

ACH:

- Make a tape off of the ACH report as follows:
 - GF is a separate tape. Meter, GU, and Utility payments are all on the same tape, but meter is added in separately. Achieve this by adding all utility and GU payments, pressing total, feeding the tape slightly, hitting + to re-enter the total, and adding in the meter receipts.
- Make a tape off of the ACH receipts following the same procedure.
- Confirm that the two tapes balance, and that both balance to the amount shown in the batch.

Troubleshooting:

If there is a discrepancy between the monies received and the receipts troubleshoot the following:

- Begin with determining the difference between the batch and receipted payments
- Verify that all information on the check is correct: not dated in the future, signed, written out amount matches numeric.
- Verify all receipts match the amount entered into the system. It is easy to transpose two numbers or hit * instead of the amount actually paid if the customer left the change on the account.
- Verify that all receipts match the payment type entered in the batch. (Eg, make sure no cash payments were entered as check or vice versa.)

If monies in hand are more than monies reported in the batch:

- Verify that all overpayments were entered into the batch.
 - Ex: customer paid \$250, amount due was \$240, amount entered was \$240.

If monies in hand are less than monies reported in the batch:

- Verify that all overpayments were recorded on the stub
 - Ex: check for \$250, amount due was \$249.25, \$250 was not marked on the stub.
- Verify that all payments in bundles were entered.
 - You only need to check payments where you did not print a receipt on your receipt printer.
- Verify that the amount shown on the tape, money, and receipt are all the same for each payment.
 - Ex: You may have inverted two numbers or hit the wrong key when entering the payment or creating the tape or the customer may have paid with a check and written incorrect change without your noticing.

If you are unable to find the difference at this point, stop, and think back through your day. Were there any points when you were abnormally rushed? Were there any cash payments you held before entering? Did any customer refuse their change and say “just apply it to the account” after you had already entered the payment for exact change? Question yourself to find any point where you may have taken in a payment without entering the funds.

If none of these fix your problem, alert your supervisor.