Opening & Running a Shift

Select a drawer, open a shift, enter starting cash, and monitor shift activity.

- How to Select a Cash Drawer
- How to Open a Shift
- How to Enter and Verify Starting Cash
- How to Review an Open Shift

How to Select a Cash Drawer

1. Open the register or the Shift area.
2. If no cash drawer is selected, choose **Select Cash Drawer**.
3. Pick the drawer that matches the physical till your register will use.
4. Continue to **Open Shift**.

If several computers should share one shift, select the same drawer on each. If each register must balance independently, select a different drawer for each register.

You can change the available drawer records in **Settings → Shift → Cash Drawer**. Confirm the drawer before processing sales so activity is recorded in the intended shift.

How to Open a Shift

1. Select the correct cash drawer.
2. Choose **Open Shift**.
3. Review the notice showing whether the shift will join the current day end or create a new day end.
4. Choose **Count Cash** to enter quantities by denomination, or **Enter Total** to type one starting amount.
5. Review the starting total.
6. Submit to open the shift.

If a current day end is open, the new shift is attached to it. If none exists, opening the shift creates a new day end. The register must have an open shift before checkout can be completed.

How to Enter and Verify Starting Cash

Starting cash is the float available when the shift begins.

Count by denomination

1. Choose **Count Cash**.
2. Enter the quantity of each bill and coin.
3. Check the calculated total.

Enter one total

1. Choose **Enter Total**.
2. Type the full starting amount.

The open-shift screen may show how much the previous shift ended with. Compare it with the physical cash before opening. If the amounts do not agree, recount and follow your manager’s cash-difference procedure rather than carrying an unexplained difference forward.

How to Review an Open Shift

Use the Shift area to confirm the active drawer and review the current shift before closing it. Shift summaries can include sales, payment methods, refunds, expenses, purchases, open invoices, category totals, and cash activity, depending on your permissions and receipt layout.

During the shift

- Confirm all register activity is being recorded under the intended drawer.
- Use notes when your store requires an explanation for cash activity.
- Review open invoices and unresolved transactions before closing.
- If the drawer is shared, coordinate with every register using it before starting the close.