"To know I can check and see how the store is doing
even without being there is very helpful."
Reveille Joe Coffee, *Coffee Shop*

Both   NCR Silver

NCR Silver Pro

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Closing a Shift

You can close a shift and count your drawer immediately OR you can close your shift and count the drawer later in the Back office.

To close shift and count your drawer immediately:

1. Tap the **Close Shift** button. If you have a cash drawer, the cash drawer will open.

2. Count the cash in the cash drawer. You can count up all your cash and enter it in the **Cash Amount** field, or you can use the Coin and Bill counter to assist you.

> To access the Coin and Bill counter, tap **Coins and Bills**. From this screen, you can enter the quantity or amount you have of each coin and bill denomination. When you tap **Done**, the total cash amount from this screen will automatically be transferred to the **Cash Amount** field.

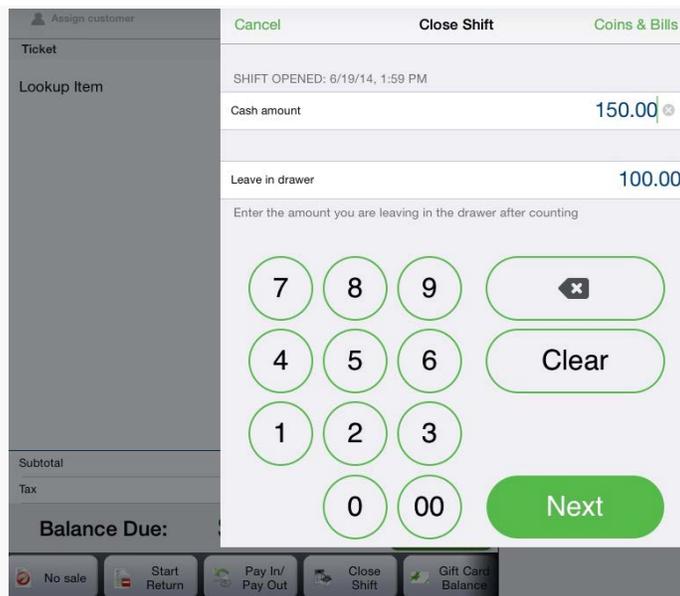3. Tap **Next** and enter the amount of cash you are going to leave in the drawer.

4. Tap **Done**. A detailed view of the cash reconciliation information will be displayed. If the over/short information looks to be incorrect, you can tap **Recount** to edit the cash and leave in drawer amounts.

> Note: If you do not have a user role that has permission to access the **Recount** feature, when you tap **Recount** you will be prompted to enter the PIN of a user who does.

5. Once you are sure your drawer count is correct, tap **Confirm**.   The **Shift Summary** report will be displayed. The system will also print a Pay Out receipt for the amount of cash you are removing from the drawer to be deposited or put in the safe.

> Note: If you do not have a user role that has permission to view/print the Shift Summary, the report will not be displayed, and instead you will be returned to the ticket entry screen.
> Tap **Print report** to print the report to the receipt printer or tap **Close** to close the screen.

To close shift and count your drawer later in the back office:

You need to first enable the feature. To do this:

- Tap the **Settings** icon on your Home screen.
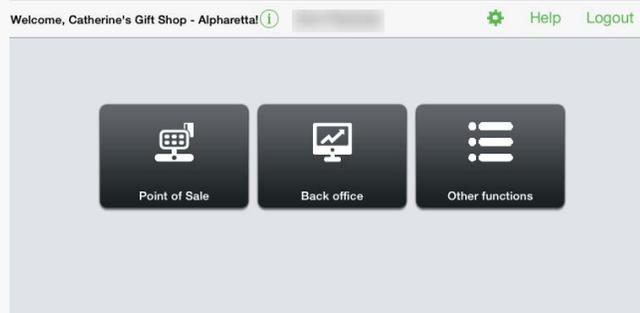
- Scroll down to the Cash Reconciliation header. The toggle switch - Count in Back Office is defaulted to OFF [count at closing]. Toggle switch ON to activate the setting. It should now be green.
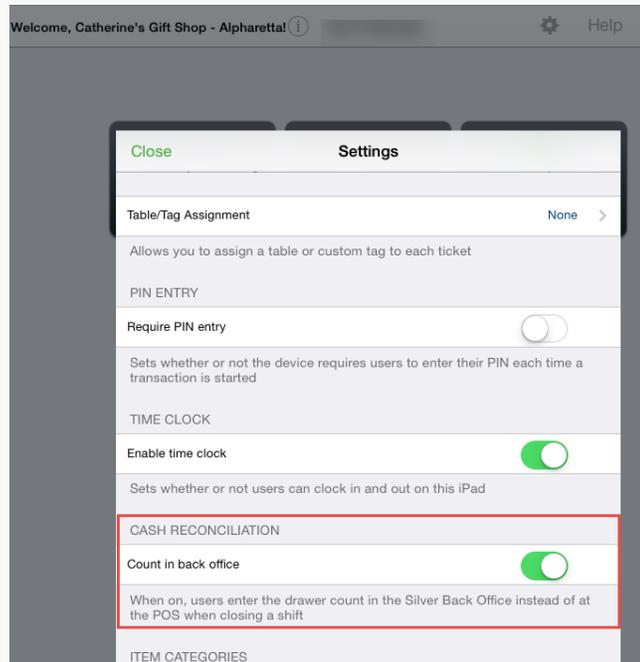
To close the shift:

1. Tap the **Close Shift** button.
2. Cashier must still enter a **Leave in Drawer** amount at the POS. The amount cannot be edited later.
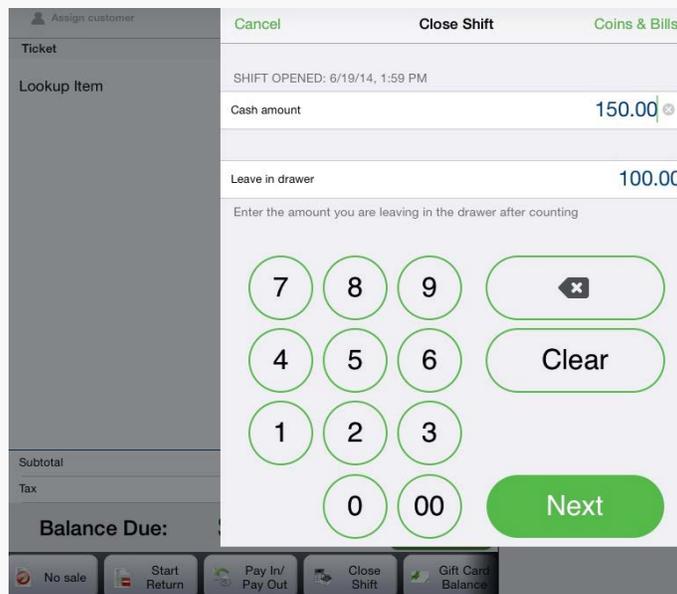
3. Tap **Next.** The Cash Over/Short amount will display "Pending".

   Counting in Back Office:

1. Once you log in to your Back Office, go to **RESULTS** - -**Shifts** (Under the Operations category on the left of your screen). You will see a list of shifts pending cash count.

2. Once you select the shift to count cash for, you are prompted to enter the total cash for the shift. Cash is entered as one total amount (no Bill & Coin counter).

3. You can then perform a cash recount (edit the cash count value), if necessary. Tapping the **Edit** button will bring up the actual cash amount modal again and allow you to enter a different value. Once entered, the screen will be refreshed with the new calculation.

NOTE: You can Edit as many times as you like; however,

once you save, the Over/Short and deposit are committed
and the cash can no longer be edited/recounted.

keywords: pos settings, close shift, shift configuration

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