



# Help Desk Hints

## BALANCING THE TRANSACTION SUMMARY TO THE SHIFT SUMMARY

(These instructions valid ONLY for users of ROCKET software)

**WHEN BALANCING THESE TWO REPORTS YOU NEED TO KNOW HOW THE DATA IS OBTAINED.**

1. **TRANSACTION SUMMARY** - all transactions for a date or date range whether paid or not (except overdues accrued).
2. **SHIFT SUMMARY** - the payments received for all transactions. The money has gone in the til. So, if a transaction has gone through at the front counter, but the client put the sale on account and didn't pay, then it will be reported in the Transaction Summary report but not in the Shift Summary. The *Transaction Details* report that will show you the differences between these two reports. Each line on this report is a day.

Starting with the *Gross Earnings* column: this figure is the same as total on the *Transaction Summary* for the relevant date. This figure is then adjusted as follows:

a) **Add on Credits Placed on Account** – where a refund was given to a member but it wasn't wanted in cash, so it's on file as a *Cash Credit* to be used another day.

b) **Take off Cash Credits Used** – where previous credits have now been used.

Free Items Credits Used	Loyalty Points Used	Gross Earning	Credits Placed Account	Cash Credits Used	Debts Accrued	Debt Pmnt	Deposits Taken	Deposits Refund	Takings Nett
0.00	0.00	2366.16	0.00	0.00	8.00	0.00	0.00	0.00	2358.16
0.00	0.00	2313.51	0.00	4.00	36.00	5.00	0.00	0.00	2278.51
0.00	0.00	1524.29	0.00	0.00	18.50	11.50	0.00	0.00	1517.29
0.00	0.00	1827.08	0.00	11.00	1.00	16.00	0.00	0.00	1831.08
0.00	0.00	1480.25	0.00	0.00	11.50	0.00	0.00	0.00	1468.75

c) **Take off Debts Accrued** – where a member doesn't pay for a transaction and you allow it to be a debt. Eg, a rental transaction or

a sale transaction. This does not include overdues accrued.

d) **Add on Debt Payments** – where a member has paid a previously accrued debt (say, a layby or an *on account* debt). This does not include overdues paid.

e) **Add on Deposits Taken** – money that has gone in the til but is not yours to keep and not a sale.

f) **Take off Deposits Refunded** – cash given out of the till

g) **Equals Takings Nett** – the cash adjusted balance that should be in the til. This figure will agree with your *Shift Summary*.

*This information is a service of the ROCKET Help Desk*

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