

3.5 Daily Balancing Process

Compare the actual money received with the system payments received

Step 1:

Run "**Payment Summary**" report

Does each payment method amount match the actual money?



Go to **Step 2a**



Go to **Step 2a**
Depending on the mismatch, a couple of things could have happened that need to be resolved:
- Payment may have been recorded incorrectly
- There could be a shortage with the till

Resolve unapplied funds

Step 2a:

In the "**Payment Summary**" report, does the **Total Payments Received** match the **Total Payments Applied**?



Go to **Step 3**



Run "**Payments Not Applied**" report to locate the records that have unapplied funds.

In the "**Payments Not Applied**" report, does the **NOT APPLIED** total match the **Total Payments Not Applied** in the "**Payment Summary**" report?



Go to **Step 3**



Go to **Step 2b**

Step 2b:

Run "**Payment Summary**" report

Does each payment method amount match the actual money?

YES

Go to **Step 2a**

NO

Go to **Step 2a**

Depending on the mismatch, a couple of things could have happened that need to be resolved:

- Payment may have been recorded incorrectly
- There could be a shortage with the till

Resolve and/or document refunds

Step 3a:

In the "**Payment Summary**" report, does the **Refunds Applied** amount match the **Refunds Issued** amount?

YES

Go to **Step 3b**

NO

1) Run "**Daily Overages**" report to locate the records that have refunds of payment overages.

2) Document overages/shortages for each record.

3) Call the ePermitting Program Help Desk for assistance:
503-373-7396

4) Go to **Step 3b**

Step 3b:

In the "**Payment Summary**" report, is the amount of **Overages** = 0?

YES

Awesome! Your daily balancing is done!

NO

1) Run "*Daily Overages*" report to locate the records that have unapplied refunds.

2) Document overages/shortages for each record.

**3) Call the ePermitting Program Help Desk for assistance:
503-373-7396**

4) Your daily balancing is done!