

# Feature Focus Guide: Public Cash Drawers

Core Product: Aloha Quick Service, Aloha Table Service  
Last Updated: December 15, 2023

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## Revision Record

Date	Version #	Description
Prior to 01/12/2023	TS v5.126+	Implemented Public Cash Drawers for Table Service.
	QS v5.4.2.351+	Implemented Public Cash Drawers for Quick Service.
01/12/2023		Converted the document to use new template. Updated the front cover and back page to reflect new NCR branding.
12/15/2023		Updated document to reflect NCR Voyix branding.

## About Public Cash Drawers

Public Cash Drawers 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

Normally, for Aloha® Table Service operations you can assign a maximum of five employees to a cash drawer, and for Aloha Quick Service operations, you can assign only one employee to a cash drawer. The Public Cash Drawer feature provides the flexibility of allowing an unlimited number of employees to perform transactions from the same 'public' cash drawer, as long as they are not specifically assigned to a particular cash drawer. For Table Service, it can be further defined to state employees who have already accessed a public cash drawer in one revenue center during their shift, cannot access another public cash drawer in any other revenue center.

**⚠ Caution: With the increased employee accessibility to the same cash drawer, you cannot enforce financial responsibility to a single person working from a public cash drawer.**

**SCENARIO:** The Radiant Sports Diner has two revenue centers: Bar and Dining Room, as shown in Figure 1. Each revenue center has two terminals. In the Bar revenue center, three bartenders operate and ring transactions from Drawer 1 (public cash drawer). A cocktail waitress operates and rings transactions from Drawer 2, which is specifically assigned to her. The bartenders cannot ring transactions from Drawer 2 and the cocktail waitress cannot ring transactions from the public cash drawer. In the Dining Room revenue center, two service cashiers operate and ring transactions from Drawer 3 (public cash drawer). A cashier operates and rings transactions from Drawer 4, which is specifically assigned to the cashier. The service cashiers cannot ring transactions on Drawer 4 and the cashier cannot ring transactions from the public cash drawer.

**SCENARIO:** The Radiant Sports Diner wants to slightly increase security by restricting the use of the public cash drawers across revenue centers, thereby, employees working in the Bar revenue center cannot ring transactions in the Dining Room revenue center, and vice versa. Because the diner wants faster speed of service and sacrifices cash accountability, any over/short amounts during a checkout cannot be tracked to an individual employee working from a public cash drawer.

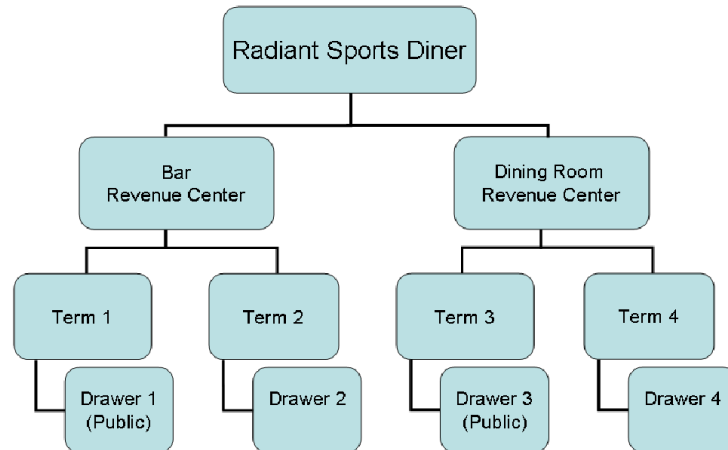


Figure 1 Sample Public Cash Drawer Setup

## Configuring Public Cash Drawers

This section details the configuration requirements for the Public Cash Drawers feature. 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. Click Previous View to return to this location and proceed to the next step.

1.	Access <b>Maintenance &gt; Hardware &gt; Cash Drawers</b> and select 'Public cash drawer' for each cash drawer for which you want to enable public access. See <a href="#">page 6</a> .
2.	For Table Service, access <b>Maintenance &gt; Business &gt; Store &gt; Store Settings</b> tab > <b>Security</b> group and select 'Limit public cash drawers to revenue center' under the 'Cash Drawer' group bar to restrict employees using a public cash drawer in one revenue center from using a public cash drawer in another revenue center. See <a href="#">page 8</a> .
3.	Access <b>Maintenance &gt; Labor &gt; Jobcodes</b> and select 'Uses cash drawers' under the 'Financial' group bar on the Financial tab, for each job code that can operate a cash drawer. See <a href="#">page 9</a> .
4.	Access <b>Utilities &gt; POS &gt; Refresh POS</b> and All Installed Products to transfer the new information to the Front-of-House (FOH) terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See <a href="#">page 10</a> .

### Enabling public access for a cash drawer

Use the 'Public cash drawer' option located in Maintenance > Hardware > Cash Drawers to designate the cash drawer as one that can be made public. Selecting this option does not define the cash drawer as public, but rather as one that has the ability to become public. You must designate the drawer to be public in the FOH.

**To enable public access for a cash drawer:**

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

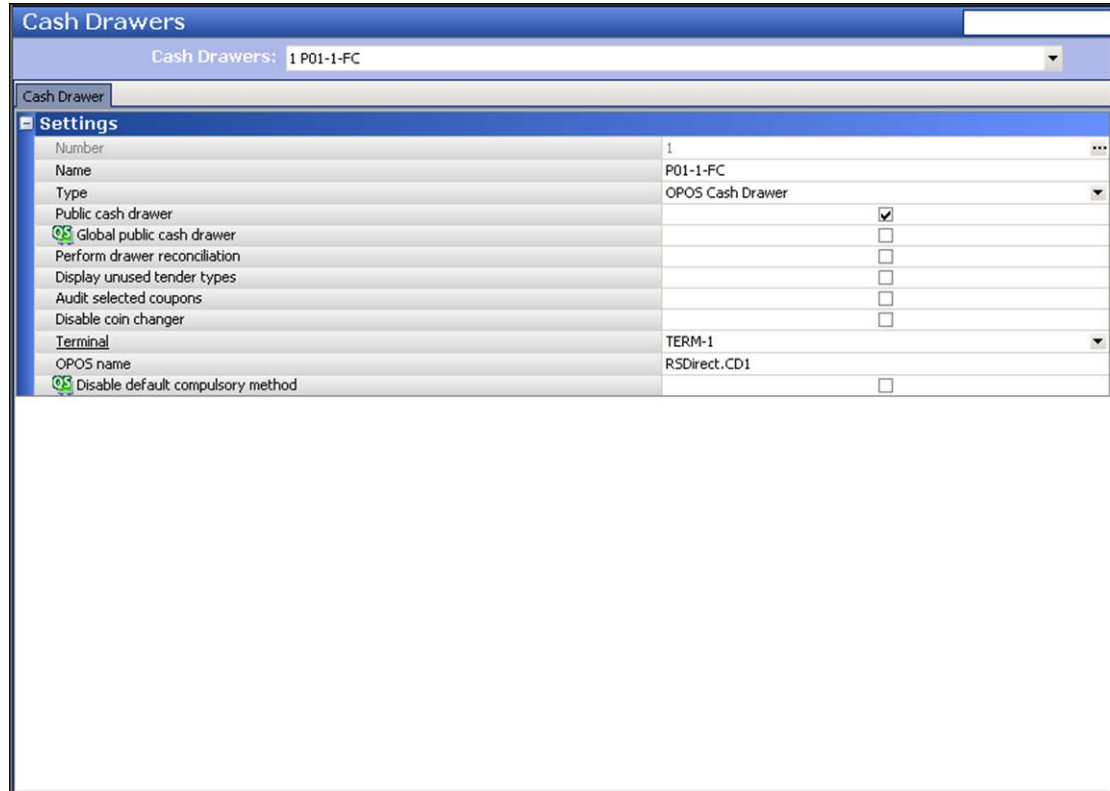



Figure 2 Cash Drawers > Cash Drawer Tab

2. Select a **cash drawer** from the drop-down list, or create a new cash drawer.
3. Select **Public cash drawer** to allow all employees with cash drawer capabilities to access the drawer, if they do not have transactions with another drawer. You must make the drawer public in the FOH as part of your daily cash drawer assignments.
4. Click **Save**.
5. Repeat the **procedure** for all cash drawers for which you want to enable public access and exit the **Cash Drawers** function.

 **Reference:** Refer to the Table Service and Quick Service Reference Guides for more information on cash drawers.

## Limiting access to Public Cash Drawers to revenue center in TS

When you set up your terminals in Table Service, you designate a revenue center for which you will use that terminal. You can limit access to a public cash drawer to only employees working in that revenue center. For example, an employee who has entered transactions in a public cash drawer in the Bar revenue center cannot operate a public cash drawer in the Dining Room revenue center.

### To limit access to public cash drawers to their corresponding revenue center:

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

The screenshot shows the 'Store Settings' window for store '19985 121-19985 - IA Lab'. The 'Cash Drawer' section is expanded, showing various settings. The 'Limit public cash drawer to revenue center' option is checked, which is the key step for limiting access to a specific revenue center.

Setting	Value	Checked
Number of seconds	30	
Void items when cleared past the time limit	MGR MODE VOIDS	
Limit the time that items can be voided after ordering		<input type="checkbox"/>
Disable split items		<input checked="" type="checkbox"/>
Limit the time on check activity after a split check		<input type="checkbox"/>
Limit the number of split check functions after the first check print		<input type="checkbox"/>
Allow checks with comps, promotions and/or tax exempt items to be split		<input checked="" type="checkbox"/>
Enable Adjust Payments button		<input checked="" type="checkbox"/>
Disable Tax Exempt		<input type="checkbox"/>
Cannot move payment types		<input type="checkbox"/>
Day range to perform sales and tip distribution	Previous days	
Disable petty cash accounts		<input type="checkbox"/>
No gift certificate numbers		<input type="checkbox"/>
Restrict checkout from queues with open checks		<input checked="" type="checkbox"/>
Restrict user from voiding own items (overrides 'Void items' access level)		<input type="checkbox"/>
<b>Cash Drawer</b>		
Pre-open cash drawer		<input checked="" type="checkbox"/>
Do not display the amount of cash in the drawer		<input checked="" type="checkbox"/>
Disable bartender drawer access unless enabled on the jobcode		<input type="checkbox"/>
<b>Limit public cash drawer to revenue center</b>		<input checked="" type="checkbox"/>
Disable cash drawer timeout		<input type="checkbox"/>
Drawer timeout seconds	15	
Beep on timeout		<input checked="" type="checkbox"/>
Display message box on timeout		<input type="checkbox"/>
Do not allow order entry when cash drawer is open		<input checked="" type="checkbox"/>
Logout on timeout		<input type="checkbox"/>
Open cash drawer when closing a refund check		<input type="checkbox"/>
Open drawer when check balance is zero		<input type="checkbox"/>
Do not allow cash drawer to be opened for non-sale transactions		<input type="checkbox"/>
Do not allow cancellation of cash declaration		<input type="checkbox"/>

Figure 3 Store Settings, Security Group, Cash Drawer Tab, Table Service

3. Under the 'Cash Drawer' group bar, select **Limit public cash drawer to revenue center**, to prevent an employee from using a public cash drawer in one revenue center, if the employee already has transactions in another revenue center.
4. Click **Save** and exit the **Store** function.



## Allowing an employee to operate a cash drawer

To allow an employee to operate a cash drawer, you must select 'Uses cash drawers' under the 'Financial' group bar on the Financial tab in **Maintenance > Labor > Jobcodes** for the appropriate job codes, such as bartenders and cashiers.

### To allow an employee to operate a cash drawer:

1. Select **Maintenance > Labor > Jobcodes**.
2. Select a **job code** for which to allow access to a cash drawer.

The screenshot shows the 'Jobcodes' configuration window for the 'Crew' job code. The 'Financial' tab is active, and the 'Uses cash drawers' checkbox is checked. Other settings include 'Use count screens', 'Can be assigned to multiple drawers', 'Can use all global public cash drawers', 'Self banking', 'Can assign self to cash drawer', 'Cannot tender to cash', 'Display equal payment on close screen', 'Closing order entry screen options', 'Cannot close checks', 'Cannot close checks unless assigned to cash drawer', 'Reconcile payments at checkout', 'Display unused tender types', 'Audit selected coupons', and 'Display check total on Order Entry screen'. The 'Tips' section includes 'Store collects employee tips', 'Indirectly tipped', 'Must declare tips at clock out', 'Can perform tip out to other employees', 'Contributes to tip-share pool', 'Receives from tip-share pool', 'Suppress the tip-share received amount on the employee clockout chit', 'Auto-declare tips if clock out doesn't occur', and 'Print sales and tip distribution disclaimer on clock out chit'. The 'Report settings' section includes 'Do not print or export', 'Do not update FOH Flash Report', and 'Consider jobcode as salaried for close payroll'. The 'Hourly sales and labor report' section is also visible.

Figure 4 Job Codes, Job Code Tab Uses Cash Drawers

3. Select **Uses cash drawers** under the 'Financial' group bar on the Financial tab to enable assignment of a cash drawer to the employee. Use this setting for employees who manage cash drawers, such as bartenders and cashiers.
4. Click **Save**.
5. Repeat the **procedure** for all job codes that can operate a cash drawer and exit the **Jobcodes** function.



**Reference:** Refer to the Table Service and Quick Service Reference Guides for more information on job codes.

## Refreshing the data

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

## Using Public Cash Drawers

This section discusses how to designate a cash drawer as public for Quick Service and Table Service operations. If you want to operate with a public cash drawer daily, the manager must make the cash drawer public each day as part of their cash drawer assignment duties.

Public Cash Drawer Rules
<ul style="list-style-type: none"> <li>• When you make a cash drawer public, you cannot assign any individual employee to the drawer.</li> </ul>
<ul style="list-style-type: none"> <li>• You can only make one cash drawer public for any given terminal. If you have any other drawers attached to the terminal, they must have individual employee assignments.</li> </ul>
<ul style="list-style-type: none"> <li>• If an employee has started a transaction or is assigned to a specific drawer, they cannot access a public cash drawer.</li> </ul>
<ul style="list-style-type: none"> <li>• To perform paid-in and paid-out transactions with a public cash drawer, you must select a single employee who has cashier activity with the drawer.</li> </ul>
<ul style="list-style-type: none"> <li>• In Quick Service environments, you cannot self-assign yourself to a public cash drawer.</li> </ul>

### Making a cash drawer public in QS

For Quick Service operations, you must access the cash drawer screen via the Manage Drawers button to make a cash drawer public. If the drawer is designated as a public cash drawer, a confirmation screen appears when you assign the drawer.

#### To make a cash drawer public in QS:

1. Log in to the **FOH** as a manager.
2. Locate and touch **Manage Drawers** to display the cash drawers screen.

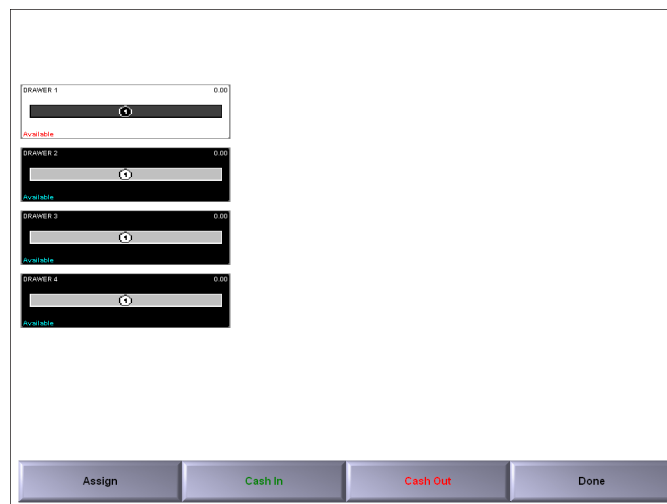


Figure 5 Quick Service Cash Drawers Screen

3. Select the **drawer** and touch **Assign**. A prompt appears, asking if you want make the drawer public.

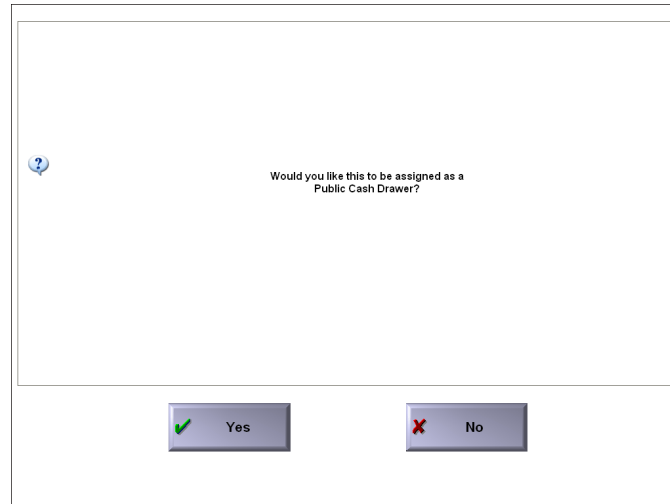


Figure 6 Quick Service Public Cash Drawer Confirmation

4. Touch **Yes** to make the drawer public. Touch **No** to assign a single employee to the drawer. You are returned to the cash drawers screen, with the appropriate designator for the appropriate cash drawer.

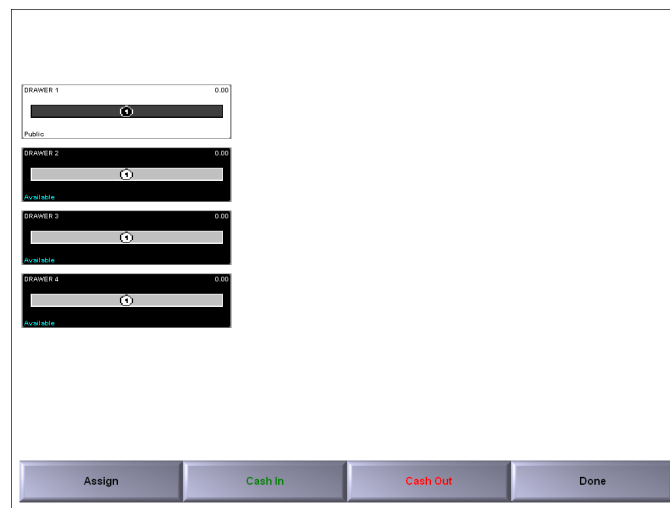


Figure 7 Quick Service Cash Drawer Screen - Public Cash Drawer Designator

5. Touch **Done**.

**To make a public cash drawer non-public in Quick Service:**

1. Locate and touch **Manage Drawers** to display the cash drawers screen.
2. Select the **drawer** and touch **Assign**. A prompt to make the drawer non-public appears.

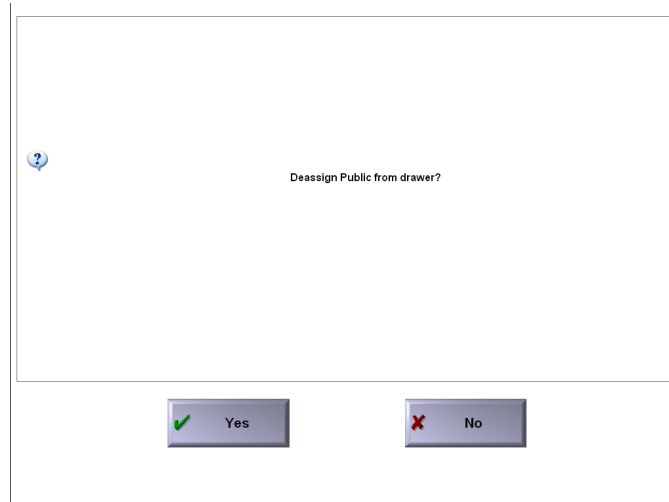


Figure 8 Quick Service - De-assign Public Prompt

3. Touch **Yes** to make the drawer a non-public cash drawer.

## Making a cash drawer public in TS

For Table Service operations, you must access the cash drawers screen via the Functions menu to make a cash drawer public. A list of employees appears on the left side of the screen. If you enabled the Quicksort feature in Maintenance > Store Settings > User Interface, the list does not appear on the screen.

**To make a cash drawer public in Table Service:**

1. Log in to the **FOH** as a manager.
2. If have order entry access as a manager, touch **Functions** to display the Special Functions screen.
3. Touch **Financial**.

4. Touch **Cash Drawers** to display the cash drawers screen.

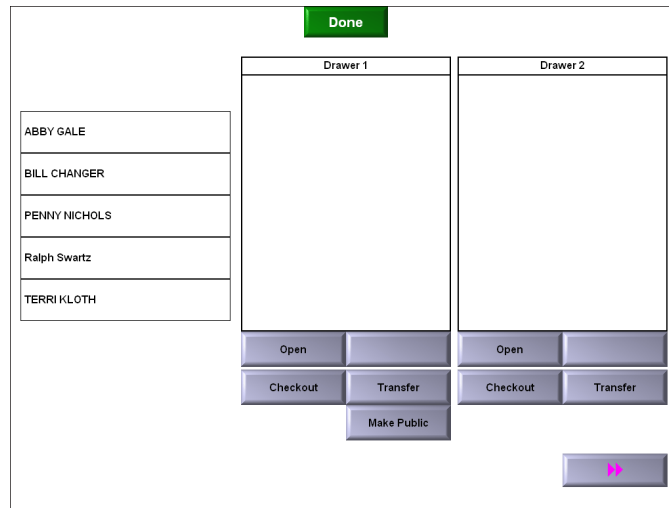


Figure 9 Table Service Cash Drawers Screen

5. Touch inside the **box** for the drawer and then touch **Make Public**. The Public Cash Drawer designator appears in the window of the appropriate drawer and the Make Public button changes to Undo Public.

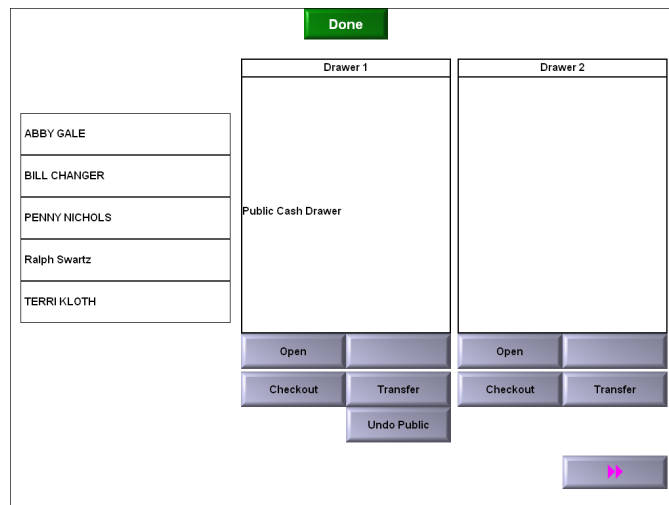


Figure 10 Table Service Cash Drawers Screen

6. Touch **Done**.

**To make a public cash drawer non-public in Table Service:**

1. If have order entry access as a manager, touch **Functions** to display the Special Functions screen.
2. Touch **Financial**.

3. Touch **Cash Drawers** to display the cash drawer screen.
4. Select the **drawer** and touch **Undo Public**.
5. Touch **Done** to exit the screen.

## Troubleshooting Public Cash Drawers

The following troubleshooting scenarios may occur when using the Public Cash Drawers feature:

### Unable to make a cash drawer public

If you cannot make a cash drawer public, or the 'Make Public' and 'Undo Public' buttons do not appear on the cash drawer screen for Table Service operations, then the drawer is not configured with the ability to be made public. Access **Maintenance > Hardware > Cash Drawers**, select the appropriate cash drawer, and select 'Public cash drawer.'

### Employees using one Public Cash Drawer cannot ring transactions at a Regular Drawer

As designed, if an employee has started cashier activity with a public cash drawer, you cannot assign the employee to any regular drawer until the employee checks out of the public cash drawer.

### Employees from a Public Cash Drawer cannot ring transactions from another Public Cash Drawer

In Table Service, when an employee with cash drawer capabilities operates from a public cash drawer and cannot access another public cash drawer, it is because the system has a restriction against crossing public cash drawers across revenue centers. To remove this restriction, clear 'Limit public cash drawer to revenue center' under the 'Cash Drawer' group bar in the Security group on the Store Settings tab in **Maintenance > Business > Store**.



## Public Cash Drawers, Feature Focus Guide

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