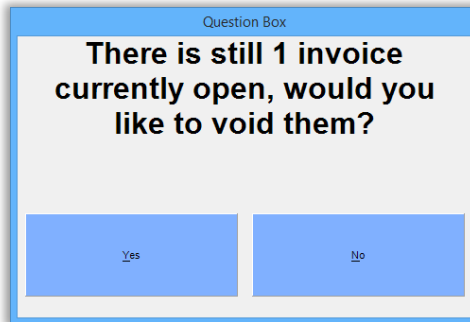
- ▶ **Deny EOD if staff are clocked in** – Requires all staff to be clocked out before the EOD function can be performed. If employees are not clocked out and you try to do an EOD, a list will appear of the employees that are clocked in along with their ID numbers.



- ▶ **Mass Clock out staff clocked in** – Prompts you to confirm that you want to automatically clock out all employees immediately.



- ▶ **Ignore time clock** – Allows you do perform EOD regardless employees clocked-in/out status. clocked in or out.
- ▶ **Deny EOD with on-hold transactions** – Prompts you to void on-hold invoices before performing EOD.



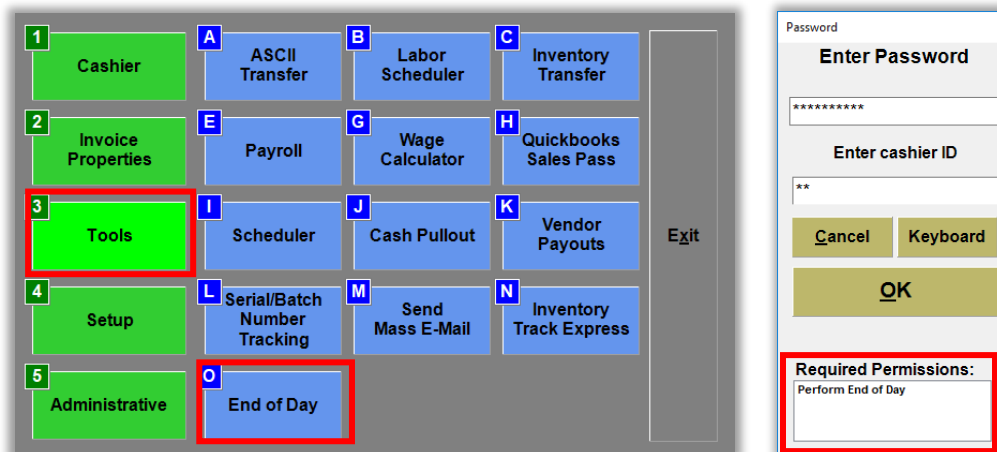
- ▶ **Allow EOD with on hold transactions** – Allows EOD to be run with on-hold invoices present.
- ▶ **EOD-Allow Mass Close Shift** (CRE 13.1005 and later) - Allows you to automatically close unclosed shifts when performing the EOD process. With this feature enabled, CRE will prompt you to close any open shifts, and will then present you with the close shift dialog for each one until all shifts are closed.

End-of-Day Operation

- 1 Select **Manager** or **Options**, and enter your admin credentials if prompted.



- 2 Click **Tools**, then **End of Day**, and enter credentials at prompt.



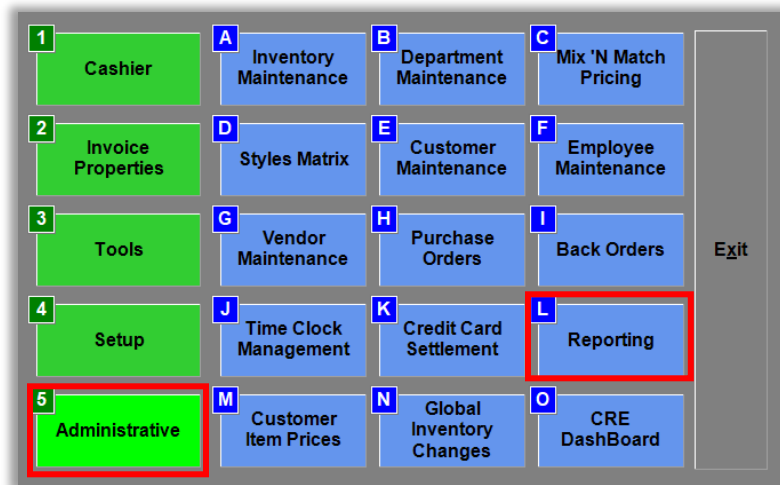
- 3 Count the cash in your cash drawer and enter the actual deposit amount when at the prompt.
- 4 If you are satisfied with the amount entered, click **Yes** at the confirmation prompt. A close-out report detailing the day's activities, and reflecting any variance, will print at the designated printer.

Reprinting Close-Out Reports

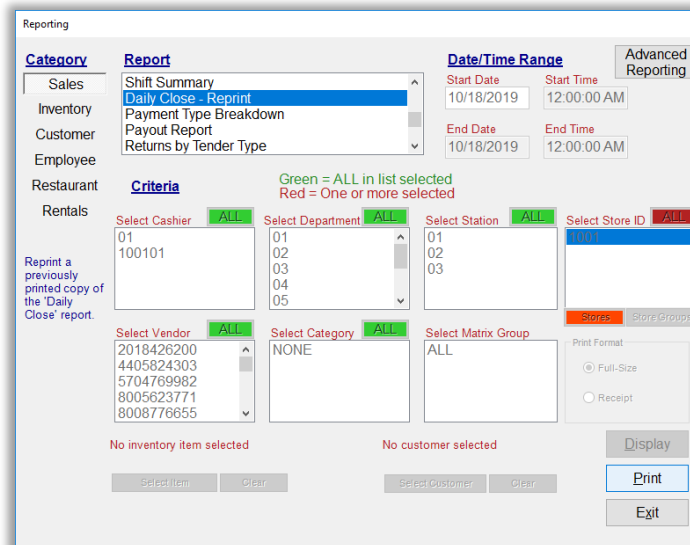
- 1 To reprint a close-out report, select **Manager** or **Options**, and enter your admin credentials if prompted.



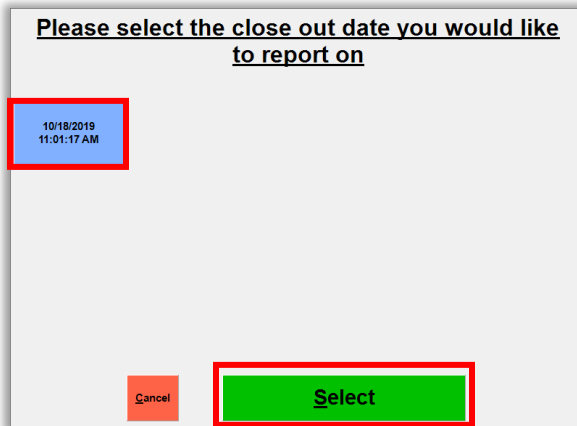
- 2 Click **Administrative**, then **Reporting**.



- 3 Make sure the **Sales** category is selected and, under **Report**, select **Daily Close - Reprint** and click **Print**.



- Select the date you wish to reprint and click **Select** to print the report.



Here is an example of a closeout report:

Corner Liquor			FINANCIAL REPORT			Print Date: 10/18/2017 10:22:49 AM		
Store: 1001			Totals for period: 10/18/2017 10:20:04 AM - 10/18/2017 10:22:45 AM					
DESCRIPTION	AVG \$	QTY	AMOUNT	DESCRIPTION	AVG \$	QTY	AMOUNT	
Sales Totals				Coupons Redeemed				
Net Sales			\$52.27	NONE				
Net Tax1			\$3.66	Sales Breakdown				
Net Tax2			\$0.00	Cat: NONE				
Net Tax3			\$0.00	Dept: LIQUOR				
Net Tax4			\$0.00	10 CANE RUM 3	\$19.99	1	\$19.99	
Net Tax5			\$0.00	LIQUOR Subtotal:			1	\$19.99
Net Tax6			\$0.00	Dept % of Total Sales:				38.244%
Grand Total			\$55.93	Dept: WINE				
Gift Cards Sold			\$0.00	ALICE WHITE C	\$14.99	1	\$14.99	
Store Credits Issued			\$0.00	WINE Subtotal:			1	\$14.99
Grand Total + Gift Cards/Tips			\$55.93	Dept % of Total Sales:				28.678%
Discount For GC			\$0.00	Dept: NON ALCOHOL				
GT - DISC for GC			\$55.93	BARTENDERS DA	\$3.29	1	\$3.29	
Total Payouts			\$0.00	BUSSETO SALAM	\$5.99	1	\$5.99	
Total Pickups			\$0.00	NON ALCOHOL Subtotal:			2	\$9.28
Remaining			\$55.93	Dept % of Total Sales:				17.754%
Sale Types				Dept: MISC ITEMS				
Total Voided Sales			\$0.00	LIME	\$0.89	2	\$1.78	
Net Taxed Sales			\$52.27	ORANGE	\$0.89	3	\$2.67	
Net Non-Taxed Sales			\$0.00	LEMON	\$0.89	4	\$3.56	
Net Tax Exempt Sales			\$0.00	MISC ITEMS Subtotal:			9	\$8.01
Payment Types				Dept % of Total Sales:				15.324%
Cash			\$8.57	NONE Subtotal:			13	\$52.27
Check			\$9.93	Cat % of Total Sales:				100.000%
Total Cash + Checks			\$18.50	CATEGORIES TOTAL:			13	\$52.27
On Account			\$0.00					
Total Debit Cards			\$0.00					
Other:0			\$37.43					
Total Credit Cards:2			\$37.43					
Expected Deposit Breakdown								
Total Cash Sales			\$8.57					
Total Debit/EBT Cashback			\$0.00					
Total AR Cash Payments			\$0.00					
Total Cash Payouts			\$0.00					
Total Expected Cash			\$8.57					
Total Check Sales			\$9.93					
Total AR Check Payments			\$0.00					
Total Expected Checks			\$9.93					
Total Expected Deposit			\$18.50					
Managers Reported Deposit			\$18.50					
Difference			\$0.00					