Instructions for preparing a VEND deposit

This document is intended to assist the each county office to prepare a deposit for a two-week reporting period.

**Overview/key pieces of information:**

* Deposit reporting periods are 1st – 15th **or** 16th – End of the month. They will never be anything different.
* When you prepare your reports to send to campus, they will NEVER be run if the date falls within that time period.  So if you are running reports for the 1-15, then you can only run them on the 16th or after.
* VEND Reports are best run in CHROME web browser
* Deposits need to be prepared in a timely manner. Deposits are intended to be processed immediately, once the reporting period has ended. They are NOT intended to be held and have multiple reports prepared at once.
* Deposit Preparer is to add their name/contact info to one of the reports so that the Business Office knows who to reach out to in the event there are questions/concerns with the deposit.
* Payments/Sales reports must be signed off or approved by your District Director before they are sent to campus. Obtaining approval via email is acceptable.
* Credit Card Device/Payment report needs to be included to verify the amount reflected in VEND is the same as the amount collected via payment card.
* While preparing deposit/reports, review checks received for time period to ensure they follow the guidelines***. See example*** “VEND\_Process for accepting check”
* If there are errors with reports, this must be fixed in VEND prior to sending deposit to campus. We are not able to accept hand-written corrections from the reports.
* Reports reflecting “No Sales to report” are still required to be prepared and signed by DD and sent to our office. For cost savings, you can email those reports to [msue.vend@msu.edu](mailto:msue.vend@msu.edu)
* Credit card only sales (no cash/check payments) still requires reports to be signed by DD and sent to our office. For cost savings, you can email those reports to [msue.vend@msu.edu](mailto:msue.vend@msu.edu)
* Please do not staple documentation sent with deposits. We are required to scan and upload these documents electronically. Stapling poses potential issues with getting hung up in the scanner.

Deposits should be mailed to:

MSU Extension Business Office

446 W Circle, Room 160

East Lansing, MI 48824

**Events Management Payments:**

* VEND & Events Management Systems are separate and currently do not work together.
* MSU Events Management has certain requirements before payments can be accepted. If you have questions related to their system, please contact Events Management Directly. 517.353.3175.
* Payments are not to be entered in VEND for Events related registrations.
* Send all payments directly:

MSU Extension Events Management

446 W Circle, Room 11

East Lansing, MI 48824

**Contact** [**msue.vend@msu.edu**](mailto:msue.vend@msu.edu) **with any questions related to the deposit process.**

**Required documents to include with your deposit**

1. **PAYMENTS REPORTS** (This identifies the monies collected at your register and the tender)

Under the reporting function within VEND (from desktop computer)

**See example:** “VEND\_PaymentsReport Example for deposit”

**Reporting →Payments Reports**

Customize your reports from the drop down menu:

**Report type**: Payment Type

**Measure:**  Amount

**Date Range:** Select the drop down menu to expand options. It will automatically show the “compare dates” so click on “Date Range” (this will show better when you complete the report).

**From:** Select the first day of the reporting period

**To:** Select the last day of the reporting period

**More Filters:** Enter your county register - be sure the account number is also showing

**Click Apply**

**Print report**

1. **SALES REPORTS** (This identifies the products sold in your office)

Under the reporting function within VEND (from desktop computer)

**See example:** “VEND\_Sales Report Example for deposit”

**Reporting →Sales Report**

Customize your reports from the drop down menu:

**Report type**: Tag

**Measure:**  Revenue

**Date Range:** Select the drop down menu to expand options. It will automatically show the “compare dates” so click on “Date Range” (this will show better when you complete the report).

**From:** Select the first day of the reporting period

**To:** Select the last day of the reporting period

**More Filters:** Enter your county register - be sure the account number is also showing

**Format Results:** Arrange Rows by Product- this is needed so it will itemize the items sold

**Click Apply**

**Print report**

1. **CREDIT CARD REPORT** (This verifies the amount recorded in VEND to the amount which was processed on the credit card device) If the reported amount is different than what the VEND report states, then this must be reviewed for errors. Any error must be fixed in VEND prior to submitting deposit. (*This report is completely different from the individual signed customer slips received after each transaction).*

**Dates for the report are to match the Payment/Sales dates reported**

* 1. **Clover devices:** There are *two ways* to obtain this information.
     1. **Run a report directly from device:** see example: “CLOVER Credit Card Device Payment Report”
     2. **Run a report from the web dashboard**: See example “CLOVER web dashboard Payment Report”. Login using county email address tied to account. (Seems to be easier & more cost-effective).
  2. **Non-Clover devices**: Run a payment batch for the time period

1. **GIFT FORMS** (Typically apply to RN accounts, but could apply to other accounts)
   1. When donations or gifts are given to MSU, we are required to report this to University Advancement.  There is a gift form that must accompany any donation. *See example “GIFT FORM”* The form needs to be filled out (for each person/company submitting payment-not for multiple people on one form). All supporting documents received (including envelope) should be included with the deposit sent to campus. Form can also be found here “Gift form to use when depositing a gift”.

<https://www.canr.msu.edu/od/business_office/grants_gifts_and_msu_extension_service_agreements>

**Reviewing Reports – Making sure data is accurate and balances**

* **Checks**: Take the checks you have on hand for the reporting period and add them by using an adding machine. The check total needs to match the amount reflected on the payments report.
* **Credit Card:** Take the credit report for the reporting period. The credit card processed total needs to match the amount reflected on the payments report. \*\*Report should be provided even when there is no credit card sales\*\*
* **Cash:** Take the cash you have on hand for the reporting period and run an adding machine tape. The cash amount needs to match the amount reflected on the payments report.
* Verify the totals reflected on Sales Report matches the Payments Report by adding the totals.
  + On the Sales Report - Add the amounts in the revenue column
  + On the Sales Report - Add the amounts in the tax column
    - For now, you can disregard data that is reflected in the Cost of Goods, Gross Profit and Margin fields.
  + On the Payments Report – see the total amount reflected for all tender types
  + If the revenue + sales tax on sales report match the total of the payments report, you are ok to continue preparing the deposits.
  + If they **do not** match, you need to stop and investigate possible issues.

\*\*Possible errors during the verification between sales & payments report include a rounding issue. This issue is not something we can fix/adjust. This is the only exception where you can submit deposits that differ from what you have on hand. See article from VEND <https://support.vendhq.com/hc/en-us/articles/360000438055>

* The cash you have on hand for this reporting period needs to be deposited into the local bank account. Obtain a deposit slip verifying the total amount deposited. (Follow the established process set by your County/District Director)
* Request your District Director review & approve all documents by signing a report or providing email approval. (Make sure reports balance first- DD’s should not be reviewing/approving reports if there are errors)
* Request a check in the amount of the cash that was deposited.
* Once you have received the cash sales check, you are now ready to compile all the documents.
  + Payments Report
  + Sales Report
  + Credit Card Report
  + Check (for the amount of cash sales on Payments Report)
    - Checks (for the amount of check sales on Payments Report) with adding machine tape, stamped for deposit only on the back. Take a second glance to make sure there are no errors on the checks
  + Gift forms (and all supporting documents)
* Put all in envelope and mail to :

MSU Extension Business Office

446 W Circle, Room 160

East Lansing, MI 48824

**Troubleshooting**

***Anytime amounts differ from a report to what you have, stop what you are doing to investigate possible issues. Deposits are not to be submitted with any hand-written corrections on them.***

***Troubleshooting:***

* *Review dates entered on Payments, Sales & Credit Card reports to be sure they are accurate*
* *Recount monies*
* *Have another person perform a count*
* *Review transactions processed during the reporting period*
  + *Review payment types of each transaction entered to ensure that the correct tender was processed. For example, make sure that you have all the check #s identified in the note field with what you have on hand.*
  + *Make sure that a transaction wasn’t accidentally recoded as “cash” when it was actually a check or card payment*
* *Review corrective action that has taken place during the reporting period- have other transactions been corrected, but while doing so, presented more issues?*
* *Look in drawer/safe/envelope to make sure you have everything or haven’t left something behind.*
* *If you can’t figure it out or are not sure how to investigate, contact* [*msue.vend@msu.edu*](mailto:msue.vend@msu.edu) *for assistance. Provide as much detail as possible so they can quickly assist you. (How much you are off, during what time period, etc)*

**Problems with data on SALES reports – sales showing which do NOT belong to your office**

* From time to time, you may see data that shouldn’t be showing. Sometimes the solution is simple: change the order in which you are selecting TAG and checking the box “show products”.
* Another item to keep in mind is “syncing” your data. VEND is a cloud based system that periodically needs to be rebooted. <https://support.vendhq.com/hc/en-us/articles/360000565975-How-to-sync-the-Vend-iPad-App> see example: VEND\_HELP\_Syncing Data iPad