

Access Back Office

1. At a workstation with the Oracle Back Office Installed, log into the network.
2. Log into Back Office using your User ID and Password.

Start of Day

The Start of Day function must be performed before registers and tills can be opened.

1. In Back Office, select the **Store Ops** tab. Confirm the **Start of Day** link is highlighted.
2. Confirm the new business date and select **Next**. If the date is not correct, enter the correct business date.
Note: An error message displays stating "The entered business date is later than the default business date". Select **No** and proceed with the current business date. The Operating Fund Count displays.
3. Review the amount in bold red. The Cash Amount column is auto populated with previous safe count.
Note: If necessary, change the amount. This is stored as the start of day balance.
4. Select **Next**.
5. Select **Yes** to accept the amount and continue. The store is opened successfully indicating opened safe amount and expected amount match.
-or-
Select **No** to re-enter the amount. Once the system accepts the amount, the store is successfully opened .

Open Register

A register must be opened before the till is assigned. After the store is opened, registers can be opened throughout the day.

1. In Back Office, select the **Store Ops** tab.
2. Select the **Register** sub-tab.
3. Verify the Open Registers left navigation link is highlighted. The Register Open screen is displayed.

Open Register (cont.)

1. **Note:** The register number and current status of the register(s) display.
3. Select the registers to open by selecting the check box next to each register number or select the **Select All** button to select all the registers shown on the screen.
4. Select **Open** to open the selected registers. The register status changes to Open.
Note: To view more registers, select the page number link at the bottom of the page.
5. To open more registers, repeat Steps 4 and 5.

Sign onto CORE POS Register

1. Once the register is powered on, sign on using your User ID and Password.
2. Access CORE POS by double-clicking the Follett POS icon.
3. Select **POS** on the Store Dashboard screen.
4. Sign onto POS using the assigned register/ till number.
Note: If you are the first person to sign onto the register, you are prompted to open the till.

Open Till

1. Enter the till number.
Note: The till ID is 3 numbers (example: register 801, till 801).
2. Select **Next**. The Till Function Successful screen displays with message: Till XXX was opened successfully.

Complete Till Loan

The first cashier on the till completes till loan at the register.

1. At the register, select **Enter** at the Enter customer phone# field.
2. Select **More**.
3. Select **Till Functions**.

Complete Till Loan (cont.)

1. Select **Loan** on the Till Functions screen. The Summary Count screen displays.
2. Enter the amount of the till loan and select **Next/Enter**. The loan amount displays on the screen and is recorded. A receipt prints showing till loan amount.
3. Insert the till funds and close the drawer.

Change Order

Change orders tracks funds that go in and out of the store safe, either negative or positive.

1. In Back Office, select the **Store Ops** tab, then **Store ► Change Order**.
2. For a positive change order:
Enter the total amount being put in the safe and select **Yes** to confirm.
-or-
For a negative change order:
Enter the total amount taken out of the safe in parenthesis (). Select **Yes** to confirm the amount entered
3. Select **Save**.

Close Till

A till must be closed at the register before being reconciled in Back Office.

1. Select **Undo/Esc** to display the Store Dashboard
2. Select **Daily OPS**.
3. Select **Till Options**.
4. Select the **Close** submenu.
5. Enter the **Till ID** and select **Next/Enter**. The remove Till Confirmation screen displays.
6. Select **Yes** to remove the till.

Print Cash Out Worksheet

1. Select Windows + D on your keyboard to toggle from POS to Back Office.
2. Select the **Reports** tab.
3. Select **Cashout Worksheet**.
4. Select **Print**.

Reconcile Tills

A till is reconciled in Back Office. Close the till at POS prior to reconciliation.

1. In Back Office, select the **Store Ops** tab.
2. Select the **Till** sub-tab.
3. Select the **Reconcile Till** left navigation link. The Till Reconcile Information screen displays.
4. Enter the Register ID and Till ID.
5. Select **Next**. The Count Reconcile Summary screen displays.
Note: Amounts for Cash, Check and Traveler's Check are prepopulated but can be edited. Other tenders are auto-populated and cannot be changed.
6. Select **Next** to accept the amount.
Note: If there is a mismatch, a Reconciliation Confirmation screen displays to accept or recount. The Count Reconcile Summary report displays.
7. Select **Print/Save** to print or save report.
8. Select **Done**. Till Summary report displays.

Close Registers

All tills must be reconciled before the register can be closed. Registers must be closed one at a time.

1. In Back Office, select the **Store Ops** tab.
2. Select the **Register** sub-tab.
3. Select the **Close Registers** left navigation link. The Register Close screen displays.
4. To close the register, select the register number link in the close register tab. The Register Status screen displays.
5. Select **Print** to print the Register Summary Report.
6. Select **Close More** to close another register.

Close CORE POS Application at the Register

1. On the keyboard, press the **Windows key + D**.
Note: Neither CORE POS nor the Desktop should be visible now.
2. Maximize/select the CORE POS command prompt window (the C:\prompt window).
3. Press **Ctrl+C** on the keyboard.
4. Press **Y**. The application closes.
Important: Do not power down the register; it must remain on to accept system updates.

Bank Deposit (Mid and EOD)

1. In Back Office, select the **Store Ops** tab.
2. Select **Bank Deposit** in the left navigation link. The Bank Deposit screen displays.
3. Select **Mid-Day** or **End of Day**
Note: Only cash may be deposited at Mid-Day.
4. Enter the Bank Deposit Number.
Note: Enter the store number plus the sequence number printed on the deposit ticket. (Ex. 0995701)
5. Select each individual tender link to enter tenders.
Note: When entering cash, enter the quantity for each currency and not the dollar amount.
6. Select **Save**. The bank deposit total displays and is captured in the store safe report.

Safe Count

1. In Back Office, select the **Store Ops** tab.
2. Select **Safe Count** in the left navigation link. The Safe Count screen displays.
3. Enter the dollar amounts for each tender on the screen.
4. Select **Refresh Total** to show the total amount entered.

Safe Count (cont.)

5. Select **Save**.
Note: If the count entered is less or greater than the safe amount, a notification displays.
6. Press **Yes** to accept or **No** to start again. Values are captured in the store safe report.

End of Day

1. Select the **Store Ops** tab.
2. Select the **Store** sub-tab.
3. Select the **End of Day** left navigation link.
Note: The Recommended Store Safe Balance is shown in bold red.
4. Enter the store safe balance in the Cash Amount prompt.
Note: If the amount entered has a value less or greater than the expected balance, a notification displays asking for verification.
5. Select **Save** if the entered amount range is between the lower and upper limit. The Store Operating Fund Count screen displays.
6. Select **Next** to close the store. A message indicating the store was closed successfully displays.
7. Select **Enter**. The Store Summary Report displays.
8. Select **Print or Export** to print or save the Store Summary Report.

Resources

See [TIP](#) for additional step-by-steps and Back Office procedures.

- Maintaining Employees
- Tax Override/Adding tax certificate
- Creating a folder to save reports