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.

1 Cashier	A Inventory Maintenance	B Department Maintenance	C Mix 'N Match Pricing	
2 Invoice Properties	D Styles Matrix	E Customer Maintenance	F Employee Maintenance	
3 Tools	G Vendor Maintenance	H Purchase Orders	Back Orders	E <u>x</u> it
4 Setup	J Time Clock Management	K Credit Card Settlement	L Reporting	
5 Administrative	M Customer Item Prices	N Global Inventory Changes	CRE DashBoard	

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.

1 Cashier	B Cost Markup	C Customer Loyalty	D Price Levels	
2 Invoice Properties	E Display Setup	F General Invoice Notes	G Setup Screen	
3 Tools	E-commerce Setup	Tax Rates	J Iouch Screen Configuration	E <u>x</u> it
4 Setup	Friendly Printer Setup	Barcode Express	M Price Batches	
5 Administrative	N Self Service Configuration	O Virtual Pole Configuration		

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.

1 Cashier	B Cost Markup	C Customer Loyalty	D Price Levels	
2 Invoice Properties	E Display Setup	F General Invoice Notes	G Setup Screen	
3 Tools	H E-commerce Setup	Tax Rates	J Iouch Screen Configuration	E <u>x</u> it
4 Setup	K Friendly Printer Setup	Barcode Express	M Price Batches	
5 Administrative	Self Service Configuration	O Virtual Pole Configuration		

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

avment Processing	Ouick Invoici	ng & Alerte	Ouick Add	Perceint	Depert
Protein Processing			Quick-Add	Keceipt	Reports
Restaurant reatures	Station	specifics	System Access		Touch screen
efault Start and End Da	te/Time	End of	day		-
Start Date/Time	End Date/Time		n't print Sales totals		
Start Date	End Date		n't print Deposit break	down	
O Yesterday	Today		n't print Sales breakdo	wn(itemized)	
Today Start Time	O Tomorrow				
12:00:00 AM	12:00:00 AM				
Report Listing	rom Item Listing Repo	orts.			
Report Listing] Hide disabled items fr	rom Item Listing Repo	orts.			
Report Listing] Hide disabled items fr	rom Item Listing Repo	orts.			
Report Listing	rom Item Listing Repo	orts.			
Report Listing] Hide disabled items fr	rom Item Listing Repo	orts.			
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Report Listing Hide disabled Items fi	rom Item Listing Repo	orts.			

Here are explanations of these options:

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- 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 Endof-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.

1 Cashier	B Cost Markup	C Customer Loyalty	D Price Levels	
2 Invoice Properties	E Display Setup	F General Invoice Notes	G Setup Screen	
3 Tools	H E-commerce Setup	Tax Rates	J Fouch Screen Configuration	E <u>x</u> it
4 Setup	K Friendly Printer Setup	Barcode Express	M Price Batches	
5 Administrative	N Self Service Configuration	O Virtual Pole Configuration		

3 Under Select Friendly Printer, select Report.



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

Printer Setup	
Select Friendly Printer	Select Local Windows Printer
Receipt	None\Default
Report	Snagit 9
Plin	Send To OneNote 16
Silp Label	Microsoft XPS Document Writer
Endorse	Microsoft Print to PDF
Fax	Fax
	Brother HL-2240 series
	RUDDET DI
Dista Ostisas	
Printer Options	
Cut receipt at this station	Printer Type Full Size Printer
Disable printer at this station	
Print master/subordinate receipts	Lines to feed before cutting
Print orders using two colors (Epso	n only)
Station Options	
Print logo on receipts at this station	Click to select the logo file
Add Order Dela	te Order

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

End-of-Day Permissions Configuration

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



2 Click Administrative, then Employee Maintenance.





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

Employee Maint	tenance eral li	nformation	For: R	ufus					Keyboard
Department			Card	d Swipe ID					ricybourd
Employee ID	100101		Cus	tomer					
Password			••• Hou	rly Wage	\$0.00				
Display Name	Rufus			ke CC Tips in C	ash at End	of Shift		Click	to Select Picture
Disa <u>b</u> le this Er	nployee		Re	equire Clock-In E	Before Log	in			
Permission	is Pe	ersonal Info	Job C	odes & W	lages	Store Assoc	iations	Payroll Info	
Functional	ity	Display Repo	rts Pror	mpt v					
Inventory		Print Reports	Pro	mpt v					
Customer	S	Print DDR	Prov	mot ve					
Reports		Porform End	of	npr v					
Setup		Day	Yes	~					
Restaurar	nt	View Historic Reports	Pro	mpt v					
Handheld	ł								
Log as Exc	eption								
<u>S</u> earch by En	nployee	e ID		١	Whether o	rnotan employee c	an perform	an End of Day.	
100101			~	<u>A</u> d Emple	d	Sa <u>v</u> e Change		Job Code Setup	Time Clock
Provious			>	Ю	elp	Duplicat	e	Delete	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.

1 Cashier	B Cost Markup	C Customer Loyalty	D Price Levels	
2 Invoice Properties	E Display Setup	F General Invoice Notes	G Setup Screen	
3 Tools	H E-commerce Setup	Tax Rates	J Touch Screen Configuration	E <u>x</u> it
4 Setup	Friendly Printer Setup	Barcode Express	M Price Batches	
5 Administrative	N Self Service Configuration	O Virtual Pole Configuration		



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

Setup Screen	fo Couponing	Hardwara	Interne	t Fosturas	Invo	aton (×
Payment Processing	Quick Invoicing	& Alerts	Quick	-Add	Rec	eipt	Reports
Restaurant Features	Station Spe	cifics	Syst	tem Access	_	то	uch Screen
Acces Time Clock abor Sc	hedule Settings	Password Pol	icy Payro	oll Settings			
EOD Allowance Time Clock © Deny EOD If staff clocked in O Mass clock out staff clocked in O Ignore time clock Shift Assignment © Don't track shifts O Track shifts by Cashier		EOD Require Yes, require I Yes, require I Use sum of a Assume corre eason codes for	Money Co noney coun blind money Il shifts act value or breaks	ount t count			
O Track shifts by station EOD Allowance On Hold Tran O Deny EOD with on hold transac Allow EOD with on hold transac	nsactions ctions ctions	Reasor Code		Paid?			
OverTime Calculation Method Weekly Daily							
EOD-Allow Mass Close Shif					1		-
Scale		<u>U</u> pdate	•			E	<u>x</u> it

Explanation of EOD Alowances

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**.

Category	Report			Date/Time Ra	ange	Advanced
Sales	Shift Summary		^	Start Date	Start Time	Reporting
Inventory	Daily Close - Rep	rint		10/18/2019	12:00:00 AI	Л
Customor	Payment Type Bre Pavout Report	eakuown		End Date	End Time	
Customer	Returns by Tender	Туре	~	10/18/2019	12:00:00 AI	Λ
Employee		Croop = /	U L in list colo	ated		
Restaurant	<u>Criteria</u>	Red = On	e or more sele	ected		
Rentals	Select Cashier	Select Departr	nent ALL	Select Station	L Select Str	
	01	01	^	01	1001	
Reprint a	100101	02		02		
previously		03		03		
the 'Daily		05	~			
Close' report.					Stores	Store Group
	2018426200	NONE	ory	ALL	Print Form	ıt
	4405824303				Full-	Size
	5704769982				0.0	
	8008776655	v			U Rec	
						Distant
	No inventory item selec	ted	No custo	omer selected		Display
		Glean	Select		r	<u>P</u> rint
						E



4 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 P	rint Date:	10/18/201	7 10:22:49 AM
Store: 1001 Totals for peri	od: 10/18/2017 10:20	0:04 AM - 10/18/201	7 10:22:4	5 AM	AL LOUINT
DESCRIPTION AVG \$	QIY AMOUNI	DESCRIPTION	AVG \$	QIY	AMOUNT
Sales lotals		Counons Pedeen	had		
Net Sales Net Tax1 Net Tax2	\$52.27 \$3.66 \$0.00	NONE	neu		
Net Tax3 Net Tax 4	\$0.00 \$0.00	Sales Breakdown			
Net Tax 6	\$0.00	Cat: NONE			
Grand Total	\$55.93	10 CANE RUM 3	\$19.99	1	\$19.99
Gift Cards Sold Store Credits Issued	\$0.00 \$0.00	LIQUOR S Dept % of Tota	Subtotal: al Sales:	1	\$19.99 38.244%
Grand Total + Gift Cards/Tips Discount For GC GT - DISC for GC	\$55.93 \$0.00 \$55.93	Dept: WINE ALICE WHITE C	\$14.99	1	\$14.99
Total Payouts Total Pickups	\$0.00 \$0.00	WINE S Dept % of Tota	Subtotal: al Sales:	1	\$14.99 28.678%
Remaining	\$55.93	Dept: NON ALCO BARTENDERS DA BUSSETO SALAN	HOL A \$3.29 A \$5.99	1	\$3.29 \$5.99
Sale Types Total Voided Sales Net Taxed Sales Net Non-Taxed Sales	\$0.00 \$52.27 \$0.00	NON ALCOHOL S Dept % of Tota	Subtotal: al Sales:	2	\$9.28 17.754%
Net Tax Exempt Sales	\$0.00	Dept: MISC ITEM	\$ \$0.89	2	\$1.78
Cash Check	\$8.57 \$9.93	LEMON	\$0.89	4	\$3.56
Total Cash + Checks On Account Tatal Dabit Cardo	\$18.50 \$0.00	MISC ITEMS S Dept % of Tota	Subtotal: al Sales:	9	\$8.01 15.324%
Other:0 Total Credit Cards:2	\$37.43 \$37.43	NONE S Cat % of Tota	Subtotal: al Sales:	13	\$52.27 100.000%
Evented Devenit Preskd				42	\$50.07
Total Debit/EBT Cashback Total Debit/EBT Cashback Total AR Cash Payments Total Cash Payouts	\$8.57 \$0.00 \$0.00 \$0.00 \$0.00	CATEGORIES TO		10	φ 32.2 1
Total Expected Cash	\$8.57				
Total Check Sales Total AR Check Payments	\$9.93 \$0.00				
Total Expected Checks	\$9.93				
Total Expected Deposit	\$18.50				
Managers Reported Deposit Difference	\$18.50 \$0.00				