

Organization | Sales Management | Operator Cash Desks

Pre-requisite: at least an operator cash desk closure

Aim: understanding how to review and accountingly close the cash desks closure of your box office operators

Introduction

In this screen the ticketing manager can see, review and validate the closures made by the operators.

Important: in case you use **accounting exports**, the revenues are transferred in the accounting export only after the accounting has been completed (and visible from the following day)!

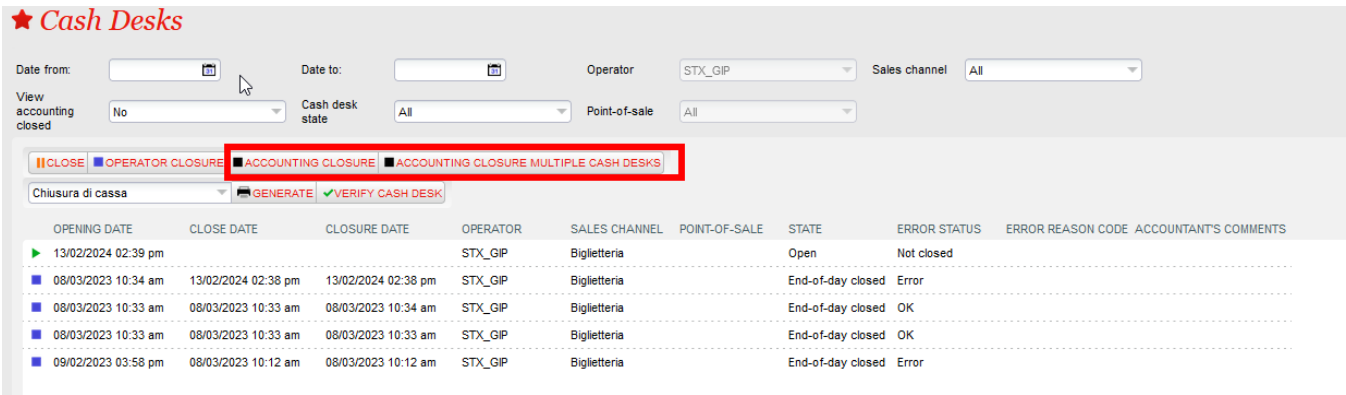
When creating operators, be sure you first set the responsibilities accordingly, so to make the manager/administrator able to see the operators closures.





Screen main features

On this screen, all the cash desks allocated to the box office manager are displayed. On top of the screen different filters may be used to search (some mask by default, for example, "View accounting closed" is preset to "no").

The main buttons work as in the [box office operator cash desk screen](#) (close, operator closure, generate report etc).



The specific buttons of this screen are:

1	Accounting closure	<p>After selecting one line in close state () the screen will guide you through a complete review of the operator imputations. The screen side menus will present the same steps per payment method used by the operator closure.</p> <p>The manager can verify if cash, as well as cancelled tickets and receipts, are <i>actually</i> returned as previously stated by the operator. At this stage is now possible to review the selection/make some changes.</p> <div><div><div>Without Identification</div><div>With Cash</div><div>Tickets Canceled</div><div>Intermediate Withdrawal</div><div>Summary</div><div>Validation</div></div><div><div>Payment method: Credit card (external) Currency: EUR Withdrawal status:</div><div>✓ SET AS RETURNED ✗ SET AS MISSING</div><table><thead><tr><th><input type="checkbox"/></th><th>PAYMENT METHOD</th><th>CURRENCY</th><th>AMOUNT</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>✗ Credit card (external)</td><td>EUR</td><td>60.00 €</td></tr><tr><td><input type="checkbox"/></td><td>✗ Credit card (external)</td><td>EUR</td><td>300.50 €</td></tr><tr><td><input type="checkbox"/></td><td>✗ Credit card (external)</td><td>EUR</td><td>50.00 €</td></tr></tbody></table></div></div> <p>When everything is checked, on the last menu the manager can <i>accountingly</i> validate the closure, by ticking the last check box and clicking "Close cash desk". Before, it is also possible to change the status if needed (for example, in case a coin was missing in the initial operator closure, generating and error, but now it has been found and the status can be set to "OK").</p> <p>The screen will keep on displaying errors or potential warnings.</p> <div><div>Validation</div><div><div>Error reason code</div><div>Accountant's comments</div><div>Status * Found error</div><div>Validated *</div><div><div>OK</div><div>Not closed</div><div>OK</div><div>Error</div></div><div><div>PRINT CASH DESK</div><div>CLOSE CASH DESK</div></div></div></div>	<input type="checkbox"/>	PAYMENT METHOD	CURRENCY	AMOUNT	<input checked="" type="checkbox"/>	✗ Credit card (external)	EUR	60.00 €	<input type="checkbox"/>	✗ Credit card (external)	EUR	300.50 €	<input type="checkbox"/>	✗ Credit card (external)	EUR	50.00 €
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2	Accounting closure multiple cash desks	<p>By using this feature, after selecting more lines in close state (), you can set as accounting closed more cash desks at once.</p> <p>Important: all intermediate checks seen above will be completely skipped.</p>																

Please be aware that as well as a cash desk is in accounting closure status **it cannot be reopened or changed.**