

Payment and End-of-Day SOP

Applying a payment in IntraVet

- Navigate to the client file, select “Invoice”
- Select the appropriate pet, assign the attending DVM, update patient weight if able, leave invoice date as today's date
- Select “Payment”, fill in the amount paid per payment method, select “Save” (I.e. Cash: \$50, Card: \$100)
 - All cards should be processed on the appropriate payment type (Visa, Mastercard, etc).
 - In the “Description” for all card payments: enter the last 4 digits of the card used-found on the merchant receipt under the card type.
 - For cash payments: enter your initials
 - For ScratchPay- Finalize loan from email, enter loan amount (if loan amount higher than total invoiced, confirm with O if they would like credit on account vs only process total invoiced)
- Select “Save”, then “Save Permanently and Print”, then “OK”
- For all card and Telecheck payments: write the account number at the top of the receipt and save for the end of day reconciliation.

Completing an End-of-Day reconciliation

- Navigate to Reports>Accounting Reports>End-of-Day Transactions Report
- Beginning and end date should be today; Beginning time: 8am End Time: 11:59pm
- Ensure the following parameters are checked before printing:
 - Print Totals Page
 - List Check payments and refunds
 - List Card payments and refunds
 - List Cash payments and refunds
- Close the batch on both credit card terminals and Telecheck terminal
 - Scan and copy the totals report
- Run a recent transactions report on CareCredit provider center for today's date
- Run a ScratchPay EOD report
- Verify totals for all payment methods
- Complete the following on the “Daily Cash Report”
 - Each card total (found on the credit card summary reports from both terminals)
 - Cash total
 - Check total
 - CareCredit total
 - Manually write in ScratchPay total (if applicable)
- Total cash in the unsealed Wells Fargo bag located in the safe. Complete a deposit slip for total cash payments, seal cash and deposit slip in Wells Fargo bag to place in the safe for Brinks pick up.

- Place the following in a folder in the safe:
 - All receipts and terminal summary reports
 - Copy of terminal summary reports
 - CareCredit recent transactions report
 - End-of-Day reconciliation from IntraVet
 - ScratchPay EOD Report
 - Copy of cash deposit slip
 - Daily Cash Report

Balancing the cash drawer

- The cash drawer should be balanced at 3pm and 7pm Monday-Friday, 1pm and 5pm Saturday. This should be performed by one primary individual and a witness.
- Run an End-of-Day transactions report for current cash payment total- select “Display” instead of “Print”
- Remove Total Net Cash from the cash drawer (I.e. Total Net Cash: \$150; \$150 should be removed from the cash drawer). Using a paper clip, secure together and place a post-it with the total including initials of both individuals involved.
- If this is the first cash drop, locate a new Wells Fargo Bank sealing bag. Place the secured dollars in the bag, do not seal it, and place in the safe. If this is not the first drop, locate the Wells Fargo bag in the safe and place the secured dollars in the bag to place back in the safe.
- The total left in the cash drawer should be \$250.
 - If the cash drawer is over \$250 (after Total Net Cash has been removed), remove the overage, secure together with a paper clip and post-it indicating total overage with date (\$5 overage 12/5/2022). At the end of each day, all overages should be placed with the End-of-Day reconciliation in the safe.
 - If the cash drawer is under \$250, notify the Hospital Manager or a member of the Lead team.