

Cash Management

Control drawer cash with add-cash entries, cash pickups, mid-shift counts, receipts, history, and variance reports.

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Cash Control Fundamentals

Understand drawer cash, shifts, additions, pickups, cash counts, and employee accountability.

How Cash Additions, Pickups, and Counts Work Together

Each cash-control action answers a different question:

- **Add Cash:** Why did the drawer gain physical cash outside normal cash sales?
- **Cash Pickup:** Why did the drawer lose physical cash before shift close?
- **Cash Count:** Did the physical cash match the system at this moment?

Every action should be recorded against the correct cash drawer and open shift. At closing, the system can then explain starting cash, cash transactions, additions, pickups, counted cash, and any final variance.

Why Cash Management Matters

Without cash-control records, a manager may see an unexpected closing amount but have no reliable explanation for money added, removed, or counted during the day.

Benefits

- Reduce the amount of cash exposed in a busy drawer.
- Preserve an audit trail for additions and removals.
- Identify the employee responsible for a pickup.
- Detect shortages earlier.
- Narrow investigation to a smaller time window.
- Make shift and day-end closeouts easier to reconcile.

How Cash Management Connects to Shifts

Cash additions, pickups, and manual cash counts belong to the selected cash drawer and its open shift. If shifts are required and no shift is open, the POS prompts you to open one first.

1. Select the physical cash drawer you are working with.
2. Confirm that drawer has the active shift.
3. Perform the cash action.
4. Review the saved entry in its history or report.

For shared drawers, coordinate with every workstation using the same drawer before counting or removing cash.

Cash-Control Best Practices

- Use the correct drawer and shift.
- Require the responsible employee to identify themselves.
- Add a useful note explaining unusual cash movement.
- Count pickups before removing them from the counter.
- Keep the approved starting float in the drawer.
- Perform scheduled counts during the day.
- Review the saved receipt or history immediately.
- Investigate differences promptly instead of waiting until day end.
- Never use Add Cash or Pickup to hide an unexplained variance.

Add Cash (Cash Drop)

Record money placed into the active drawer and keep the shift total accurate.

Add Cash (Cash Drop)

What Is Add Cash or a Cash Drop?

Add Cash records physical money placed into the selected cash drawer outside normal cash sales. Some stores refer to this as a cash drop into the register.

Examples include adding a fresh float, returning authorized cash to the drawer, or placing money from a prior approved source into the current shift.

The entry increases the system's expected drawer cash, which helps the amount reconcile correctly at the next cash count or shift close.

How to Add Cash to a Register Drawer

1. Select the correct cash drawer and confirm its shift is open.
2. Open **Review** → **Cash** → **Add Cash**.
3. Review the current **Cash in Drawer**.
4. Enter the amount being physically placed into the drawer.
5. Enter a note explaining the source or reason.
6. Save the Add Cash entry.
7. Confirm the physical cash is in the drawer and the entry appears in history.

Add Cash (Cash Drop)

When Should You Use Add Cash?

Use Add Cash only when the drawer physically receives money that is not already explained by a normal register transaction.

Appropriate examples

- Adding an approved starting or supplemental float
- Returning previously removed store cash to the drawer
- Adding cash from a documented prior-day source under store policy

Do not create an Add Cash entry for a normal cash sale, and do not use it simply to force a shortage to appear balanced. Record and investigate the real cause.

How to Review, Edit, or Delete Add Cash Entries

1. Open the Add Cash list or history.
2. Find the entry by date, drawer, employee, amount, or note.
3. Review it against the physical event and supporting records.
4. Edit only to correct an authorized mistake.
5. Delete only a duplicate or invalid entry after confirming the effect on shift totals.
6. Recheck the drawer summary and any later cash counts.

Changes to cash-control history can alter expected cash and variances, so restrict them to authorized employees.

Cash Pickup

Remove excess cash safely during a shift and preserve the starting float.

What Is a Cash Pickup?

A cash pickup records money removed from a register drawer during an open shift. It reduces expected drawer cash without treating the removal as a sale, refund, or expense.

Pickups are especially useful during busy seasons, high-volume days, or any time a drawer holds more cash than store policy allows.

The pickup record identifies the amount and employee and can include a note and receipt, creating accountability for money transferred from the drawer to a safe, manager, or other approved destination.

How to Create a Cash Pickup

1. Select the correct drawer and confirm its shift is open.
2. Open **Review → Cash → Cash Pickup**.
3. Review **Cash in Drawer**, **Starting Cash**, and **Available Pickup**.
4. Select the responsible employee.
5. Enter the pickup amount or choose an available quick-pickup amount.
6. Add a note describing the transfer.
7. Review any warning, then save.
8. Count and secure the removed cash according to store policy.

How to Preserve Starting Cash During a Pickup

Available Pickup is the amount that can normally be removed while keeping starting cash in the drawer.

1. Compare the proposed pickup with Available Pickup.
2. Use the Available Pickup shortcut when you want to remove all excess cash.
3. If the amount includes starting cash, review the warning carefully.
4. Continue only when removing part of the starting float is intentional and authorized.

A pickup cannot be greater than the total cash currently recorded in the drawer.

How Scheduled Pickups Reduce Closing-Time Risk

Suppose a busy day produces \$2,000 in drawer cash. Instead of leaving all \$2,000 until closing, the store might complete three documented \$500 pickups.

At closing, only about \$500 remains to be counted in the drawer, while the earlier \$1,500 is already represented by employee-attributed pickup records and secured under store policy.

Recommended routine

- Set a maximum drawer-cash threshold.
- Perform a pickup when the threshold is reached.
- Count the money before it leaves the drawer.
- Record the responsible employee and note.
- Secure the cash immediately.

How to Review a Cash Pickup Receipt and History

1. Open the Cash Pickup list.
2. Find the entry by date, drawer, employee, amount, or note.
3. Open its receipt to review the pickup amount, pickup employee, and related details.
4. Print or retain the receipt according to store policy.
5. Edit an incorrect amount or note only with authorization.
6. Delete only a confirmed duplicate or invalid pickup, then recheck later cash totals.

Mid-Shift Cash Count

Count a drawer during the day, save the result, and use checkpoints to narrow down variances.

Why You Should Count Cash During the Day

A closing shortage tells you that a problem occurred somewhere in the shift. Mid-shift cash counts divide the day into smaller, time-stamped checkpoints.

If the drawer matched at 7:00 PM but was short at the 9:00 PM close, the likely investigation window is the two hours after the last balanced count—not the entire day.

Benefits

- Detect differences sooner
- Record the last known balanced time
- Reduce the number of transactions to review
- Improve employee handoffs and drawer accountability

How to Perform a Mid-Shift Cash Count

1. Pause activity on the selected drawer.
2. Open **Review** → **Cash** → **Cash Count**.
3. If prompted, select the drawer with the open shift and reopen Cash Count.
4. Count each bill and coin using the denomination fields.
5. Review the counted total, expected cash, and variance when your permissions allow.
6. Close the Cash Count window to save the completed count.
7. Confirm the “Cash count saved” message.

Coordinate across all registers before counting a shared drawer.

How Often Should You Perform Cash Counts?

Choose a schedule based on cash volume and risk. Many stores benefit from three or four counts during a busy day, plus the required opening and closing counts.

Useful checkpoints

- After the morning rush
- At employee or manager handoff
- After a large pickup or unusual cash event
- Before the evening rush
- One or two hours before closing

Counts should be frequent enough to narrow investigations without unnecessarily interrupting customers.

How to Respond to an Over, Short, or Balanced Count

Balanced means counted cash matches expected cash. **Over** means more physical cash was counted. **Short** means less physical cash was counted.

1. Count the drawer again.
2. Verify denomination quantities.
3. Review recent cash sales, refunds, expenses, Add Cash entries, and pickups.
4. Check employee handoffs and open transactions.
5. Record the completed count so its time and variance remain available.
6. Escalate unexplained differences under store policy.

Do not create a false cash addition or pickup merely to erase a variance.

Cash History & Reports

Review cash additions, pickups, count history, day-end pickup records, receipts, and audit details.

How to Use the Cash Count History Report

1. Open **Reports**.
2. Choose **Cash Count History**.
3. Select the reporting period.
4. Review **Latest Check**, **Last Balanced**, and the number of checks in the period.
5. Review each count's time, employee, drawer, shift, counted amount, expected amount, and variance.
6. Expand a record to see denomination detail.

The report highlights the last known good count and may direct you to review activity after that time.

How to Investigate a Cash Shortage Using Count History

1. Open Cash Count History for the affected date.
2. Find the closing shortage or latest non-balanced count.
3. Locate **Last Balanced**.
4. Note the balanced count's exact time, employee, drawer, and shift.
5. Review transactions and cash-control activity after that checkpoint.
6. Compare cash sales, refunds, expenses, Add Cash entries, pickups, and employee changes.
7. Document the findings according to store policy.

A 7:00 PM balanced count followed by a 9:00 PM shortage focuses the review on activity between 7:00 and 9:00 PM.

How to Review Cash Pickup and Add Cash History

Use the Cash Pickup and Add Cash lists to confirm the movements that changed expected drawer cash.

1. Select the correct date or period.
2. Match each entry to the cash drawer and shift.
3. Review the employee, amount, time, and note.
4. Open available receipts for supporting details.
5. Compare the entries with cash counts before and after the movement.
6. Investigate duplicates, missing entries, or unclear notes.

History should explain why physical cash changed outside ordinary sales.

How to Review Day-End Pickup Records

Day-End Pickup reporting tracks whether cash from closed business days has been collected and documented.

1. Open the Day End or Cash Drawer reporting area.
2. Select **Cash Pickup History by Day End** or the available day-end pickup view.
3. Filter for all, pending, or picked-up day ends.
4. Review pending cash and picked-up cash totals.
5. When recording a pickup, confirm the amount and add a useful reference and note.
6. Verify the day end shows the correct pickup status.

This is separate from an in-shift cash pickup and supports custody of cash after the business day closes.

Cash Management Troubleshooting

Cash Count asks for another drawer

Select the cash drawer that has the open shift, then reopen Cash Count.

A pickup is blocked

The amount cannot exceed cash in the drawer. If it exceeds Available Pickup, it includes starting cash and requires confirmation.

Add Cash requires an open shift

Open a shift for the selected drawer first when shift enforcement is enabled.

The closing total is unexpected

Review Add Cash, Cash Pickup, expense-from-register activity, refunds, and the latest Cash Count History.

A saved count is missing

Confirm that denominations were entered and the Cash Count window was closed to save, then refresh the report period.

Cash Management: Complete Guide

Cash Management helps you explain every movement of physical money in and out of a register drawer during a shift.

Use these tools

- **Add Cash (Cash Drop):** record money placed into the drawer.
- **Cash Pickup:** record money removed from the drawer during the shift.
- **Cash Count:** save a time-stamped comparison of physical and expected cash without closing the shift.
- **History and reports:** see who performed each action, when it occurred, and whether a count was balanced, over, or short.

These records work with shift opening and closing so the final drawer amount can be reconciled accurately.