



What do you need to know?

POS & Member Accounts

House Account

This is the Members House Account that prizes, loyalty and top ups credit. Also Members pay by House Account which debits this account.



Hospitality Income Clearing Account



When a product hasn't been given a Reporting Group OR GL Code in the POS Xero Integration, the revenue is collected in this account in Xero

POS Variance Account

When there is a difference between the POS Recorded payment amount vs what is entered by the staff in the end of day takings (reconciliation).



Reporting Groups



All products are given a reporting group in the POS set up. A GL code is given to these in the POS Xero Integration.

Insights

This is the POS reporting tool. Here you can view the reconciliations, product sales and many more reports.



POS Checklist

☐ Check the Takings/Reconciliation Invoices in Xero?

- The invoices for the past days reconciliations are in Xero
- If not then go to back office of POS and the Xero Integration
- If the invoices haven't synced to Xero, press sync
- An error message will appear if there is an issue
- Fix the issue or send the error to Lightspeed Support

☐ Default income going to the POS Income Clearing Account

- If there is income going to POS Income Clearing Account we need to find out what it was. Go to Insights and run the Product Sales report for that register.

What can cause income to go to the POS Income Clearing Account?

- Products not having a Reporting Group or an individual GL Code
- Reporting Group not having a GL associated with in in the POS Xero Integration
- The Misc product was sold. Find out what product was meant to be sold and create this in the back office.

When you have identified the product(s) sold edit the invoice and direct the income to the correct GL Code

☐ POS Variances

These are caused by the payments entered by the staff when performing the end of day takings not matching what the POS system is expecting.

NOTE: There should NEVER be a House Account Variance. This needs to be fixed to ensure the House Account is debited the correct amounts.

- Cash - Does the payment on the invoice matches exactly what will be banked. If this doesn't match then this needs to be amended on the invoice
- Effpos - Does this match what is paid to the club. If this doesn't match:
 1. Check the Paymark report to ensure the transactions match
 2. Check if there were any transactions included in the reconciliation for a different date. (staff perform a transaction AFTER closing the register so the sale is included in the next days reconciliation)

☐ House Account in DotGolf vs Xero

The balance in DotGolf should be checked with the balance in Xero. This should be a weekly check and if there are issues become a daily check. Please let DotGolf Support know if you are unable to determine the reason.

- Use the Member Account Balance Report to compare the balance in Xero.
- If the balances do not match download the Member Account Reconciliation Report in DotGolf. this will show the transactions for the day and help determine what is causing the difference