

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.

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