Instructions for Opening or Closing Register in VEND

This document is intended to assist each county office to open or close the register.

**Overview/key pieces of information:**

* VEND registers are to be opened and closed on the same day the office is open to the public.
* **Opening the registers**: This is a process done on a daily basis when offices are open to the public and is a good internal control. This step isn’t just so that the office can be ready to sell an item to a customer when they walk in the door, but to prevent mishandling of money and to safeguard assets against loss or theft. Not only do strong internal controls promote operational efficiency, but they also ensure reliable financial records.  The VEND system has user specific logins, date/time stamps, etc- all of which are helpful when addressing areas of concern.  However, our system is only as good as how we operate.
* **Closing the register:** This is a process done on a daily basis and is also a good internal control.  The process of counting the money, reconciling the receipts and balancing the cash drawer creates accountability of the day’s transactions and that they are ***accurate***.  VEND’s closing process is very simple and is not very time consuming. This is a great opportunity to **VERIFY** payments/sales entered in the VEND system against the monies you have on hand.  When closing- VEND automatically generates an amount in the “***expected***” field from what has been entered throughout the day. The VEND user is to count each tender type and enter the amount in the “***counted***” field.  Some have indicated that on the iPad, the amount is pre-populated in the “counted” field- while this may be true, the VEND user is required to enter the amount if there is anything different.  This will indicate that there is an error.  When process is followed properly, most errors can be caught on the day they occur…not just found during the deposit process.

**Instructions for Opening register:**

1. To open your register to allow sales, you’ll need to add the float to your register.
2. Count the opening cash amount for your register- this is considered your float. The float is the amount of cash that is in your cash drawer before making any sales. This float amount is the same every day you open your register. You will be prompted to enter your float each time you open a register. When you close a register, the expected amount of cash will be your float plus or minus any cash taken in or removed.  Even though the cash float is the same amount you open your register with, you are still required to count and verify the amount.
3. Login to your register with the credentials for VEND.
4. **Sell → Open/Close→ enter the dollar amount in the “Opening Float” field→Open register. Add notes if you wish.**
5. If your register prompts a receipt, collect the receipt and keep on file with the reporting period that this falls under.
6. If the float amount you are entering is different than what is established, be sure to investigate as to why.

**Instructions for Closing register:**

1. Upon the close of business, you’ll need to close the register. This is the process where you verify the transactions entered in the register balance (match) the amounts collected in your office.
2. The EXPECTED column is where VEND tracks based on the transactions entered into the system. This is a pre-populated amount and can’t be changed by a VEND user.
3. The COUNTED column is where the VEND user enters the amount they have for this amount.
   1. \*\*\* Users report that the iPad automatically populates the amount in this field. While this may be true, the VEND user closing the register is responsible for physically counting the amounts of each tender and then entering the amount into the appropriate fields.
4. When counting the cash, check or credit card, enter into the COUNTED exactly what you have in your hand. Not what you should or think you should have, but what you physically have.
   1. Checks: count the check amount and enter in VEND what the total comes to
   2. Cash: count the cash amount and enter in VEND- this will automatically include the cash float in that total.
   3. Credit Card: count the amount from the signed customer slips or a report for the day. Enter in VEND what the total comes to.
5. If there are differences between the expected and counted columns, this is where you are notified that there is an error somewhere.
   1. Differences are automatically calculated by VEND by showing amounts:
      1. **GREEN** – if the amount shown turns green and is a positive amount, VEND is telling you that you have more money on hand than what the transactions show for the day.
      2. **RED** – if the amount shown turns red and is a negative amount, VEND is telling you that you have not collected enough money for what the transactions show for the day.
      3. If you have differences, you should double check transactions before completely closing the register. You can go back to the sales ledger or sales history screen to review transactions entered for the day (utilize filters, etc) to narrow down the list of transactions you see.
      4. If you are unable to find the error, enter the amounts as they should be so the difference is reflected. Add information to the notes field of what the situation is. (Details to include: Amount you are off, how you tried to resolve it, anything you find that needs to be fixed, etc). Reach out to [msue.vend@msu.edu](mailto:msue.vend@msu.edu) for assistance correcting the issue.