Tyler Cashiering

Designed to streamline cashiering for public sector agencies, Tyler Cashiering features a versatile, easy-to-navigate interface developed in the Microsoft®.NET platform. This scalable application centralizes the collection process, creating a single point of entry for data from multiple applications. Cashiering allows for a wide range of customization based on payment type. It integrates with local resources, such as OCR and handheld bar code scanners, printers, and validators, as well as MICR devices; and has standard interfaces to other Tyler products and the potential to connect to third-party systems as well.

Tyler Cashiering offers secure credit card processing features, and is compliant with PCI/PA-DSS security standards. Additionally, it offers full Check-21 compliance which allows for creation of an electronic cash letter containing images of checks to be submitted to a bank in lieu of a traditional deposit with paper checks.

And Tyler Cashiering version 3.1 allows clients to take advantage of EMV technology — better known as smart chip credit cards — to improve security of transactions and reduce the incidence of fraud. Tyler Cashiering supports use of the Ingenico® iSC Touch 250 EMV card reader. This hardware solution meets all best practices for POS applications and must be purchased directly from one of two approved gateway providers to ensure proper set-up and encryption.

Billing Data

Tyler Cashiering stands alone from other Tyler applications because it does not store billing and customer data. Instead, each system maintains its own billing and customer databases. Cashiering retrieves billing information, details, due amounts and charges from a variety of billing sources in these systems via XML-based Web services.

- Requests billing data in XML formats from external systems and provides transaction detail to the billing system
- Requires the creation of all payment types provided by the external system in Cashiering, including real estate, utility or personal property billing

Payment Processing

With Tyler Cashiering, you can set up payment types to provide a customized collection experience for each type of payment your agency accepts. A seamless interface exists even when payment types represent items from multiple subsystems. Cashiering allows Tyler and potentially non-Tyler collection to occur with a single application. And, when it comes to processing payments, users can easily make full or partial payments, and payments on multiple bills.

- Performs searches that are customized for a particular payment type
- Shows real-time balances

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Tyler Cashiering

Payment Processing (Cont.)

- Allows modification of payment amount to any partial amount
- Captures images of checks presented for payment
- Ensures gateway approval through integrated credit card authorization prior to completion of transaction
- Allows processing of multiple payments and multiple tender types as part of a single transaction and to generate a single receipt
- Processes petty cash transactions
- Features stand-alone POS for miscellaneous items, allowing SKUs to be scanned, inventory tracked and general/project ledger accounts stored
- Provides mail payment processing to quickly scan items and checks
- Limits cash drawer access and maximum amount of cash on hand through security controls

Virtual Tape

Cashiering features a virtual tape, which serves as an electronic version of the traditional receipt spool tape and provides a running tape of all batch activity. It serves as an invaluable tool for reviewing and researching previous activity.

- Keeps running totals for the current batch including batch total and number of transactions, payments and tenders
- Displays transaction amounts not yet tendered and lists all items in the current transaction
- Allows one to void, reprint, and more using the virtual tape window as an interactive tool

Additional Features

- Organizes, processes and manages transaction data (payments, voids, etc.) through the use of batches
- Allows for real-time updates to external billing systems
- Maintains batch info, such as status and owner, and allows transfer of batch ownership
- Manages user permissions by restricting activity levels, transaction processing and specific user interface features
- Improves the overall efficiency of the cashiering process by reducing the number of keystrokes and mouse clicks
- Uses standard Windows logins/passwords (via Windows Active Directory® authentication). SQL Server authentication is also supported
- Allows for supervisor overrides for voids and allocations
- Provides detailed and summary batch reporting for transactions, payments and tenders
- Provides shared workstation support

Offers convenient Microsoft Word and Excel® export capability

Reporting Features

Tyler Cashiering provides a full range of convenient reporting options:

- The daily collection totals report provides cash station managers with a high-level overview of item, fee and sales tax amounts collected for a given day or days
- The deposit report lists tenders for each transaction and provides a total by deposit account
- The payment type report provides collection and receipt volume trends for each payment type that is processed
- The void report details each item that was voided and charts the percentage of voids by user
- Other standard reports cover department activity, receipts by the hour, item codes, inventory levels, daily payments, tender and more