

END OF SHIFT PROVEN PROCESS

1. After all payments are collected and processed in eVet for the day, generate and print the following reports.
 - a. eVet End of Shift Report
 - i. Select Reports
 - ii. Select End of Shift
 - iii. Select New Run
 - iv. Select PDF and print
 - b. eVet Appointment Report
 - i. Select Reports
 - ii. Select Appointment Report
 - iii. Select New Run
 1. Report Run Name: Enter Today's Date
 2. Start Date: Select Today's Date
 3. End Date: Select Today's Date
 4. Include Incomplete: Check the box
 5. Include Completed: Check the box
 6. Appointment Types: Will default all appointment types (13 selected)
 7. Sort by: Select Date
 - iv. Select Generate
 - v. Select PDF and print
 - c. Clover Sales Overview Report (Batch Report)
 - i. Print this report on the Clover Flex
2. Match Reports and Sales Data
 - a. Match eVet End of Shift Report and Appointment Report. Each appointment from the day should have a transaction listed on the End of Shift Report. There will be transactions other than appointments listed on the eVet End of Shift Report (prescriptions, deposits etc.).
 - i. Exceptions may be wellness plan appointments and clients that have a credit on their account that is equal to or larger than the cost of their transaction on that day. When there is an appointment that does not have a payment listed, research and when needed correct the error.
 - b. Match Clover Receipts with End of Shift Report. Each Clover Receipt will have a matching transaction with the payment type of Clover Gravity on the eVet Report.
3. Match Clover Sales Overview Report (Batch Report) with the total Clover Gravity Amount on the End of Shift Report.
4. Match Vet2Pet Payment Report with Vet2Pet Gravity amount total on the End of Shift Report.
 - a. Add transactions from the Vet2Pet Payment report for today's date and match to the Vet2Pet Gravity total on the End of Shift Report
5. Ensure Scratchpay Payments on the End of Shift Report have been entered and processed on the Scratchpay Dashboard
6. Cash and Checks
 - a. Remove coins and bills from the cash box that match the amount total listed on the End of Shift Report
 - b. Remove checks from the cash box that match the amount total listed on the End of Shift Report
 - c. Prepare a deposit slip for the bills, coins and checks and place money and checks in a PNC envelope in the bottom of the cash box.
 - d. If the deposit is more than \$200 it will be locked in the cash box by the bookkeeper, Client Experience Coordinator, Practice Manager or Practice Owner

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7. Count the Cash Box

- a. The remaining bills and coins will be counted and entered on the Cash Sheet. The remaining total should be \$100.00.
- b. Dr. Sands or the Practice Manager will be notified if there is a cash shortage of more than \$10.00.

8. After all amounts on the End of Shift Report are reconciled, staple the following documents/receipts and place them in the Bookkeeper’s mailbox.

- a. End of Shift Report
- b. Appointment Report
- c. Receipts for Clover transactions
- d. Clover Batch Report

Common Errors

- End of Shift Report amount(s) is higher than the Clover Batch Report, Vet2Pet Report, cash, coins or check totals.
 - Transaction(s) was processed the night before and entered in eVet the next day. The Clover and Vet2Pet transactions will be included in the previous day's Clover total and eVet current day total.
 - Incorrect amount was processed in eVet
 - Incorrect payment type entered in eVet
- End of Shift Report amount for Clover Gravity Payments, Vet2Pet is lower than the Clover Batch Report.
 - Payment was not processed in eVet
 - Incorrect payment type entered in eVet
 - Incorrect amount was processed in eVet

Notes

1. If any changes are made during the reconciliation delete the current End of Shift Report and generate and print a new End of Shift Report
2. Discrepancies need to be documented on the End of Shift Report
3. Clover Sales Overview Report (Batch Report) needs to be generated by the bookkeeper, Client Care Experience Coordinator, Practice Manager or Owner.

Action	Who Does It?
Print and match reports	Client Care
Prepare deposit	Client Care
Count cash and complete cash sheet	Client Care
Document errors on End of Shift Report	Client Care
Place End of Shift Report and attached reports/receipts in Bookkeepers mailbox	Client Care