

# Sales | Sales | Cash desk closure

**Pre-requisite:** at least some sales at a box office/MOTO/Email type of sales channel

**Aim:** understanding how to close your cash desk register using S360 features

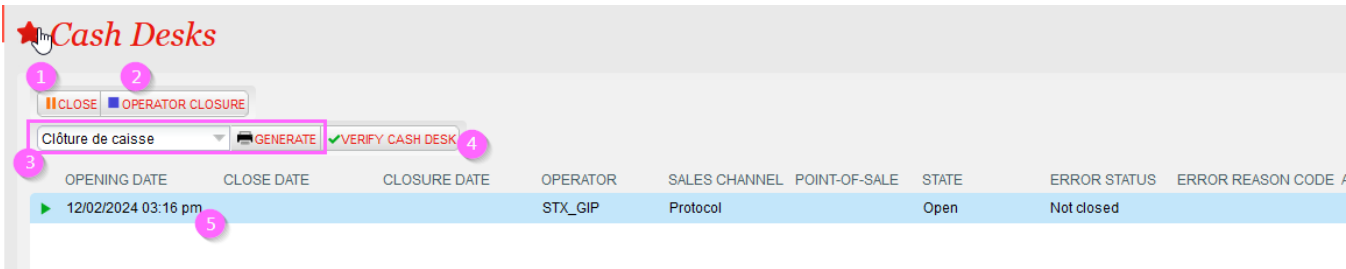
## Introduction

The basic assumption in S360 is that the box office operator is in the position of a debtor. When closing the cash register, the system expects the entire content of the cash register to be input by the operator: the system will compare the result of operator's entry with the data coming from sales/cancellation made (and from the cash float and withdrawals, if any).

As soon as no data is entered in the cash desk closure screens, the cash desk will be closed with an "Error" status and all the incomes will be displayed as wrong amounts/not checked.

In a dedicated screen, the ticketing manager will be then able to open, review and validate the closures made by the operators.

## Screen main features



		It's used to temporarily pause the cash desk. Once you select a line (in open state) and click on this button, you'll be unable to perform sales/reservations/cancellations until you reopen it. A popup window will ask you to reopen it (or create a new one) when entering a sales screen:										
1	C l o s e	<div><div>Open a cash desk</div><table><tr><th>DATE OPENED</th><th>DATE CLOSED</th><th>CASH FLOAT NUMBER</th><th>CASH FLOAT NAME</th><th>AMOUNTS</th></tr><tr><td>12/02/2024 03:16 pm</td><td>13/02/2024 01:07 pm</td><td></td><td></td><td></td></tr></table><div>OKNEW</div></div> <p>You won't be able to temporarily pause the cash desk in case of orders in progress.</p>	DATE OPENED	DATE CLOSED	CASH FLOAT NUMBER	CASH FLOAT NAME	AMOUNTS	12/02/2024 03:16 pm	13/02/2024 01:07 pm			
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12/02/2024 03:16 pm	13/02/2024 01:07 pm											
2	O p e r a t o r c l o s u r e	This command will launch the cash desk closure. During the closure checks you won't be able to perform sales/reservations/cancellations. Once the closure is validated it will not be possible for the operator to open it again. See the procedures below ( <a href="#">here</a> )										
3	G e n e r a t e r e p o r t	Among the given set of reports you can select which one you want to generate. You need to select a line first (in open state). When the closure is performed and validated you will be able to print the final cash desk closure report.										

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This feature will allow to perform an intermediate check without closing the register. You need to select a line first (in open state). The steps will be the same used by the proper [Operator closure](#). However, even though validated, this will not mark the cash desk as actually closed.

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It's possible to have only one line/cash desk open at a time.  
By clicking on the line of the open one it is possible to withdraw money from the register.

Cash desk withdrawals: Cash Desk STX



☆ 02:39 PM

+NEW

WITHDRAWALS	TAKEN BY	TYPE	STATE	AMOUNT (EUR)
13/02/2024 02:40 pm	STX_	Intermediate Withdrawal	Valid	10.00 €
13/02/2024 04:43 pm	STX_	Intermediate Withdrawal	Valid	5.00 €

### Operator closure

The screen side menus will guide you through the correct imputation of the entire content of your register.

In many of the them - using the given buttons   - you will be asked to mark each lines as "set as returned", if you possess that specific receipt/ticket in your register, or "set as missing" if you don't. By default all lines are presented first as missing.

A cash desk closure will report a final "OK" status only if all the expected receipts/tickets are marked as returned, as well as the cash amount is input correctly. You will be able to close a cash desk also in "ERROR" state, adding a comment if needed.

With Identification

Without Identification

With Cash

Tickets Cancelled

Summary

Validation

☆ *Operator closure: STX\_*

- 13/02/2024 02:39 PM

CURRENCY	TYPE	VALUE DETAIL	QUANTITY	UNIT VALUE	NUMBER	Ti
EUR	<input type="checkbox"/> Coin	0.01	1	0.01	<input type="text"/>	
	Coin	0.02	1	0.02	<input type="text"/>	
	Coin	0.05	1	0.05	<input type="text"/>	
	Coin	0.10	1	0.10	<input type="text"/>	
	Coin	0.20	1	0.20	<input type="text"/>	
	Coin	0.50	1	0.50	<input type="text"/>	
	Coin	1.00	1	1.00	<input type="text"/>	
	Coin	2.00	1	2.00	<input type="text"/>	
	Note	5.00	1	5.00	<input type="text"/>	

W i t h i d e n t i f i c a t i o n	<p>If you are using a payment terminal integrated with S360, in this menu you will find all the related sales that have been paid with such terminals, which Given the integration, such receipts can identify the specific sales.</p> <p>The total number of the elements in "With identification" must correspond to the total number of receipts in the cash drawer.</p>
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Without identification

If you're using **external payment methods**, for example payment terminals that are NOT integrated with S360, in this menu you will find all the related here won't have a reference to a booking.

In your register you are anyway supposed to have receipts, or proof of payments, for the amount shown on the screen (by each payment method).

With cash

Here you will be able to input the total amount of cash in your register. The only amount taken into account is the **total** (while the distribution between

CURRENCY	TYPE	VALUE DETAIL	QUANTITY	UNIT VALUE	NUMBER	TOTAL AMOUNT
EUR	<input type="checkbox"/> Coin	0.01	1	0.01		
	Coin	0.02	1	0.02		
	Coin	0.05	1	0.05		
	Coin	0.10	1	0.10		
	Coin	0.20	1	0.20		
	Coin	0.50	1	0.50	1	0.50
	Coin	1.00	1	1.00	150	150.00
	Coin	2.00	1	2.00		
	Note	5.00	1	5.00		
	Note	10.00	1	10.00		
	Note	20.00	1	20.00		
	Note	50.00	1	50.00		
	Note	100.00	1	100.00		
	Note	200.00	1	200.00		
	Note	500.00	1	500.00		
	Total					150.50

In case your cash desk was open with **cash float**, or some **withdrawals** were done during the sales, you must also consider these amounts.

Tickets cancelled

In the case of cancellations, invalidated tickets should be collected and available in your register. As for receipts you are supposed to set them as return

Summary

Here you'll find a recap of the amount input vs. expected, by payment method. If for any reason the amounts differ from what it is expected, you see th

PAYMENT METHOD	TYPE	CURRENCY	N.B. ELEMENTS FOUND	AMOUNT FOUND	N.B. ELEMENTS EXPECTED	EXPECTED SALES AMOUNT	EXPECTED REFUND AMOUNT	EXPECTED OTHER AMOUNT	EXPECTED TOTAL AMOUNT
Cash	Withdrawal by cash	EUR		70.00		75.00			75.00
Credit card (external)	Withdrawal without identification	EUR	3	135.00	3	135.00			135.00
Other external method	Not Withdrawal	EUR	1	20.00		20.00			20.00
Total		EUR		225.00		230.00	0.00	0.00	230.00

Once everything is set, in this final step you are supposed to validate the accuracy of your imputations. Be aware that once done, as an operator, you  
In case of error, you'll see come notes in red. You can put a comment, for instance to explain why something is missing.

*No cash float associated with the cash desk*

Cash float withdrawal	No
Error reason code	<input type="text" value="comment"/>
Found error	<i>Insufficient 5.00 € cash</i>
Validated *	<input checked="" type="checkbox"/>

**PRINT VERIFICATION** **✓ CLOSURE VERIFICATION**

You need to tick the "Validated" checkbox to enable "Closure verification" button. You can have a closure report by clickin on "print verification", or just final closure report anyway.

## Accounting closure

When a cash desk is closed the operator cannot reopen it.  
However the ticketing manager can in a dedicated screen: please see <https://confluence.secutix.com/display/SSH/Organization+%7C+Sales+Management+%7C+Operator+Cash+Desks>