



CAN/AM
TECHNOLOGIES

Teller User Training Manual – Cashiering

Teller Implementation

Equipment – Public Works – 2 check scanners, 2 receipt printers

Fire Department – 2 check scanners, 2 receipt printers

Ag Department – 4 check scanners, 4 receipt printers

Auditor-Controller-County Clerk - 4 check scanners, 10 receipt printers

Govolution – Auditor Controller, County Clerk – Fire-Planning -Behavioral Health-AG Commissioner- Public Works
(Engineering Services, Waste Management- Aging and Adult Services-Public Health Dept

Test Site URLs

<https://kernco.test.tellercloud.net/tellerapp/>

Production Site URLs

<https://kernco.tellercloud.net/tellerapp/>

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Introduction to Training

The goal of this training is to enable you to do your job in Teller and to train others. This training manual will be provided to you as a starting point for your own training material.

This manual is oriented around common user-flow. In some cases, we will not cover every single feature in the system. However, we will provide you with what you need to know to use Teller. The [Teller Help Documentation](#) gives detailed, feature-centric documentation of the entire system. It is always available in Teller by clicking the  (Help) button in the upper right-hand corner.

Topic Listing

The following topics may be used in your training. This manual is currently split into 4 sections, but these topics may be used in other ways as well.

- Overview of Teller
- Advanced Payments
- Advanced Sessions
- Voids & Adjustments
- Advanced Batches
- Management Reports

Section 1 – Teller Basics

Introduction to Teller

The Teller point of sale system is your home for tracking revenue received for your organization. It may also be used for reporting, generating deposit reports, and any automatic interface to a financial system.

System Overview

The Teller system is made up of 3 websites:

1. Application (tellerapp) – This is the main site for receiving payments, cashing in and out, batching out, and running reports.
2. Configuration (tellerconfig) – This is where configuration changes specific to your organization and specific to areas (departments, divisions, etc.) within your organization will be made.
3. Administration (telleradmin) – This is where users are maintained.

This training manual covers functionality in the Application site.

Key Terms

- Payment – a transaction representing the creation of a Cash Receipt, or a record of other revenue collected by your organization.
- Session – This is used to track all the payments a cashier enters (or that cashiers receive together) that go into the same cash drawer or is otherwise a single set of receipts being entered before balancing, such as a set of mail-in payments.
- Cash In/Cash Out – This starts and ends a session. Session totals must be entered during the Cash Out process to balance the totals to what was actually received in the session.
- Batch – This is used to finalize processing for a set of receipts for a day (or another period). Session(s) are included in a batch for final accounting of monies collected.
- Manager – Teller Manager windows are search windows that allow you to find various items and take action on them. You might find payments to void, reprint a receipt, locate sessions and batches for accessing reports, or generally research what has been going on in Teller.
- Payment Channel – This is used to track how a payment is received. Examples could be Online or Over the Counter.
- System – This is used to group settings for a department or group that has similar needs in terms of receipt layout, items paid, etc. Examples could be Fire, Assessor, Finance.

Now, to start your day in Teller...

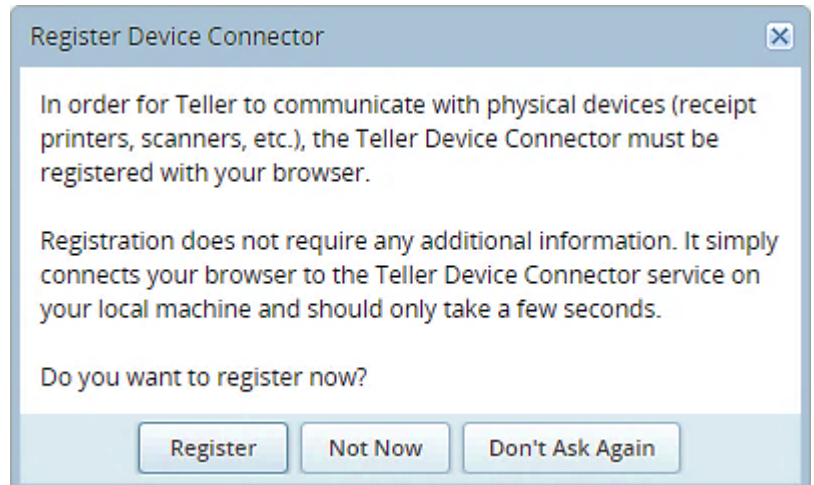
Logging In

To log in to Teller, you will need a user set up and granted Teller access within your SSO application. When you attempt to reach the Teller website, you'll be prompted to authenticate via SSO before being navigated to Teller.

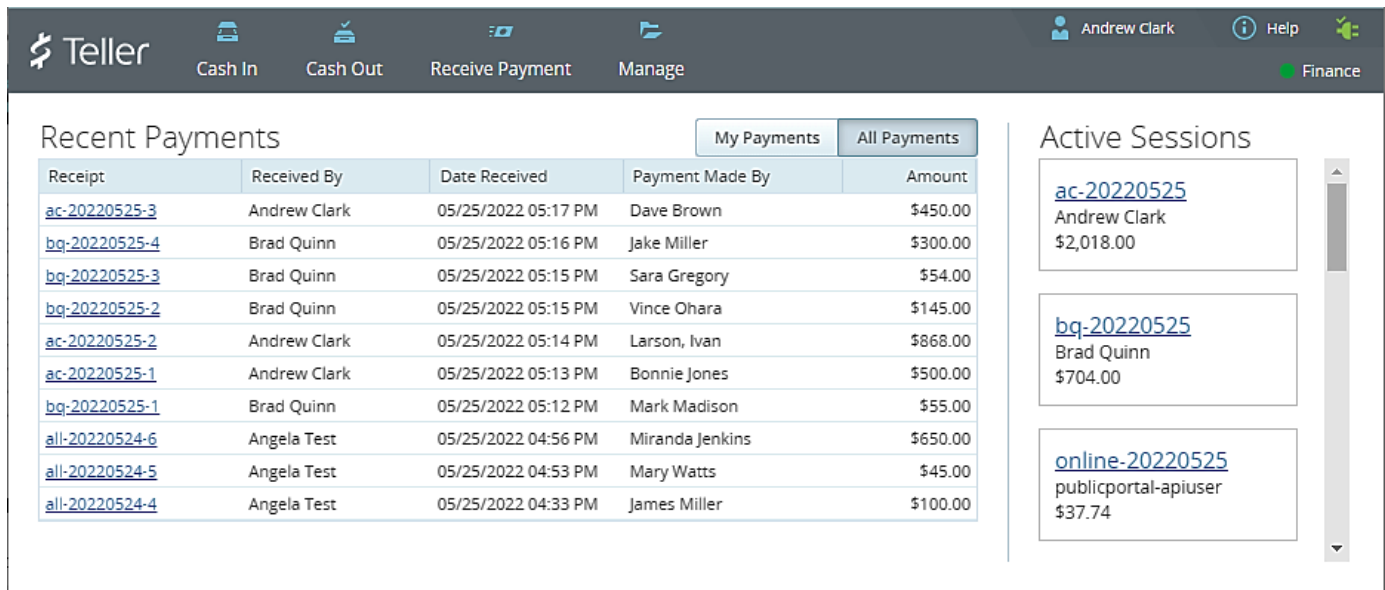
Please Note: When Teller uses the SSO for authentication, Supervisors must set up an **'Approval PIN'** to use when authorizing a void or adjustment. To do this:

1. Click on your username in the upper-right corner of Teller
2. Choose the 'Change Approval Pin' option
3. Enter a unique number to use as your PIN
(if you forget your pin, you can just reset it)

4. Once in Teller, if you have security to receive payments you will be prompted to Register the Device Connector. Click **Register**. This is required for Teller to connect to physical devices (e.g. receipt printer) and track activity to the correct computer.



Home Screen



Recent Payments

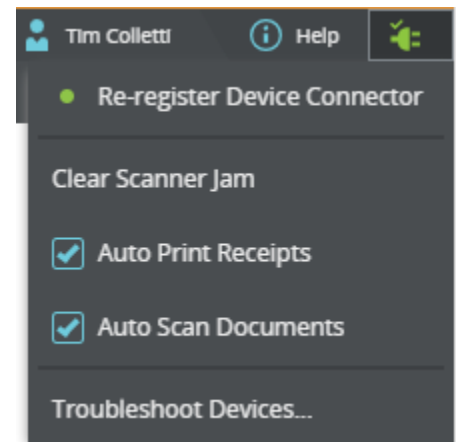
Receipt	Received By	Date Received	Payment Made By	Amount
ac-20220525-3	Andrew Clark	05/25/2022 05:17 PM	Dave Brown	\$450.00
bq-20220525-4	Brad Quinn	05/25/2022 05:16 PM	Jake Miller	\$300.00
bq-20220525-3	Brad Quinn	05/25/2022 05:15 PM	Sara Gregory	\$54.00
bq-20220525-2	Brad Quinn	05/25/2022 05:15 PM	Vince Ohara	\$145.00
ac-20220525-2	Andrew Clark	05/25/2022 05:14 PM	Larson, Ivan	\$868.00
ac-20220525-1	Andrew Clark	05/25/2022 05:13 PM	Bonnie Jones	\$500.00
bq-20220525-1	Brad Quinn	05/25/2022 05:12 PM	Mark Madison	\$55.00
all-20220524-6	Angela Test	05/25/2022 04:56 PM	Miranda Jenkins	\$650.00
all-20220524-5	Angela Test	05/25/2022 04:53 PM	Mary Watts	\$45.00
all-20220524-4	Angela Test	05/25/2022 04:33 PM	James Miller	\$100.00

Active Sessions

- [ac-20220525](#)
Andrew Clark
\$2,018.00
- [bq-20220525](#)
Brad Quinn
\$704.00
- [online-20220525](#)
publicportal-apiuser
\$37.74

The Teller Home Page is what you will see after logging in to Teller. Toolbar buttons allow access to the different features within Teller, based on your security privileges.

- Recent Payments: the ten most recent payments entered in the current system.
- Active Sessions: all sessions in the current system that are open (not cashed out).
- Toolbar options
 - Cash In: opens the Cash In dialog, where users can create or join a session.
 - Cash Out: opens the Cash Out page, from which a specified session may be 'cashed out' or closed.
 - Receive Payment: opens the Payment page through which receipts are entered.
 - Balance Batch: opens the Balance Batch page, where cashed out sessions may be selected and reconciled as a group.
 - Manage: opens a drop-down list of things to search and manage.
 - Reports: opens a drop-down list of management reports to view (if configured).
 - System Name: opens the Select System dialog if applicable.
 - The Device Connector button  reveals options to re-register the Device Connector, open the cash drawer, manage auto-print settings, and troubleshoot device connections.
 - Clicking **\$ Teller** will always take you back to the home screen.



Tim Colletti Help

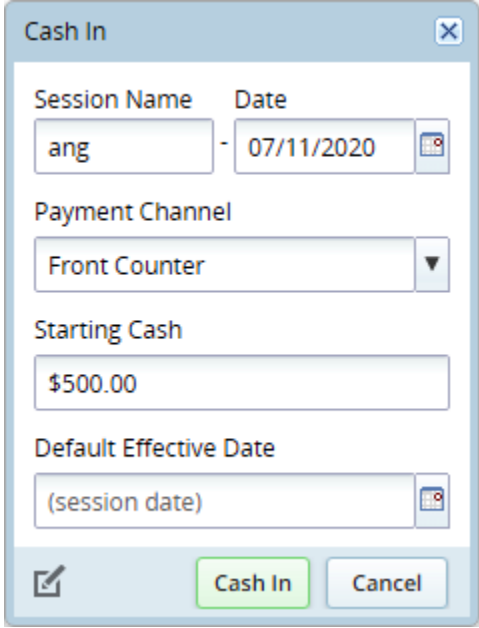
- Re-register Device Connector
- Clear Scanner Jam
- ☒ Auto Print Receipts
- ☒ Auto Scan Documents
- Troubleshoot Devices...

Cashing In

Cashing In creates a session in Teller. All payments received in Teller must be received into a session for the sake of grouping payments for balancing. Cashiers each create and use their own sessions, but a supervisor may join another user's session to receive payments into their cash drawer.

To Cash In:

1. Click the **Cash In** button in the banner. Note the defaulted information.
2. Add a note if desired. This text will appear on the Session Manager for reference by yourself or others viewing the session information.
 - a. Click the note icon.
 - b. Enter note text.
 - c. Click **OK**.
3. Click **Cash In** to start the session. You are now cashed in!



The 'Cash In' dialog box contains the following fields and controls:

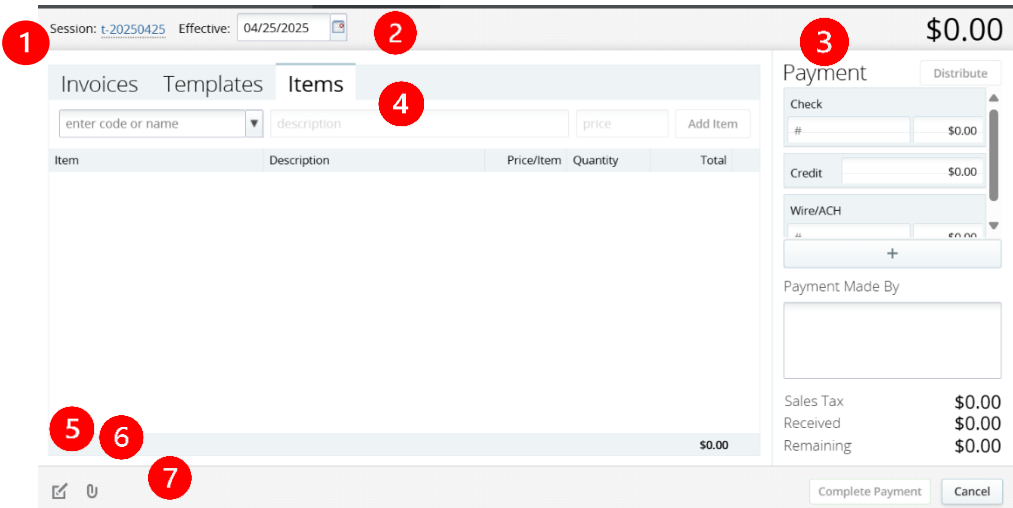
- Session Name:** A text field with the value 'ang'.
- Date:** A date picker showing '07/11/2020'.
- Payment Channel:** A dropdown menu with 'Front Counter' selected.
- Starting Cash:** A text field with the value '\$500.00'.
- Default Effective Date:** A date picker showing '(session date)'.
- Buttons:** A green 'Cash In' button and a 'Cancel' button.
- Icons:** A note icon (pencil) and a close icon (X) are located in the top right corner.

Entering a Payment

The Receive Payment window tracks all the monies entered in Teller.

Click **Receive Payment** on the header to start a payment.

1. Session ID- The session that this transaction is being logged against. Click to change to a different session
2. Effective Date
3. Tender Panel- Payment options for this transaction
4. Item Tabs- The types of items that can be paid
5. Notes- an open text entry to attach comments to the payment
6. Attach Files
7. Document Scanner- scan documents and attach them to the transaction



The 'Receive Payment' window displays the following information and controls:

- Header:** Session: t-20250425, Effective: 04/25/2025, and a total amount of \$0.00.
- Tabs:** Invoices, Templates, and Items (selected).
- Item Entry:** A table with columns: Item, Description, Price/Item, Quantity, and Total. A search bar 'enter code or name' and an 'Add Item' button are above the table.
- Payment Panel:** Includes sections for Check, Credit, and Wire/ACH, each with a '#' field and a '\$0.00' value. A 'Distribute' button is at the top right.
- Payment Made By:** A text field for the cashier's name.
- Summary:** Sales Tax \$0.00, Received \$0.00, and Remaining \$0.00.
- Buttons:** 'Complete Payment' and 'Cancel' at the bottom right.
- Icons:** A note icon (pencil) and a document scanner icon (U) are at the bottom left.

Add Items to Payment

1. Select the Items tab
2. Choose an Item from the drop down or begin typing to find an Item
3. Enter a description
4. Enter a dollar amount
5. Click Add Item to add the line to the transaction
6. Repeat until all items are added

Enter Tender Information & Complete

7. Enter the desired tender totals. Note the Received and Remaining amounts live-update below.
8. Fill in the *Payment Made By* and *Address* fields as desired.
9. Click **Complete Payment**.
 - a. In the Send Email Receipt popup, enter an email address and click **Send Email** to send a pdf copy of the receipt to the entered address.
 - b. The Receipt will begin printing. To skip printing the receipt, click **Skip** on the 'Printing Receipt' notification.

The payment will complete. You'll see a message at the top of the screen that tells you the payment was posted (logged in the system). At this point, the system is ready to enter another payment.

- To view the last payment, click the receipt number hyperlink in the *Payment ... posted* message at the top of the window.
- If you would like to print another copy of the receipt, click the  icon in the Documents area on the upper right.
- To view, download, or print the PDF from your browser, click the word [Receipt](#).
- Note that the Adjust and Void functions will be covered in a future session.

Congratulations! You've successfully created your first payment.

Cashing Out

Cashing Out is how you end a Session in Teller when you have finished entering all the payments/cash receipts that should be tracked to that Session. A session is usually Cashed Out at the end of a day or a shift.

1. Click the **Cash Out** button in the Teller Header. If there are multiple sessions open, you could be prompted to select which session to Cash Out, depending on your security role.
2. Fill out the Cash Breakdown grid. This represents all the cash physically present in your drawer. You may enter either the Count or Amount for each denomination – the corresponding field will update automatically. If you had starting cash in your drawer and you capture that information in Teller, enter your starting cash amounts in the Float column. Note how the amount in the “For Deposit” column changes as you enter your Float denominations.

The screenshot shows the Teller interface with the following components:

- Session:** 12-16-24-20241216
- Reset** button
- Cash Breakdown** window:

	Count	Amount
\$1 Bill	2	\$2.00
\$2 Bill		
\$5 Bill		
\$10 Bill		
\$20 Bill		
\$50 Bill		
\$100 Bill		
Pennies		
Nickel		
Dime		
Quarter		
Half Dollar		
Dollar Coin		
		\$2.00
- Tender Totals** window:

	Amount	Recorded Amount	Count
✓ Check		\$0.00	0
✓ Credit	\$0.00	\$0.00	0
✓ Manual Check		\$0.00	0
✓ EFT	\$0.00	\$0.00	0
✓ Cash	\$2.00	\$2.00	
	\$2.00	\$2.00	0
- Reports** section:
 - [Close Out](#)
 - [G/L Account Summary](#)
 - [Tender Detail](#)
 - [Tender Summary](#)
- Footer:**
 - ✓ Saved
 - Cash Out** button
 - Cancel button

3. In the “Tender Totals” window, enter any editable Total amounts from the drawer for the Session. Clicking the *Review checks...* link opens a Review Check popup for secondary check amount verification.
 - a. Review the displayed image, enter the amount for the displayed check and click **Verify and Continue** to proceed.
 - b. To research a discrepancy, you may click the **Receipt #** link shown at the top of the popup to navigate to the payment where the check was received.
4. If desired, you may add a note to this Session by clicking the  icon in the lower left-hand corner. When a note is present, the icon will look like this: .
5. Click **Cash Out**. The system will validate that the tender totals entered by you reconcile to what was received throughout the day.

Balancing a Batch

Balancing a Batch is the final step in Teller before money is officially recognized as received. This precedes the export of collections to Workday. A batch will typically include multiple sessions.

1. Click the **Balance Batch** button in the Teller header. If no batch is currently 'open' this will open the Session Dashboard. From here, you can see all sessions through the **Display Sessions Through** date, as well as a Tender Totals grid for all sessions displayed.
2. Click **Start Balancing** () at the top of the window to open the Balance Batch window. All unbalanced sessions will be selected by default. If a session has a clock rather than the word Verify next to the amount, it represents a session that is not cashed out.
3. Deselect the sessions you do not want to include in your batch.
4. Clicking **Delete** will abandon the batch. Only one draft batch (e.g. in 'Open' status) is allowed at a time – the draft must be balanced or deleted before another draft can be started.
5. **Verify** all sessions you want to balance. The Verify step involves re-entering the session's cash as a supervisory review. Note that Verification can also be initiated from the Drawer Session Manager.



Display Sessions Through:

2-20-25-20250220 Sheila R	\$0.00	
over-20250218  Ann Test	\$2.00	
slip-20250121 Ann Test	\$1.00	
SlipTest-20250120 Ann Test	\$16.00	

Tender Totals

	Count	Recorded Amount
Check	0	\$0.00
Credit	0	\$0.00
Wire	0	\$0.00
EFT	0	\$0.00
Manual Check	0	\$0.00
Cash	0	\$19.00
	0	\$19.00

Sessions (2/4)

Display Sessions Through:

☐	Session Name	Date	Amount	Remittance	Status
☒	2-20-25-20250220	02/20/2025	\$0.00	\$0.00	
☐	over-20250218	02/18/2025	\$2.00	\$2.00	
☐	slip-20250121	01/21/2025	\$1.00	\$1.00	
☒	SlipTest-20250120	01/20/2025	\$16.00	\$16.00	

6. If desired you may add a note to the Batch, as on the Cash Out window.
7. When you are ready, click **Balance**.

At this point Teller will also automatically send collection data to Workday.

Batch: 131
🗑️ Delete

Sessions (1/2)

Display Sessions Through:

☐ [at3-20221126](#) \$0.00

Angela Test

☒ [ks-20221124](#) \$150.00

Kia S, Laurie Steele

Cash Breakdown

	Count	Amount
\$1 Bill	15	\$15.00
\$2 Bill		
\$5 Bill	15	\$75.00
\$10 Bill	6	\$60.00
\$20 Bill		
\$50 Bill		
\$100 Bill		
Coins		
		\$150.00

Tender Totals

	Amount	Recorded Amount	Count
✓ Check		\$0.00	
✓ Credit		\$0.00	
✓ ACH		\$0.00	
✓ Bank Deposit		\$0.00	
✓ E-Check		\$0.00	
✓ Cash	\$150.00	\$150.00	
		\$150.00	0

Reports

- [Session Summary](#)
- ☒ [Summary by Business System](#)
- ☒ [Summary by G/L Account](#)
- ☒ [Tender Detail](#)
- ☒ [Tender Summary](#)
- ☒ [Voids and Adjustments](#)

Recorded
Balanced
Outstanding

\$150.00
\$150.00
\$0.00

☒ Balance Effective:

✓ Saved
Balance

Congratulations! You have just completed a basic day in Teller.

Section 2 – Advanced Payments

Workday Template

The Workday tab allows you three different ways to enter revenue directly to a Worktag combination. You can enter into a preset template, enter part of a Worktag, or enter an entire Worktag String.

To enter into a Template:

1. Click **Receive Payment**.
2. Select the **Workday** tab.
3. Choose a **Template** from the dropdown list.
4. Click **Fetch**.
5. Choose **Tender Type** or press the appropriate shortcut key combination (hover over a tender type to see its shortcut) to activate it. Enter the amount paid.
6. Enter **Payment Made By**.
7. **Complete Payment**.

The screenshot displays the 'Workday' tab interface. At the top, the session is identified as 'canam_s-20241028' with an effective date of '10/28/2024'. The 'Workday' tab is selected, and a dropdown menu is open, showing options: 'Template', 'Worktags', and 'Worktag String'. The 'Template' option is highlighted. Below this, a table lists various worktags with columns for 'Worktags', 'Description', and 'Amount'. The table contains several entries, including '100|CC_10991|RC_43410|43000: Finance - General Revenue Source Cigarette Tax' and '100|CC_10991|21008: Finance - Due to State of Colorado'. The total amount for the selected worktags is shown as '\$0.00'.

Below the table, there is a 'Payment' section with a 'Distribute' button. It includes fields for 'Cash', 'Check', 'Credit', and 'Manual Check', each with a '\$0.00' value. There is also a 'Payment Made By' field and an 'Address' field. At the bottom, there are 'Received' and 'Remaining' fields, both showing '\$0.00'. The interface includes a 'Complete Payment' button and a 'Cancel' button.

Workday Worktags

To enter into a Worktag:

1. Click **Receive Payment**.
2. Select the **Workday** tab.
3. Choose **Worktags** from the dropdown list and select **Open Search**

Worktags	Description	Amount
----------	-------------	--------

4. Enter the worktags.
5. Click **Fetch**. If this is a tag that has not been entered in Teller, you will be required to register the worktag combination. To do this, you must enter a G/L Account (or Worktag Combination) Account Description. Enter a description and click **Yes**.

Map G/L Account?

There is no G/L Account registered with the worktags 'CC_0109-024-RC_410007'.

Do you want to map this G/L Account to Teller?

G/L Account Description:

Yes No

Worktag Search

Fund:

Ledger Account:

Cost Center: CC_10201 - Clerk Administratic

Revenue Category:

Spend Category:

Program:

Project:

Grant:

Fetch Cancel

6. Choose **Tender Type** and enter the amount paid.
7. Enter **Payment Made By**.
8. **Complete Payment**.

Workday Worktag String

The Workday tab allows you three different ways to enter revenue directly to a Worktag combination. You can enter into a preset template, enter part of a Worktag, or enter an entire Worktag String. To enter into a Worktag String:

1. Click **Receive Payment**.
2. Select the **Workday** tab.
3. Choose **Worktag String** from the dropdown list.
4. Enter the **Worktag**, including dashes, letters, numbers, and underscores. The worktag must be entered exactly as it is set up in Workday or this payment will fail the export process.

Workday Invoices Items

Worktag String ▼ 170|CC_90501|RC_44444|44000 Fetch Clear List

5. Click **Fetch** If this is a tag that has not previously been entered in Teller, you will be asked if you want to register the worktag combination. You must enter an Account Description and select **Yes**.
6. Choose **Tender Type** and enter the amount paid.
7. Enter **Payment Made By**.
8. **Complete Payment**.

Invoices

1. Click **Receive Payment**.
2. Select the **Invoices** tab.
3. Choose **Customer Name** (or other search parameter) from the dropdown.
4. Enter the Name in the **description field** (or other search criteria).
5. Click **Fetch**.

Workday Invoices (1) Items

Customer Name ▼ JOHN Fetch Clear List

Invoice #	Amount Due	Payment	
Invoice Reference #			
Customer #			
Customer Name	\$28.00	\$28.00	✓
Barcode Scan			

6. Choose **Tender Type**. Enter the amount paid.
7. Enter **Payment Made By**.
8. **Complete Payment**.

\$28.00

Payment
Distribute

Cash

Check
Cash: Ctrl+1

Credit

Manual Check

#

+

Payment Made By
...

Address

Received

\$0.00

Remaining

\$28.00

Devices menu options

Register/Re-register Device Connector

1. Register or re-register the device connector, enabling Teller to communicate with devices such as a receipt printer or check scanner.

Clear Scanner Jam

1. Runs the check scanner in reverse to eject a jammed check.

Open Cash Drawer – not applicable

1. Enables opening of the cash drawer on demand; the user must enter a reason for opening the cash drawer before Teller pops it open.

Auto Print Receipts

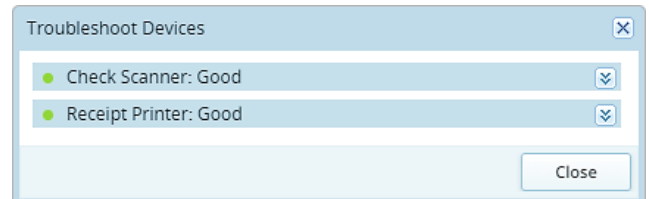
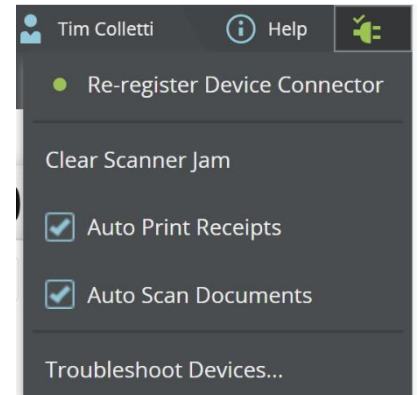
1. Controls whether or not the OPOS receipt will automatically print when you receive a payment.
2. To skip printing receipts, uncheck Auto Print Receipts.
3. You can now complete payments without automatically printing receipts.

Auto Scan Documents

1. Controls whether or not Teller is actively 'listening' for a check to be inserted into the scanner.
 - a. Checked: insert a check into the scanner any time during a payment to have Teller automatically detect and pull it through.
 - b. Un-checked: scanning a check during a payment must be initiated by clicking the Check link or scanner icon.

Troubleshoot Devices

1. The Troubleshoot Devices function allows users to check on the status of the various devices Teller uses.
2. A successful device connection is indicated by the message 'Good'.
3. If Teller can't connect to a device or the connection is encountering an error, the device description shows an error, with the details displayed below.
4. Print Receipt – Error – If you get the error Error attempting to connect to POS printer "TellerPrinter" – **then RESTART your PC** and/or go to Services, TellerDeviceConnector7, right click and click Restart.



Check Scanning

General

1. Open Payment window.
2. Add some payment items with amounts.
3. Put a check into the scanner.
4. Scanner automatically pulls in check (Auto Scan Documents is ON) OR In the Payment area, click 'Check' link to initiate a check scan.
5. Teller should automatically detect and populate the Check Number and Amount. If there are any read errors, use the **Review Tender Scans** popup to correct the check information.

Payment		Distribute
Check 52001		\$500.00
Cash		\$45.00
Credit		\$100.00
+		

Review Tender Scans

☐ Only show errors

Remove

Display Scan: Default Alternate

Checks (1)

Doc 16: Check 1011 (\$0.00)

CU TEST DOCUMENT NOT NEGOTIABLE SAMPLE - VOID DO NOT CASH 1011
123 MAIN STREET
ANYTOWN, ST 11111

Pay To: City of Ontario \$

REAL R&T FAKE ACCOUNT
ANYTOWN, ST 11111

101117697210111234567890123

Aux On-Us EPC Transit/Routing # Account # On-Us B

Enter only the MICR sections that are present on the Check.
Use = to represent "" and < to represent ""

There is a problem with the Check:

- Amount required.

Check #: 1011

Amount:

Saved Close

- 5.1. If the popup doesn't open automatically open, click the check link or choose **Review Errors** when prompted.

6. Click the  (plus) button to add additional checks.
7. If you want to remove a tender, right-click the tender box and select Delete. Note that tender types with no amounts entered are no problem and will not impact the payment. Removed tender types may be added back from the + button menu.
8. You can press Ctrl+1,2,3, etc. to immediately move focus into the correlating Tender Type based on the order originally displayed on the payment, or, for a Check, to initiate a new check scan.

Scanned Checks & ICL Workflow (ICL not applicable for Kern County at this time)

Checks will be scanned for image storage . When ICL is in place this will then be used to send the check image file to the bank (ICL). The endorsement is digitally added to the image.

Scan

1. Take a single check payment.
2. Click **Complete Payment**.

Scanning Errors

As checks scan, Teller is validating the check information and will request your input if things don't match up. A few error scenarios are:

- A. Checks are placed in the scanner in the wrong order.
- B. The account/routing information is unreadable.
- C. A check is scanned twice.

Example:

1. Set up a check payment. Either leave the amount blank or scribble it to be illegible.
2. Scan the check.
3. The Add Check window will pop up, showing the image and applicable errors:

The screenshot shows the 'Review Tender Scans' window. On the left, a sidebar lists 'Checks (1)' with 'Doc 16: Check 1011 (\$0.00)' and a red warning icon. The main area displays a scanned check image. The check is from 'CU TEST DOCUMENT' at '123 MAIN STREET, ANYTOWN, ST 11111'. The payee is 'City of Ontario'. The amount is blank. The check number is '1011'. The MICR line at the bottom is '⑆321176972⑆1011⑆234567890⑆23⑆'. Below the image, there are input fields for 'Aux On-Us', 'EPC', 'Transit/Routing #', 'Account #', and 'On-Us B'. A red box highlights an error message: 'There is a problem with the Check: Amount required.' At the bottom right, there are 'Saved' and 'Close' buttons.

4. Here you can review the check scan, correct the account/routing information that will be stored, correct the check number, Override Validation (where applicable – e.g. last 4 digits of check # not present in MICR line), update the Amount, or remove the scan (**Remove** button).

- A. Override Validation marks the scan as valid (e.g. specify the check number is correct even though it is not in the MICR line). Note that this option won't appear unless Teller detects an error with the check number or matches the scanned/entered MICR with another check already received since the last deposit (duplicate MICR).
 - B. **Remove** will remove this scan from the payment.
 - C. The Check # field is used to enter the check number.
 - D. The Amount field is used to enter the check amount.
 - E. The various MICR fields can be used to manually key in the MICR line.
5. Remove the Scan.
 6. Put a check with a legible amount in the scanner and, if necessary, re-initiate the scan.
 7. Complete the payment.

Scanning Later

If an error occurs with the check scanner, the user will have the opportunity to process the payment and scan the check later.

Scan Document - Error

Error when configuring scanner: Lost connection to scanner (-619)

Document scanning has been paused.

[Help for error code 134](#)

After choosing 'Scan Later', the Check tender will allow entry of the Check # and amount directly in the Payment Area.

When the cashier makes this choice to 'Scan Later', they will be required to scan the check before cashing out.

Payment

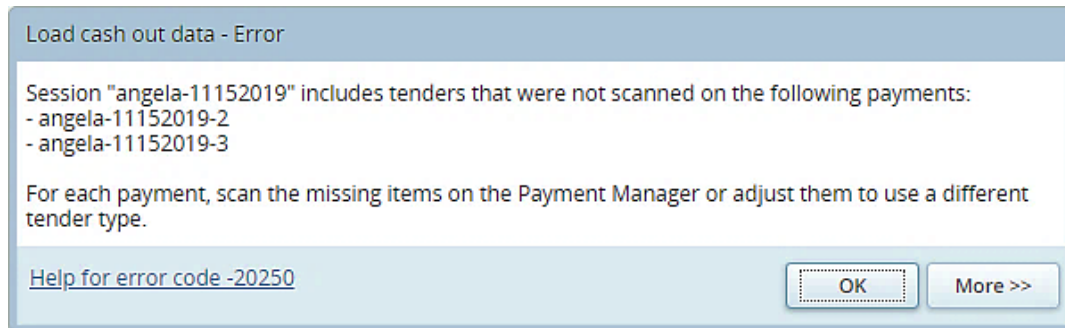
Cash	\$0.00
Credit	\$0.00
+ \$0.00 Conv. Fee	\$0.00

Check

#	\$0.00
---	--------

Scanning Missed Checks

1. Unplug the check scanner and receive a check payment, choosing to scan the check(s) later.
2. Click **Cash Out**. An error similar to the following error will appear:



3. Click okay to close the error and navigate straight to the Session Manager.
4. Click on the Payments link to view the payments.
5. Each payment missing a scan will display an error indicator in the search list. If necessary, select the payment you just entered.

Cash Out

angela-11152019

Status: Open
 Computer: ct-angelavm10.canamtech.net
 Users: Angela Langemann
 Default Effective Date: 11/15/2019
 Starting Cash: \$0.00

[2 payments](#)

\$100.00	Bob
alt-20220525-1	05/25/2022 6:14 PM
\$82.32	Bill Watson

6. A pink banner will indicate the check has not been scanned.

By Session Name.
[Advanced Search](#)

alt-20220525-6	05/26/2022 11:53 AM
\$100.00	Bob
alt-20220525-1	05/25/2022 6:14 PM

Void Adjust NSF

Check 2005 was not scanned. Scan

alt-20220525-6

● Finance: Default

Entered: 05/26/2022 11:53 AM
 Entered By: Angela Test
 Status: Entered
 Session: [alt-20220525](#)

7. Click **Scan** to initiate a check scan for the selected payment.
8. Repeat for all unscanned checks.
9. Cash out.

Credit Card Payments –

Manual Credit Process

The Manual process will be used when a card is not available and has to be hand keyed into the terminal

1. Click **Receive Payment**.
2. Enter a payment.
3. Click the + and Manual Credit tender type. Note that the amount is automatically populated, along with the calculated service fee when applicable.
4. Enter Payment Made By.
5. Click **Complete Payment**.

Integrated Credit Process:

Integrated Credit Card payments are handled through the credit card processor.

1. Click **Receive Payment**.
2. Enter a payment.
3. Click the Credit tender type. Note that the amount is automatically populated, along with the calculated service fee when applicable.
 - a. If this is your first-time using credit you may be prompted to link a terminal.
 - i. Enter the Terminal Name and Number (shown on the pinpad screen) into the prompt.
4. Click **Complete Payment**.
5. Teller will send the transaction to the terminal and prompt the user to process the card there:

 Process card for \$55.00 with Service Fee of \$1.60 using the credit terminal...
6. Use the terminal to complete the credit entry.
7. Back in Teller, choose whether or not to email the receipt to complete the payment.

Service Fee

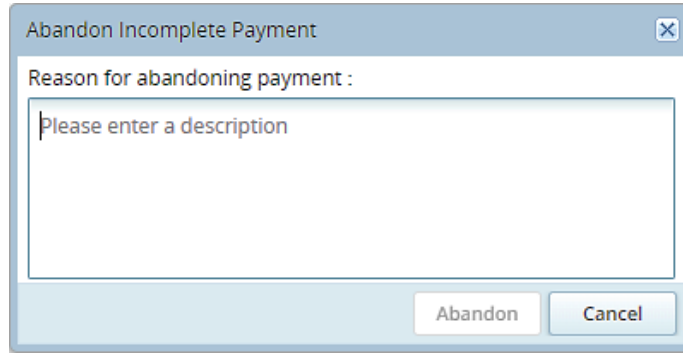
The Service Fee for a credit transaction is automatically calculated, charged to the customer and transferred to Teller when using an integrated credit process. During a manual credit transaction, the terminal will still calculate and charge the service fee to the customer, but the fee will not automatically transfer to Teller.

Abandon Payment

Once a credit payment has been initiated from Teller, the payment must either be completed or formally abandoned. To abandon a payment:

1. Set up a payment and select Credit tender

2. Click **Complete Payment**
3. Cancel the transaction on the terminal (press the red 'X' button).
4. Back in Teller, click **Abandon** in the payment window.
5. Enter a Reason for abandoning the payment.
6. Click **Abandon**.



The screenshot shows a dialog box titled "Abandon Incomplete Payment" with a close button (X) in the top right corner. Inside the dialog, there is a label "Reason for abandoning payment :" followed by a large text input area. The input area contains the placeholder text "Please enter a description". At the bottom right of the dialog, there are two buttons: "Abandon" and "Cancel".

Void Payment

A credit payment may be voided in Teller on the same day it was received, or before it is balanced. Teller will automatically send the void . Voiding transactions will be covered in a different section of the training manual. If a VOID is next day then a refund would have to be done.

Payment Manager Searching

Click on the Manage button in the banner.

The Payment Manager has powerful search functionality to facilitate investigation and activity on Teller payments. The Payment Manager's search is a smart search that compares your search value with common search types (unless a specific search type is selected). These might include:

- A. Receipt number
- B. Workday Invoice # or Reference #
- C. Check number
- D. Payment Made By

t-20250425-1

05/04/2025 to 05/04/2025

Date entered.

[Advanced Search](#)

Search

Simple Search

1. Type a Receipt Number for a payment you have received into the search field and click **Search**.
2. Enter the Check Number from a check payment you have received and click **Search**.

Advanced Search

The Advanced Search functionality allows you to limit the Search box to a specific criteria type and add more filters/searches.

1. Search a specific payment **amount**.
2. Search a payment **amount range**.
 - i. You can leave the max value blank, to return all payments equal to or greater than the minimum value (e.g. "15- ").
3. Search for payments entered by a given **user**.
4. Use the **Date Type** dropdown to change the type of date the search filter applies to.

Search

05/04/2025 to 05/04/2025

[Hide Advanced Search](#)

Search By:

- ☒ All
- ☐ Document Number
- ☐ External File #
- ☐ Item Description
- ☐ Payment Address
- ☐ Payment Made By
- ☐ Receipt #
- ☐ Reference #
- ☐ Session Name
- ☐ Payment Note

Date Type: Entered ▼

User: ▼

Amount: 0.00 - 99999.99

☐ Search All My Systems/Locations

Search

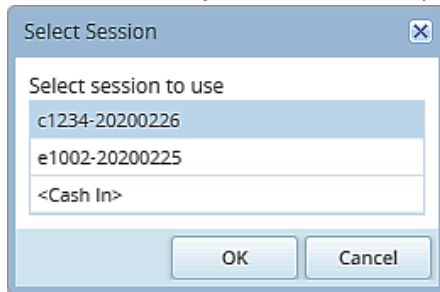
Section 3 – Sessions, Voids & Adjustments, Batches

Advanced Sessions

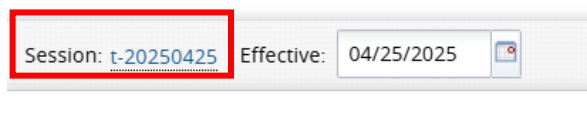
Teller has several options that expand the usefulness of sessions. We will now cover those.

Some users, depending on the specific system's security setup, can receive payments into any open session in the system.

1. Click **Receive Payment**. If necessary, select the session you want to receive the payment into.



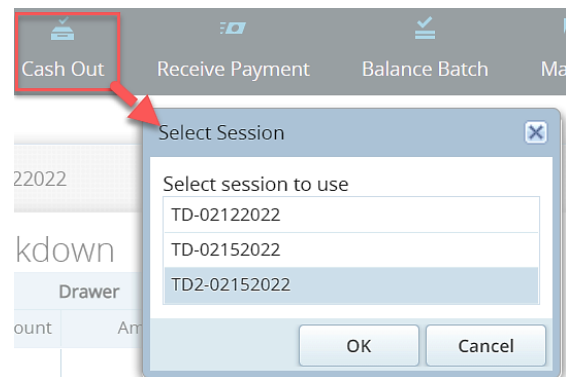
2. Note that you can change which session you are receiving payments into by clicking on the Session link in the payment window.



Cash Out

The cash out button will open the cash out window for any session that was cashed in by the current user and/or into which the current user received payments. If multiple sessions are available, the session selector popup will appear.

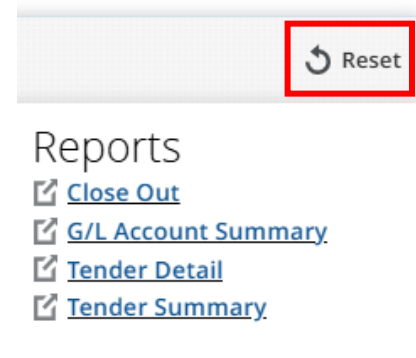
Here is an example of what would happen if someone cashed in before they cashed out the previous day's session.



Reset

The **Reset** button in the Cash Out window allows you to clear all entered data and start again.

1. Open Cash Out and enter values.
2. Click **Reset**.
3. The values you entered will be cleared.



Session Manager

The Session manager gives several options for finding desired sessions. As indicated above, Click **Manage** in the Teller banner and click **Drawer Sessions**. The drop-down menu allows to search for batches, such as “Unbalanced”.

Tender	Count	Amount
Cash		\$201.00
		\$201.00

Find All Sessions that are Currently Open or Unbalanced

Open sessions have not been Cashed Out. Unbalanced sessions have been Cashed Out, but have not been included in a completed batch.

1. Select Open or Unbalanced in the criteria dropdown.
2. Click **Search** or press the Enter key.
3. Teller will display all sessions matching the filter that the user has security to view.

Find All Sessions a User was involved in for a Date Range

This will show all the sessions a user either Cashed In or used to receive payments.

1. Select User in the criteria dropdown.
2. Select the desired User in the dropdown list.
3. Click **Search** or press the Enter key.
4. Users with sufficient security (e.g. Supervisors, Balancing Clerks) can use the **Cash Out** button in the session manager to cash out the selected session.

The screenshot shows the Teller application interface. At the top, there are tabs for 'Cash In', 'Cash Out', 'Receive Payment', and 'Batch Payment'. Below these, there's a search bar with 'User' selected, showing 'Svetlana Filippov'. To the right, 'Cash Out' and 'Edit' buttons are highlighted with a red box. Below the search bar, there's a date range from '07/30/2024' to '08/16/2024' and a 'Search' button. The main area displays session details for 'sveta-20240816' with a balance of '\$55.90' and user 'Svetlana Filippovich'. On the right, a summary shows 'Status: Open', 'Users: Svetlana Fili', 'Payment Channel: Counter', 'Default Effective Date: 08/16/2024', 'Starting Cash: \$0.00', and a link for '9 payments'.

5. Supervisors can use the **Edit** button to correct the Payment Channel, starting cash (float amount), or default effective date of the selected session.

Running Session Reports

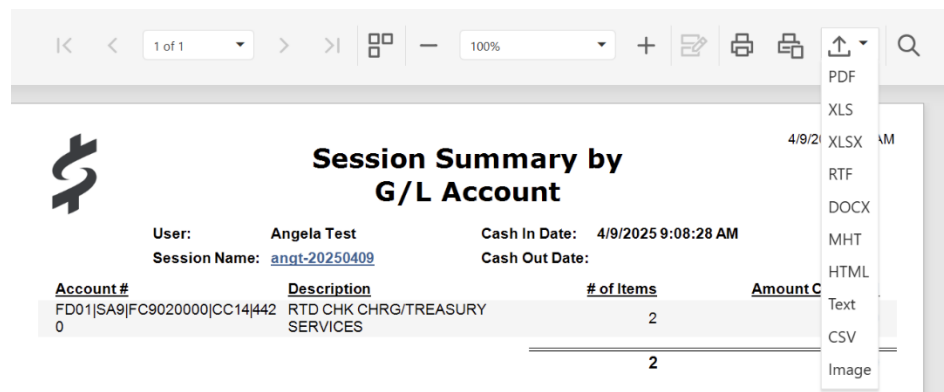
There are various session reports that give you more information about what has happened in your session.

1. Open the Drawer Session Manager and select a session that has at least a couple payments in it.
2. Notice the following reports in the reports area on the right-hand side. Clicking on one of these will open the report, running it with information from the selected session only.
 - a. Batch Payment Summary – This report displays payment data for a Batch Payment Session.
 - b. Cash Breakdown - This report shows a breakdown of all currency and coin denominations entered in the Cash Out window. This report may be helpful if you are not balancing cash at the end of the day.
 - c. Cash Deposit – This report shows the total amount of cash and currency for deposit.
 - d. Close Out – This report shows every payment received in the session, along with any voids or adjustments and summary amounts for cash and non-cash tender types.

Reports

- [Batch Payment Summary](#)
- [Cash Breakdown](#)
- [Cash Deposit](#)
- [Close Out](#)
- [G/L Account Summary](#)
- [Tender Detail](#)
- [Tender Summary](#)

- e. G/L Account Summary – This report shows the grand total collected into each G/L Account that this session paid money into.
 - f. Tender Detail – This report gives amounts collected for each tender type *by payment*.
 - g. Tender Summary – This report gives summary amounts collected for each tender type. It has drill-down functionality for viewing the individual payments.
3. To print any of these reports, click the (print) icon to print the report.
4. Click the  icon to format the report in the desired option.



Session Summary by G/L Account

User: Angela Test Cash In Date: 4/9/2025 9:08:28 AM
 Session Name: [angt-20250409](#) Cash Out Date:

Account #	Description	# of Items	Amount C
FD01 SA9 FC9020000 CC14 4420	RTD CHK CHRG/TREASURY SERVICES	2	
		2	

The screenshot shows a report titled "Session Summary by G/L Account". Above the title is a large dollar sign icon. Below the title, user and session information is displayed: "User: Angela Test", "Session Name: angt-20250409", "Cash In Date: 4/9/2025 9:08:28 AM", and "Cash Out Date:". Below this is a table with four columns: "Account #", "Description", "# of Items", and "Amount C". The table contains one data row for account "FD01|SA9|FC9020000|CC14|4420" with description "RTD CHK CHRG/TREASURY SERVICES" and 2 items. A summary row at the bottom shows a total of 2 items. A toolbar at the top right of the report area contains icons for navigation, zoom, and a dropdown menu for report formatting. The dropdown menu is open, showing options: PDF, XLS, XLSX, RTF, DOCX, MHT, HTML, Text, CSV, and Image.

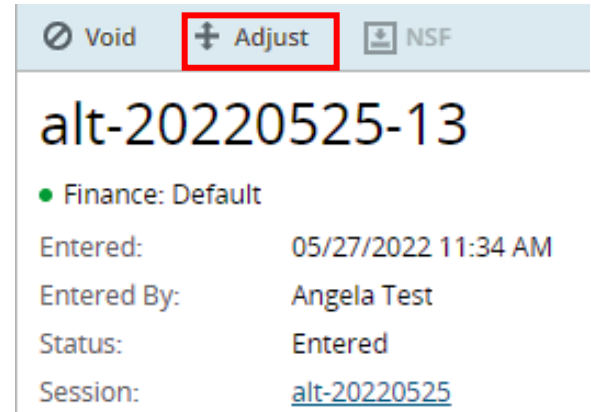
Voids & Adjustments

Teller provides rich functionality for adjusting and voiding payments for all payments received in Teller. All original transaction data is preserved, as well as the time, user, and details of the adjustment or void.

Adjustments

To adjust a payment

1. Either find the payment in the payment manager, or if the payment was just made, click the link in the confirmation message. ([Payment alt-20220524-4 posted](#)).
2. In the payment review window, click the “Adjust” button. This will open the adjust payment window.
3. Adjust the payment as required. This could be an addition of items paid, a change to how much money was received, a correction of the Payment Made By, or another change desired.



The screenshot shows a payment review window for transaction ID **alt-20220525-13**. At the top, there are three buttons: "Void" (with a circle and slash icon), "Adjust" (with a plus icon and highlighted by a red box), and "NSF" (with a document icon). Below the transaction ID, it says "● Finance: Default". The details section shows: "Entered: 05/27/2022 11:34 AM", "Entered By: Angela Test", "Status: Entered", and "Session: [alt-20220525](#)".

4. Click Next. At this point, you have a chance to review the adjustment.
5. Click Back if there are any changes to be made.
6. Enter a Reason and a free text description.
7. Have a supervisor or other user enter Approval credentials
8. Click Adjust Payment.

Adjust Payment alt-20220525-13

Entered on 05/27/2022 11:34 AM by Angela Test
Status: Entered
Adjustment Effective: 05/25/2022

\$1,090.00

Confirm Changes

Fees/Items

Change	+/-
Changed payment amount on 1000-000000-ENG002-000000-000000-45401-000000-RC5314-00000 from \$1,009.00 to \$1,090.00	+\$81.00
Total	+\$81.00

Payment

Change	+/-
Removed Cash Back	+\$81.00
Total	+\$81.00

Description

Reason: Data Entry Error

Correcting mis-typed amount

Approval Required

User:

Password:

<< Back
Adjust Payment
Cancel

9. The payment overview now shows the adjusted information as well as a record of the adjustment itself. Under each history entry, click the Documents tab to see the original and current receipt as well as any uploaded documents. The main  [Receipt](#) link will show the updated receipt.

Entered by Angela Test

05/27/2022 11:34 AM

[Documents](#) ▾

Effective 05/25/2022

Adjusted by Brad Quinn

05/27/2022 11:42 AM

[Documents](#) ▾

Effective 05/25/2022

Reason: Data Entry Error

Correcting mis-typed amount

Changes

Fees

- Changed payment amount on 1000-000000-ENG002-000000-000000-000000-45401-000000-RC5314-00000 from \$1,009.00 to \$1,090.00

Payment

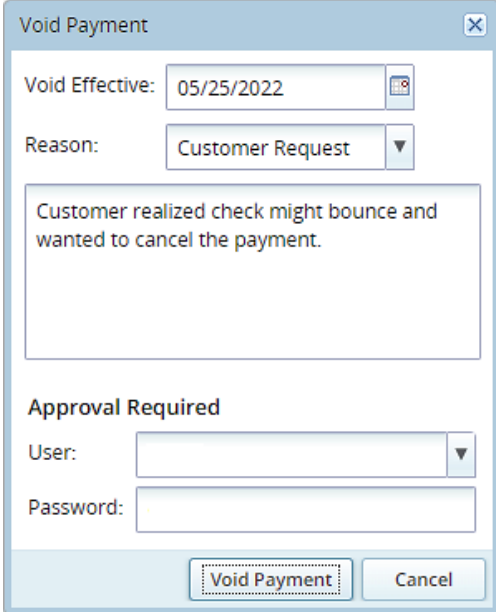
- Removed Cash Back: -\$81.00

Voids

1. Receive a Payment
2. Navigate to the payment you received by clicking the Receipt Number hyperlink

([Payment alt-20220525-14 posted](#)) at the top of the screen or searching for the payment in the Payment Manager.

3. In the Payment Manager, click the  Void (Void) button. This will open the Void Payment pop-up window.
4. Adjust the void effective date if this should not be financially accounted for on the current date.
5. Select a Reason and enter a free text description.
6. Click Void Payment.
7. At this point the payment is effectively backed out. It will now display as voided in the search area and a void message will be displayed at the bottom of the payment history area.



Void Payment

Void Effective: 05/25/2022

Reason: Customer Request

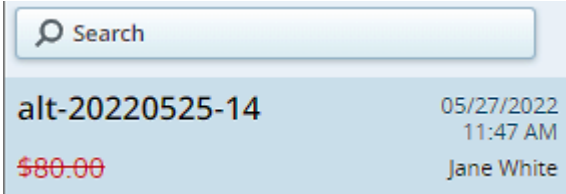
Customer realized check might bounce and wanted to cancel the payment.

Approval Required

User:

Password:

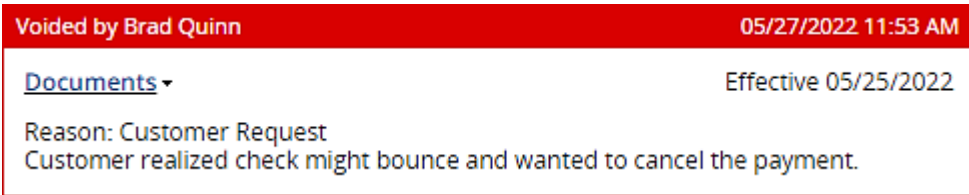
Void Payment Cancel



Search

alt-20220525-14 05/27/2022 11:47 AM

\$80.00 Jane White



Voided by Brad Quinn 05/27/2022 11:53 AM

[Documents](#) Effective 05/25/2022

Reason: Customer Request

Customer realized check might bounce and wanted to cancel the payment.

Advanced Batch Features

Deleting Draft Batches

Teller automatically saves and updates the Balance Batch window with the latest session data. If you want to discard the batch draft, you may delete it.

1. Click **Balance Batch** in the Teller banner. This will open the Session Dashboard.
2. Click **Start Balancing**. This will start a new batch.
3. Add some amounts to the Tender Totals grid or Cash Breakdown grid.
4. Leave the draft by clicking on the Teller home button (Teller logo).
5. Click **Balance Batch** again. Note that you are returned to the saved draft batch.
6. Click **Manage -> Batches**. Note the most recent batch has a status of 'Open'.
7. Click the **Balance** button from the Batch Manager. This brings you back to the batch.
8. Click **Delete**. This draft is now abandoned.
9. An 'Open' (draft) batch may also be deleted directly from the Batch Manager.

Including Various Sessions

A batch allows you to include any cashed-out sessions that have not been balanced. All available sessions are selected by default but may be unchecked to exclude them from the batch.

1. Cash Out one or more sessions
2. In the Teller header, click **Balance Batch**
3. Click **Start Balancing** in the Session Dashboard
4. In the Sessions tab, uncheck the sessions not applicable to your batch. Note that the tab header automatically updates to indicate how many sessions are selected. For this exercise, de-select all but one of the cashed-out sessions.
5. Run reports if desired

Batch Reports

Teller allows reports to be run from the batch.

1. Initiate and Save a Teller Batch (you might already have one up from the previous exercise).
2. Run the following reports
 - a. Cash Deposit – high level cash details for Bills vs Coins for each included session.
 - b. G/L Account Detail – payment details for the included sessions grouped by G/L Account.
 - c. G/L Account Summary – G/L account breakdown by number of items and amount, with total for all accounts.
 - d. Report of Collections – report of collection data for entire batch containing a breakdown of collections by revenue account, summary by tender type, and cash denomination totals.
 - e. Session Summary - report of collection data for each session containing a breakdown of collections by G/L account, summary by tender type, and cash denomination totals.
 - f. Summary by Business System – summary of collections by ‘business system’, corresponding to each tab shown in the Payment window
 - g. Tender Detail – all tender details for the included sessions.
 - h. Tender Summary – the total amounts by Tender Type from all sessions, broken out based on whether the tender is internally or externally deposited.
 - i. Voids and Adjustments – voids and adjustments balanced by (or included for balancing in) the batch.

Reports

-  [Cash Deposit](#)
-  [G/L Account Detail](#)
-  [G/L Account Summary](#)
-  [Report of Collections](#)
-  [Session Summary](#)
-  [Summary by Business System](#)
-  [Tender Detail](#)
-  [Tender Summary](#)
-  [Voids and Adjustments](#)

Batch Manager Searching

View Batches Balanced on a Specific Date to Access Reports

1. Select the Date criteria
2. If desired, change the **From** or **To** dates
3. Click **Search** or press the Enter key
4. Open saved reports
5. Rerun any additional reports
6. Navigate to Sessions

Section 4 – Management Reports

Teller offers a full-featured set of reports offering details, summaries, and visualized statistics for what has been going on in Teller.

Many of these management reports require the entry of filter criteria. Common criteria are:

1. Start Date – End Date range
2. Date Type
 - 2.1. Effective: the effective date for which the payment was received.
 - 2.2. Entered: the actual date the payment was received.
 - 2.3. Balanced: the date on payment was balanced.

Investigative Reports

These are reports that show detailed information, allowing you to track down specific issues.

- Cash Transaction Listing
 - Check Transaction Listing
 - G/L Account Detail
 - Tender Detail
 - Voids and Adjustments
1. Search a specific amount in the Check Transaction Listing report for a given day.
 2. Search for collections for a specific account in the G/L Account Detail report.
 3. Search through voids by a given user on a given day with the Voids and Adjustments report.

Summary Reports

These reports provide summary information to help monitor the system.

- G/L Account Summary
 - Item Summary
 - Payment Listing
 - Tender Summary
1. Learn the amount of money received into the Aquatics account this month with the G/L Account Summary report.
 2. Learn the amount of Credit Service Fees processed this week with the Item Summary report.
 3. Learn the amount of check tender received this week with the Tender Summary report.

User Audit Reports

These reports give information about user security and activity

- User Admin Activity
 - Audit Report
 - Cash Drawer Log
 - Role Security Listing
 - User Listing
 - User Role Listing
 - User Transaction Summary
1. View the activity of a user in a system with the Audit report.
 2. Learn the security privileges each role has with the Role Security Listing report.
 3. Learn which users have which roles using the Teller User Role Listing report.
 4. Use the User Transaction Summary report to find out a user's transactions for a given Item Type or Business System.

How to View Statistics with the Enterprise Teller Summary Report

The Enterprise Teller Summary report is a fully featured graphic management report that offers robust visualization of activities in Teller for a day, week, month, or year.

1. Go to Reports , scroll down to the Enterprise Teller Summary Report
2. Select a Period Start Date
3. Choose a time Interval
4. Select System(s) (Location(s))(optional)
 - a. You may select any number of systems or locations by clicking on the down arrow and check marking each applicable system and/or location.
5. Choose Yes or No on rolling up Sub items – default is Yes
6. Click **SUBMIT** to run the report