

Cash Drawer FAQs

Q. What reports should I run to find Cash Drawer overages or shortages?

A. Several reports can provide information on Cash Drawer overages or shortages.

Navigate to Merchant Ag PM | Reports | Balancing Drawers. • Cash Drawer Summary. This will show the subtotal by settlement type and used to

determine if the total by settlement type matches the cash drawer. If either the cash total or check total doesn't match, then print the Cash Drawer Detail report or Check Detail report. • Cash Drawer Detail lists each cash transaction for that day.

• Check Detail lists each transaction with a settlement method of check.

Compare the Cash Drawer Summary to the drawer settlement type totals. If a cash or check total doesn't match, compare either the Cash Drawer Detail or the Check Detail to the matching settlement type drawer transaction to find the error.

Q. What should I do if I have cash drawer discrepancies?

A. Ask yourself these questions

- Are sales transactions missing?
- Are the Drawer Withdrawals completed? • Are the Negative Deposits completed? • Are all the sales transactions entered into Merchant?
- Was the drawer opened with a different amount than Merchant states? • Was change given from the safe to the cash drawer? • Was the deposit incorrect from the previous day? • Is there Employee theft?

Q: The Cash amount on the drawer seems incorrect, what should I look for?

A: If the amount of Cash seems short, look for transaction that may have been settled incorrectly to Cash that should have been check, credit card or Accounts Receivable.

If the amount of Cash seems over, look for transactions that were settled with other methods that should have been settled with cash.

Q: What other options do I have to research cash drawer discrepancies?

A: Use the Check Detail report found in the Balance Drawers folder of the Reports menu and compare check numbers to see that all match up.

Q: What do I do once I find the issue?

A: If the transaction was entered incorrectly, reverse the transaction and enter it correctly. If it appears the transaction is missing, enter the transaction.

Q: I have multiple drawers and neither balances, what do I do?

A: Compare the Overage or Shortage of each drawer which may cancel each other out.

Q: When I close the drawer, should I remove the opening amount first?

A: No. The drawer countdown should include the opening amount.

Q: When I receive a returned check from the bank what do I do?

A: Enter a Negative Deposit (Cash Mgmt -> Enter Deposits) for the Check amount removing it from the Bank account. Change the Deposit ID to a unique ID such as R1. This transaction will Credit the Bank Account and Debit Returned Check Expense.