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.

Revision #1
Created 2026-09-13 03:18:14 UTC by Sunny
Updated 2026-09-13 03:18:15 UTC by Sunny