

# Help! My Cash Drawer Won't Balance!

*If your cash drawer is out of balance, here are some popular errors:*

1. Was the starting cash counted correctly? A starting cash count that is too HIGH will result in the drawer being high.
2. Did you collect payment on checks that you later EXCLUDED? If so, the computer is ignoring the excluded checks, but the money is actually in your cash drawer. Did you forget to EXCLUDE a check you COMPed?
3. Did you find some loose change on the floor and deposit it into the cash drawer?
4. Did you count the SILVER? If you forgot to count the SILVER money, this can make the drawer balance appear off.
5. Do you have any bills under the till? Often cashiers will put large denominations (\$50's & \$100's) under the till? Don't forget about them!
6. Did all of your trons balance correctly? If not, then the cash drawer can't balance either.
7. Did all trons listed on the Daily Summary Report turn in tron reports? If not, your cash drawer will be short.
8. Have you sold GIFT CARDS or GIFT CERTIFICATES? If so, please refer to the gift accounting section of the FreePOS manual. It is easy to "double" Gift Tender if it is entered as a sale at the time of redemption and the time of issuance.
9. Do you have a PETTY CASH procedure that might interfere with the cash drawer balance? Taking money out of the drawer without recording it as a payout will cause the drawer to come up SHORT.
10. Have you paid TIPS based on the FreePOS tron report when using a manual credit card terminal? If so, you may have forgotten to enter ADJUSTMENTS on the bank card terminal. This will cause you to come up SHORT.
11. Did the SHORT/OVER start recently? If so, did a personnel change coincide with the balancing problem?
12. When you run a CHECK REGISTER report, do you have tron reports for each check listed? If not, you may come up SHORT.

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13. What is the amount of the OVER/SHORT? Most restaurants are comfortable with a +/- \$5.00 policy. This is normal human error.
14. Do you have multiple cash drawers? If so, you must COMBINE THE TOTALS of both drawers and balance the Daily Summary Report to THE TOTAL OF THE DRAWERS. The Daily Summary Report is for "ALL REGISTERS" not just the terminal you run the report on.
15. Have you accepted CHECKS as a payment method? If so and you allow TIPS to be paid by check, consider creating an OPEN GRATUITY key and setting the LIMIT CHECK flag. This will require all checks tenders not exceed the total due on each customer check.
16. Are there OPEN TABLES at the time you are counting your money? If so, you cannot balance the trons who are working the tables.
17. Do your trons have a " \*\*NOT A FINAL READ\*\*" message at the top of their TRON REPORTS? If so, they may have collected money from a table but not yet entered it into the POS program. This will SHORT THE HOUSE.
18. TRANSFERS to a tron who isn't working are a potential source of problems. Make sure that every tron listed on the Daily Summary Report has turned in a TRON REPORT.
19. Is change being made out of the cash drawer? If so, is the change being made correctly? Often trons will need a \$10 or \$20 bill broken. Errors in change making are a popular reason drawers fail to balance.
20. Are managers entering checks on their user ID's and then not turning in a TRON REPORT in a pursing environment? If so, the drawer will come up short if the manager forgets to deposit the money.
21. Are managers closing tables for trons? If so, the manager might forget to give the TRON the money from the table. This will SHORT THE TRON.
22. Are TRONS entering COMPed checks as CASH? If so, the COMPS must be subtracted from the NET OWING of the TRON's REPORT. This can SHORT THE TRON.
23. Do you have a COUPON or GIFT CERTIFICATE tender enabled? If so, make sure your trons are turning in their COUPON & GIFT tender.