



LESSON 9 Running end of day procedures

Lesson objectives, 286

Learning resources, 286

End of day overview, 286

Running the End of Day procedure, 287

Sending a Merchant Service batch, 288

Running Merchant Service reports, 289

Exchanging financial data with QuickBooks, 289

Transferring documents between QuickBooks POS and QuickBooks, 290

Handling errors, 290

Updating QuickBooks financial software manually, 290

Running X/Z-Out End of Day reports, 291

Backing up QuickBooks POS data, 292

Backing up to the default location, 293

Backing up to an alternate location, 293

Creating manual backups, 294

On your own exercises, 295

On your own exercises, 295

Review questions, 296

Answer key, 297

Notes, 298

Lesson objectives

In this lesson, you'll learn how to close out the business day by running an X/Z-Out report, settling the day's credit and debit card transactions, exchanging financial information with QuickBooks, and backing up QuickBooks Point of Sale data. In Point of Sale, these store closing activities are combined into the automated End of Day procedure.

After completing this lesson, you'll be able to do the following:

- Run the End of Day X/Z-Out report to show a summary of sales activity
- Reconcile the cash drawer
- Back up QuickBooks POS data files
- Send the day's credit and debit card transactions to the processor for settlement (if you use the QuickBooks POS Merchant Service)
- Conduct an exchange of information with QuickBooks financial software

Learning resources

The following is a list of additional resources that you might find useful in increasing your understanding of the content covered in this lesson.

- Webinar (recorded): *Running End of Day procedures*
- Learning Center tutorial: *How to use End of Day to save time*
- Learning Center tutorial: *Managing daily cash flow and deposits (reading the X/Z-out report)*
- Learning Center tutorial: *Settling credit cards*
- Learning Center tutorial: *Sharing data with QBFS*
- Learning Center tutorial: *Backing up your data*

End of day overview

The day is over, the doors are locked; it's time to tally up the sales, count the money, exchange data with QuickBooks financial software, and back up QuickBooks Point of Sale data before heading home.

Four essential activities make up the End of Day procedure:

- Sending the credit and debit card batch file to QuickBooks Point of Sale Merchant Service for processing
- Updating QuickBooks financial software with the day's transactions and other new information

- Running an X/Z-Out report
- Backing up the Point of Sale data files

(Pro Multi-Store) The user also has the option of including Store Exchange Out to send data to other stores in the End of Day procedure. (The additional steps for Pro Multi-Store are covered in Lesson 11, “Working with multiple stores.”)

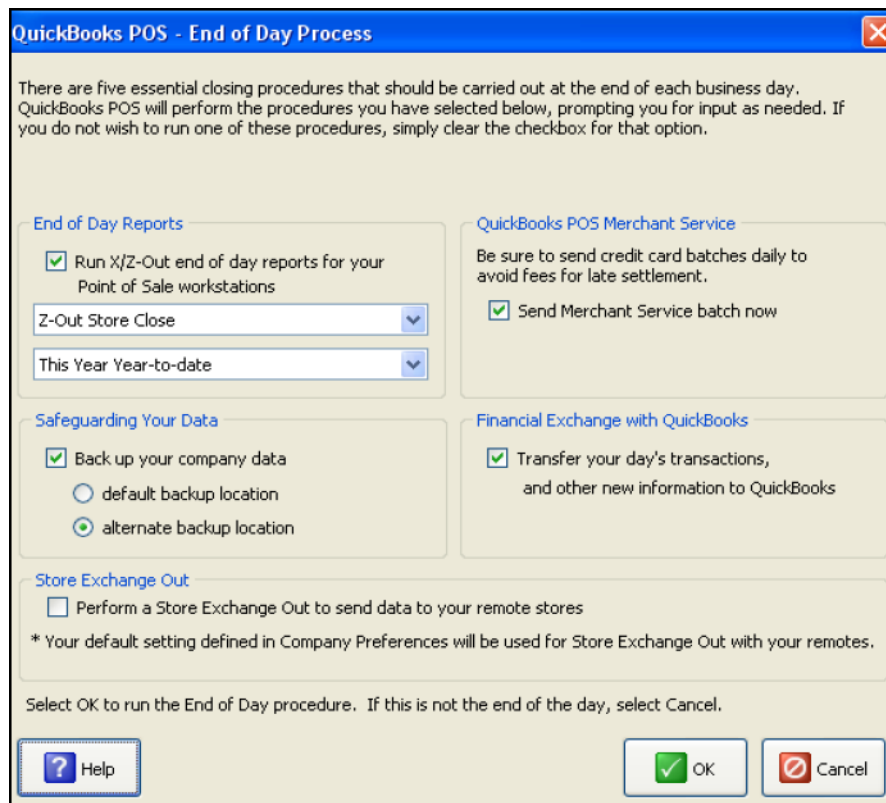
Note: If exchanging data with QuickBooks financial software or including a Store Exchange is part of the End of Day procedure, the process must be run from the Server workstation.

Running the End of Day procedure

When you initiate the End of Day procedure, these activities are carried out as you specify, prompting you for input as needed.

To run the end of day procedure:

- 1 Select End of Day Procedure from the Point of Sale menu.
The End of Day window displays.



- 2 Select the individual procedures you want to include as part of the end of day closing by selecting or clearing the appropriate checkboxes (refer to the following sections for more information about each of these options):

- Send Merchant Service batch now (credit and debit card processing)
- Financial exchange with QuickBooks financial software
- Run an X/Z-Out end of day report (specify the specific report and a date range for the report to cover)
- Back up company data (also specify to the default backup location or an alternate backup location)

For retailers running Pro Multi-Store, there is also the option of including Store Exchange Out to send information to other stores in the End of Day procedure. (Pro Multi-Store activities are covered in Lesson 11, “Working with multiple stores.”)

- 3 Click OK.
- 4 Enter additional information as prompted.

Sending a Merchant Service batch

If your client has set up an account with the QuickBooks POS Merchant Service, it is important to send each day’s Merchant Service batch to the processor as part of the End of Day procedure. Credit and debit card transactions must be sent to the processor for settlement within one day of authorizing the transaction to avoid paying higher fees.

To send the merchant service batch:

- Select the Send Merchant Service Batch now option in the End of Day window.

This process is automated. If selected, QuickBooks POS transmits the data on each authorized credit and debit card transaction to the QuickBooks POS Merchant Service for processing.

Once the data has been transmitted, QuickBooks POS Merchant Service does the rest. The service routes the transaction to the bank that issued the card, secures the funds, and then transfers the money to the merchant’s designated bank account. A monthly statement shows the total amount of each day’s transactions during that statement cycle and the fees that were charged.

Card transactions are usually sent for processing only once a day, during the End of Day procedure. However, you may send transactions to the processor more often, if desired.

To send credit and debit card transactions to the processor without running the other End of Day functions:

- 1 Launch the End of Day window.
- 2 Select Send Merchant Service Batch now option.
- 3 Clear the other options in the window.
- 4 Click OK.

Only transactions not already sent are included in each batch process.

Note: Your client must send the credit and debit card transaction data to the processor for settlement within one day of authorizing the transaction to avoid paying higher fees.

Running Merchant Service reports

Users of the Point of Sale Merchant Service can run reports summarizing or detailing their credit and debit card transactions for any specified time period.

To run a credit and debit card batch report:

- 1** In the Report Center, select Payments as the report type and then Credit and Debit Batch as the sub-type.
- 2** Select the report you wish to view.
 - **Unsettled Summary:** provides the card type and amount for unsettled transactions, for the specified date range
 - **Unsettled Details:** provides the details on all unsettled transactions for the specified date range
 - **Activity Summary:** provides a summary for all transactions, both settled and unsettled, for the specified date range, including debit card activity
 - **Activity Details:** provides the details for all transactions, both settled and unsettled, for the specified date range, including debit card activity
- 3** Sort the report as preferred by selecting the column header of the information by which you wish to sort.
- 4** If desired, click Modify to filter the report in various ways and set other display options.
- 5** Click Print or Excel, depending on your output needs.

Exchanging financial data with QuickBooks

If the appropriate company preferences have been set, information from QuickBooks POS can be exchanged with QuickBooks financial software, where it can be used for accounting and record-keeping purposes. In addition, certain types of information that have been added in the financial software are sent to QuickBooks POS.

Retailers that use this exchange capability, known as Financial Exchange with QuickBooks, have the option of conducting an exchange of information as part of the End of Day process.

To conduct a financial exchange as part of the End of Day process:

- 1** Launch the End of Day window.
- 2** Select the “Transfer your day's transactions, and other new information to QuickBooks” checkbox.

Running end of day procedures

The following information is transferred during an End of Day data exchange:

From POS to QuickBooks	From QuickBooks to POS
<ul style="list-style-type: none">■ New customers and updated customer information■ Updated customer account limits■ New vendors and updated vendor information■ Sales information (sales receipts and layaway/SO deposit receipts, sales taxes)■ Receiving information (vouchers)■ Inventory adjustments (aggregate)	<ul style="list-style-type: none">■ New customers and updated customer information■ Updated customer account balances and account limits■ New vendors and updated vendor information

Only information that has been added or updated since the last exchange is transferred.

Transferring documents between QuickBooks POS and QuickBooks

The information contained on certain documents in Point of Sale may be consolidated before being sent to QuickBooks. If using the summarized method of transferring documents, there will not always be equivalent records in QuickBooks for all individual documents created in Point of Sale.

For example, fifty receipts paid for with cash in one day would be consolidated into one receipt for the sum amount of all fifty for purposes of posting to QuickBooks.

Refer to Chapter 32 of the User's Guide for more information about the choice of detailed or summarized document exchange.

Handling errors

If you receive an error message during the Financial Exchange process, refer to the Activity Log for further information about the error. It could be that a specific record or document (customer record, vendor record, receipt, voucher, etc.) is causing the error.

If this is the case, you might attempt to correct the error by editing or altering the record, or by reversing the document and creating a new one with corrected information. Refer to the Chapter 30 in the User's Guide for more information.

Updating QuickBooks financial software manually

You can also manually run a Financial Exchange at any time. This procedure can be used to do a mid-day exchange to update both programs with current information from the other, such as updated customer account limits. All transactions not previously exchanged will be sent.

To manually update QuickBooks financial software:

- Select Update QuickBooks from the Financial menu.

As the information exchange proceeds, progress messages are displayed.

QuickBooks financial software and company file must be open during this procedure unless the Integrated Applications preferences in the financial software has been set to allow Point of Sale to automatically log in.

If using Remote Data Sharing (RDS), the financial software must always be running and the company file open to exchange data.

Financial exchange between QuickBooks POS and QuickBooks financial software is covered in more detail in Lesson 12, “Exchanging data.”

Running X/Z-Out End of Day reports

Generally, retailers run X/Z-Out reports at the end of each day as part of the End of Day procedure. These reports provide a summary of the workstations’ sales activities for the day, optionally reconcile the cash drawer, and provide information to help prepare the bank deposit for the day.

To run an X/Z-Out report in the End of Day procedure:

- 1 Select the X/Z-Out report option on the End of Day dialog box.
- 2 Select the specific type of X/Z-Out you wish to run and the time period from the drop-down lists.

For a Z-Out Store Close report, today’s date is the default date. Select a different dynamic date range from the drop-down list or choose Custom to define a fixed date range. (The ability to change dates may be restricted by security rights.)

If you select custom, when the End of Day procedure is running, an Enter Date/Time Range dialog is displayed where you can define a fixed date range.

- 3 Select other End of Day options, as desired.
- 4 Click OK.

Note: In a multi-workstation installation, each workstation typically completes a Z-Out Drawer Count report prior to the End of Day procedure for the entire store.

Below is an example of a Z-Out Store Close report, which can include sales activity for all workstations and cashiers.

Z-Out Store Close		Printed: 11/14/2005 10:21:56 AM		
Date : 12/15/2007 12:00:00 AM to 12/15/2007 11:59:59 PM				
		SALES	RETURNS	NET
	Sales :	1,279.32	0.00	1,279.32
	Tax :	99.15	0.00	99.15
	Total :	1,378.47	0.00	1,378.47
MINUS				
			Net Account :	0.00
			Net Gift :	0.00
			Net Deposit used :	40.00
			Cash flow total	1,338.47
DISCOUNT BREAKOUT				
		SALES	RETURNS	NET
	Unknown :	75.00	0.00	75.00
	Total :	75.00	0.00	75.00

Specific details about X/Z Out reports are covered in Lesson 10, “Reporting and customizing.” For additional information, refer to Chapter 26 of the User’s Guide.

Backing up QuickBooks POS data

The data that a retailer accumulates during day-to-day business operations must be saved and protected for strong business continuity. Power failures, media defects, or hardware problems can quickly wipe out financial data and other important company records. Regularly backing up data enables a retailer to recover from such events with minimal business impact. Failure to do so can put a retailer’s entire business at risk.

However, for maximum data protection, it is strongly recommended that retailers make regular backups to a separate location. For some clients, this may mean saving the data to floppy disks or CDs and storing the media off-site.

It is important to note that QuickBooks POS only backs up the QuickBooks POS company data. Therefore, it should serve as only one component of a comprehensive data backup strategy. The retailer needs to take separate action to back up other important information for the business (e.g., financial records, etc.).

Note: If a backup is created while other workstations are still working in QuickBooks POS, only those transactions that have been updated (saved) are included in the backup file.

Backing up to the default location

QuickBooks POS data is backed up to the hard drive on the Server workstation in a compressed file format ending with the extension .qbp. This automatic feature affords a degree of protection in the event a retailer's working data becomes damaged.

However there are some important limitations to this protection. For example, if the working data and backup file are on the same hard drive, both could be lost in the event of a major hard disk problem, natural disaster, or theft.

The default backup location is:

```
C:\Documents and Settings\All Users\Shared Documents\Intuit\QuickBooks  
Point of Sale 6.0\Data\\Backup
```

The default file name is:

yyymmdd0001.qbp, where yyymmdd is the date, and 00001 is a sequential backup number

For example: 200508300001.qbp for the first backup on August 30, 2005.

To backup to the default location:

- Select Back Up Your Company Data and Default Backup Location on the End of Day window.

Backing up to an alternate location

Making backups to an alternate location affords a far greater level of security because you can backup to removable media or a network drive (on a different computer) and you can rotate the backup media so that you always have two or more generations of backups.

Making backups to a network drive provides additional protection because the data is stored on a different hard drive, but it still leaves the data vulnerable to hazards that could affect both computers if they are located in the same building.

Backing up data to removable media protects QuickBooks POS data in the event of a computer system malfunction. Storing the backup media off site affords even greater data protection from catastrophic events, such as fire, flood, etc.

To backup to an alternate location:

- 1 In the End of Day window, select Backup Your Company Data and Alternate Backup Location.
- 2 Click OK to start the End of Day procedure.
- 3 In the Backup dialog displayed, make sure Specify Alternate Location is selected and enter the path or browse to the alternate backup location.
- 4 If backing up to removable media, insert a blank disk (or other removable medium) into the computer.

- 5 Click OK.

Point of Sale verifies the integrity of the data and performs the backup to the designated location.

Note: Even though backup files are compressed, QuickBooks POS data files may require multiple disks to successfully complete a backup, especially if backing up to 3.5" floppy disks. It is recommended to have several blank, formatted disks available before starting the backup procedure.

If you insert a disk that is not blank, a warning appears and asks if you want to proceed. If you answer Yes, all previous data on the disk will be permanently erased. If you are not sure, answer No and replace the disk with another or click Cancel to abort the backup process entirely.

Creating manual backups

Manual backups can be initiated at any time.

To create a manual backup:

- 1 Select Backup from the File menu.
- 2 Choose to backup to the default or an alternate location.
If using an alternate location, enter the path or browse to the location.
- 3 If backing up to removable media, insert a blank disk (or other removable medium) into the computer.
- 4 Click OK.

Point of Sale verifies the integrity of the data and performs the backup to the designated location.

Note: Whenever the Server workstation exits the program and no other workstations are logged in, files are automatically backed up. This is in addition to the backup made during the End of Day procedure and requires no action on the user's part. The data is backed up to the default location on the local hard drive in a compressed file format with a date/time stamp. QuickBooks POS maintains the ten most recent backups.

For more information on data backup, including information on restoring data from a backup and tips on rotating backup media, refer to Chapter 1 in the User's Guide.

On your own exercises

On your own exercises are designed to provide you with an opportunity to practice some of the tasks and procedures covered in the lessons. Try the procedures here to help familiarize yourself with the software.

Before you begin, see “Working in Practice Mode” on page 43 for more information about the exercises and accessing Practice Mode.

Note: Be sure you are working on practice company data in Practice Mode when completing these exercises.

To start the end of day procedures:

- 1** From the Point of Sale menu, select End of Day Procedure.
Since you’re working in Practice Mode, the options are limited.
- 2** Make sure the “Run X/Z-out end of day reports for your Point of Sale workstations” checkbox is selected.
- 3** Choose General- Z-Out Store Close from the drop-down list.
- 4** Make sure “Today” is selected.
- 5** Click OK to run the report.
- 6** Close the report window.

Review questions

- 1** Which of the following can you perform using the end-of-day procedure?
 - a** Run a Store Close Z-Out report
 - b** Send a merchant service batch (if using the optional fee-based QuickBooks POS Merchant Account Service)
 - c** Exchange data with QuickBooks financial software
 - d** All of the above

- 2** What report would you run to help prepare the bank deposit for an entire store?

- 3** Which of the following are sent from QuickBooks POS to QuickBooks financial software during the end-of-day procedure?
 - a** New item records
 - b** Receiving information (vouchers)
 - c** Purchase orders
 - d** All of the above

- 4** True or False: You can only run financial exchange with QuickBooks once per day.

- 5** List two limitations of the automatic data backup feature on a QuickBooks POS Server workstation:

- 6** True or false: To avoid paying higher fees, a retailer using QuickBooks POS Merchant Service has 24 hours to send credit and debit card transaction data to the processor.

Answers to questions are located on the following page.

Answer key

- 1 D
- 2 Z-Out Store close
- 3 B
- 4 False

Financial exchange can be run at anytime, either as part of the End of Day procedure or manually. Only the new or edited records are sent each time the exchange is run.

- 5 If a backup is created while other workstations are still working in QuickBooks POS, only those transactions that have been updated (saved) are included in the backup file.

Only QuickBooks POS data is backed up. Separate backups must be done for financial data, etc.

Automatic backups are stored on the same local drive as the working files, subjecting them to the same potential loss from disk problems, fire, theft, etc.

- 6 True

Notes

Use this section to keep a list of any questions you have as you're working through the lesson. Keep this page nearby and ask the questions when you attend the live webinar sessions.