

# Panel Discussion: Improving Efficiency and Maximizing Collections via Technology

## Benefits of Utilizing a Cashiering System

### Single point of entry:

A cashiering system can reduce the steps in processing a payment, imaging, and sending to the bank. If scanning checks at the counter the check only needs to be handled one time. Before using a cashiering system, a cashier would take the payment and stamp it paid. Then go to the financial system to enter payment information. The checks were then given to someone in the back to scan to send to the bank and post the payment. With a cashiering system, the cashier scans the coupon/check, processes the payment, posts the payment to the tax system, and gives the taxpayer a paid receipt all within a matter of a few minutes. No worries of misplaced checks.

### All payment types are processed through cashiering system for single balancing:

If posting directly to the tax system, it will not include pay-ins and any other revenues collected or paid out. A cashiering system should allow for all payment types to balance the cash drawer.

### Payment document lookup available with scanning feature:

Scanning at the counter enables you to use the scanning system as a document management system to lookup actual coupons and checks.

### Accountability:

A cashiering system should process and account for all tender types such as cash, checks, credit cards, and electronic funds transfer. Know exactly how much cash you should have at any time. Voids are controlled to take more than one person, and a void report is available for supervisor to review daily.

### Process payments even if your tax system is unavailable:

With a separate cashiering system, if the tax system is down cashiers can still take a payment, give the taxpayer a receipt, and post the payment when the tax system becomes available.

### Send revenue to multiple bank accounts:

A cashiering system should allow for multiple banks and give tender totals per bank for accounting purposes.



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