

Feature Focus Guide: Drawer Reconciliation

Core Product: Aloha Quick Service, Aloha Table Service
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Revision Record

Date	Version #	Description
Prior to 01/12/2023	v5.4.0+	Implemented Drawer Reconciliation.
	v5.4.0.22+	Added support to automatically transfer reconciled amounts as a deposit.
	v5.4.2.68+	Added support to define coin values for reconciliation screens.
	v6.2+	Added the ability to require descriptions for deposits.
	v7.0+	Added the following enhancements: <ul style="list-style-type: none"> • Ability to display all defined tenders on the 'drawer counts' screen. • Ability to filter the coins and bills by multi-currencies. • Ability for reconciliation to read the coins and bills defined in the Coins and Bills function, as well as the Tenders function, to support multi-currencies. • Removed the 'Cash Count Detail' screen from the reconciliation screen flow.
01/12/2023		Converted the document to use new templates. Updated front cover and back page to reflect new NCR branding.
06/11/2024		Updated document to reflect NCR Voyix branding.

About Drawer Reconciliation

Drawer Reconciliation at a Glance	
Core Product	Aloha Quick Service and Aloha Table Service
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

The Drawer Reconciliation feature, available in both Aloha® Quick Service and Aloha Table Service, is an enhancement to the checkout function and provides a simple, automated method for reconciling a cash drawer before you close it, no matter how many employees use the drawer.



Caution

Do not implement Drawer Reconciliation and Employee Reconciliation together. This is considered an incorrect configuration.

Benefits of the Drawer Reconciliation feature:

- You can set the variance level for tenders. The entered total must be within the variance guidelines before you can complete the reconciliation.
- You can define the number of reconciliation attempts allowed before requiring a manager to intervene.
- You can configure non-cash tenders to require the entry of detailed information, the entry of totals only, or auto-fill the information for verification.
- The system provides a calculator to assist in counting cash and non-cash payments.

The difference between the entered amounts and the system-calculated amounts must be within the specified requirements prior to the completion of a drawer reconciliation. If successful completion of the reconciliation exceeds a specified number of attempts, a message appears and an employee with sufficient access must approve it to complete the reconciliation.

Additionally, you can enable the system to automatically transfer the reconciled amount as a deposit in the BOH. This automates deposit entries and eliminates the chance of entering the wrong amount in Functions > Edit Deposits.

SCENARIO: A restaurant wants an account of all tenders from a cash drawer shared by several employees. Each employee runs and completes a normal checkout. At the close of the drawer, and before the End-of-Day occurs, the manager initiates Drawer Reconciliation and counts down the drawer. If the drawer does not balance within the allowed number of attempts, someone with sufficient access must force the reconciliation.

Configuring Drawer Reconciliation

This section details the configuration requirements for Drawer Reconciliation. You must access several functions to complete the configuration. 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 Reconciliation 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 > Hardware > Cash Drawers to determine which cash drawers require reconciliation. See page 7 .	<ul style="list-style-type: none"> ○ Perform drawer reconciliation ○ Number reconciliation attempts ○ Display unused tender types
2. Access Maintenance > Labor > POS Access Levels and select 'Force reconciliation' for access levels that can override a reconciliation when over the defined number of attempts. See page 8 .	<ul style="list-style-type: none"> • Force reconciliation
3. Access Maintenance > Payments > Tenders > Reconciliation tab to establish the tenders to reconcile, set the variance amount, and define the type of information you must enter for the tender for reconciliation. See page 9 .	<ul style="list-style-type: none"> ○ Variance amount allowed ○ Total amount of all transactions ○ Detailed information of each transaction ○ Auto fill
4. Access Maintenance > Payments > Coins and Bills and define any multi-currency coins and bills accepted at your location. See page 11 .	<ul style="list-style-type: none"> ○ Name ○ Active ○ Value ○ Roll value ○ Foreign currency
5. Access Maintenance > Screen Designer to add the Drawer Checkout button to a panel, if it is not already there. See page 13 .	<ul style="list-style-type: none"> ○ Drawer Checkout button

Drawer Reconciliation Procedures at a Glance

6. Optionally access **Maintenance > Business > Store > Store Settings > Financials group** and configure the system to automatically transfer reconciled amounts to a deposit. See [page 14](#).
 - Number of description fields
 - Field x text
 - Length for field x text
 - Field x is numeric
 - Field x is required
 - Field x prompt for deposit reason
 - Maximum amount per deposit
 - Automatically generate deposit from declared tenders
 - Always display the deposit distribution screen
7. Access **Utilities > POS > Refresh POS and All Installed Products** to update the information on the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See [page 15](#).

Defining cash drawers to require drawer reconciliation

Use options in the Settings group box located in **Maintenance > Hardware > Cash Drawers** to determine cash drawers for which you must run Drawer Reconciliation.

To require Drawer Reconciliation on a cash drawer:

1. Select **Maintenance > Hardware > Cash Drawers**.

The screenshot shows the 'Cash Drawers' configuration window. At the top, there's a title bar 'Cash Drawers' and a search bar. Below it, a dropdown menu shows 'Cash Drawers: 1 TERM1'. A 'Cash Drawer' label is followed by a text field. The main area is divided into two sections: 'Settings' and 'Printer interface'. The 'Settings' section includes fields for 'Number' (1), 'Name' (TERM1), 'Type' (Printer Interface), 'Public cash drawer' (checkbox), 'Perform drawer reconciliation' (checked checkbox), 'Number reconciliation attempts' (3), 'Display unused tender types' (checkbox), and 'Audit selected coupons' (checkbox). The 'Printer interface' section includes 'Printer' (WS1 Receipt) and 'Drawer number' (0).

Figure 1 Cash Drawer Function

2. Select a **cash drawer** from the drop-down list.
3. Under the Settings group bar, configure the following:
 - a. Select **Perform drawer reconciliation** to configure the cash drawer as a drawer for which you must reconcile all tenders at checkout. When you run a checkout for the drawer, you receive the prompt, "Would you like to reset the drawer totals?" Responding with a "Yes" invokes the Drawer Reconciliation process.
 - b. Type the **number of reconciliation attempts allowed** before requiring the approval of a manager, or other employee with sufficient access.
 - c. Select **Display unused tender types** to display all tender types, used or not, in the list for reconciliation.
4. Click **Save** in the Command panel.

5. Repeat this **procedure** for all cash drawers for which you want to require drawer reconciliation.
6. Click **Close** in the Command panel to exit the **Cash Drawers** function.

Providing the ability to force drawer reconciliation

If an employee unsuccessfully attempts to reconcile a drawer more than the specified number of reconciliation attempts, as defined in Cash Drawers, the Manager Approval screen appears. You must be sure to assign an employee, such as a manager, an access level with sufficient access to approve and force the reconciliation.

To configure an access level with the ability to force Drawer Reconciliation:

1. Select **Maintenance > Labor > POS Access Levels**.
2. Select an **access level**, such as Manager, from the drop-down list.

Employee	
Approve clock in	<input checked="" type="checkbox"/>
Approve checkout	<input checked="" type="checkbox"/>
Delete checkout	<input checked="" type="checkbox"/>
Approve clock out	<input checked="" type="checkbox"/>
Delete clock out	<input checked="" type="checkbox"/>
Approve start/end breaks	<input type="checkbox"/>
Clear password	<input checked="" type="checkbox"/>
Enroll fingerprints	<input checked="" type="checkbox"/>
Force reconciliation	<input checked="" type="checkbox"/>
Force coupon audit	<input type="checkbox"/>
Open any drawer	<input checked="" type="checkbox"/>
De-assign drawers	<input checked="" type="checkbox"/>
Enter open items	<input checked="" type="checkbox"/>
Access quick count screens and reports	<input checked="" type="checkbox"/>
Enter pay adjustments	<input checked="" type="checkbox"/>
Adjust tip share	<input type="checkbox"/>
Release locked employee	<input checked="" type="checkbox"/>
Edit FOH labor	<input checked="" type="checkbox"/>
Assign pen ID's	<input checked="" type="checkbox"/>
Approve interactive message response	<input type="checkbox"/>

Figure 2 POS Access Levels

3. Under the Employee group bar, select **Force reconciliation**, to enable the employee assigned to this access level to force a reconciliation when an employee exceeds the defined number of attempts.
4. Click **Save** in the Command panel.

5. Repeat this **procedure** for each access level needing the ability to force a reconciliation when an employee exceeds the allowed number of attempts.
6. Click **Close** in the Command panel to exit the **POS Access Levels** function.

Setting the variance for each tender to reconcile

Use the options on the **Reconciliation** tab in **Maintenance > Payments > Tenders** to define the Drawer Reconciliation requirements for each type of tender you accept as payment. Using these options, you can establish a variance amount for each type of tender. This is the acceptable amount you can be over or short from the amount the system expects you to have. At the end of the reconciliation process, the system compares the difference between the amount you enter during reconciliation and the system-generated amount to the variance amount for each tender. If the difference is within the acceptable variance, the process completes. If any tender is outside the acceptable variance, you must attempt the reconciliation process again.

For cash tenders, the system requires a cash tender with \$0.00 defined as the 'Default amount behavior.' This is usually the 'Cash' tender button, as opposed to pre-denominated cash buttons, such as '\$1.00,' '\$5.00,' and others. Once you set the cash tender defined with a \$0.00 default amount for reconciliation, the reconciliation settings for the remaining cash tenders become disabled and all cash reporting is calculated together. If there are no cash tenders defined with \$0.00 as the 'Default amount behavior,' you must create one or the FOH receives an error.

For non-cash tenders, you can also establish how to enter the data into Drawer Reconciliation. You can choose to enter transaction detail, or a total of all transactions for the non-cash tender type. Another option is to select 'Auto fill' to allow the system to populate the data for you. This scenario is used for verification purposes.

To include a tender in Drawer Reconciliation and establish the variance allowed:

1. Select **Maintenance > Payments > Tenders**.

The screenshot shows the 'Tenders' window with the 'Reconciliation' tab selected. At the top, a dropdown menu for 'Tender' is set to '2 Mastercard Credit card'. Below this is a horizontal tab bar with options: 'Tender', 'Type', 'Identification', 'Authorization', 'Reconciliation' (selected), 'Security Verification', 'Printers', and 'Rounding'. The 'Reconciliation' section contains a 'Variance amount allowed' field set to '0.00'. Below this is a label 'For this tender enter and print' followed by two radio button options: 'Total amount of all transactions' (selected) and 'Detailed information of each transaction'. At the bottom of this section is an 'Auto fill' checkbox which is checked.

Figure 3 Tenders - Reconciliation Tab

2. Select a **tender** from the drop-down list.
 - If this is a cash tender, you need only select and configure the **cash tender defined as a \$0.00** specific amount from the 'Default amount behavior' drop-down list. You can only configure a variance amount for cash.
 - If this is a non-cash tender, you can configure all variance options.
3. Select the **Reconciliation** tab.
4. Under the Reconciliation group bar, configure the **following**:
 - a. Type the **variance amount allowed** to establish the amount this tender can differ from what the system is expecting, when verifying amounts for reconciliation. The variance amount applies to over and under the amount entered for reconciliation.
 - b. Select '**Detailed information of each transaction**' from the 'For this tender enter and print' option to prompt for the entry of transaction detail when performing a reconciliation. For example, for personal checks, you must enter the amount and the account name for each individual check.

OR

Select '**Total amount of all transactions**' from the 'For this tender enter and print' option to prompt for the entry of only the total amount for the tender when performing a reconciliation. For example, for a Visa card, you must enter the total amount of all Visa transactions, without itemizing. This is the default selection.

- c. Select **Auto fill**, if you want the system to populate all data for non-cash tenders for you, rather than manually entering the data. Use this scenario for verification purposes.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for each tender to include in Drawer Reconciliation.
7. Click **Close** in the Command panel to exit the **Tenders** function.

Defining coin and bill values for multi-currencies

For the system to calculate total values, you must enter the coins and bills you accept at your location. The system comes pre-loaded with all domestic United States currencies. The Coin and Bill Count Detail screen displays all active coins in order of the Coin ID number. The following are the default coins and bills defined for the U.S. market:

Coin ID	Coin Description	Coin Value
01	Dollar	1.00
02	Half Dollar	0.50
03	Quarter	0.25
04	Dime	0.10
05	Nickel	0.05
06	Penny	0.01



Note

If you only accept U.S. currencies, you do not need to complete this procedure. The system is pre-configured with all U.S. currencies.

If you accept multi-currencies, or only currencies other than U.S., you must add the currencies you accept in the Coins and Bills function. For example, if you are located on the northern U.S. border and accept the Canadian dollar, you need to add the Canadian dollar as a coin currency.

All countries have a currency value equivalent to the value of 1, such as the U.S. dollar, Japanese yen, Mexican peso, German deutschmark, or Canadian dollar. For the respective country, they have a coin currency subdivision to equal the value of 1. For example, the United Kingdom uses the British pound as the value of 1, and has coin subdivisions to equal a pound, such as 100 pence ($100/1=100$), 20 shillings ($100/20=5$), 4 crowns ($100/4=25$), and others. The coin value of these would be '0.01,' '0.05,' and '0.25,' respectively.

To define coins and bills:

1. Select **Maintenance > Payments > Coins and Bills**.

Coins and Bills	
Coins and Bills:	8 Pound
Coin and Bill	
Settings	
Number	8
Name	Pound
Active	<input checked="" type="checkbox"/>
Value	1.5
Roll value	0
Foreign currency	British Pound

Figure 4 Coins and Bills Function

2. Click **New**.
3. Under the **Settings** group bar, configure the **following**:
 - Type a **description** for the coin, up to 15 alpha-numeric characters, such as Peso, Yen, or Pound. We recommend defining all active coins in order of their coin value, highest to lowest, and grouped by foreign currency.
 - Select **active**, to make the coin type active in the system, and for it to appear in the Coin Counts screen.



Note

The default U.S. coin values appear first in the Coin Counts screen when you enter your coin counts. If you do not accept U.S. currency, we recommend clearing 'Active' on these coins so they do not appear and the coins you do accept appear on the first page of the Coin Counts screen.

- Type the **value** of the coin in relation to the whole value of 1 for the currency. For example, for the U.S. dollar market, the value of a dime is 0.10. **Related Options:** The number of digits allowed to the right of the decimal is defined in **Maintenance > Business > Store > Store Settings > System** group.
- Type the **rolled value** of the coin, to indicate the value of the coin when it is rolled for distribution. This amount must be evenly divisible by the value. For example, the value for a

- roll of quarters cannot be \$10.01 because a \$10.01 is not evenly divisible by \$0.25. When you click **Save**, the system calculates the number of coins that equals one roll and displays this value to the right.
- Select the type of **foreign currency** from the 'Foreign currency' drop-down list, to specify the foreign currency symbol and conversion rate, and to display the results on the FOH Coin Counts reconciliation screen. **Related Options:** Access **Maintenance > Payments > Foreign Currency** and define the foreign currency requirements for the coin.
4. Click **Save**.
 5. Repeat the **procedure** for each coin to appear on the Coin Counts screen.
 6. Click **Close** to exit the **Coins** function.

Once you configure the coins and bills you accept in the Coins and Bills function, you must also select 'Ignore tender configuration in cash reconciliation and starting bank' in Store Settings to enable the system to use the values in the Coins and Bills function, instead of the Tenders function, during reconciliation.

To configure the system to read the values in the coins and bills function:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **Security** group at the bottom of the screen.
4. Under the POS Security group bar, select '**Ignore tender configuration in cash reconciliation and starting bank**' to allow the system to use the values in the Coin and Bills function only. If cleared, the system uses the values in the Coins and Bills function, as well as the Tenders function, and therefore, does not support multi-currencies.
5. Click **Save** in the Command panel.
6. Click **Close** in the Command panel to exit the **Stores** function.

Adding the drawer checkout button to a panel

For Quick Service operations, you must add the **Drawer Checkout** button to a panel, usually the Manager Functions panel, to display on the FOH, if the button is not already there.

To add the Drawer Checkout button to a panel:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.
3. Select **Panel > Open Panels** and select a panel for editing, such as Manager Functions.
4. Create a **new button** or select an **available button**.
5. Select **Drawer Checkout** from the 'Action' drop-down list.
6. Select **Panel > Save All Panels**.
7. Exit the **Screen Designer** function.

Automatically transferring reconciled amounts as deposits

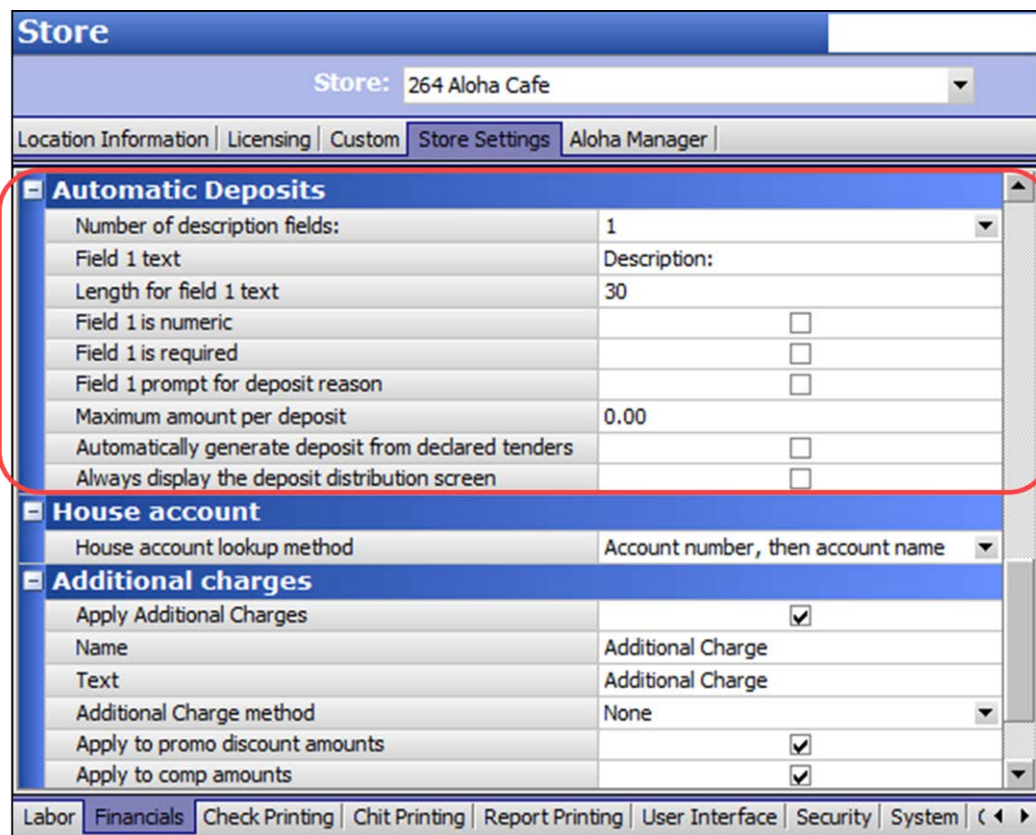
You can also configure the system to automatically transfer the reconciled amount as a deposit without having to access **Functions > Edit Deposits**. This saves you time and eliminates the possibility of depositing an incorrect amount. You must select 'Affects deposit' for the tender, to include the transactions for that tender in the deposit amount. If the deposit exceeds the amount specified in 'Maximum amount per deposit,' in **Maintenance > Business > Store > Store Settings** group > **Financials** tab, the system splits the deposit into multiple deposits based on the maximum amount.

Warning

As noted in the introduction, do not implement Drawer Reconciliation with Employee Reconciliation. If you configure both features to transfer reconciled amounts as a deposit, you end up with duplicate deposits and you must delete one of the deposits to balance.

To provide the ability to deposit reconciled amounts:

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



Store	
Store:	264 Aloha Cafe
Location Information Licensing Custom Store Settings Aloha Manager	
Automatic Deposits	
Number of description fields:	1
Field 1 text	Description:
Length for field 1 text	30
Field 1 is numeric	<input type="checkbox"/>
Field 1 is required	<input type="checkbox"/>
Field 1 prompt for deposit reason	<input type="checkbox"/>
Maximum amount per deposit	0.00
Automatically generate deposit from declared tenders	<input type="checkbox"/>
Always display the deposit distribution screen	<input type="checkbox"/>
House account	
House account lookup method	Account number, then account name
Additional charges	
Apply Additional Charges	<input checked="" type="checkbox"/>
Name	Additional Charge
Text	Additional Charge
Additional Charge method	None
Apply to promo discount amounts	<input checked="" type="checkbox"/>
Apply to comp amounts	<input checked="" type="checkbox"/>
Labor Financials Check Printing Chit Printing Report Printing User Interface Security System	

Figure 5 Store - Store Settings - Financials Group

4. Under the Automatic Deposits group bar, configure the following:
 - Select **'1'** or **'2'** from the 'Number of description fields' drop-down list, to specify whether to display one or two prompts for the deposit description. **Related Options:** Selecting '1' enables the Field 1 options, and selecting '2' enables both the Field 1 and Field 2 options.
 - Type the **text to appear as a prompt** on the deposit screens, the **maximum number of characters** you can enter for a deposit description, and specify if the entry is **numeric only**.
 - Type the **maximum amount** you can enter for a deposit, up to \$99999.99. When the reconciled amount exceeds the maximum amount, the deposit is broken down into smaller amounts.
 - Select **Automatically generate deposit from declared tenders** to allow the system to automatically transfer the reconciled amount to a deposit. **Related options:** If you are using Employee Reconciliation, you must select 'Must declare at checkout' in Job Code Maintenance. If you are using Drawer Reconciliation, you must select 'Perform drawer reconciliation' in Cash Drawer Maintenance.
 - Select **Always display the deposit distribution screen** to display the Distribution screen after you perform a reconciliation, which allows you to add and edit deposits, regardless of the maximum deposit amount setting. **Related options:** You must select 'Automatically generate deposit from declared tenders' to enable this option.
5. Click **Save** in the Command panel.
6. Click **Close** in the Command panel to exit the **Store Settings** function.

Refreshing the data

After all settings are in place, you must select **Utilities > POS > Refresh All POS Data** 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. After the data refresh is complete, all new settings become operational across the Aloha Point-of-Sale (POS) network.

Using Drawer Reconciliation

This section discusses the various processes involved in reconciling the contents of a cash drawer, and how to use the different screens involved.

Initiating drawer reconciliation

You must initiate a drawer reconciliation from the Front-of-House (FOH). In Table Service, access Manager Functions > Financials > Cash Drawers and touch the Checkout button for the appropriate drawer. In Quick Service, access the appropriate panel and touch the Drawer Checkout button. A prompt appears asking if you would like to reset the drawer totals. You must touch **Yes** to continue with the reconciliation, or touch **No** to print a regular drawer report and perform a reconciliation at a later time of the day.

To initiate drawer reconciliation:

1. When you are ready to reconcile the drawer, log in to the **FOH**.
2. For Table Service operations, from the Working-with-Tables or Working-with-Tabs screen, touch **Functions > Financials > Cash Drawers**, select the **drawer** to reconcile, touch **Checkout**, and touch **OK**. For Quick Service operations, locate the appropriate **panel**, such as Manager Functions, and touch **Drawer Checkout** to display the Select Drawer screen. Select the **drawer** to reconcile and touch **OK**. A confirmation message appears, asking if you are ready to run the checkout.

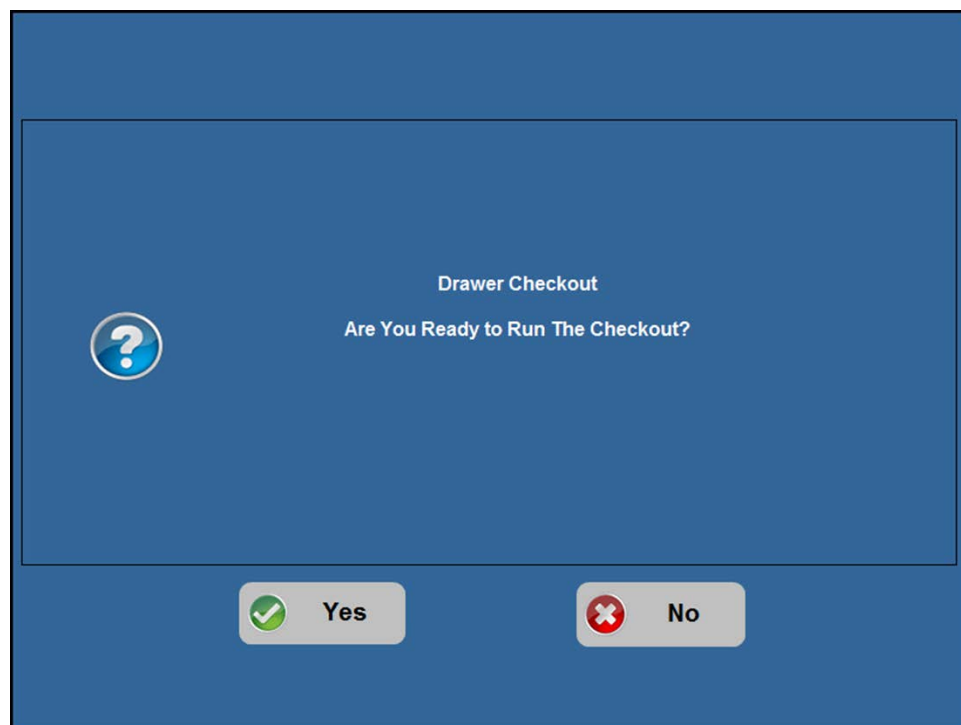


Figure 6 Ready to Run Checkout Confirmation Screen

3. Touch **Yes**. The message, “Would you like to reset the Drawer totals?” appears.

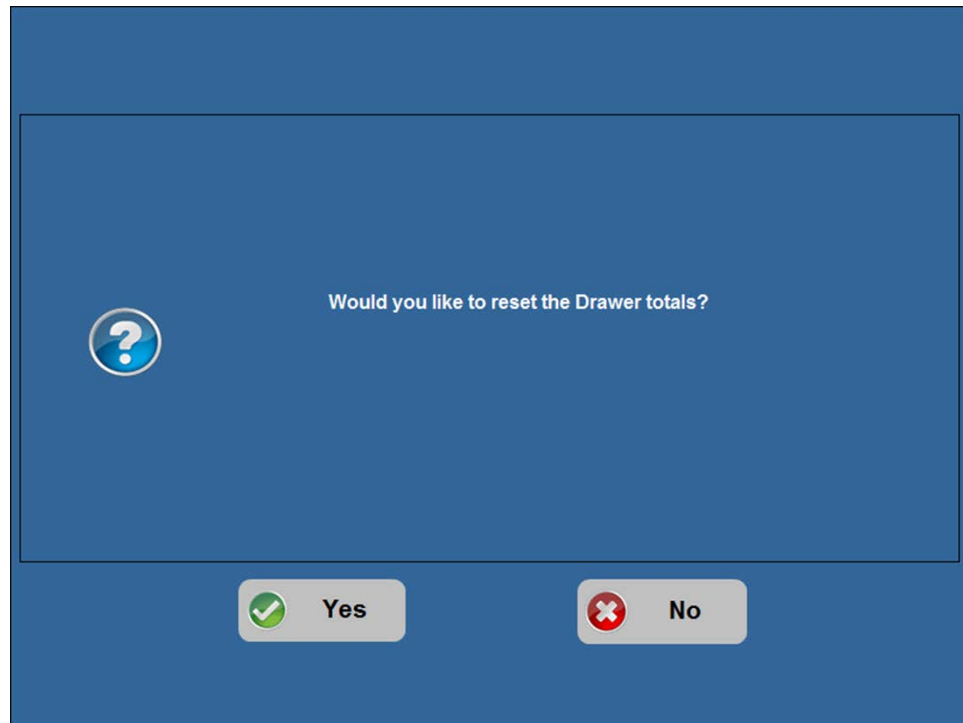


Figure 7 Reset Drawer Totals Confirmation Screen

4. Touch **Yes** to initiate Drawer Reconciliation. The drawer counts screen appears.

Payment Type	Amount
Cash	0.00

Total: 0.00 # of Attempts: 0

Enter Amount Cancel Done

Figure 8 FOH Drawer Counts Screen

The drawer counts screen lists all active tenders defined for inclusion in Drawer Reconciliation. Depending on your configuration, this could be just tenders for which payments were applied or all tenders defined in the system regardless if they had any activity.

- Drawer Reconciliation recognizes cash as an accumulation of all active tenders specified as cash in tender configuration.
- When a non-cash tender is set for auto fill, the amount automatically appears in Drawer Reconciliation for you to verify the accuracy.
- When you touch Done, the system attempts to reconcile the drawer, so do not touch Done until you enter the information for each payment type in the list.
- The number of times you attempt to reconcile the drawer appears in the lower right corner. Once you exceed the allowable number of attempts, a manager, or an employee with sufficient access, must approve the reconciliation.

Entering cash and bills

When you first access the cash count screen, the tab focus is on the top 'Count' text box. Each time you enter a quantity and touch Enter on the on-screen keypad, the system calculates the 'Amount' to the right for you. For example, if you type a '3' for the \$20 denomination and touch Enter, the system calculates \$60.00 for the corresponding 'Amount,' then tabs to the next denomination. The system also recalculates new totals each time you move to the next denomination on the screen. If you receive currency for which there is not an entry location or if you receive a small amount of cash and want to enter a total versus entering the detail for each denomination, enter it in 'Additional Amount.'



Note

When using an international currency in Drawer Reconciliation, the respective currency symbol replaces the dollar symbol, and the system calculates the amount using the foreign currency exchange rate.

To enter cash for reconciliation:

1. Select **Cash** as the Payment Type on the drawer counts screen. The cash count screen appears.

The screenshot shows the 'Cash Count' screen with the following elements:

- Currency Selection:** At the top, there are buttons for 'All currencies', 'Base currency (USD)', 'Euro (€)', and 'British Pound (£)'. A red arrow points to the 'British Pound (£)' button with the annotation: 'Filter the list of tenders using these buttons (only available if using foreign currency)'.
- Table Structure:** The table has columns for 'Description', 'Count', 'Amount', 'Rolled Currency', 'Count', 'Amount', and 'Total'. It lists denominations: \$1.00, \$5.00, \$10.00, \$20.00, \$50.00, and Dollar.
- On-Screen Keypad:** A red box highlights the keypad on the right side, titled 'ENTER CASH COUNT'. It contains buttons for digits 0-9, a decimal point, a plus sign, a minus sign, a multiplication sign, a division sign, and an 'Enter' button. A red arrow points to the keypad with the annotation: 'Use the on-screen keypad for data entry to assist in arithmetic calculations.'.
- Navigation:** At the bottom, there is a double arrow button. A red arrow points to it with the annotation: 'Touch the double arrow to scroll to the next page and view additional screens.'.
- Buttons:** At the bottom right, there are 'Accept' and 'Cancel' buttons.

Figure 9 Cash Count Screen

2. Use the **on-screen keypad** to enter the **number of coins or bills** for each denomination and touch **Enter** after each entry.
3. When all totals are correct, touch **Accept** to save the data and return to the drawer counts screen, from which you can choose another payment type for reconciliation.

Entering credit card tender types

When you select a credit card type to reconcile on the drawer counts screen, depending on your setup, you will do one of the following:

- Enter, or verify, the detailed information for each credit card transaction for each credit card type.
- Enter, or verify, the total amount of all transactions for the credit card type.

To enter credit card detail:

1. From the drawer counts screen, select a **credit card type** under Payment Type, and touch **Enter Amount**. The detail screen for the corresponding credit card type appears.

VISA

Amount: 1.44

Identification #: «

Slip Count: 1

Tender Total: 2.88

Next Slip

Delete

1 2 3

4 5 6

7 8 9

Clear 0

Enter

Accept Cancel View List

Figure 10 FOH Visa Details Screen

2. Use the **on-screen keypad** to enter the **transaction amount**, including the tip, in 'Amount' and touch **Enter**.
3. Enter the **credit card number** in 'Identification #' and touch **Enter**.
4. Touch **Next Slip**.
5. Repeat **steps 2 through 4** until you enter the detail for each transaction for the selected credit card type.
6. Verify the **slip count** and **tender total** are correct.

- a. If yes, touch **Accept** to save all data and return to the drawer counts screen. If no, touch **View List** to review the entered transactions.

Entry	Amount	Identification	Check #
1	1.44	4523000000000000	10002
2	1.44	4523000000000001	10003
3	1.44	4523000000000000	10004
4	1.44	4523000000000000	10005
5	1.44	4523000000000000	10010
6	1.44	4523000000000000	10012
7	1.44	4523000000000000	10017
8	1.44	4523000000000000	10018
9	1.44	4523000000000000	10020



 Ok
  Cancel

Figure 11 Review List

- b. Select a **transaction** and touch **OK** to return to the credit card detail screen and make a change, or just touch **OK** to close the screen and return to the credit card detail screen.
7. Repeat this **procedure** for each credit card type listed in the drawer counts screen.

To enter credit card totals:

1. From the drawer counts screen, select a **credit card type** under Payment Type and touch **Enter Amount**. The total screen for the corresponding credit card type appears.

VISA

Amount: 5.76€

Slip Count: 0

Tender Total: 5.76

1	2	3
4	5	6
7	8	9
Clear	0	
Enter		

Accept Cancel

Figure 12 FOH Visa Totals Screen

2. Enter the total of all **credit card transactions** for that credit card type, including the tips, in 'Amount' and touch **Enter**.
3. Enter a **total slip count** for that credit card type in 'Slip Count' and touch **Enter**.
4. If correct, touch **Accept** to save all data and return to the drawer counts screen.
5. Repeat this **procedure** for each credit card type listed in the drawer counts screen.

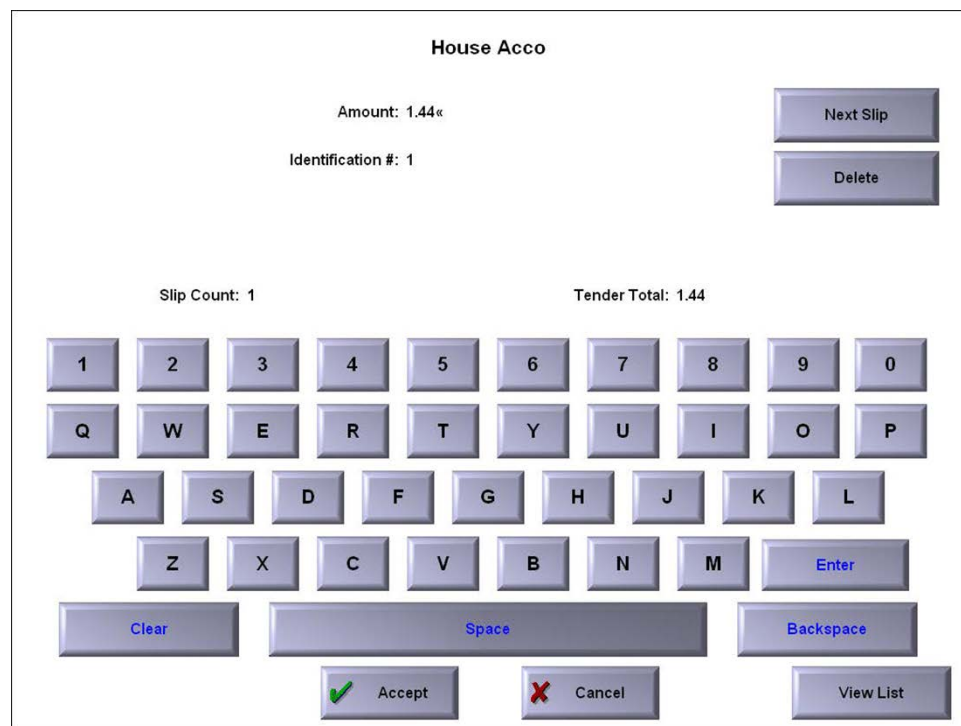
Entering personal checks, house accounts, and gift cards/certificates

When you select a house account, personal check, or gift card/certificate from the cash drawer counts screen, depending on your setup, you will do one of the following:

- Enter, or verify, the detailed information for each non-cash transaction.
- Enter, or verify, the total amount of all transactions for the non-cash payment type.

To enter other non-cash tender details:

1. From the drawer counts screen, select a **non-cash tender** and touch **Enter Amount**. The detail screen for the corresponding tender appears.



The screenshot shows a screen titled "House Acco". At the top, it displays "Amount: 1.44«" and "Identification #: 1". On the right side, there are two buttons: "Next Slip" and "Delete". Below these, it shows "Slip Count: 1" and "Tender Total: 1.44". The main area of the screen is a numeric keypad with buttons for digits 1-0, letters Q-P, A-L, Z-M, and an "Enter" button. At the bottom, there are buttons for "Clear", "Space", "Backspace", "Accept" (with a green checkmark), "Cancel" (with a red X), and "View List".

Figure 13 Sample FOH House Account Tender Detail Screen

2. Enter the **amount**, including the tip, in 'Amount' and touch **Enter**.
3. Enter a unique text string to identify the transaction, such as **check number**, **gift card number**, or **house account number** in 'Identification #' and touch **Enter**.
4. Touch **Next Slip**.
5. Repeat **steps 2 through 4** until you enter the detail for each transaction for the selected non-cash tender type.
6. Verify the **slip count** and **tender total** are correct.

- a. If yes, touch **Accept** to save all data and return to the drawer counts screen. If no, touch **View List** to review the **entered transactions**.

Entry	Amount	Identification	Check #
1	1.44	1	10006
2	1.44	1	10008
3	1.44	1	10011
4	1.44	1	10013
5	1.44	1	10019
6	1.44	1	10021



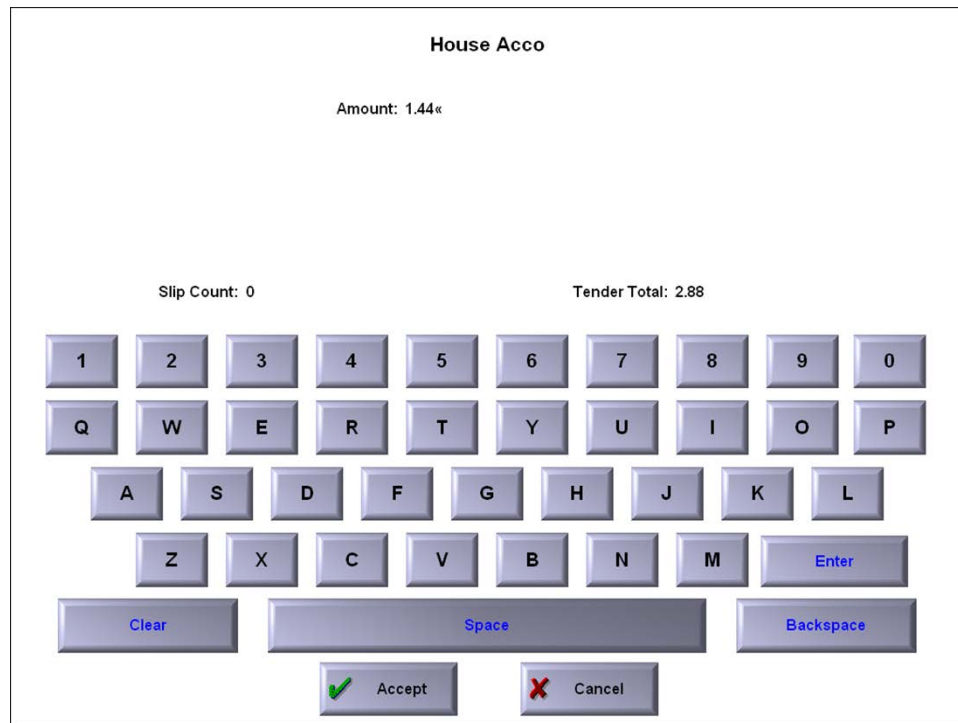
 Ok
  Cancel

Figure 14 Sample House Account Details View List

- b. Select a **transaction** in the list and touch **OK** to return to the detail screen and make a change, or just touch **OK** to close the screen and return to the detail screen.
7. Repeat this **procedure** for each of the non-cash tenders, excluding credit cards, listed in the drawer counts screen.

To enter other non-cash tender totals:

1. From the drawer counts screen, select a **non-cash tender type** and touch **Enter Amount**. The totals screen for the corresponding tender type appears.



The screenshot shows a screen titled "House Acco". At the top, it displays "Amount: 1.44«". Below this, it shows "Slip Count: 0" and "Tender Total: 2.88". The screen features a numeric keypad (0-9) and an alphabetic keypad (QWERTYUIOP, ASDFGHJKL, ZXCVBNM). There are also buttons for "Clear", "Space", "Backspace", "Enter", "Accept" (with a green checkmark), and "Cancel" (with a red X).

Figure 15 Sample FOH House Account Totals Screen

2. Enter the **total of all transactions** including the tips in 'Amount' and touch **Enter**.
3. Enter the **total number of transactions** for the selected non-cash tender type in 'Slip Count' and touch Enter.
4. If correct, touch **Accept** to save all data and return to the drawer counts screen.
5. Repeat this **procedure** for each of the non-cash tender types, excluding credit cards, listed in the drawer counts screen.

Reconciling the cash drawer

When you are ready to reconcile the cash drawer, the system compares all amounts entered by you with the amounts the system is expecting. The system then compares the two amounts to determine if the variance, if any, is within the acceptable limit for each tender. If yes, the Drawer Reconciliation function exits. If the amounts are not within the acceptable limits, the drawer counts screen appears.

	Payment Type	Amount
✓	Cash	2.88
✓	VISA	8.64
✗	House Acco	0.00

Total: 12.96 # of Attempts: 0

Enter Amount ✗ Cancel Done

Figure 16 Drawer Counts Variances

Tenders within the acceptable limit appear with a green check mark beside them. Tenders outside the acceptable limit appear with a black and red X beside them. Review any payment type with an X for recount. When selected, both colors turn to blue. The '# of Attempts' increments to the next number. You can reprocess up to the user-defined number of attempts before intervention is required.



Note

These colors may vary depending on the system's display properties. The number appearing in '# of Attempts' increments to the next number. You can try to reconcile up to the number of attempts allowed before manager intervention is required.

To reconcile the cash drawer:

1. After you enter all payment types and are ready to reconcile the drawer, touch **Done**.
2. If the reconciliation fails, **fix** the problem payment type, and **try to reconcile again**.

When the number of unsuccessful tries exceeds the number of attempts you are allowed, a message appears, notifying you of this condition.

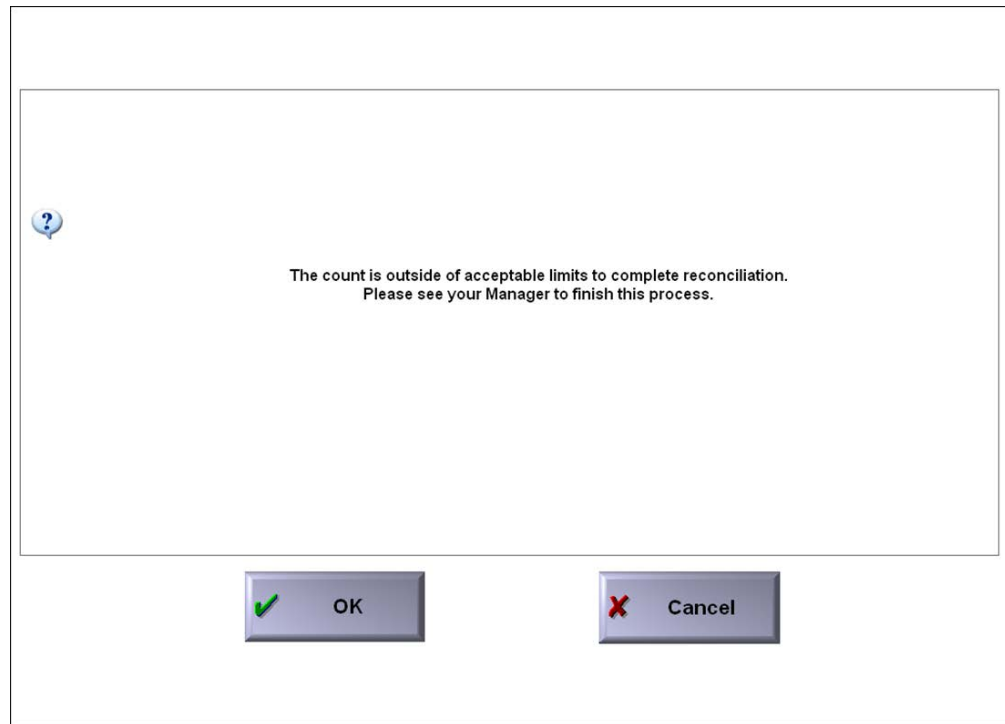


Figure 17 Outside of Acceptable Limits Error

3. Touch **OK**. The Manager Approval screen appears allowing an employee with sufficient access to force the reconciliation. The employee who forced the reconciliation appears on the checkout report.

Transferring declared reconciliation amounts to a deposit

When you successfully complete a drawer reconciliation, the system may automatically transfer the reconciled amount as a deposit, if your system is configured to do so. The screen that appears, and the information appearing on the screen is determined by your system configuration and the deposited amounts. The Deposit Distribution screen displays a list of all deposits for the reconciliation.

- If you configure the system to always display the Deposit Distribution screen, or the maximum amount that can be deposited is defined as \$0.00, the Deposit Distribution screen always appears.
- If the reconciled amount is greater than the maximum amount that can be deposited, then the system breaks the amounts out on the Deposit Distribution screen, based on the maximum deposit amount. You may still need to add a description to the deposit.
- If the reconciled amount is below the maximum amount that can be deposited, then the Deposit Distribution screen appears:

Total: 10.00		Deposit Distribution		Declared: 10.00	
Amount	Description:	Bag #:			
10.00					

Add

Edit

Delete

Done

Figure 18 Deposit Distribution Screen

To add or edit a deposit or description:

1. If the Deposit Distribution screen is the first screen to appear, touch **Add** or select a **deposit** and touch **Edit**. The Deposit Entry screen appears.

Total: 10.00 **Deposit Entry** Declared: 10.00

Amount: 0.00

Description:

Bag #:

1 2 3 4 5 6 7 8 9 0

Q W E R T Y U I O P

A S D F G H J K L

Z X C V B N M Enter

Clear Space Backspace

OK Cancel

Figure 19 Deposit Entry Screen

2. Enter the **amount to deposit** using the QWERTY keyboard, and touch **Enter**.
3. If required, enter a **description for the deposit**, such as 'Drawer 3 Drop,' and touch **Enter**.
4. If required, enter a **bag number** for the drop and touch **Enter**.
5. Touch **OK** to return to the Deposit Distribution screen.

To delete a deposit:

1. From the **Deposit Distribution** screen, select the **deposit** and touch **Delete**. A confirmation message appears.
2. Touch **OK**.

To finalize a deposit:

- 1. After your deposit amounts are correct, touch **Done** on the Deposit Distribution screen. The system compares the reconciled amount with the manually entered amounts. If the amounts do not match, an error message appears.

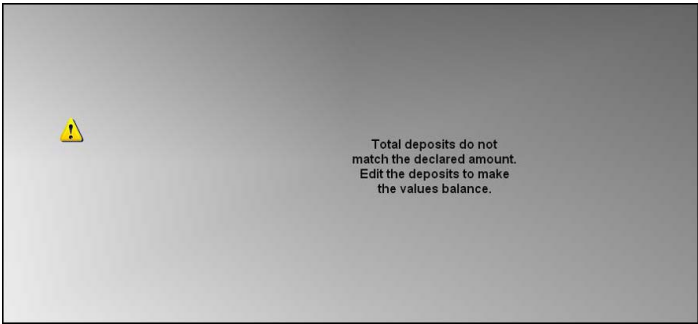


Figure 20 Deposits Do Not Match Error

Touch inside the **box** and enter the correct amount. A deposit slip, similar to the following example, prints at the local terminal:

Deposit Slip		
Unit #1171		10/07/2004
Drawer 1 (Bob Williams)		9:46 AM
Description:	Drawer 1 Drop	
Bag #:	133TLS	
Amount:	2000.00	
Description:	Overflow Deposit	
Bag #:	218JHG	
Amount:	227.52	
Total:	2227.52	
Employee X_____		
Manager X_____		

Reporting Drawer Reconciliation

The checkout is enhanced with drawer reconciliation information at the end of the normal checkout report.

1 → Server Checkout
2 → Reconciliation Information
3 → Unit #924
4 → 8/17/99
5 → Martha Blue (Marty)
6 → Shift: 1
7 → 04:33 AM

Cash Reported

8 → Total Cash: \$600.00

9 → Cash Detail: \$100.00's(3) \$300.00
\$ 50.00's(2) \$100.00
\$ 20.00's(3) \$ 60.00
\$ 10.00's (2) \$ 20.00
\$ 5.00's(2) \$ 10.00
\$ 1.00's(10) \$ 10.00

10 → Coin Detail: 1.00's .00
.50's 8.00
.25's 25.00
.10's 20.00
.05's 6.00
.01's 10.00

Check Reported(x)

11 → Total Checks \$ 21.00
12 → *ChecksDetail

Credit Cards Reported(x)

13 → Total Credit Cards \$200.00
14 → *Credit Cards Detail

House Accounts Reported(x)

15 → Total House Account \$150.00
16 → *House Account Detail

Gift Certificates Reported(x)

17 → Total Gift Certificate \$ 25.00
18 → *GiftCertificate Detail

Employee x _____
Cash Rcvd by x _____

Figure 21 Checkout Report Enhanced with Recon

Drawer Reconciliation Checkout Section Legend	
1.	Unit # as entered in Store Information
2.	Current date
3.	Employee name
4.	Current time
5.	Shift in which the employee is performing the checkout
6.	Total cash calculated by the amounts entered at checkout
7.	Cash detail displays totals for each denominations entered by employee at checkout
8.	Coin detail displays totals for each rolled and unrolled coin denomination entered by employee at checkout
9.	Total checks amount entered by employee at checkout (x represents number count of checks)
10.	Check detail section for each check.
11.	Total credit card amounts entered by employee at checkout (x represents number count of credit cards)
12.	Credit card detail section for each credit card.
13.	Total house accounts amount entered by employee at checkout (x represents number count of house accounts)
14.	House account detail section for each house account.
15.	Total gift certificate amount entered by employee at checkout (x represents number count of gift certificates)
16.	Gift certificate detail section for each gift certificate
17.	Employee signature line
18.	Signature of manager or supervisor receiving cash from employee

Reprinting the drawer reconciliation report

You can reprint the checkout report with Drawer Reconciliation information. Access the Back-of-House (BOH) and select **Reports > Aloha Point-of-Sale > Reprints > Reprint > Payment Reconciliation**, select **Drawer**, and then select the date of the report.

Troubleshooting Drawer Reconciliation

The following troubleshooting scenarios may occur when using the Drawer Reconciliation feature:

Cannot reconcile after end-of-day runs

If the End-of-Day occurs before you complete a reconciliation, the EOD function deletes the existence of the reconciliation. The checkout will remain as is, and you are not able to perform the reconciliation.

Double-posting of deposits appear with transferred reconciled amounts

If double-posting of deposits appear in the system when you enable the system to automatically transfer reconciled amounts as a deposit, then you are using the Drawer Reconciliation feature and the Employee Reconciliation feature. This is an incorrect configuration. Disable one of the reconciliation features and use only one.

Drawer Reconciliation, 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:
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