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Date: 10/16/2001 10:29:38 AM

Subject: FW: Action Items for R & A DPS Review

Please see the below issue item. Marcia and Stephen are the only two who have sent additional questions or concerns. Below please find the questions and concerns and possible solutions. **Items can not be closed out or sent to CCRB for recommended changes without approval from everyone.** Please reply **ASAP**.

Issue - System does not allow correcting check amounts if amount captured does not match transaction amount. Need to be able to adjust fees and/or check amounts before deposit. (override fee after transaction)

Stephen would like to see a flag on the transaction for any check amount adjustments, and a comment field. He feels that this would be very beneficial and useful as an audit trail and to answer questions. Not sure if the system doesn't already track this. Will research and get back with the group.

Marcia had a question regarding checks written for over the amount owed.

The same example illustrated below can be used to demonstrate an overpayment. The difference would be shown in cash on the check correction screen. An overage in the cash drawer would be shown as an adjustment. Of course, there are concerns.

One solution would be to have the ability to make a check correction before the deposit is made with management override and the ability to issue a refund at the same time allowing the refund to go directly against the appropriate g/l account code.

Please provide feedback ASAP.

Thank you

-----Original Message-----

From: Deleon, Wanda J.

Sent: Monday, October 15, 2001 1:14 PM

To: Adams, Marcia S.; Bales, Tejal; Dorman, D. Bruce; Edwards, Homer R.; Fulmer, Stephen B.

Subject: Action Items for R & A DPS Review

CCRB (Jimmy and Rolf) is working on this action item. This needs to be reviewed by all parties, if there are additional concerns or if the recommended solution is not the answer. Please send your input immediately. If this is what you want to see please send back an acknowledgement that this is what you are looking for.

All replies need to be sent ASAP.

Thanks

Issue Item #9

System does not allow correcting check amounts if amount captured does not match transaction amount. Need to be able to adjust fees or check amounts before deposit. (override fee after transaction)

Example 1: Before deposit is made and the cash drawer has been closed. An error has been discovered on the amount written on the check. A correction can be made on the check correction screen, however the fee for the service/product remains the same. Request for DL \$12.50, payment type check, check was keyed in for \$12.50, however it was only written for \$10.00. \$10.00 is entered in the check field, and \$2.50 is entered in the cash field. The \$2.50 was reported as a shortage in the cash drawer.

Example 2: Before deposit is made. An error has been discovered on the amount written on one of the checks. Transactions were paid by 2 checks. Total transaction were for \$118.00, one check was for \$94.00 and the other check was keyed in for \$30.00. Total amount collected was \$124.00. Clerk advised customer that they overpaid and the

customer gave \$6.00 to GOL. Clerk pulled check list and noticed that the check she received was only for \$20.00. She went to check correction, corrected the check and keyed in \$10.00 for cash. She reported the \$10.00 cash as a shortage in her cash drawer.

In both examples the difference is treated as cash on the check correction screen, and the cash drawer adjustment reflects a shortage to the cash.

The system need to have the ability to make check corrections before deposits are made with management override, that will correct the amount written on the check without making an adjustment to the cash on the check correction screen. The fee corrections need to be reflected in the appropriate g/l accounts.