

TILL DISCREPANCIES AND HOW TO FIX THEM

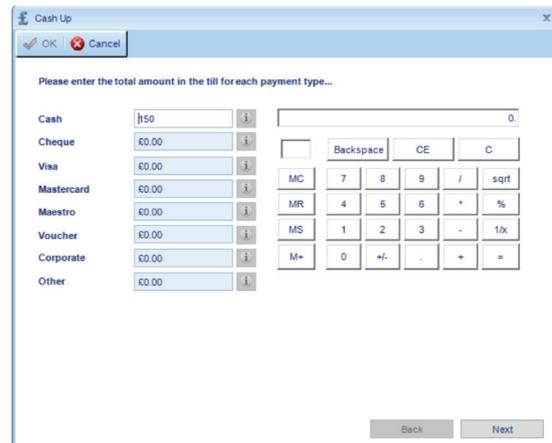
When you are cashing up it is very important that any discrepancies between what Optix is expecting and what you're till is telling you, are reconciled before you finish cashing up.

We have put together some solutions for some of the most common reasons given for till discrepancies. With these, you should be able to reduce the number of till discrepancies you encounter.

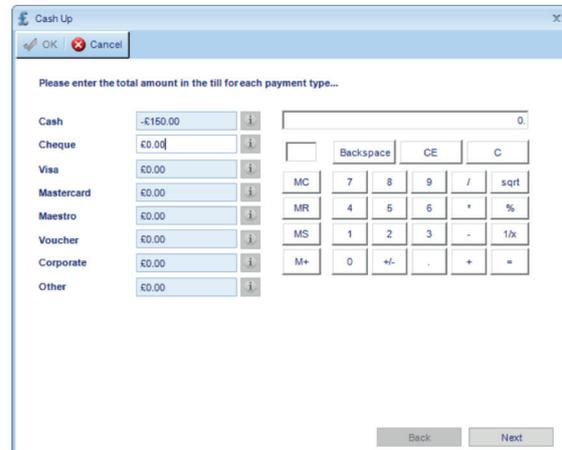
Refunds

Often, if you have had to put through a refund, when you come to cash up, Optix will be expecting a minus amount to be put into one of the boxes. This can be done this way, but it is a little bit unorthodox. First, highlight the amount in the box you wish to enter the minus amount:

Move the cursor to the left hand side of the box:

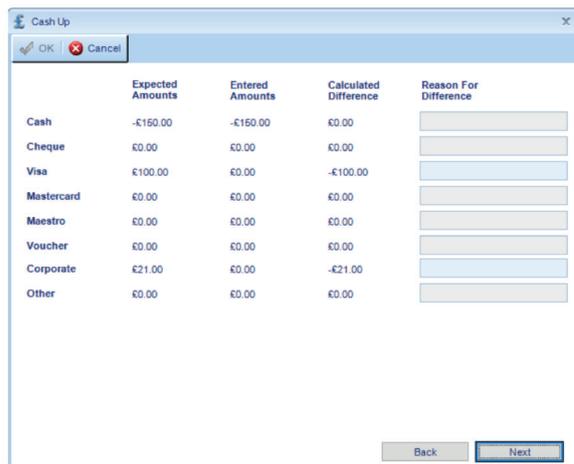


Enter a minus symbol and click on the next box down and then click next:



Enter the amount:

As you can see, the amount expected and the amount in the till now match



	Expected Amounts	Entered Amounts	Calculated Difference	Reason For Difference
Cash	-£150.00	-£150.00	£0.00	
Cheque	£0.00	£0.00	£0.00	
Visa	£100.00	£0.00	-£100.00	
Mastercard	£0.00	£0.00	£0.00	
Maestro	£0.00	£0.00	£0.00	
Voucher	£0.00	£0.00	£0.00	
Corporate	£21.00	£0.00	-£21.00	
Other	£0.00	£0.00	£0.00	

NHS

NHS discrepancies are one of the most common reasons why the till does not add up. To prevent this happening we advise a very simple method. Go to the screen with "Expected Amounts", note the figure in "Voucher" then go back a screen and enter this amount in to the "Voucher" box.

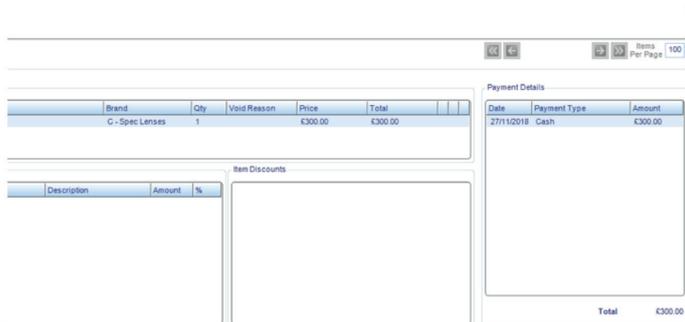
Till Payment Methods

Another very common reason for discrepancies is the wrong payment type being entered for a transaction. For instance, a patient has come in to pay of their spectacles and when they have paid the payment type has been entered as Cash when it should have been Visa.

This can be resolved quite simply by going to the patients record, go to their Financial screen and click on Purchase History.

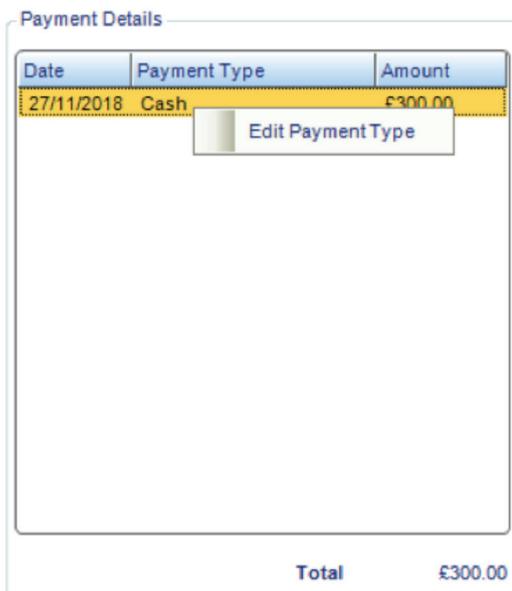


Click on the transaction you wish to change and the details will come up on the bottom of the screen.

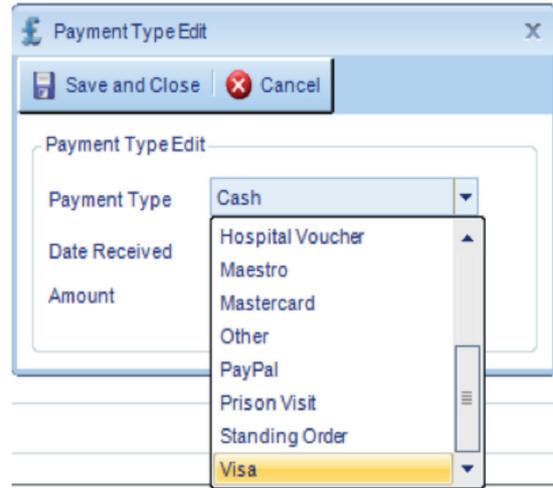


As you can see the payment detail are on the right.

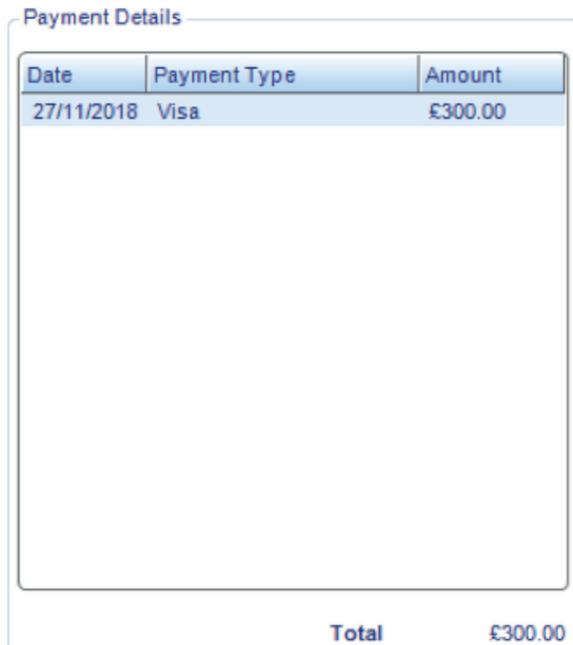
Next, right-click on the payment type you wish to change and select "Edit Payment Type"



In the box that opens, click on the drop-down box and select the payment type you require then click "Save and Close"



As you can see, the payment type has now changed to Visa



You can now complete the cashing up process.