
Commonly Asked Questions

- 1) **Why won't the computer allow me to void a multi receipt?**
This normally happens if the amount paid is not filled in the method of payment section, i.e., Cash/Check/ATM/Credit Card/other.

- 2) **Printer jammed while printing Close For Day Receipt, what should I do?**
First back out of cash to the District Court Systems Menu, if possible. Fix the printer and alignment. This should allow you to select Option 3 to Close for Day again. This will produce another close for the day receipt.
 **Note:** If you re-open for another day and ring any receipts, you will not be able to get another close for day receipt. Use cash Detail reports instead.

- 3) **Printer jammed while printing Close for Day and I already opened for the next day.**
If you have not begun to ring receipts for the next business day, close for the day and open for today's date, then close for the day again. This will re-print your Close for Day receipt. Now you may open for the next day's business and continue receipting.
 **Note:** If unable to re-print the Close for Day receipt, the Cash Detail report will give you the same information as the Close for Day receipt.

- 4) **Printer jammed or ran out of paper during a multi receipt.**
 - A. Try to reprint the receipt using Option 11 OR
 - B. Select Option 10 from the Cash Menu, Print Adjustments, to verify if you are 100% certified or need to do a reconstruct of the receipt
 - C. Reconstruct the receipt, Option 20, if necessary

- 5) **Trying to ring a receipt but keeps highlighting Password.**
Cashier has not been opened for the day. Back out to the Cash Transaction Processing Menu and Open for Individual, Option 2.

- 6) **I was interrupted while doing a void and didn't re-ring right away. How can I re-ring now? It doesn't give that option anymore.**
Go back into Option 7, Void / Re-ring, type the receipt number and date of the receipt voided, press **ENTER**. Once **ENTER** is pressed, a message will be displayed #xxxxxx voided, you will also have the option to re-ring the receipt. Continue with your re-ring!

- 7) **My Close for Day receipt does not have the same total as my cash reports.**
Someone may have requested the cash reports before ALL registers were closed for the day **OR** a cashier may have re-opened for the day after cash reports were requested and ran receipt(s). Just request the cash reports again.
-  **Note:** The cash reports would have printed an extra page with “WARNING Register Dxx Open”. The person requesting the reports would also have received this warning message on the reports screen.
- 8) **Receipt was rang in Drawer A and later voided from Drawer B. Will my cash reports still be accurate?**
Yes, your summary cash reports will be accurate. However, the actual drawers will be off the amount of the ring/void. If you require each drawer to balance, then cashiers will have to reverse what they have done, (i.e., Drawer A will have to void the receipt and Drawer B will have to “ring” the receipt - CALL JIS if you have ANY questions before doing this transaction).
- 9) **Print receipts skipped a number.**
Re-print the missing receipt number. If you have receipted a case twice in error, void one of the receipts.
- 10) **New employee needs to be added as a cashier, what do I do?**
Cashiers are added through the Administrative sign-on. If you are not familiar with this, see the court administrator.
- 11) **I am trying to add a new cash code AND a hot key with one entry on the Cash Code Update screen. Can I do this?**
Yes. See sample starting on page 4-10.
- 12) **I don't balance. What do I do?**
- Check for 100% certification
 - Refer to Supreme Court checklist (not part of JIS manual)
 - Work with Monies Per Drawer portion of the Close for Day receipt
Where are you off - cash? checks?
 - Too little cash? Was receipt rung twice? Check receipts.
 - Verify the endorsements on back of check with actual check amount
 - If using multiple registers and balancing to cash reports; were all registers closed when reports were requested? Re-run you cash reports.
 - Did you void a prior day receipt and ring it as a new receipt instead of doing a re-ring? Did you forget to re-ring it entirely?
 - Look for missing receipt numbers. Try re-printing the receipt. Did the cashier ring it twice because the first receipt didn't print?

14) I can't balance my bond account. What do I do?

See page 3-61 for a list of things to review.

15) Why is the cash code highlighting with the message "2 or more TA cash codes"?

Because you have more than one cash code on the receipt screen that is trying to write a T/A (Trust and Agency) record for the same account, e.g. T/A04 for attorney fees (MFAT) and T/A 04 for cost of prosecution (PROS). If this occurs, ring the second T/A cash code separately.

16) How do I process Unclaimed Restitution?

- If restitution was previously paid out and the check was never cashed, delete the paydown record and create a new paydown reflecting the payee as "unclaimed restitution". If the restitution was never paid out, still paydown the record indicating "unclaimed restitution" as the payee.
- Write a check from the trust account to the court for the unclaimed restitution.
- Ring a receipt using the MYVR (cash code for unclaimed restitution). This cash code will report on the State Transmittal line seven, the same as the crime victims' assessment fee. The MYVR will also report on line 10 of the Crime Victim Rights Assessment Report, CVR606 (Rev 5/01) and produce a separate detail list of the cases and amounts reported.

If a person comes to the court to collect restitution previously reported as unclaimed, the following steps should be followed:

- Void the receipt for the unclaimed restitution.
- Re-ring it back into restitution (MYRS). This will automatically adjust the State Transmittal line 7 and the Crime Victim Rights Assessment Report, line 11.
- Adjust deposit to the bank accounts the day of the void/re-ring, as reflected in the net adjusted column.
- Write a check to the victim from the trust account and close out the record on the bond/restitution update screen.