



Attendance and Cashier Instructions

Arrive in time to be ready to start recording attendees and accepting payments by 6:30pm.

When setting up the cashier's table the Treasurer will turn on the EFTPOS machine and write the initial amount of cash in the cash tin in the '**Starting Float**' box on the reconciliation sheet.

Recording attendance and payments

Record the names of guests if they are not already on the sheet.

Give all guests a name label (unless they bring their own tag or badge).

Record the value of payment/s (meal/fines/ etc) in the relevant columns of the reconciliation sheet.

Club guests do not pay for their meals. Mark 'C' in status if they wish to have a meal.

Prospective members are regarded as club guests for **ONE attendance** before being asked to pay.

Speakers are always entitled to a complimentary meal (even if Rotarians). **One** partner accompanying the speaker may also receive a complimentary meal.

The \$5 charge for non-eaters applies to members attending in person only.

Guests of members will normally be paid for by the inviting member.

Visiting Rotarians, including DGs and AGs, will normally pay for themselves (and partners).

If members or guests pay for something not listed (eg badges and clothing, fees, etc) write their name and details of the payment/s on a blank line under '**Other Payments**'.

For each attendee, add all amounts. If cash is paid, write the amount in the *Cash Total* column, The balance due after deducting any cash payment should be written in the *EFT Total* column.

For all members or guests with special meal requirements record their orders and give them the appropriate place card to put on the table where they sit.

Taking EFTPOS payments

A green '**Enter Amount**' on the screen indicates the EFTPOS machine is ready.

Type in the total payment (eg 25.00 for \$25.00) and press **OK (green button)**. If you make a mistake, **Corr (yellow)** backspaces and **Stop (red)** cancels the whole transaction.

Contactless: Get the person to hold their card/phone/etc over the screen until the machine indicates the payment has been processed.

Chip or swipe card : Raise the keyboard guard cover. Insert or swipe the card and select account. If a PIN is required raise the keyboard guard and get the person to enter their PIN and press **OK**.

Follow the prompts to complete the transaction and get ready for the next one.

Merchant receipts are printed for amounts over \$35 and for some card types. If printed, tear off and discard.

Customer receipts are optional - ask if they want one. If **Yes**, tear off and give to them.

Cash Out: We do not offer cash out - this option is disabled in our terminal.

Refunds: If a refund is required, follow the user guide instructions or ask the Treasurer to do it.

Replacing paper and reprinting receipts

Hold the tabs on the paper cover and pull the cover up. Remove the old roll.

Lay a new receipt roll in the printer with the paper feeding from the bottom. Pull out some paper.

Close the printer cover (make sure it clicks into place). Tear off any excess paper.

If a receipt gets chopped off, mangled or misprints, press **Menu 2** to reprint the last receipt.

Finalising (after all attendees have paid)

When all payments have been processed, add up and fill in the following items:

Cash at end: *should be equal to the starting float + cash payments received*

Total meals: *please record the actual number given to the kitchen*

Leave the EFTPOS machine turned on. The Treasurer will settle the EFTPOS after the meeting.

Put all cash on hand in the cash tin and close it. Leave the key attached to the tin.

Check members and guests logged in on the Zoom screen and record their attendance.

Both cashiers should write or sign their names at the bottom of the form.

A member of the Knox Club staff will present the bill to the Treasurer or stand-in. Two members of the Rotary club executive in attendance will pay and authorise the online payment before leaving.