Feature Focus Guide:
Drawer Checkout

Core Product: Aloha Quick Service, Aloha Table Service
Last Updated: May 30, 2024

Contents

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Revision Record

Date	Version #	Description
Prior to 12/15/2022	v5.4.41+	Implemented Drawer Checkout in Aloha Quick Service.
	v14.1+	Updated Feature Focus Guide for CFC and Aloha Manager.
12/15/2022		Converted the document to use new templates.
01/12/2023		Updated front cover and back page to reflect new NCR branding.
05/28/2024		Updated document to reflect NCR Voyix branding.

About Drawer Checkout

Drawer Checkout at a Glance	
Core Product	Aloha Quick Service, Aloha Table Service
Complementary Products	No
Separate License Required?	No
Other References	Aloha Quick Service Manager Guide, Aloha Quick Service Reference Guide, Aloha Table Service Manager Guide, Aloha Table Service Reference Guide

Typically, in Aloha® Quick Service and Aloha Table Service, you assign an employee to a specific cash drawer, or bank, at the beginning of a shift. When the shift ends, the employee either switches out the drawer or counts down the starting bank, and then runs the checkout report, which provides detailed transaction information that helps the employee balance the drawer.

Some establishments allow consecutive shifts to use the same cash drawer without switching it out or counting down the starting bank between shifts. This decreases the amount of time between shift changes, which ultimately increases the ability to provide quicker service. Ideally, you would assign several employees to the same cash drawer and designate a single employee, usually a manager, to run the Drawer Checkout report to balance the drawer at the end of the day. This environment is common in the International market. In this environment, employee cash accountability is not important.

> **Tip**
> It is considered an incorrect configuration to run both a drawer checkout and employee checkout together to balance your drawers.

SCENARIO: DRAWER CHECKOUT Several employees operate the same cash drawer throughout the day. When an employee who used the drawer clocks out, the system clocks the employee out without requiring the employee to first perform a checkout. After all employees who used the drawer clock out, the manager logs in to the Front-of-House (FOH) to balance the drawer, locates the Drawer Checkout button, and prints the Drawer Checkout report to the local printer. If needed, the manager can access the Back-of-House (BOH), select Reports > Aloha Point-of-Sale > Reprints > Reprint > Checkout, and print a copy of the checkout report for each employee who operated the drawer.

Configuring Drawer Checkout

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for Drawer Checkout in Quick Service. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Drawer Checkout Procedures at a Glance:
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.

1.	Access **Maintenance > Labor > Jobcodes > Financial** tab and select 'Uses cash drawers' under the 'Financial' group bar to provide an employee access to cash drawers. See <u>page 6</u>.
2.	Access **Maintenance > Labor > Jobcodes > Financial** tab and select 'Automatically perform checkout when clocking out' under the 'Security' group bar to allow an employee to clock out without performing a checkout. See <u>page 7</u>.
3.	Access **Maintenance > Labor > Pos Access Levels** and select 'Cash drawers' and 'Cash drawer checkout' to provide an employee with the ability to perform cash drawer functions, such as petty cash transactions, assigning drawers, and more. See <u>page 8</u>.
4.	Select **Maintenance > Business > Store > Store Settings** tab **> Report Printing** group **> General Checkout - Drawer Checkout** group bar to determine the Drawer Checkout report detail level. See <u>page 9</u>.
5.	Select **Maintenance > Screen Designer > Quick Service Screen Designer** to add a Drawer Checkout button to a FOH panel (QS only). See <u>page 11</u>.
6.	Select **Utilities > Refresh POS & All Products** to refresh the data. See <u>page 12</u>.

> **ⓘ Important**
>
> Although Drawer Checkout is available for both Table Service and Quick Service, this document focuses solely on Quick Service.

Providing an employee access to cash drawers

You must configure employees with the ability to use a cash drawer, by job code. If you create a new job code, you must assign the job code to the employee in Maintenance > Labor > Employees > Jobcodes tab so the employee can clock in under the job code.

To provide access to cash drawers:

1. Select **Maintenance > Labor > Jobcodes**.
2. Select the **existing job code** from the drop-down list.
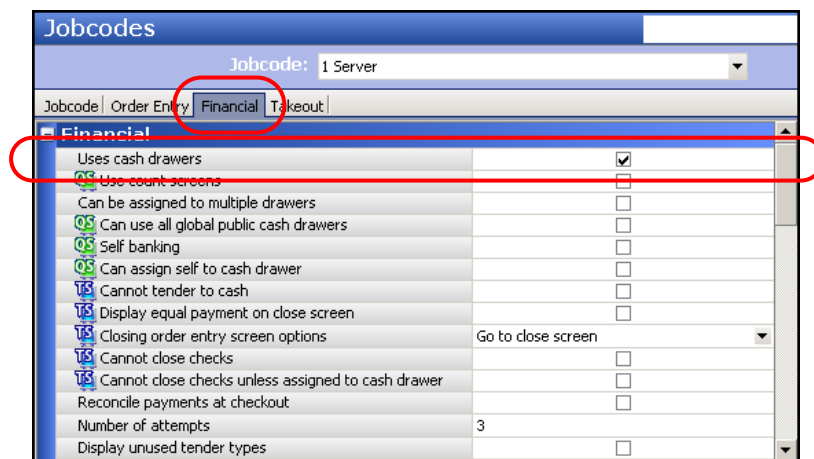3. Select the **Financial** tab.

Figure 1 Access to Cash Drawers

4. Under the 'Financial' group bar, select **Uses cash drawers** to allow an employee clocked in with this job code the ability to operate a cash drawer.
5. Click **Save**.
6. Repeat this **procedure** for each job code required to use a cash drawer.
7. Exit the **Jobcodes** function.

Allowing an employee to clock out without performing a checkout

For employees from whom you do not need a checkout report, you can configure their job code to allow the employee to clock out without first performing a checkout. The system performs the checkout internally and does not print a checkout report, to reduce the amount of paper used when printing. If you create a new job code, you must assign the job code to the employee in Maintenance > Labor > Employees > Jobcodes tab so the employee can clock in under the job code.

To allow an employee to clock out without first performing a checkout:

1. Select **Maintenance > Labor > Jobcodes**.
2. Select the **existing job code** from the drop-down list.
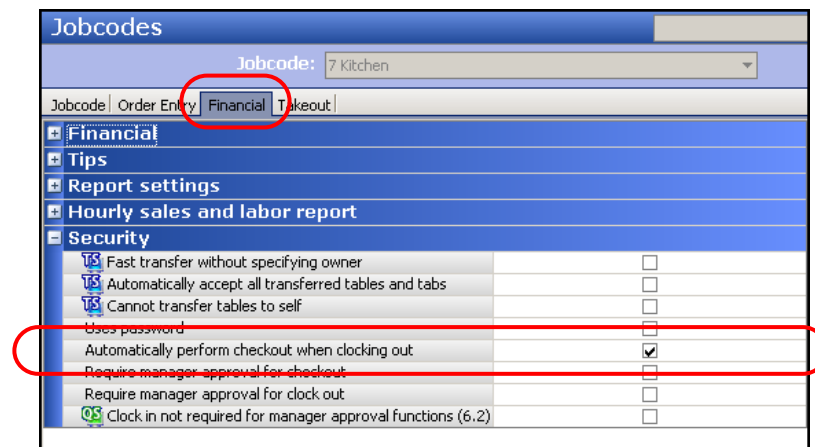3. Select the **Financial** tab.

Figure 2 Automatically Perform Checkout When Clocking Out

4. Under the 'Security' group bar, select **Automatically perform checkout when clocking out** to allow an employee to clock out without performing a checkout.
5. Click **Save**.
6. Repeat this **procedure** for each job code needing to clock out without performing a checkout.
7. Exit the **Jobcodes** function.

Providing the ability to perform cash drawer functions

It is necessary to configure the access level to which you assign your managers and other high-level employees to have the ability to perform cash drawer functions, including running the Drawer Checkout report.

To provide the ability to perform cash drawer functions:

1. Select **Maintenance > Labor > Pos Access Levels**.

2. Select an **access level** requiring the ability to perform cash drawer functions.
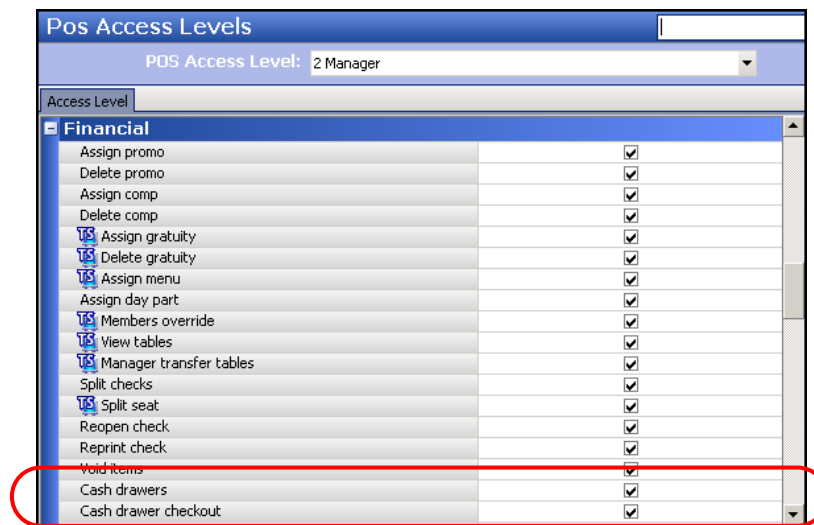
Figure 3 Pos Access Levels

3. Under the 'Financials' group bar, select **Cash drawers** to provide the ability to perform cash drawer management and petty cash functions. ***Note:*** The Cash Drawers button appears on the FOH Financial screen.

4. Select **Cash drawer checkout** to provide the ability to perform a drawer checkout. If cleared in Table Service, the Checkout button does not appear on the FOH cash drawers screen. If cleared in Quick Service, a screen requiring manager approval appears when you perform a drawer checkout.

5. Click **Save**.

6. Repeat this **procedure** for each employee required to perform cash drawer functions.

7. Exit the **Pos Access Levels** function.

Determining the level of detail for drawer checkout report

The Drawer Checkout report includes a Header section, a Drawer Balance section, and an optional Sales section. There are a few items to configure before running this report. The Drawer Balance section includes specific cashier transaction activity to help you balance your drawer, including sales, tips, and settlement transaction information. You must indicate whether detailed information appears for each transaction type or just summary totals. The Sales Detail section is optional in that you determine whether this section appears on the report or not.

To configure the level of detail to appear on the Drawer Checkout report:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **Report Printing** group located at the bottom of the screen.
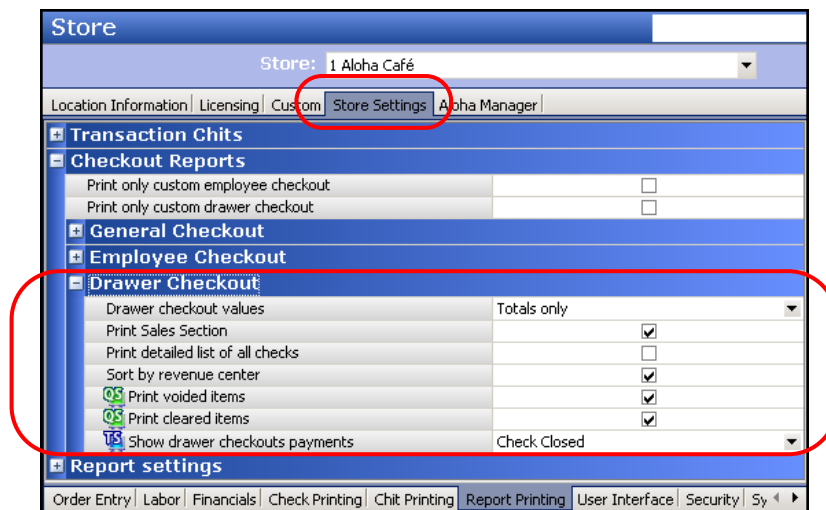

Figure 4 Report Printing Group

4. Under the 'Checkout Reports > Drawer Checkout' group bar, select **Totals only**, **List all**, or **List all with values** from the 'Drawer checkout values' drop-down list. This feature separates the cash

drawer activity into distinct transaction types; you can specify whether you want the report to display summary totals, or more detailed information.

Totals only — Displays summarized totals for each transaction type. For example, if you select this option, the Sales transaction type displays a combined total for all sales, rather than a separate total for each sales category (e.g., food, beverage, and so on).

List all — Displays detailed totals for each transaction type, broken out by transaction IDs. For example, if you select this option, the Sales transaction type displays a separate total for each sales transaction ID, or category (e.g., food, beverage, and so on). This option displays all transaction IDs for each transaction type, If no activity occurred for a given transaction ID, the report still displays a line item for the transaction ID, with a zero next to the transaction ID.

List all with values — Displays detailed totals for each transaction type, broken out by transaction IDs. For example, if you select this option, the Sales transaction type displays a separate total for each sales transaction ID, or category (e.g., food, beverage, and so on). If no activity occurred for a given transaction ID, the report does not display a line item for the transaction ID.

5. Select **Print Sales Section** if you want to print the Sales section at the bottom of the Drawer Checkout report. The Sales section contains sales transactions for checks closed to this cash drawer, and provides you with information you can use for comparison balancing.

6. Select **Print detailed list of all checks** if you want to print a separate line item for each tendered check. This feature is helpful if you need to troubleshoot a specific problem.

7. Select **Sort by revenue center** to sort guest checks by the revenue center in which they originated.

8. Select **Print voided items** to include the number and total sales value of items that are removed (voided) from a guest check after they are ordered on the Drawer Checkout report.

9. Select **Print cleared items** to include the total sales value of the items that are removed (cleared) from a guest check before sending them to the kitchen on the Drawer Checkout report.

10. Click **Save** and exit the **Store** function.

Adding the drawer checkout button to a FOH panel (QS only)

You must add the Drawer Checkout button to a FOH panel to provide a means for a manager or other high-level employee to run the Drawer Checkout report. You must consider your current system configuration when making the determination of where to add the Drawer Checkout button. Since a manager typically performs this function, we recommend you add the button to the Mgr Functions panel.

To add a drawer checkout button to a panel:

1. Select **Maintenance** > **Screen Designer** > **Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panel**, select the **panel containing your manager functions**, and click **OK**.
4. Right-click the **panel** and select **New Button**. The Properties dialog box appears.
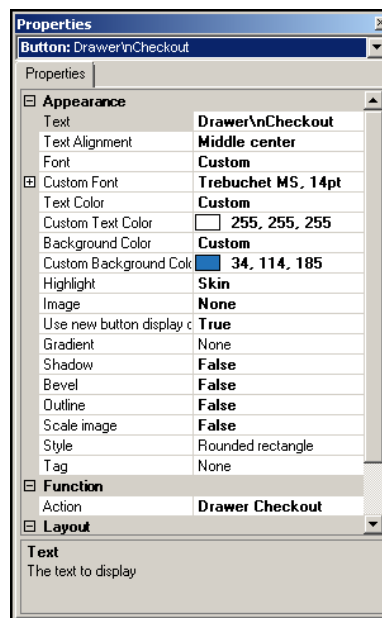
Figure 5 Button Properties Dialog Box - Alerts

5. Under the 'Function' group bar, select **Drawer Checkout** from the 'Action' drop-down list.
6. Under the 'Appearance' group bar, type a **name** for the button, such as 'Drawer Checkout,' in 'Text.' To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'Drawer\nCheckout.'
7. Configure the **remaining options** as you would for any other button.
8. Select **Panel > Save Panel** and exit **Quick Service Screen Designer**.

Refreshing the data

After all settings are in place in Aloha Manager, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.

> ⚠ **Caution**
> Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.

Using Drawer Checkout

Some establishments allow consecutive shifts to use the same cash drawer without switching it out or counting down the starting bank between shifts. This decreases the amount of time between shift changes, which ultimately increases the ability to provide quicker service. Ideally, you would assign several employees to the same cash drawer and designate a single employee, usually a manager, to run the Drawer Checkout report to balance the entire drawer at the end of the day. This environment is common in the International market. In this environment, employee cash accountability is not important.

You run the Drawer Checkout report after all employees who used the drawer have clocked out, and before the End-of-Day (EOD) runs. You then use the report to balance the cashier transaction activity that took place since the last time you balanced the drawer.

Running the drawer checkout report

When you run a Drawer Checkout report, a prompt to reset the drawer totals appears. If you elect to reset the drawer totals, the Drawer Checkout report prints activity from all employees operating the drawer since the last time you reset the drawer totals, or from the last End-of-Day. If you elect not to reset the drawer totals, the system prints the report with the current activity, and retains the totals.

> **Reference**
> Refer to the Drawer Reconciliation Feature Focus Guide - HKS310 for more information regarding the reconciliation of cash drawers.

To run the drawer checkout report:

1. Log in to the **FOH**.
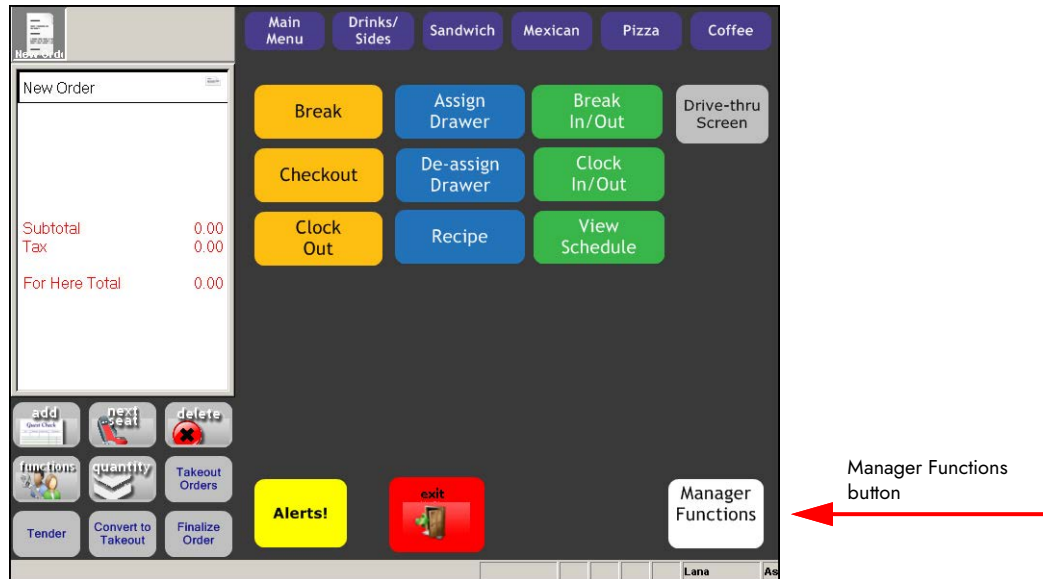
Figure 6 Panel Containing Manager Functions Button Example

2. Navigate to the panel containing the **Drawer Checkout** button, most likely the Manager Functions screen.
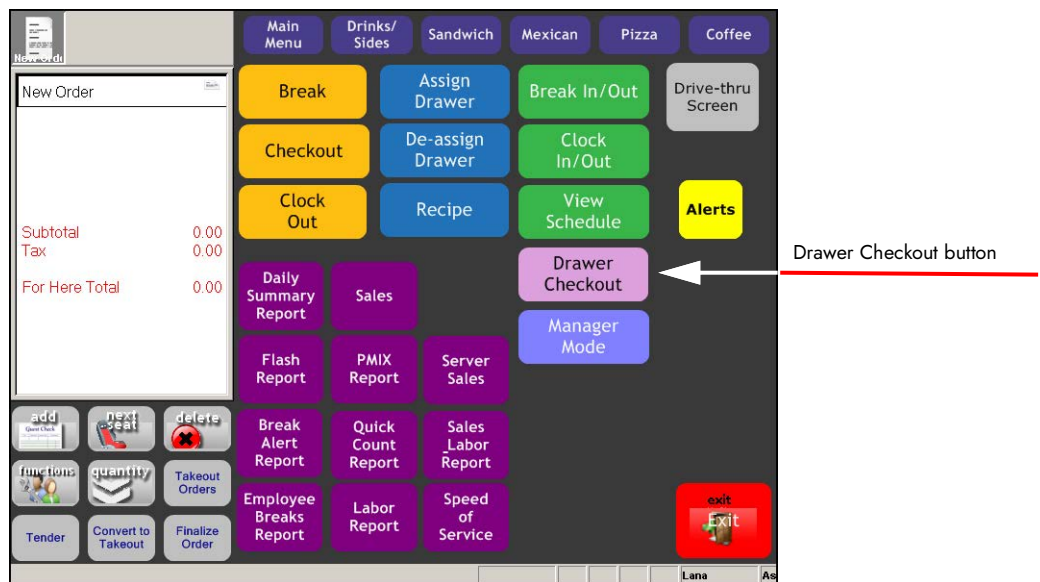
Figure 7 Drawer Checkout Button Example

3. Touch **Drawer Checkout** to confirm you are ready to run the checkout for the drawer. The 'Would you like to reset the Drawer Totals for Drawer:' message appears. Note: If you are not ready to complete the drawer checkout, touch **No**.

Would you like to reset the Drawer Totals
For Drawer: Counter Left?

Yes   No

Figure 8 Reset Drawer Totals

4. Touch **Yes** to reset the drawer totals to zero. Resetting the amounts to zero is helpful if you are ending your shift. If you do not pull the excess cash until end-of-day, it is not necessary to reset the amounts. The Drawer Checkout report prints to the local receipt printer.

Analyzing the drawer checkout report

The Drawer Checkout report contains three primary sections: the Header section, the Drawer Balance section, and the Sales section (optional).

```
                 * * * Drawer Report * * *
Unit #   1                           01/19/2016

Drawer: Counter Left
Checkout ran by:
Nick Amaro (Nick)                        02:58 PM

Sales Activity:
Lana Lang (Lana)


                    *** SALES ***
TOTAL SALES                              $87.24

                    *** TAXES ***
EXCLUSIVE:
Total:                                   $6.78

CASH IN DRAWER:                          $94.02



Employee x_____


Rcvd By X_____
```

Figure 9 Totals Only Example

Depending on your configuration, a summarized total may appear. Referring to the example in Figure 9, $87.24 appears as the total sales and $6.78 appears as the total taxes in the Drawer Balance section of the report.

```
          * * * Drawer Report * * *
Unit #   1                          01/19/2016

Drawer: Counter Left
Checkout ran by:
Nick Amaro (Nick)                   04:36 PM

Sales Activity:
Lana Lang (Lana)

                *** SALES ***
FOOD:                              87.24(+)
BEVERAGE:                           0.00(+)

SALES:                             $87.24

NON-FOOD:                           0.00(+)
Total Retail Sales:                 $0.00

NO CATEGORY:                        $0.00(+)

TOTAL SALES                        $87.24

                *** TAXES ***
EXCLUSIVE:
Tax:                                6.78(+)
Non-Tax:                            0.00(+)

Total:                              $6.78

            *** Order Mode Charges ***
Delivery:                           0.00(+)

Total:                              $0.00

              *** SURCHARGES ***

Total:                              $0.00

            *** Additional Charges ***
```

Figure 10 List All Example

Depending upon your configuration, an itemized detail may appear for each transaction type. Referring to the example in Figure 10, the Drawer Checkout report lists separate lines for food and beverage sales. Additionally, breakdowns, such as 'Additional charges,' Gift Cards sold,' 'Revenue Items,' and more appear.

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```
          * * * Drawer Report * * *
Unit #   1                    01/19/2016

Drawer: Counter Left
Checkout ran by:
Nick Amaro (Nick)                04:28 PM

Sales Activity:
Lana Lang (Lana)

               *** SALES ***
FOOD:                         87.24(+)

SALES:                         $87.24

TOTAL SALES                    $87.24

               *** TAXES ***
EXCLUSIVE:
Tax:                            6.78(+)

Total:                          $6.78

CASH IN DRAWER:                $94.02



Employee x_____


Rcvd By X_____
```

Figure 11 List All with Values Example

Depending upon your configuration, an itemized detail for transaction types with sales may appear on the report. Referring to the example in Figure 11, he Drawer Checkout report lists separate lines for food and beverage sales. Other categories do not appear, as there were no sales.

If there are no cashier transactions for an entire transaction type, the transaction type does not appear on the report. For example, if no surcharges were assessed, the 'Surcharges' transaction type does not appear, regardless of the BOH configuration.

The report uses algebraic expressions to visually represent areas that are subtracted or added to achieve the drawer totals.

- (+) indicates the transaction type is added to the 'Cash in Drawer' total.
- (-) indicates the transaction type is subtracted from the 'Cash in Drawer' total.
- (=) indicates the final result of the calculation.

Header information section

The Header Information section appears at the top of the report and contains the date, time, drawer number, the employee who ran the report, the employees who had sales activity for the drawer, and more.

The Header Information section displays the following columns and rows:

Row Heading	Description / Calculation
title	Title of the report. If you elected to reset the drawer totals, the title appears as 'Drawer Checkout.' If you elected not to reset the drawer totals, the title appears as 'Drawer Report.'
Unit #	The unit number of the store, as defined in Maintenance > Business > Store > Location Information.
report date	Date you ran the report.
Drawer:	The name of the drawer for which you ran the report.
time	Time you ran the report.
Checkout ran by:	Name of the employee who ran the report.
Sales Activity	List of all employees who applied a payment and closed a check with this cash drawer.

Drawer balance information section

The Drawer Balance section appears after the Header Information section and contains the information you use to calculate the expected amount of cash in the drawer. If you have more than the expected amount, you are 'over.' If you have less than the expected amount, you are 'short.'

The Drawer Balance section displays the following columns and rows:

Row Heading	Description / Calculation
SALES (+)	Total adjusted sales of all items with 'Revenue Item' selected in Maintenance > Menu > Items > General Settings tab > General group bar.
> name of sales category	Adjusted sales total from each sales and retail category, based on the following calculation: straight sales - comps - promos - voids. A line item for each category prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
TAXES: (+)	Total exclusive and inclusive taxes applied to sales.
> name of tax ID	Total from each exclusive and inclusive tax ID applied to sales. A line item for each tax prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
GST: (+)	Total goods and services taxes applied to sales.

Row Heading	Description / Calculation
ORDERMODE CHARGES: (+)	Total order mode charges applied to guest checks sent to an order mode defined with a service charge in Maintenance > System Settings > Order Mode.
> name of order mode charge (+)	Total from each order mode charge applied to qualifying guest checks. See prior definition. A line item for each order mode prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
SURCHARGES: (+)	Total surcharges assessed on all items defined with a surcharge in Maintenance > Taxes > Surcharge.
> name of surcharge (+)	Total from each qualifying surcharge. See prior definition. A line item for each surcharge prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
ADDITIONAL CHARGES: (+)	Total additional charges applied to guest checks, as defined in Maintenance > Business > Store > Store Settings tab> Financials group > Additional charges group bar.
GC SOLD: (+)	Total adjusted sales of all items with 'Gift Card' and 'Activate Card', or 'Gift Cert' selected in Maintenance > Business > Store > Store Settings tab > Gift Card/Certificate Sales group.
> name of gift card or gift certificate sold (+)	Total adjusted sales from each qualifying gift card item. See prior definition. A line item for each gift card or gift certificate prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
CASH CARD SOLD: (+)	Total adjusted sales of all items with 'Cash Card' selected in Maintenance > Payments > Tenders > Tender tab.
> name of cash card (+)	Total adjusted sales from each qualifying 'Cash Card' item. See prior definition. A line item for each cash card prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
REV ITEMS SOLD: (+)	Total adjusted sales of all items with 'Revenue Item' selected in Maintenance > Menu > Items > General Settings tab > General group bar.
> name of revenue item (+)	Total adjusted sales from each qualified 'Revenue Item.' See prior definition. A line item for each revenue item prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
NON CASH PAYMENTS: (-)	Total amount of all non cash payments, without a tip, applied to guest checks.

Row Heading	Description / Calculation
> name of non-cash payment (-)	Total amount from each non-cash payment type, without a tip, applied to guest checks. A line item for each type of non-cash payment prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
NON CASH TIPS: (+)	Total amount from all non cash tips.
> name of non cash tip (+)	Total amount from each non-cash tip. A line item for each type of non-cash tip prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
CASH TIPS: (+)	Total amount of all cash tips, including cash auto gratuities.
CASH TXNS: (+/-)	Total amount of all paid ins and paid outs, excluding cash transactions done using the Tip Out function.
> name of petty account (+)	Total amount from each petty cash account. A line item for each petty cash account prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
TIP OUTS: (-)	Total amount of tips distributed to other employees.
N/R PAYMENTS (+)	Total amount of non-redeemed payments applied to sales. For example, if you received a $10.00 gift certificate for which you cannot give change back to the customer, for a $9.50 check, $0.50 appears in the total.
> name of tender (+)	Total amount from each tender applied to sales in which a non-redeemed payment occurred. A line item for each type of non-redeemed tender prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
ROUNDING BENEFIT (+/-)	Difference between the actual total amount in the drawer against any rounding in effect, as defined in Maintenance > Payments > Tenders > Rounding tab. If the benefit is to the advantage of the store, then (+) displays, otherwise, (-) displays.
CASH IN DRAWER: (=)	Expected amount in the cash drawer for reconciliation. Use this amount to balance the cash drawer.
Employee X ____	Signature line for the employee assigned to the drawer when you ran the report.
Rcvd By X _____	Signature line for the employee accepting the cash.

Sales section

The Sales section is an optional section that contains reference information used to match against the BOH totals. In some environments, such as server banking, the drawer totals in the Sales section will not be the same as the totals in the Drawer Balance section.

The Sales section displays the following columns and rows:

Row Heading	Description / Calculation
GROSS SALES: (+)	Total sales generated by the cash drawer, excluding voids and revenue items.
TAXES: (-)	Total amount of all exclusive, inclusive, and GST taxes applied to sales.
> name of tax ID (-)	Total from each exclusive and inclusive tax ID applied to sales. A line item for each tax prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
COMPS: (-)	Total amount of comps applied to sales. If you select 'Include Comps in Net Sales' in Maintenance > Business > Store > Store Settings tab > Financials group > Reports tab, then no algebraic symbol displays.
> name of comp (-)	Total from each comp applied to sales. A line item for each comp prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
PROMOS: (-)	Total amount of promos applied to sales. If you select 'Include Promos discounts in Net Sales' in Maintenance > Business > Store > Store Settings tab > Financials group > Reports group bar, then no algebraic symbol displays.
> name of promo (-)	Total from each promo applied to sales. A line item for each promo prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
ORDER MODE CHARGES: (-)	Total order mode charges applied to guest checks sent to an order mode defined with a service charge in Maintenance > System Settings > Order Mode.
> name of order mode charge: (-)	Total from each qualifying order mode charge applied to guest checks. See prior definition. A line item for each order mode prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity
SURCHARGES: (-)	Total surcharges assessed on all items defined with a surcharge in Maintenance > Taxes > Surcharge.
> name of surcharge: (-)	Total from each qualifying surcharge assessed on all items. See prior definition. A line item for each surcharge prints on the report, if you select 'List All' or 'List All with Values' and the transaction type had activity.
NET SALES: (=)	Result of the Sales section, based on the following calculation: gross sales - taxes - comps - promos - order mode charges - surcharges.

> ⚠️ **Caution**
> Do not use the Sales section totals to balance the cash drawer.

Reporting Drawer Checkout

Using the BOH report reprint feature, you can print a copy of the Drawer Checkout report. This is helpful if several employees use the same drawer; when one employee clocks out, the system allows the clock out, without requiring the employee to perform or print the individual checkout.

To reprint a drawer checkout report:

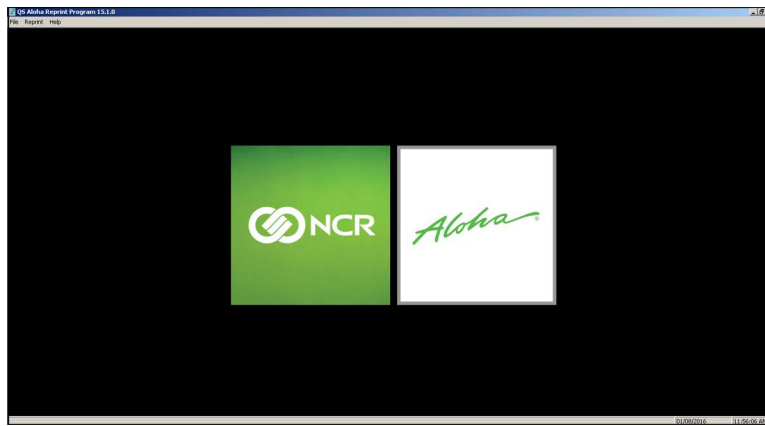1. Select **Reports > Aloha Point-of-Sale > Reprints**. The 'Aloha Reprint Program' window appears.

Figure 12 Aloha Reprint Program Window

2. Select **Reprint > Checkout**. The 'Select Date of Reprint' dialog box appears.
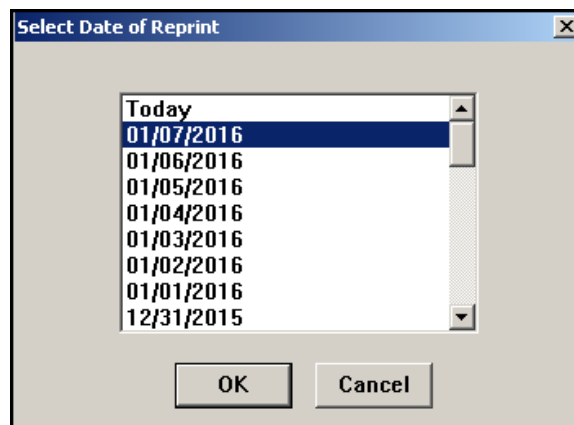

Figure 13 Select Date of Reprint Dialog Box

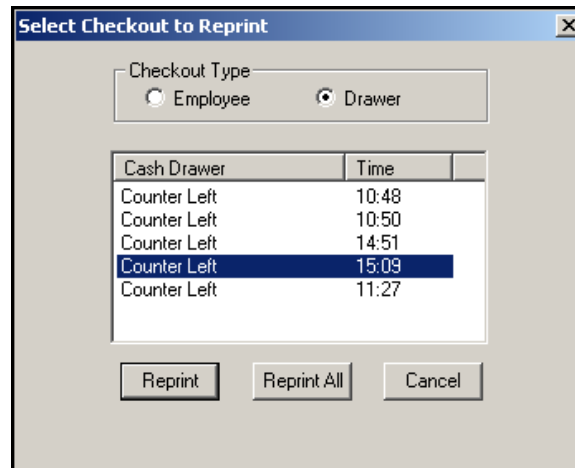3. Select the **date** and click **OK**. The 'Select Checkout to Reprint' dialog box appears.

Figure 14 Select Checkout to Reprint Dialog Box

4. Select the **appropriate drawer** as the 'Checkout Type' and click **Reprint** to print the selected drawer. If you select **Reprint All**, the system reprints every checkout for the selected drawer for that business day. The 'Print' dialog box appears.
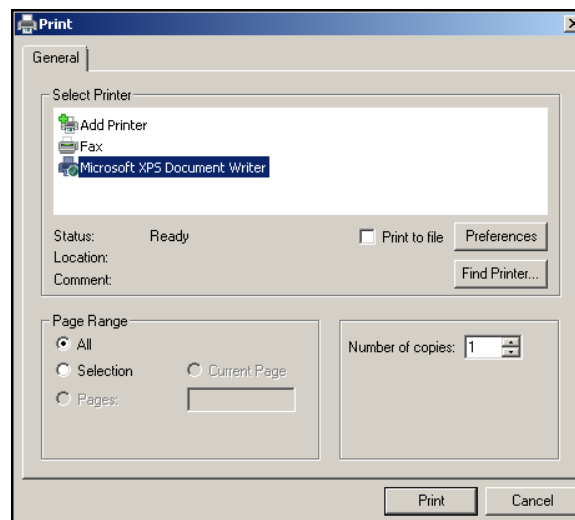

Figure 15 Print Dialog Box

5. Select the **printer** to print the report and click **Print**.

6. Type a **name** for the report and click **Save**.

7. Navigate to the **folder** containing the report reprints. For example, navigate to the 'Documents' folder.

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8. Review the **report** and Close as usual.

9. Select **File > Exit** to close the **Aloha Reprint Program**.

```
     * * * Drawer Checkout * * *
Unit #  1                01/07/2016

Drawer: Counter Left
Checkout ran by:
Clark Kent (Clark)          03:09 PM

Sales Activity:
Clark Kent (Clark)

        *** SALES ***
TOTAL SALES           $501.41

        *** TAXES ***
EXCLUSIVE:
Total:               $38.98

       *** CASH TXNS ***

CASH TXNS:           $-150.00(+)

CASH IN DRAWER:        $390.39


CALCULATED CASH:        390.39
 DECLARED CASH:          0.00
     SHORT:             390.39


Employee x_____


Rcvd By X_____
```

Figure 16 Drawer Checkout Reprint Example

Troubleshooting Drawer Checkout

We cover the following troubleshooting areas with the Drawer Checkout report:

No checkout available

During a checkout, if a 'You do not have a checkout' error message appears, verify that the employee access level has 'Cash drawers' and 'Cash drawer checkout' selected.
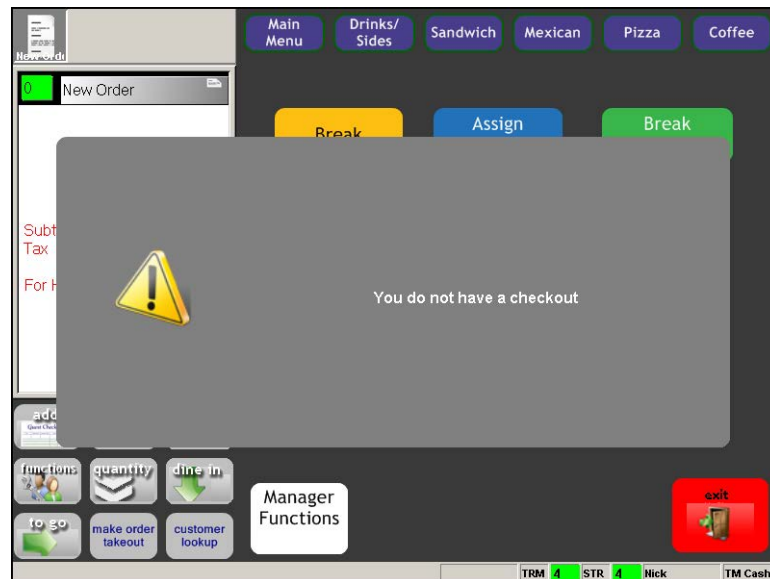

Figure 17 You Do Not Have a Checkout

Non-cash or cash payments are not correct

If a non-cash or cash payment total is not correct, then an employee could have closed a check to a wrong payment type, such as closing a check to cash instead of a credit card. This is one of the more common troubleshooting issues with a checkout report. A solution is to match all credit card and other non-cash receipts against the system-generated detailed list.

Non-cash payment with a tip does not appear

If an employee applies a non-cash payment and closes the check at one terminal, and then applies a tip to that same check from another terminal, the system moves the check information from the first drawer to the drawer where the employee applied the tip.

Cash tip does not appear

If an employee applies a cash payment and closes the check at one terminal, and then adds a tip to that same check from a different terminal, the system retains the check information at the drawer where the employee closed the check, and the tip information at the terminal where the employee applied the tip.

Drawer Checkout, Feature Focus Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address: Documentation.HSR@NCRVoyix.com