TOMS Sessions & Day End — Manual

Opening a session, banking transactions, closing the day

A walk-through for front-of-house covering the cash-up workflow at the heart of every trading day. A **session** is a window of time, owned by a user, in which transactions are recorded against the practice's cash drawer and card machines. **Day End** is the end-of-shift reconciliation that compares what the system says was taken with what the user counted out of the till.

> The session is what separates *what was paid today* from *what was billed today*. An exam invoiced on a Tuesday but paid on a Friday lives in Friday's session, not Tuesday's. That's why session totals don't match daily invoice totals — and that's by design.

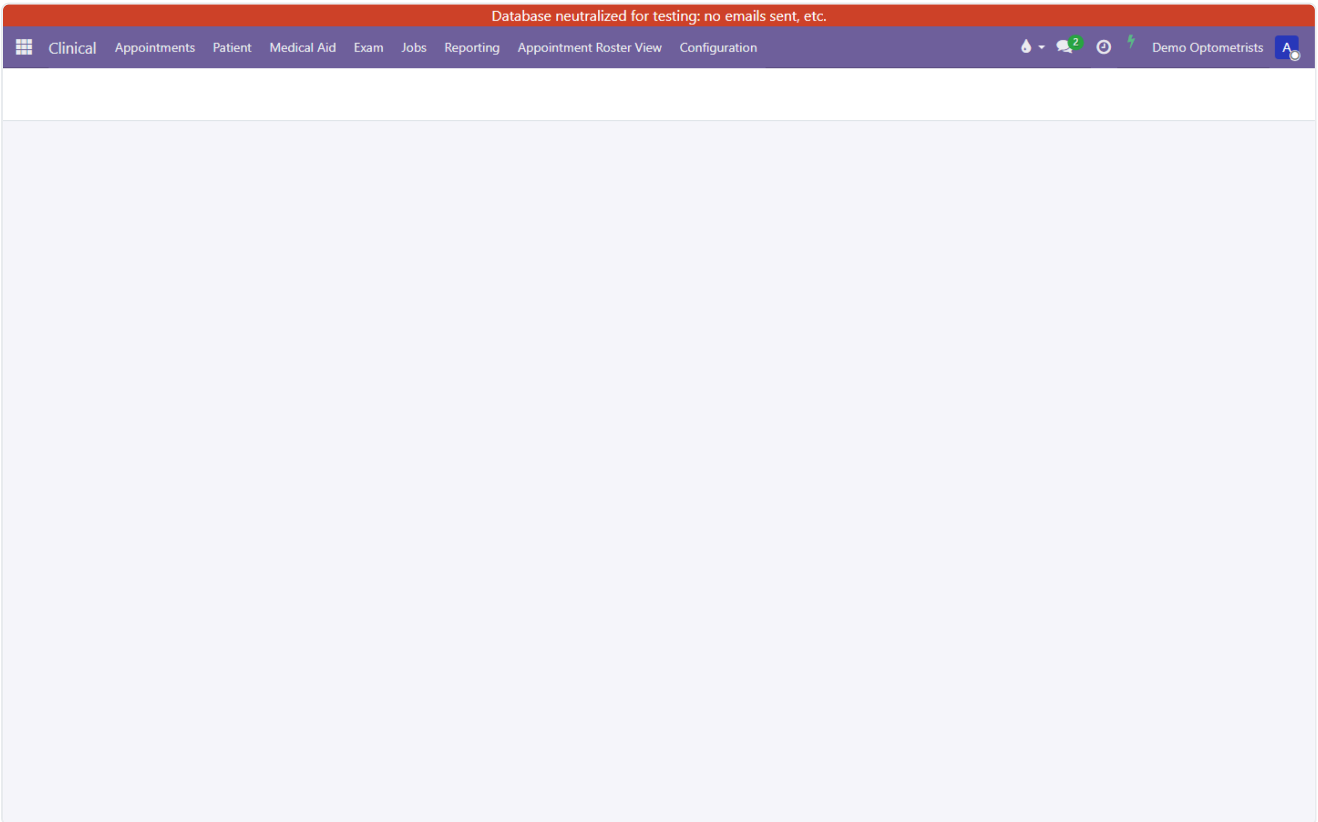
At a glance — the daily flow

Stage	Who drives it	Where it lives
Open a session	Front desk (start of shift)	Session & Reports → Session → *New*
Sell during the day	Front desk	Every invoice / payment is auto-tagged with the open session
Cash pickup	Practice manager	Session & Reports → Session → *Cash Pickups*
Close the session	Front desk (end of shift)	Session form → *Close*
Day End	Practice manager / Accounts	Session & Reports → Day End
Verify against bank	Accounts	Day End record → *Validate* once bank statement matches

A session captures tenders separately — cash, EFT, vouchers, credit card, debit card, NuPay, loyalty — so reconciliation can isolate a mismatched tender (e.g. a missed EFT entry) without unraveling the whole day's takings.

1. Sign in

Sign in to TOMS. The cash-up workflow lives in its own top-level app: **Session & Reports**. Open it from the apps menu at the top-left grid. Inside the app, the *Session* and *Day End* sub-menus do the heavy lifting.

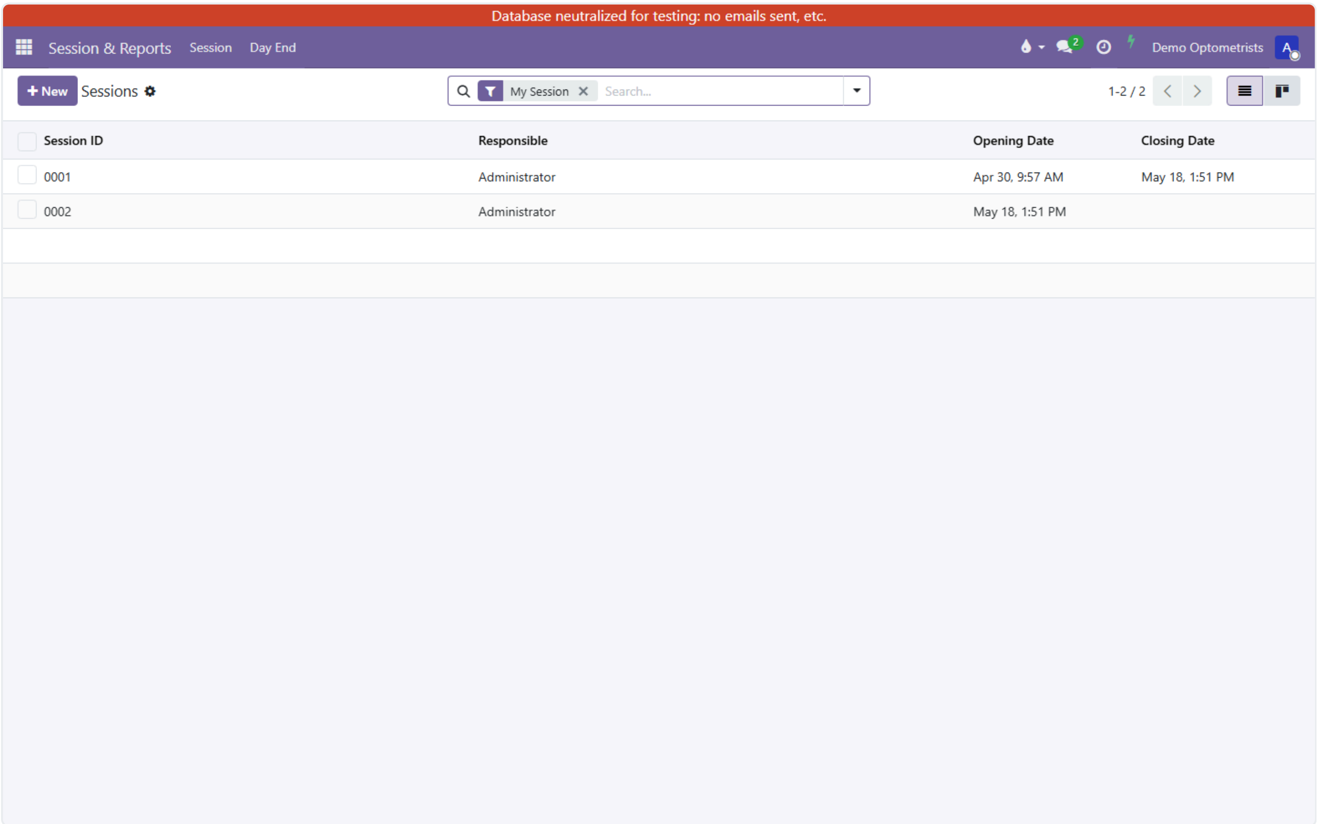


Tips

- If you don't see Session & Reports in the apps grid, ask your practice manager — your user may not be in the Cash-up group.
- Bookmark the Session list as a shortcut on your browser; it's the screen front desk opens first every morning.

2. The sessions list

The **Sessions** list shows every session that's been opened — the open one at the top, closed sessions below. Columns show the Session ID (a running number — 0001, 0002, …), the responsible user, the opening date and the closing date. An empty Closing Date means the session is still open.

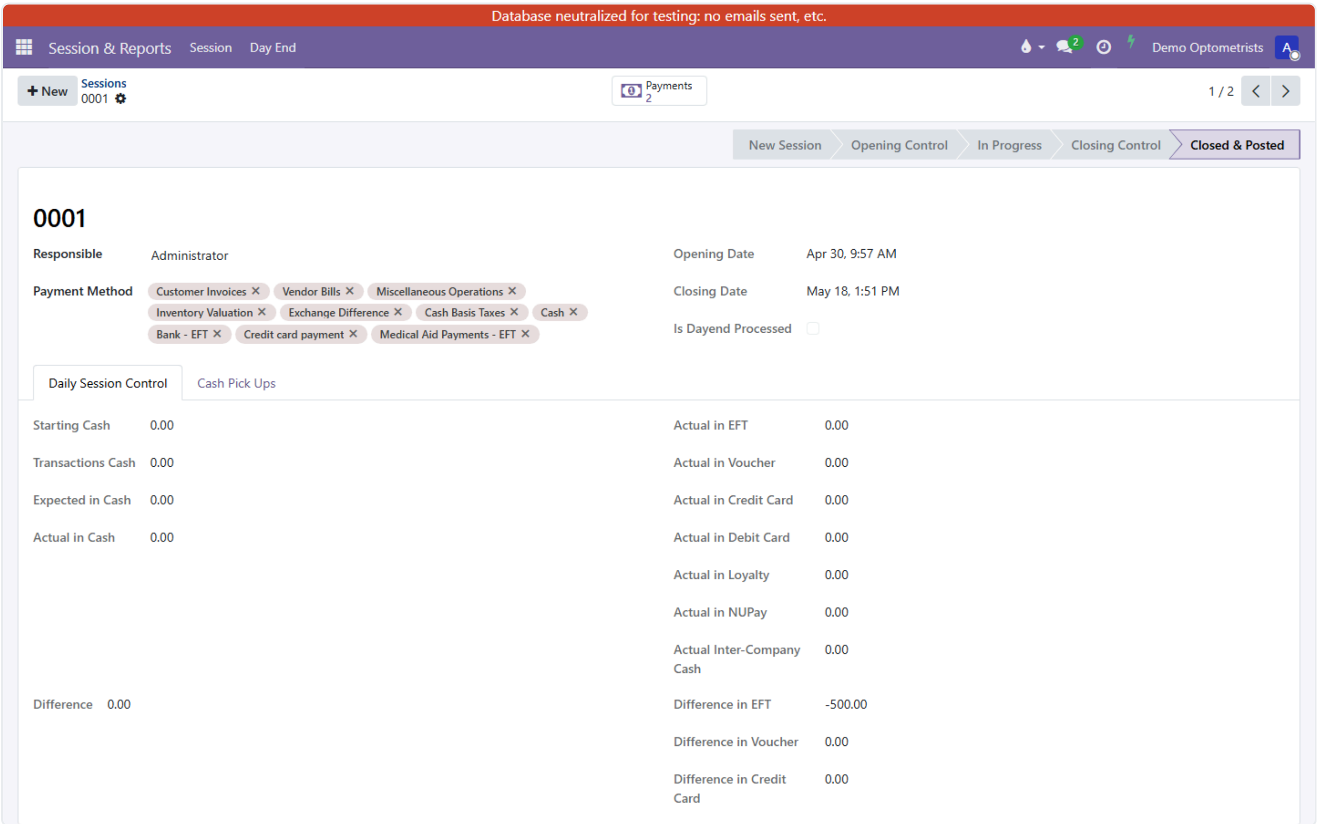


Tips

- Only one session per user should be open at a time. If you see two rows without a closing date for the same user, close the older one before opening today's.
- The *My Session* filter at the top of the search bar narrows the list to your own sessions — useful in a multi-user practice.

3. A session in progress

Click a session to open it. The form has two columns: **Expected** (what TOMS calculated from posted invoices and payments) and **Actual** (what the user counted out at the end of the day). The difference between the two surfaces in the *Diff* column. Tenders are split — Cash, EFT, Voucher, Credit Card, Debit Card, NuPay, Loyalty — so a mismatch can be traced to one tender without unpicking the whole day.

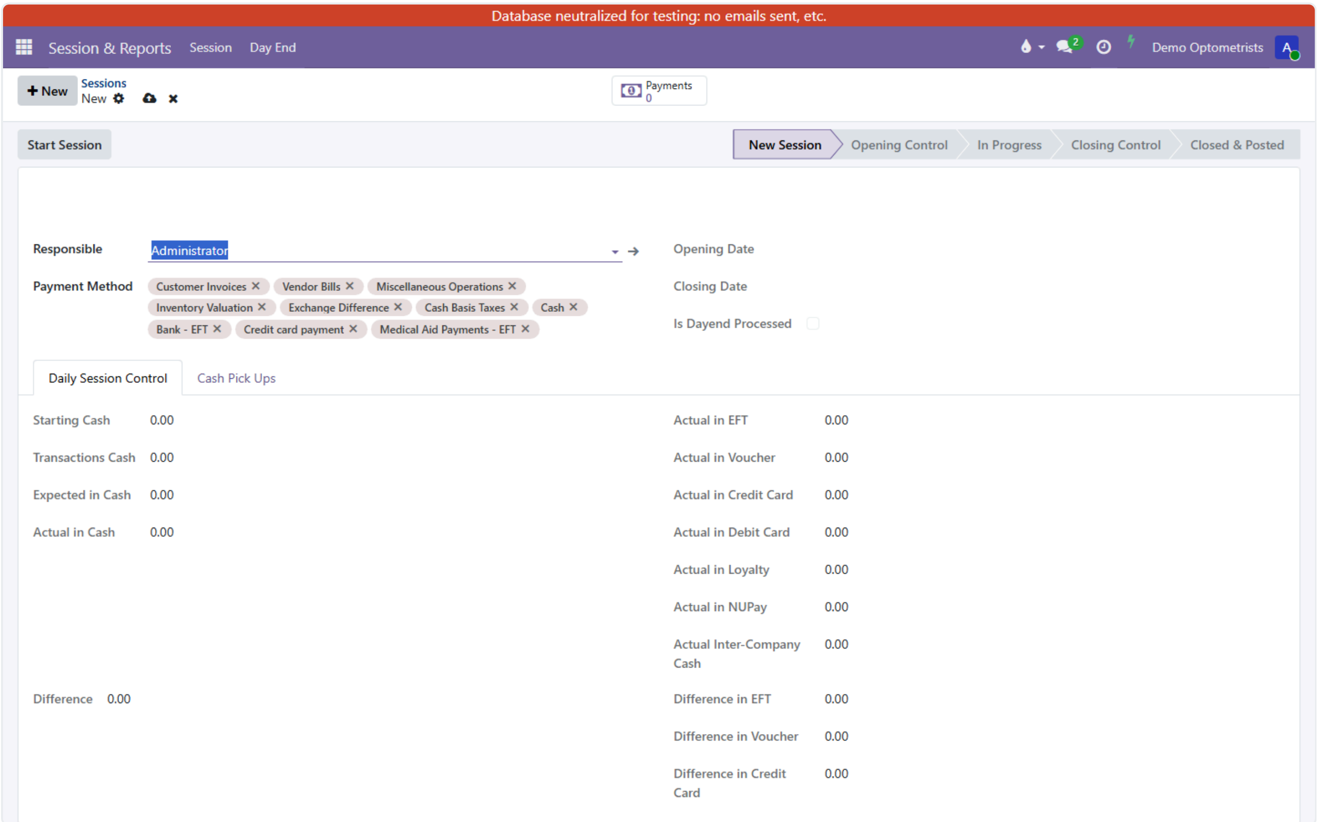


Tips

- The chatter at the bottom records every change to the session's totals — use it to trace why a number changed mid-shift.
- Sessions auto-link to the **bank statement** of the same day. Don't try to delete a session; it'll break the link.

4. Open today's session

First thing each morning, click **New** to open today's session. TOMS records the opening date and time, the user signed in, and creates a fresh row with an empty **Starting Cash** field. Type the float (the cash you started the day with in the drawer) and save — the session is now the *current* one and every invoice and payment posted today is tagged to it automatically.

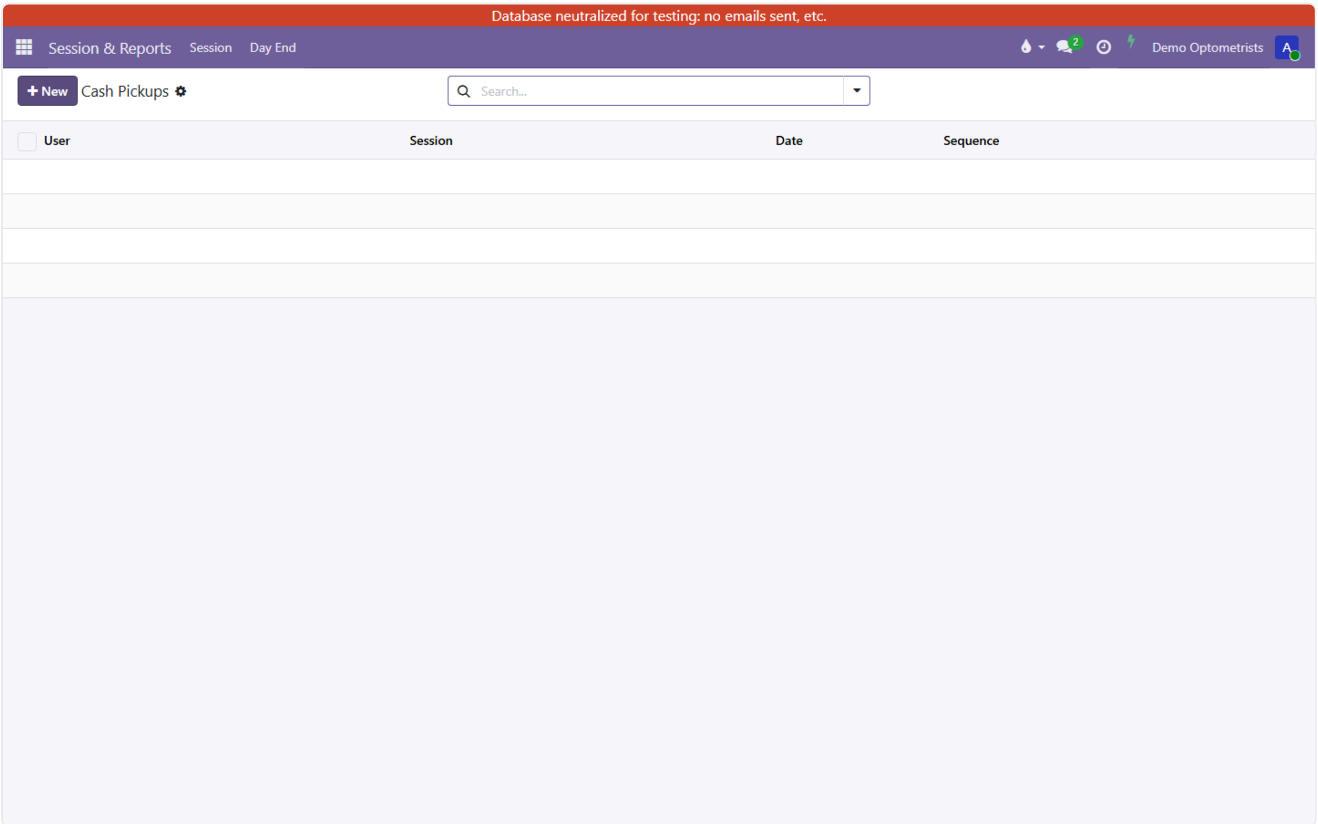


Tips

- Starting cash usually carries over from the previous day's actual closing cash. Front desk doesn't have to re-enter it — TOMS reads the previous session's *Actual Cash* and pre-fills.
- Don't open the session until the till is unlocked and counted. Once it's open, every transaction is tagged with this session — you can't move them later.

5. Cash pickups

When the practice manager removes cash from the till mid-day (to bank, to pay petty-cash expenses, or to top up float), log a **Cash Pickup**. Click **New**, pick the session it belongs to, enter the amount and a short reason, and save. The pickup subtracts from the session's expected cash so the end-of-day reconciliation lines up. Skipping this step is the single most common reason a Day End shows a cash short — TOMS still expects the cash in the drawer.

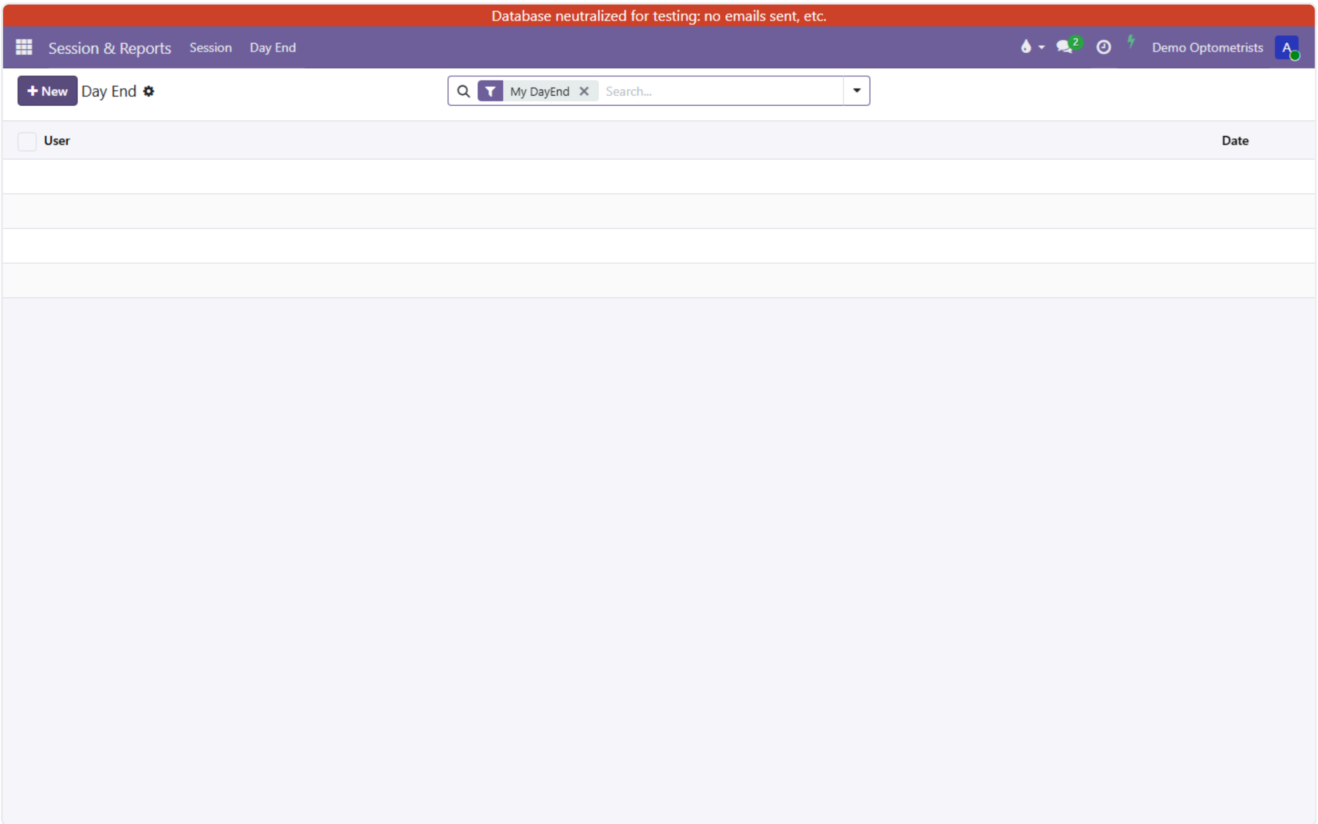


Tips

- Even small pickups (R20 for parking) must be logged. Round numbers still affect the cash reconciliation; only formally recorded pickups subtract from expected cash.
- Use the chatter on the pickup to note who took the cash and what for. Practice manager signs off on the chatter as a record.

6. Day End reconciliation

At the close of the shift, navigate to **Day End**. Click **New** to generate a day-end record for the current session. TOMS reads every payment posted against this session and produces an *Expected* total per tender. Front desk counts the till and types the *Actual* totals. Any difference shows in red until the user either corrects the count or notes the reason on the chatter.

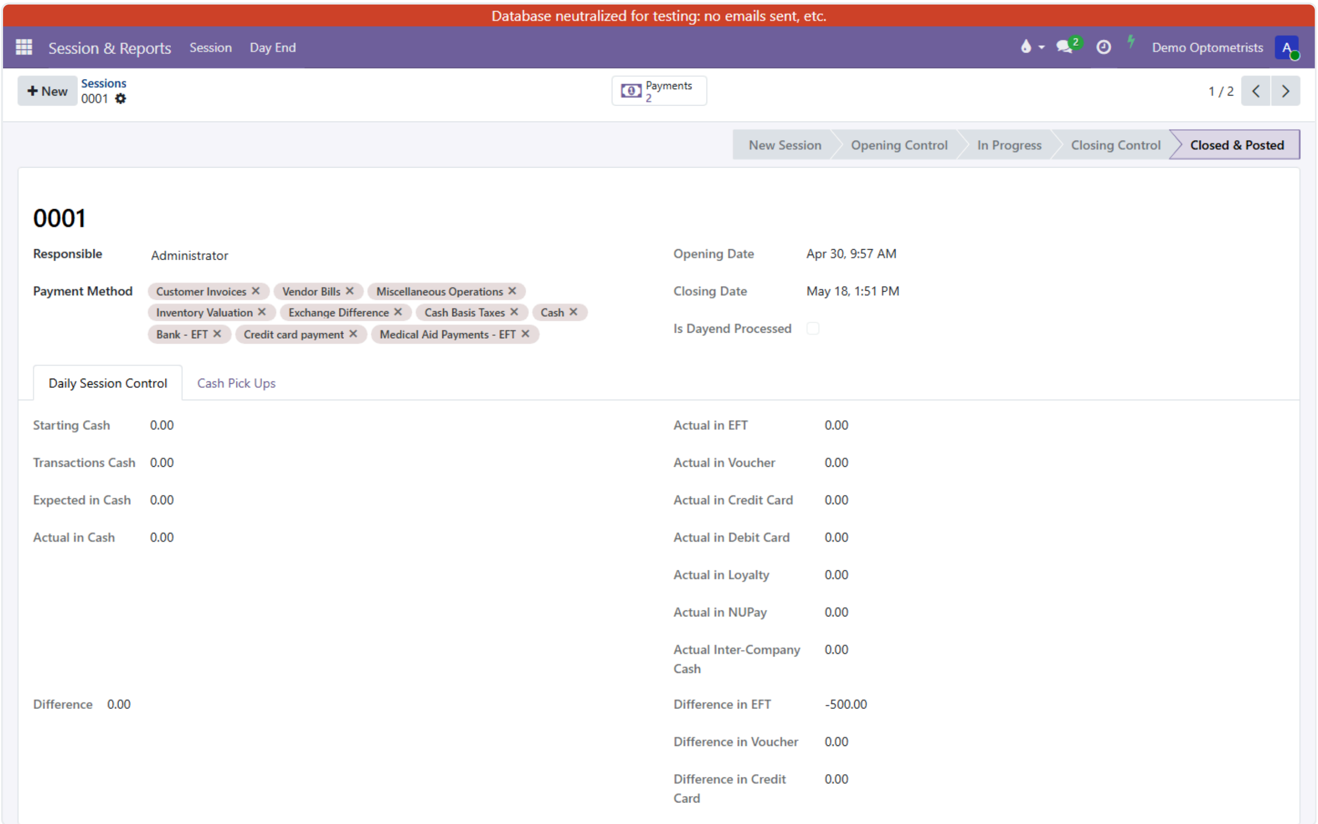


Tips

- If the till is bank-bag-only (no cash payments), most of the day end is one EFT figure to enter. The whole reconciliation takes under a minute when card-only.
- Accounts reviews the day-end the next morning before validating it. Once *Validated*, the figures are locked and the linked bank statement updates with the day's takings.

7. Close the session

Once Day End has been generated and the actual figures match, open the session record and click **Close**. The session's *Closing Date* is stamped, the state moves from *In Progress* to *Closed Posted*, and the next session can be opened cleanly. A session that's been closed cannot be reopened by the front desk — only Accounts can do that, and the audit log records who did and when.



Tips

- Never close a session before Day End is generated. The reverse order means TOMS can't tie the day's payments to a session, and Accounts has to fix it manually.

Troubleshooting

What happened	Why it happens	What to do
Two sessions open at the same time	Another user opened a session without closing the previous one	Close the older session from its form — the newer one stays current
Day End total is short on cash	Cash pickup wasn't logged, or someone took petty cash without recording	Add the missing pickup retroactively on the *Cash Pickups* menu, then re-run the Day End calculation
EFT total is off	Front desk skipped recording a card payment, or recorded one against the wrong invoice	Open the invoice's *Payments* tab, fix the tender split, and re-run Day End
Day End is locked — can't edit	The reconciliation has been *Validated*; only accounts can re-open it	Ask the practice manager to *Reset to Draft* before correcting
Session totals don't match the invoice list	A payment crossed midnight while the session was still open	Open the payment in *Invoicing*, change its date to the session date, and re-run Day End

Where to learn more

- The **General** course on training.humint.co.za covers the cash-up workflow on video with side-by-side counter-and-screen footage.
- The exact tenders shown in the session form are configured in *Session & Reports → Configuration*. Adding a new tender (e.g. a new mobile-payment provider) means a config change here followed by a matching journal in Invoicing.
- For accounting reconciliation in detail, see the *Daily Move* and *Control Recon* reports in [Clinical → Reporting → Financial Reports].

How this manual stays current

Like every TOMS manual, the screenshots here are produced by an automated walkthrough that drives a sanitised copy of the practice database. The session shown is fictional — the practice in the screenshots is *Demo Optometrists*, and the figures are demo data only.