

Feature Focus Guide:

Employee Reconciliation

Core Product: Aloha Quick Service, Aloha Table Service
Last Updated: June 12, 2024

Contents

About Employee Reconciliation	4
Configuring Employee Reconciliation	6
Determining the location from which to initiate Employee Reconciliation	8
Specifying which job codes must run Employee Reconciliation	9
Providing the ability to force Employee Reconciliation	11
Setting the variance for each tender to reconcile	12
Defining coin and bill values for multi-currencies	14
Automatically transferring reconciled amounts as deposits	16
Refreshing the data	18
Using Employee Reconciliation	19
Initiating employee reconciliation	19
Entering cash and bills	23
Entering credit card tender types	25
Entering personal checks, house accounts, and gift cards/certificates	28
Reconciling the cash drawer	31
Transferring declared reconciliation amount to a deposit	33
Reporting Employee Reconciliation	36
Troubleshooting Employee Reconciliation	38
Cannot reconcile after end-of-day runs	38
Double-posting of deposits appear with transferred reconciled amounts	38

Copyright and Trademark Information

The products described in this document are proprietary works of NCR Voyix.

NCR Voyix is a registered trademark of NCR Voyix.

Aloha is a registered trademark of NCR Voyix.

Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries.

All other trademarks are the property of their respective owners.

It is the policy of NCR Voyix to improve products as technology, components, software, and firmware become available. NCR Voyix, therefore, reserves the right to change specifications without prior notice.

Not all features, functions and operations described herein are available in all parts of the world. In some instances, photographs are of equipment prototypes; therefore, before using this document, consult with your NCR Voyix representative or NCR Voyix office for the most current information.

© 2024 NCR Voyix

Atlanta

Georgia

USA

www.ncrvoyix.com

All Rights Reserved



Revision Record

Date	Version #	Description
Prior to 01/12/2023	v4.415+	Implemented Payment Reconciliation.
	v5.4.0.22+	Added support to automatically transfer reconciled amounts as a deposit.
	v5.4.2	Changed the name of the document to Employee Reconciliation to better reflect the function and make a distinction from Drawer Reconciliation. No code changes were made.
	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 'Cash 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 screen flow.
	v12.3+	Added the ability to approve a failed reconciliation with a PIN device or a MSR reader.
01/12/2023		Converted the document to use new template. Updated the front cover and back page to reflect new NCR branding.
06/12/2024		Updated document to reflect NCR Voyix branding.

About Employee Reconciliation

Employee 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 Employee Reconciliation feature, available in 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 used by a single employee before you close it, allowing you to maintain good control of funds handled by employees.



Caution

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

Benefits of the Employee Reconciliation feature:

- You can configure the location from which the employee initiates the Employee Reconciliation process.
- You can set the variance level for tenders. The employee running the reconciliation must enter a total within the variance guidelines before completing 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 an employee 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 Back-of-House (BOH). This automates deposit entries and eliminates the chance of entering the wrong amount in Functions > Edit Deposits.

When you start the process, the Front-of-House (FOH) Checkout button changes to Resume Checkout and the employee is no longer assigned to a cash drawer and cannot ring sales. Once Employee Reconciliation is completed, the button changes to Print Checkout for the employee to select and complete their checkout. After the checkout prints with the enhanced reconciliation information, the

Clockout button displays so the employee can clock out. illustrates the progression of changes in this button.

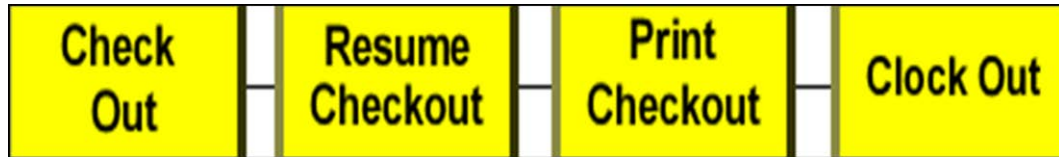


Figure 1 Employee Reconciliation Flow for the Checkout Button

SCENARIO: Front-of-House (FOH) RECONCILIATION A restaurant wants an account of all tenders for a single employee's cash drawer. Before the End-of-Day occurs, the employee touches the Check-out button. The employee enters currency totals and performs a drawer reconciliation. If the employee cannot balance the drawer, the manager must force the reconciliation. If the employee cannot balance the drawer, an employee with sufficient access must force the reconciliation.

SCENARIO: Back-of-House (BOH) RECONCILIATION A restaurant wants an account of all tenders for a single employee's cash drawer. Before the End-of-Day occurs, the employee touches the Check-out button. The manager must go to the BOH and continue the reconciliation. In the back office, the manager enters currency totals and completes the reconciliation. If the employee cannot balance the drawer, an employee with sufficient access must force the reconciliation.

Configuring Employee Reconciliation

This section details the configuration requirements for Employee 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.

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 > Business > Store > Store Settings tab > Security group** to configure the location from which to initiate the reconciliation process. If you reconcile from the BOH, you must also include payment reconciliation in the security role. See [page 8](#).
 - Front of House
 - OR-
 - Front of House and Back of House
2. Access **Maintenance > Labor > Job Codes > Financial tab** to specify which job codes are required to run Employee Reconciliation before clocking out. See [page 9](#).
 - Reconcile payments at checkout
 - Reconcile only cash payments
 - Reconcile all tenders
 - Number of attempts
 - Display unused tender types
3. 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 11](#).
 - Force reconciliation
4. 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 12](#).
 - Variance amount allowed
 - Total amount of all transactions
 - Detailed information of each transaction
 - Auto fill
5. Access **Maintenance > Payments > Coins and Bills** and define any multi-currency coins and bills accepted at your location. See [page 14](#).
 - Name
 - Active
 - Value
 - Roll value
 - Foreign currency

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 16](#).
 - 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 18](#).

Determining the location from which to initiate Employee Reconciliation

Configure Employee Reconciliation to be initiated from a FOH terminal only or to be initiated from a FOH terminal and completed on the BOH terminal. Choose one method over the other based on your operating procedures, security, time, and the ability to tie up the Aloha Point-of-Sale (POS) terminals. If you choose to reconcile from the Back-of-House (BOH), the employee logging in to the BOH and initiating the procedure must have a security role with access to Payment Reconciliation.

To determine the location from which to initiate the Employee Reconciliation process:

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

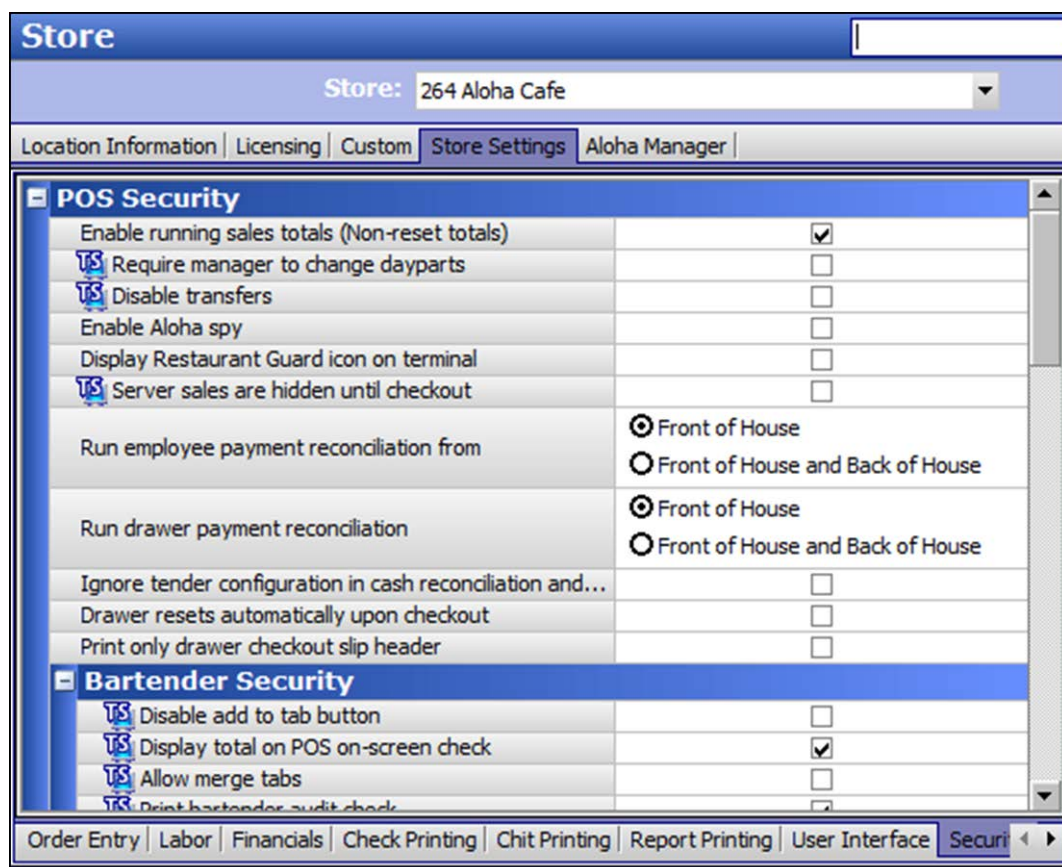


Figure 2 Store Settings - Security Group

4. Under the POS Security group bar, select either **Front of House** or **Front of House and Back of House** from the 'Run employee reconciliation from' option.
5. Click **Save** in the Command panel.
6. Click **Close** in the Command panel to exit the **Store** function.

If you select Front of House and Back of House, you must also ensure the BOH employee has a sufficient BOH security role to access the Payment Reconciliation menu option from the Functions menu.

To set a security role with the ability to perform Employee Reconciliation from the BOH:

1. Select **Maintenance > Labor > Security Roles**.
2. Select the **security level** assigned to the employee needing to run Payment Reconciliation from the BOH from the drop-down list.
3. Select the **POS** tab.
4. Under the Functions group bar, locate **Payment Reconciliation** and select **View** as the access right.
5. Click **Save** in the Command panel.
6. Repeat this **procedure** for other security roles needing to run Payment Reconciliation from the BOH.
7. Click **Close** in the Command panel to exit the **Security Roles** function.

Specifying which job codes must run Employee Reconciliation

You must configure the job code assigned to each employee required to run Employee Reconciliation so that the system invokes the procedure when the employee performs a checkout. Assume any job code assigned to employees who handle a cash drawer or doing self-banking needs to run Employee Reconciliation at checkout.

To configure a job code to run Employee Reconciliation at checkout:

1. Select **Maintenance > Labor > Job Codes**.
2. Select a **job code** assigned to an employee who is required to run Employee Reconciliation at checkout from the drop-down list.

3. Select the **Financial** tab.

The screenshot shows the 'Jobcodes' window with the 'Financial' tab selected. The 'Jobcode' dropdown is set to '1 Server'. The 'Financial' group is expanded, showing various options. The 'Reconcile payments at checkout' option is selected and highlighted with a red box. The 'Tenders to declare' dropdown is set to 'Reconcile all tenders'. Other options include 'Uses cash drawers', 'Use count screens', 'Can be assigned to multiple drawers', 'Can use all public cash drawers', 'Self banking', 'Can assign self to cash drawer', 'Cannot tender to Cash', 'Display equal payment on close screen', 'Cannot close checks', 'Cannot close checks unless assigned to cash drawer', 'On close send all checks to local bartender', 'On close send all checks to local cashier', 'Display unused tender types', 'Audit selected coupons', 'Participates in Vizor', and 'Store collects employee tips'.

Option	Value
Uses cash drawers	<input checked="" type="checkbox"/>
Use count screens	<input type="checkbox"/>
Can be assigned to multiple drawers	<input type="checkbox"/>
Can use all public cash drawers	<input type="checkbox"/>
Self banking	<input type="checkbox"/>
Can assign self to cash drawer	<input type="checkbox"/>
Cannot tender to Cash	<input type="checkbox"/>
Display equal payment on close screen	<input type="checkbox"/>
Cannot close checks	<input type="checkbox"/>
Cannot close checks unless assigned to cash drawer	<input type="checkbox"/>
On close send all checks to local bartender	<input type="checkbox"/>
On close send all checks to local cashier	<input type="checkbox"/>
Reconcile payments at checkout	<input checked="" type="checkbox"/>
Tenders to declare	Reconcile all tenders
Number of attempts	3
Display unused tender types	<input checked="" type="checkbox"/>
Audit selected coupons	<input type="checkbox"/>
Participates in Vizor	<input type="checkbox"/>
Store collects employee tips	<input type="checkbox"/>

Figure 3 Jobcodes - Financial Tab

4. Under the Financial group bar, configure the following:
 - a. Select '**Reconcile payments at checkout**' to require employees to declare payment counts upon checking out for over/short calculations.
 - b. Select **Reconcile only cash payments** from the 'Tenders to declare' drop-down list, to require employees to declare cash only upon checking out for over/short calculations. All other tender types are not required. The Aloha Cash Owed Report includes all employees who ring sales, regardless if you select this check box, however, ***** prints for job codes with this check box cleared.

OR

Select **Reconcile all tenders** from the 'Tenders to declare' drop-down list, to require employees to reconcile all cash and non-cash tenders at the end of each shift.

 - c. If you select 'Reconcile all tenders,' enter the **number of times** an employee can unsuccessfully attempt to reconcile before a manager, or employee with sufficient access, is required to complete the reconciliation.

5. Select '**Display unused tender types**' to display all tender types, used or not, in the list for reconciliation.
6. Click **Save** in the Command panel.
7. Repeat this **procedure** for any other job code required to run Employee Reconciliation.
8. Click **Close** in the Command panel to exit the **Job Codes** function.

After you configure one or more job codes as required to run Employee Reconciliation at checkout, ensure you assign the employees handling a cash drawer or doing self banking are assigned to one of these job codes.

Providing the ability to force Employee Reconciliation

If an employee unsuccessfully attempts to reconcile a drawer more than the specified number of reconciliation attempts, 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 Employee Reconciliation:

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

The screenshot shows the 'Pos Access Levels' window with the 'POS Access Level' dropdown set to '2 Manager'. Below this is a table of permissions for the selected access level. The 'Force reconciliation' row is highlighted with a red box.

Access Level	
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"/>
QS De-assign drawers	<input checked="" type="checkbox"/>
QS Enter open items	<input checked="" type="checkbox"/>
Access quick count screens and reports	<input checked="" type="checkbox"/>
Enter pay adjustments	<input checked="" type="checkbox"/>
TS 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 4 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 Employee 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, must attempt the reconciliation process again.

For cash tenders, the system requires a cash tender with \$0.00 defined as the 'Default amount behaviour.' 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 behaviour,' you must create one or the FOH receives an error.

For non-cash tenders, you can also establish how to enter the data into Employee Reconciliation. You can choose to enter transaction detail, such as the account name, 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 Employee Reconciliation and establish the variance allowed:

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

The screenshot shows the 'Tenders' configuration window with the 'Reconciliation' tab selected. The 'Tender' dropdown menu is set to '2 Mastercard Credit card'. Below the tabs, the 'Reconciliation' section is expanded, showing a 'Variance amount allowed' field set to '0.00'. Under the 'For this tender enter and print' label, there are two radio button options: 'Total amount of all transactions' (which is selected) and 'Detailed information of each transaction'. At the bottom of this section, there is an 'Auto fill' checkbox that is also checked.

Figure 5 Tenders - Reconciliation Tab

2. Select a **tender** from the drop-down list.
 - o 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.
 - o 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 Employee 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**.

Figure 6 Coins and Bills Function

2. Click **New**.
3. Under the Settings group bar, configure the **following**:
 - Type a **description** for the coin, to specify the name of 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.

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 depositable 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.



Caution

As noted in the introduction, do not implement Employee Reconciliation with Drawer 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.

Figure 7 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 network.

Using Employee 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 employee reconciliation

You must initiate an employee reconciliation from the FOH, regardless if you have the process defined to run from the FOH or BOH. In all cases, you must select the Checkout button from the FOH to start the function.

To run employee reconciliation from the FOH:

1. When you are ready to reconcile an employee checkout, log in to the **FOH**.
2. For Table Service operations, touch **Check Out** on the Working with Tables screen, or a configured floor plan. For Quick Service operations, locate the **checkout button**. A confirmation message appears.

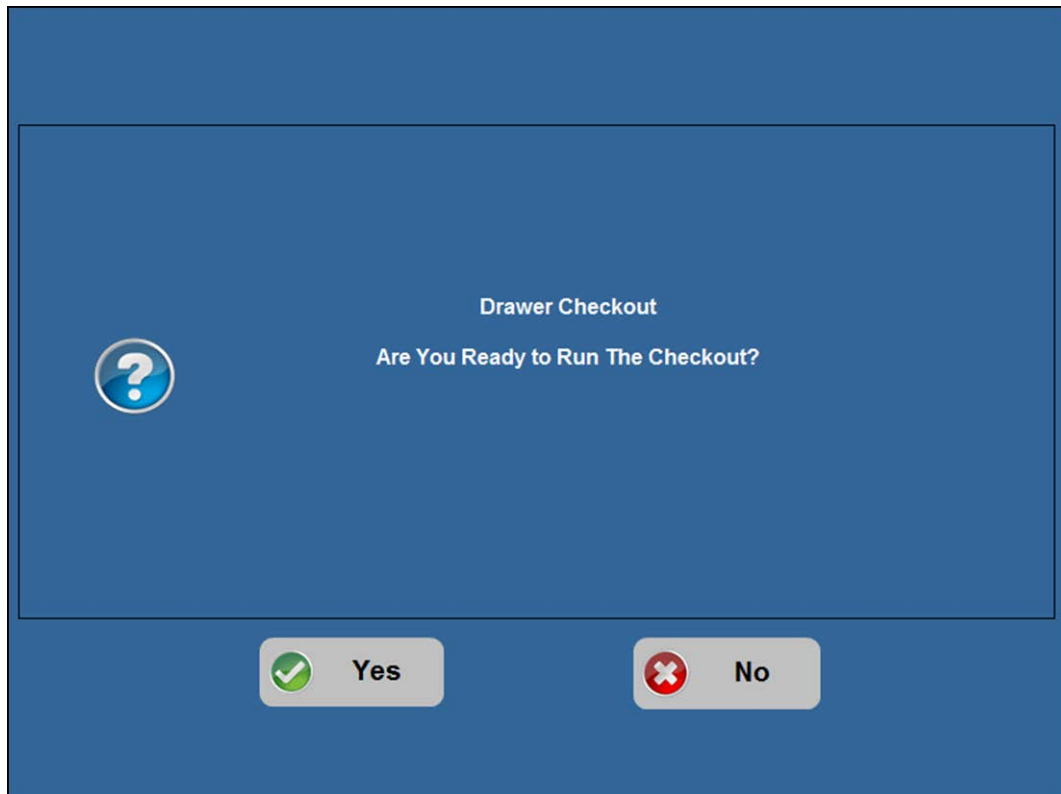


Figure 8 Ready to Run Checkout Confirmation Screen

3. Touch **Yes**. The Cash Drawer Counts screen appears.

Payment Type	Amount
Cash	
Mastercard	
Amex	
House\nAct	

Total: \$0.00

OK Exit Done

of Attempts: 0

Figure 9 Cash Drawer Counts Screen

The Cash Drawer Counts screen lists all active tenders defined for inclusion in Employee 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.

To run employee reconciliation from the BOH:

1. When you are ready to reconcile an employee checkout, log in to the **FOH**.
2. For Table Service operations, touch **Checkout** on the Working with Tables screen, or a configured floor plan. For Quick Service operations, locate the **Checkout button**. A confirmation message appears.
3. Touch **Yes**. The message, "Please proceed to the Office to continue your checkout" appears.

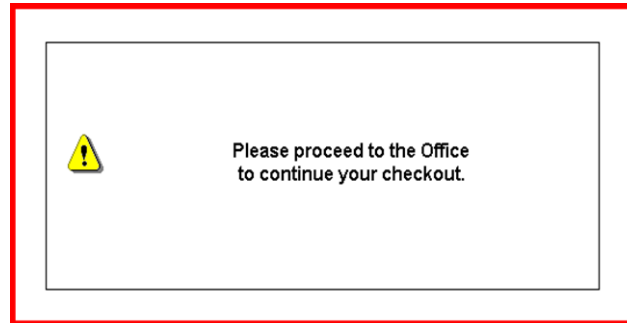


Figure 10 Proceed to Checkout Confirmation

4. Touch the **message box** and proceed to the BOH. You are not able to clock out until you complete the Employee Reconciliation process.
5. Log in to the **BOH**.

6. Select **Functions > Payment Reconciliation** from the menu.

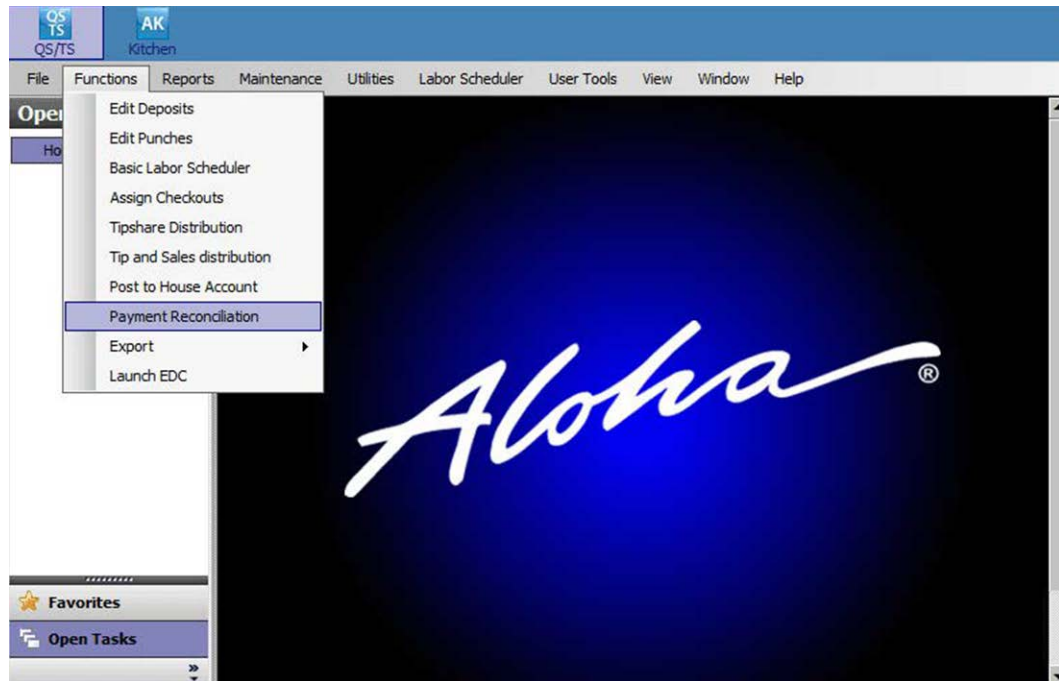


Figure 11 Functions Menu



Note

If this option is not available, then you do not have a sufficient security level to perform this operation.

The **Select Reconciliation to Perform** dialog box appears.

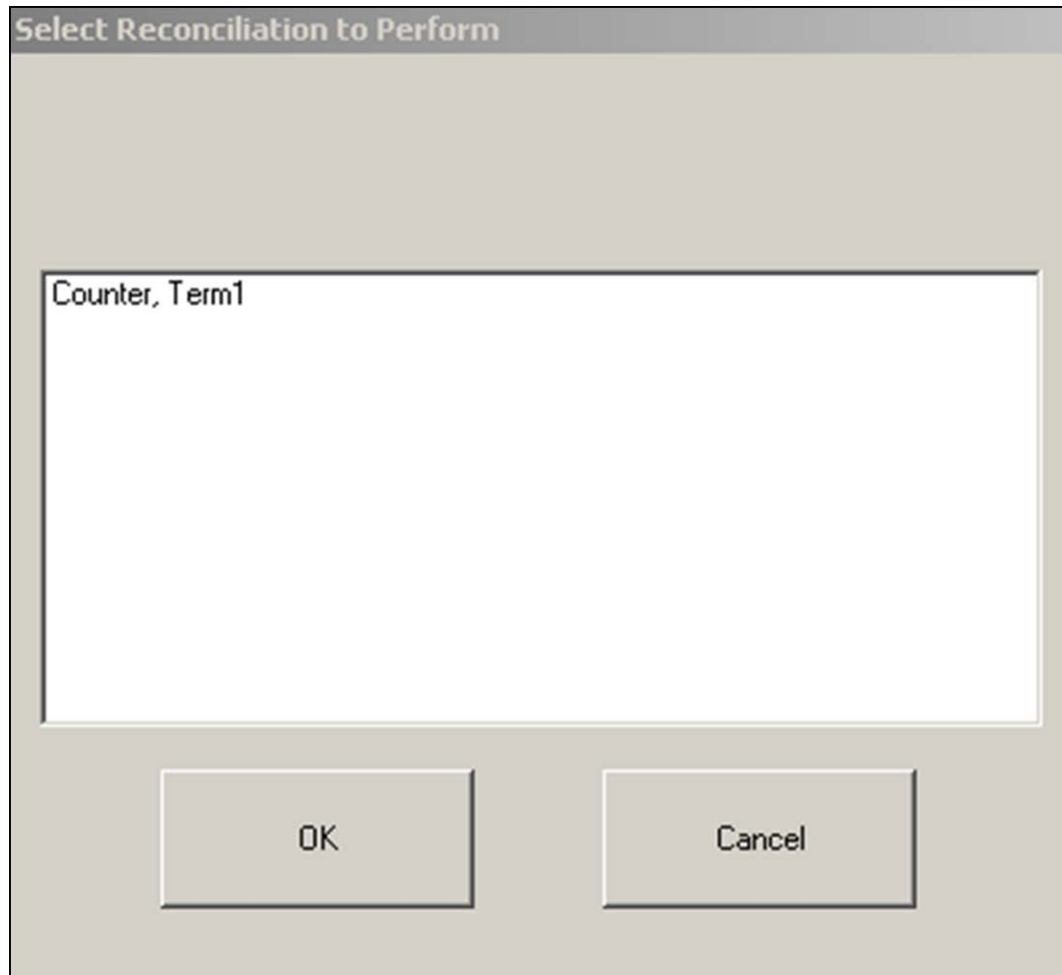


Figure 12 Select Reconciliation to Perform Dialog Box

7. Select an **employee checkout in the list box** and click **OK**. The Cash Drawer Counts screen appears.

Entering cash and bills

When you first access the Coin and Bill Count Detail 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 Employee 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. From the Cash Drawer Counts screen, select **Cash** as the Payment Type and touch **OK**. The Coin and Bill Count Detail screen appears.

Filter the list of tenders using the Currency drop-down list.

Use the on-screen keypad for data entry and to assist in arithmetic calculations.

Touch the arrow to scroll to the next page and view additional tenders.

Description	Currency		Rolled Currency		Total
	Count	Amount	Count	Amount	
\$1.00	3	3.00	0	0.00	\$3.00
\$5.00	0	0.00	0	0.00	\$0.00
\$10.00	0	0.00	0	0.00	\$0.00
\$20.00	0	0.00	0	0.00	\$0.00
\$50.00	0	0.00	0	0.00	\$0.00
Dollar	0	0.00	0	0.00	\$0.00
Additional Amount					0.00
Totals					\$3.00

On-screen keypad buttons: 7, 8, 9, /, 4, 5, 6, *, 1, 2, 3, -, 0, CE, ., +, Enter, =.

Figure 1 - 1

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 Cash Drawer Counts screen.
4. Choose another **payment type** for reconciliation.

Entering credit card tender types

When you select a credit card to reconcile 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 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 details:

1. From the Cash Drawer Counts screen, select the **credit card type** under Payment Type and touch **OK**. The detail screen for the corresponding credit card type appears.

The screenshot shows the 'Visa Details' screen. On the left, there are fields for 'Tender Total: \$22.36', 'Slip Count: 1', 'Dollar Amount: 22.36', and 'Identification #: 10005478'. Below these fields are three buttons: 'Next Card', 'Delete', and 'View List'. On the right is a numeric keypad with digits 0-9, a decimal point, a plus sign, a minus sign, a multiply sign, a divide sign, and an 'Enter' key. At the bottom are 'OK' and 'Cancel' buttons.

Figure 2 Visa Details

2. Use the **on-screen keypad** to enter the **transaction amount**, including the tip, in 'Dollar Amount' and touch **Enter**.
3. Enter the **credit card number** in 'Identification #' and touch **Enter**.
4. Touch **Next Card**.
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 Cash Drawer Counts screen. If no, touch **View List** to review the entered transactions.

#	Dollar Amount	Identification #	Check #
1	\$20.28	4562123456789	1048577

Figure 3 Visa Details View 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 return to the credit card detail screen.
7. Repeat this **procedure** for each credit card type listed in the Cash Drawer Counts screen.

To enter credit card totals:

1. From the Cash Drawer Counts screen, select the **credit card type** under Payment Type and touch **OK**. The totals screen for the corresponding credit card type appears.

The screenshot shows the 'M/C Totals' screen. On the left, there are four input fields: 'Tender Total' with '0.00', 'Slip Count' with '0', 'Dollar Amount' with '21.34' (highlighted in blue), and another 'Slip Count' with '0'. To the right is a numeric keypad with digits 0-9, a decimal point, a plus sign, a minus sign, a multiply sign, a divide sign, and an equals sign. Below the keypad are 'Enter' and '=' buttons. At the bottom are 'Accept' and 'Cancel' buttons.

Figure 4 Enter Totals Screen

2. Enter the **total of all credit card transactions for that credit card type, including the tips**, in 'Dollar 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 return to the Cash Drawer Counts screen.
5. Repeat this procedure for each **credit card type** listed in the Cash 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 tender type.

To enter other non-cash tender details:

1. From the Cash Drawer Counts screen, select the **tender type** and touch **OK**. The detail screen for the corresponding tender type appears.

The screenshot shows the 'House Acc Details' screen. At the top, there are four input fields: 'Tender Total' with a dollar sign and the value '\$16.22', 'Dollar Amount' with the value '16.22', 'Slip Count' with the value '1', and 'Identification #' with the value '00002'. Below these is a 'Description' field containing 'Dr. Michael Broadhurst'. A numeric keypad is displayed below the fields, with digits 0-9, a decimal point, and an 'Enter' button. Below the keypad are three buttons: 'Back Space', 'Space', and 'CE'. At the bottom of the screen are five buttons: 'Accept', 'Cancel', 'View List', 'Delete', and 'Next Slip'.

Figure 5 Sample House Account Tender Detail Screen

2. Enter the **amount**, including the tip, in 'Dollar Amount' and touch **Enter**.
3. Enter a unique number used to identify the transaction, such as **check number, gift card number, or house account number**, in 'Identification #' using the numeric keypad and touch **Enter**.
4. Enter the **name of the guest or account holder** in 'Description' using the numeric keypad and touch **Enter**.
5. Touch **Next Slip**.

6. Repeat **steps 2 through 5** until you enter all transactions for the selected non-cash tender type.
7. Verify the slip count and tender total are correct.
 - a. If yes, touch **Accept** to save all data and return to the Cash Drawer Counts screen. If no, touch **View List** to review the **entered transactions**.

#	Dollar Amount	Identification #	Description	Check #
1	\$16.22	00002	Dr. Michael Broadhurst	1048577

Figure 6 Visa Details View List

- b. Select a **transaction** in the list and touch **OK** to return to the detail entry screen and make a change, or just touch **OK** to close the screen and return to the detail entry screen.
8. Repeat this **procedure** for each non-cash tender type, excluding credit cards, listed in the Cash Drawer Counts screen.

To enter other non-cash tender totals:

1. From the Cash Drawer Counts screen, select a **non-cash tender type**, such as House Account, and touch **OK**. The totals screen for the corresponding tender type appears.
2. Enter the **total of all transactions** for the non-cash tender type including tips in 'Dollar 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. Touch **Accept** to return to the Cash Drawer Counts screen.
5. Repeat this **procedure** for each non-cash tender type, excluding credit cards, listed in the Cash 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 Employee Reconciliation function exits. If the amounts are not within the acceptable limits, the cash drawer counts screen appears. A manager, or an employee with sufficient access, can approve the reconciliation by either entering their employee number, sliding their magnetic-striped card across an available reader, or with a PIN device.

Payment Type	Amount
✓ Cash	\$16.55
✓ Visa	\$21.61
✓ Mastercard	\$6.47
✓ Amex	\$16.21
✗ Discover	\$27.88
✓ House\nAct	\$21.61

Total: \$110.33

OK Cancel Done

of Attempts: 1

Figure 7 Cash Drawer Counts Reconcile

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, 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.

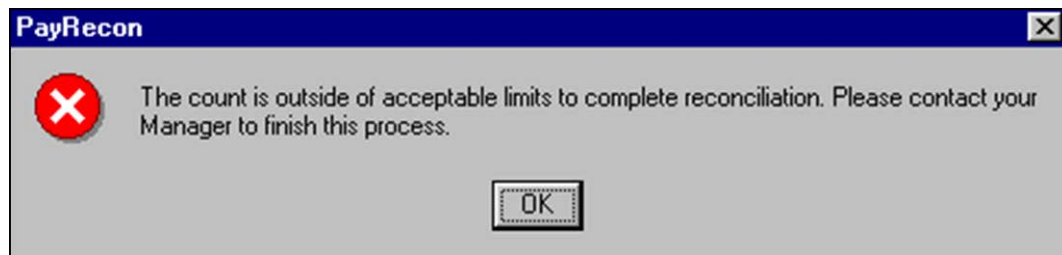


Figure 8 Pay Reconciliation Count Alert

3. Touch **OK**. The Manager Approval screen appears. A manager, or an employee with sufficient access, can approve the reconciliation by either entering their employee number, sliding their magnetic-striped card across an available reader, or with a PIN device. Once forced, run the checkout normally and clock out from the FOH. The employee who forced the Employee Reconciliation appears on the checkout report.

Transferring declared reconciliation amount to a deposit

When you successfully complete an employee 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 depositable amount is defined as \$0.00, the Deposit Distribution screen always appears.
- If the reconciled amount is greater than the maximum depositable amount, 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 depositable amount, then the Deposit Distribution screen appears.

The screenshot shows a software interface titled "Deposit Distribution". At the top left, it says "Total: 10.00". At the top right, it says "Declared: 10.00". Below the title is a table with three columns: "Amount", "Description:", and "Bag #:". The first row of the table contains the value "10.00" under the "Amount" column. At the bottom of the screen, there are four buttons: "Add", "Edit", "Delete", and "Done". The "Done" button is highlighted in green, while the others are grey.

Amount	Description:	Bag #:
10.00		

Buttons: Add, Edit, Delete, Done

Figure 9 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.

The screenshot shows the 'Deposit Entry' screen. At the top, the title bar displays 'Total: 10.00' on the left, 'Deposit Entry' in the center, and 'Declared: 10.00' on the right. Below the title bar, there are three input fields: 'Amount: 0.00€', 'Description:', and 'Bag #:'. Below these fields is a QWERTY keyboard layout. The keyboard includes buttons for numbers 1 through 0, letters Q through P, A through L, Z through M, and function keys 'Clear', 'Space', and 'Backspace'. At the bottom of the screen are two buttons: 'OK' with a green checkmark icon and 'Cancel' with a red X icon.

Figure 10 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.

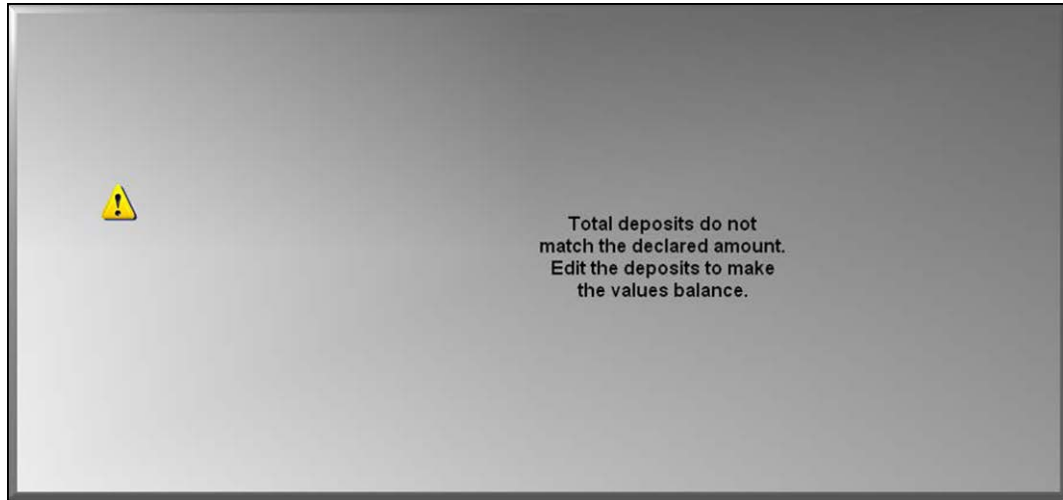


Figure 11 Deposits Do Not Match Error

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 Employee Reconciliation

The employee checkout is enhanced with a reconciliation information section at the end of the normal checkout report.

1	Server Checkout													
	Reconciliation Information													
2	Unit #924	8/17/99												
3	Martha Blue (Marty)													
4	Shift: 1	04:33 AM												
5	Cash Reported													
6	Total Cash:	\$600.00												
7	Cash Detail:	<table border="0"> <tr> <td>\$100.00's(3)</td> <td>\$300.00</td> </tr> <tr> <td>\$50.00's(2)</td> <td>\$100.00</td> </tr> <tr> <td>\$20.00's(3)</td> <td>\$60.00</td> </tr> <tr> <td>\$10.00's(2)</td> <td>\$20.00</td> </tr> <tr> <td>\$5.00's(2)</td> <td>\$10.00</td> </tr> <tr> <td>\$1.00's(10)</td> <td>\$10.00</td> </tr> </table>	\$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
\$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													
8	Coin Detail:	<table border="0"> <tr> <td>1.00's</td> <td>.00</td> </tr> <tr> <td>.50's</td> <td>8.00</td> </tr> <tr> <td>.25's</td> <td>25.00</td> </tr> <tr> <td>.10's</td> <td>20.00</td> </tr> <tr> <td>.05's</td> <td>6.00</td> </tr> <tr> <td>.01's</td> <td>10.00</td> </tr> </table>	1.00's	.00	.50's	8.00	.25's	25.00	.10's	20.00	.05's	6.00	.01's	10.00
1.00's	.00													
.50's	8.00													
.25's	25.00													
.10's	20.00													
.05's	6.00													
.01's	10.00													
9	Check Reported(x)													
10	Total Checks	\$ 21.00												
	*Checks Detail													
11	Credit Cards Reported(x)													
12	Total Credit Cards	\$200.00												
	*Credit Cards Detail													
13	House Accounts Reported(x)													
14	Total House Account	\$150.00												
	*House Account Detail													
15	Gift Certificates Reported(x)													
16	Total Gift Certificate	\$ 25.00												
	*Gift Certificate Detail													
17	Employee x	_____												
18	Cash Rcvd by x	_____												

Figure 12 Checkout Report Enhanced with Recon

Employee 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 employee reconciliation report

You can reprint the checkout report with Employee Reconciliation information by accessing the BOH and selecting **Reports > Aloha Point-of-Sale > Reprints > Reprint > Payment Reconciliation**, select **Employee**, and then the date of the report.

Troubleshooting Employee Reconciliation

We cover the following troubleshooting scenarios when using the Employee Reconciliation feature:

Cannot reconcile after end-of-day runs

If the End-of-Day occurs before a reconciliation is completed, 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.

Employee 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:
Documentation.HSR@NCRVoyix.com