



# Cash Management Process *Resource Guide*

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Rev. 09-05-19

# Cash Management – Recommended Processes General Overview Flow of a Typical Day



**Manager Level Tasks**  
**Note:** Select Functions → Daily Shift Functions to begin all POS Cash Management tasks.

**A: Sign In**  
Sign into the POS as SL or Above

**B: Open a New Deposit**

1. Select **Open New Deposit**.
2. Select Deposit #.
3. Select **OK**.
4. Enter deposit reference
  - a. Recommended to enter day of week and date
5. Select **OK**.

**C. Start of Day**  
Run Cash Drawer Report (to identify available Drawers)

**Are all drawers settled?**

**Yes** → [D. Start of Shift: Crew Plus]

**No** → [If Cash Drawer still Open, recommended to flag the Cash Drawer and not use until counted.]

**If Cash Drawer still Open, recommended to flag the Cash Drawer and not use until counted.**

Perform Count after Cashiers have been assigned available cash drawers at POS to ring in guest orders

See Recommended End of Day Processes (sections G, H, I) to count cash drawer and reconcile deposit.

**D. Start of Shift: Crew Plus**

1. Manager Sign out of POS.
2. Crew Signs in.
3. Select **Quick Start Drawer**.
4. Select Cash Till based upon Daypart of shift. (Morning/afternoon/evening) and Till #.  
*Result: Drawer Opens*
5. Start ringing.

**D. Start of Shift Alternative for Crew Standard: Manager Task**

1. Select **Assign Cash Drawer to POS** (utilize Cash Drawer Report for available tills)
2. Select **Assign User to Cash Drawer**.
3. Manager Signs out of POS.
4. Crew Standard employee signs in to the POS.
5. Crew Standard employee starts ringing.



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## Cash Management – Recommended Processes General Overview Flow of a Typical Day



### Breaks (if applicable)

#### E. Go on Break: Crew Plus

1. Select **Unassign Cash Drawer from POS**.
2. Sign out of POS.
3. If applicable, replacement cashier follows Start of Shift Procedure step 4.

#### F. Break Ends, Reassign Original User: Crew Plus

1. Break person selects **Unassign Cash Drawer from POS**.
2. Employee back from break signs into POS
3. Select **Quick Start Drawer**.
4. Select Cash Till they had been using before break
5. Select **OK**.

#### E. Break Alternative for Crew Standard: Manager Task

1. Crew signs out of POS
2. Manager signs into POS
3. Select **Unassign Cash Drawer from POS**
4. Manager signs out of POS
5. If applicable, replacement cashier follows Start of Shift Procedure step 4

#### F. Break Alternative for Crew Standard: Manager Task

1. Select **Unassign Cash Drawer from POS**
2. Select **Assign Cash Drawer to POS** (to original user)
3. Manager signs out of POS
4. Crew signs into POS
5. Start ringing

### End of Shift

#### G. Shift Ends: Crew Plus

1. Select **Unassign Cash Drawer from POS**.
2. Remove cash drawer from POS.
3. Sign out of POS.
4. Settle/count cash drawer in accordance with Franchisee processes (NOT a POS function).
5. Sign into an unoccupied POS
6. Select **Count Cash Drawer** (see section H).
7. Sign out of POS.

#### G. Shift Ends for Crew Standard: Manager Task

1. Select **Unassign User(s) from Cash Drawer**.
2. Select **Unassign Cash Drawer from POS**.
3. Remove cash drawer from POS.
4. Manager signs out of POS.
5. Settle/count cash drawer in accordance with Franchisee processes (NOT a POS function).
6. Sign into an unoccupied POS
7. Select **Count Cash Drawer** (see Box H).
8. Sign out of POS.

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## Cash Management – Recommended Processes General Overview Flow of a Typical Day



### End of Shift, *continued*

#### H. Count Cash Drawer: Shift Leader and Above Manager Task

1. Select **Count Cash Drawer**.
2. Select **Till #**.
3. Select **OK**.
  - a. Recommended to enter cashier counters initials.
4. Select **OK**.
5. Enter cash amount using decimal point.
6. Select **Next**.
7. Select **>**.
  - a. If there's a variance (over/short),
    - i. Select **Select Over/Short Reason**
    - ii. Select the reason
8. Select **OK**.
9. Select the correct Deposit, if multiple exist.

#### H. Count Cash Drawer: Crew Standard or Crew Plus

1. Select **Count Cash Drawer**.
  - a. If Crew Standard, ask manager to enter their sign in id for authorization
2. Select **Till #**.
3. Select **OK**.
  - a. Recommended to enter cashier counters initials
4. Select **OK**.
5. Enter cash amount using decimal point.
6. Select **Next**.
7. Select **>**.
8. Select **OK**.
9. Select the correct Deposit, if multiple exist.

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### End of Day

#### I. Shift Settlement: Manager Task

1. Run **Cash Drawer Report** to identify:
  - a. Drawers that need to be counted/reconciled
  - b. Drawers in use
2. Count cash drawer (see section H)
3. Run reports, if applicable
  - a. Over/Short Report
  - b. Safe/Cash Pull Report
4. Count Cash Pull, if applicable.
  - a. Deposit cash from Cash Pull counts.
5. Run Bank Deposit Report
6. Adjust Cash Deposit, if applicable.
7. Reconcile Bank Deposit (see section J).

#### J. Reconcile Bank Deposit: Manager Task

1. Select **Reconcile Bank Deposit**.
2. Select deposit for day/date
3. Select **Yes** (to close deposit).

## Cash Management – Recommended Processes

### 24 Hour Restaurant – Overnight Shift – 2 Cash Drawers



Below are recommended steps to help you produce more accurate deposit and cash over/short details for shifts that occur in your restaurant over two business days (i.e. in 24 hour locations).

#### Notes:

- Prior to starting the overnight shift, Management should ensure that all overnight cash drawers/till are counted, available to use and do not appear as open on a Cash Drawer report.
- Details can be seen on the Dunkin' Sales Summary report accessed via Reporting & Analytics website.
- Select **Functions** → **Daily Shift Functions** to begin all POS Cash Management tasks.

#### Start Shift

##### A. Start of Shift: Crew Plus

Follow regular start of shift procedures

1. Select **Quick Start Drawer**.
2. Select Cash Till based upon Daypart of shift and Till # (e.g. overnight till #1).
3. Insert cash drawer/till.
4. Start ringing.

#### Before New Business Day:

##### B. Switch Cash Drawer before New Business Day:

1. Before 12:00am (midnight), select **Unassign Cash Drawer from POS**.
2. Remove cash drawer/Till from POS
3. Settle/count cash drawer in accordance with Franchisee processes (NOT a POS function).
4. Enter cash count into POS (**Count Cash Drawer**)
  - Recommended to enter cash count into POS when time permits
  - Recommended to write down cash count and not bring cash bag to Front counter area where it would be visible.

**Note:** Recommended for a Manager to have a deposit open for the current day and next business day in order for the restaurant employee to enter the cash count.

#### New Business Day:

##### C. New Business Day: POS Clock Must Show 12:00am (midnight) or Later

1. Select **Quick Start Drawer**.
2. Select a different Cash Drawer/Till #.  
(e.g. overnight till #2)
3. Insert new cash drawer/till.
4. Start ringing under new till # (e.g. overnight till #2)

#### Note:

- Sales after 12:00am would be rung on the new overnight till (e.g. overnight till #2) for reporting to be accurately divided by business day

**Cash Management – Recommended Processes**  
**24 Hour Restaurant – Overnight Shift – 1 Cash Drawer**  
**Restaurants Using Single FC POS, has Drive-Thru only or Using One Cash Drawer**

**DUNKIN®**

Below are recommended steps for one employee, keeping one hand in the till. This example shows a 10:00pm – 6:00am shift.

**Start Shift**

- A. Start of Shift: Crew Plus**  
Follow regular start of shift procedures.
1. Select **Quick Start Drawer**.
  2. Select Cash Till based upon Daypart of shift and Till # (e.g. overnight till #1).
  3. Insert cash drawer/till.
  4. Start ringing.

**Transition to New Business Day**

- B. Restaurants Using Single FC POS, has Drive-Thru only or Using One Cash Drawer:**
1. Select **Unassign Cash Drawer from POS**.
    - o As close to 12:00am (midnight as possible)
  2. Select **Quick Start Drawer**.
    - o POS Clock Must Show 12:00am (midnight) or later
  3. Select a different Cash Drawer/Till #. (e.g. overnight till #2)
  4. Start ringing under new till #.

**Notes:**

- In this example, team members are generally NOT counting the till, they are just starting the new till in the system to “break” the cash deposit into the correct day
- If a 2<sup>nd</sup> drawer is not available, it is recommended the manager enters the cash for the shorter shift till (10pm-midnight) as being exact (zero over/short) and account for any discrepancy of cash in the longer till shift (midnight-6am).
- Typically (similar to current Radiant/JDA cash process), the manager enters the cash count for both drawers of the overnight shift upon arrival in the morning
  - o Example, end of shift employee has \$505 in cash due from sales– actual counted amount is \$500. \$100 was due from 10p-midnight, count is entered as \$100 exactly, resulting in zero over/short. \$405 was due from midnight-6am, \$400 is entered here showing the \$5 shortage.

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## Manager Level Cash Management POS Functions Symphony POS



### Adding Funds to Safe, if applicable, or Cash Pull

1. Select **Functions** screen.
2. Select **Daily Shift Functions**.
3. Select **Add Funds**.
4. Select **Safe or Cash Pull**.
5. **Select OK.**
6. Select class (type of funds).
7. Select **OK.**
8. Enter amount.
9. Select **OK.**
10. Enter a reference.
11. Select **OK.**

### Count Safe or Cash Pull

1. Select **Functions** screen.
2. Select **Daily Shift Functions**.
3. Select **Count Safe or Cash Pull**.
4. Select Safe or cash pull.
5. Select **OK.**
6. Enter a reference.
7. Select **OK.**
8. Enter amount.
9. Select Next.
10. Select **Save.**

### Depositing Cash from Safe or Cash Pull

5. Select **Functions** screen.
6. Select **Daily Shift Functions**.
7. Select **Deposit Cash from Safe or Cash Pull**.
8. Select Safe or cash pull.
9. Select **OK.**
10. Select **Yes.**

### Closing the Safe

1. Select **Functions** screen.
2. Select **Daily Shift Functions**.
3. Select **Close Safe**.
4. Select Safe or cash pull.
5. Select **OK.**
6. Select **Yes.**

### Running a Cash Management Report

1. Select **Functions** screen.
2. Select **Daily Shift Functions**.
3. Select respective report.
4. Select **Run Report**.
5. (Optional) Select **Print to print to POS receipt printer**.
6. Select **Close**.

Below are terms and definitions used in the Symphony POS Cash Management system.

| Term                          | Definition  |
|-------------------------------|---|
| Add Funds                     | Allows you to add money to the cash pull or safe  |
| Adjust Cash Deposit           | Allows you to edit a deposit that has not been reconciled.  |
| Adjust Starting Amount        | Allows you to adjust the starting amount in the event that it was incorrectly entered. <ul style="list-style-type: none"> <li>• This action is only available if no transactions have been rung.</li> </ul>   |
| Assign Cash Drawer to POS     | Allows an identified user to ring transactions on a POS. <ul style="list-style-type: none"> <li>• A cash drawer must always be assigned to a POS.</li> <li>• This step must be performed in order to ring transactions.</li> <li>• Select the cash drawer from the menu based upon the shift being worked and the number that is on the physical cash drawer. For example, <b>Afternoon Till #2</b>.</li> </ul> |
| Assign User to Cash Drawer    | Assigns a user to a particular till/cash drawer and prevents users who are not assigned to a till to ring transactions.   |
| Cash Pull                     | The removal of money from the cash drawer when cash levels exceed thresholds set by Franchisee's policies and procedures <ul style="list-style-type: none"> <li>• This amount is deposited separately from cash drawer totals.</li> </ul>   |
| Close Safe                    | Allows you to close a safe when the restaurant is permanently closing. <ul style="list-style-type: none"> <li>• The safe should always remain open in order to ring POS transactions</li> </ul>   |
| Count Cash Drawer             | Process to verify the amount of cash tendered on the POS that will be included in the restaurant's bank deposit <ul style="list-style-type: none"> <li>• Final count in the system for all the cash in a particular till/cash drawer is based on transactions assigned to a specific user.</li> <li>• This action resets the drawer for future use.</li> </ul>  |
| Count Safe or Cash Pull       | Allows you to transfer money from the safe or cash pull to a deposit.   |
| Deposit                       | Amount of money you have entered for the bank deposit. <ul style="list-style-type: none"> <li>• You can have multiple deposits open in the system at a time.</li> </ul>   |
| Reconcile Bank Deposit        | Allows you to close the selected bank deposit.  |
| Reopen Sessions (Cash Drawer) | Allows you to reopen a cash drawer that you closed in the system and enter a new count. <ul style="list-style-type: none"> <li>• This may be used if you incorrectly entered the wrong final count.</li> <li>• Recommend using Adjust Cash Deposit</li> </ul>   |

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| Term                                 | Definition  |
|--------------------------------------|---|
| Safe                                 | Location/receptacle where money can be stored in the restaurant for cash drawer starting banks and cash pulls, extra change etc. <ul style="list-style-type: none"> <li>Typically used to provide funds for the cash drawers (e.g. starting amounts)</li> </ul> |
| Transfer Funds (Bank Deposit → Safe) | Allows you to enter money from a bank deposit to the safe.  |
| Unassign Cash Drawer from POS        | Allows you to move a till/user to a different POS and assign a new till to a POS.   |
| Unassign User from Cash Drawer       | Unassigns a user from a particular till/cash drawer. <ul style="list-style-type: none"> <li>May be used if you incorrectly assigned a user to a till.</li> </ul>  |
| View Status                          | A report that displays the amount of cash currently in store based on the data you or your employees entered into the POS. <ul style="list-style-type: none"> <li>Shows tender type, number of open receptacles and balance of each receptacle</li> </ul>       |

Below are reports and definitions used in the Symphony POS Cash Management system.

| Report                      | Definition  |
|-----------------------------|---|
| Bank Deposits Report        | Displays all drawer/till deposits prior to being reconciled from cash drawer counts and cash pulls. |
| Cash Drawer Report          | Displays what drawers are open and who is assigned to each drawer.                                  |
| Cash Pull Report            | Displays total value of cash pulls that have yet to be counted and deposited.                       |
| Over / Short Report         | Displays the over/short from cash drawer counts.  |
| Paid in/Paid Out            | Displays the value of all Paid In and Paid Out transactions and the reason.                         |
| Safe/Cash Pull Report       | Displays who removed cash from the till to the safe and the amount removed.                         |
| Dunkin Sales Summary Report | A recommended cash management report to assist with balancing daily cash.                           |

### Reconciling Credit Cards

Clientline and Oracle's Reporting & Analytics (R&A) website have capabilities to view credit card transactions to help franchisees and their designated management reconcile credit transactions.

It is recommended that you:

- Reconcile your credit cards daily (at minimum weekly)
- Compare the **Clientline Card Type Summary Report** with the **Systems Sales Summary Report**
  - Verify that your Visa, MasterCard & Discover deposits are received within 48 hours and American Express deposits are received within 72 hours
  - Verify credit card totals

### Card Type Summary Report (ClientLine)

The Card Summary Report displays all credit card transactions and/or funding activity for a location (or a rollup of multiple locations) based on your Payment Terminal transactions.

- The Sales Reports allow you to balance your credit tenders at a transaction or summary level to your POS.
- The Funding reports allow you to complete a reconciliation based on your Systems Sales Summary report and your bank account.

### Dunkin System Sales Summary Report (R&A)

The Systems Sales Report provides the following data based on your POS Data

- Sales metrics
- Adjustments
- Gift Card sales by card typ
- Check total
- Deposits
- Day part sales
- Tender totals
- Sales Mix detail
- Cash Drawer Start, End and over/short totals

### BAMS (ClientLine) Support Representatives

- **Liz Cubilette**  
Account Manager, Client Executive Management  
Bank of America Merchant Services  
Direct 954.845.4961 Fax# 402.916.8616  
[elizabeth.cubilette@bankofamericamerchant.com](mailto:elizabeth.cubilette@bankofamericamerchant.com)
- **Carlos Mendoza**  
Account Manager, Client Executive Management  
Bank of America Merchant Services  
Direct: 954.845.4531  
[carlos.mendoza@bankofamericamerchant.com](mailto:carlos.mendoza@bankofamericamerchant.com)

### Reporting & Analytics Support

- Call USD, 1-800-700-1225

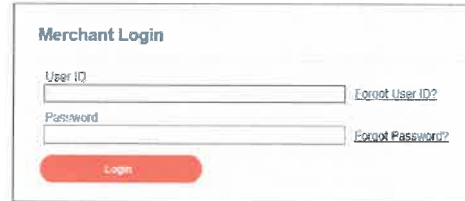
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**Running a Clientline Card Type Summary Report.**

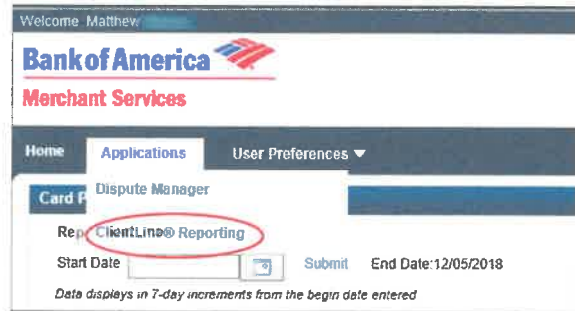
This example shows a daily summary report for December 17, 2018.

1. Log into www.myclientline.net.
2. Enter User ID and Password

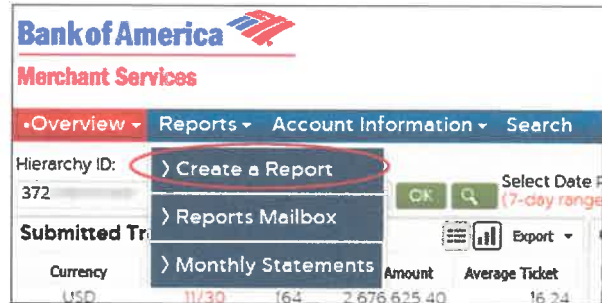


3. Select **Applications** → **ClientLine Reporting**.

*Result: Dashboard opens*



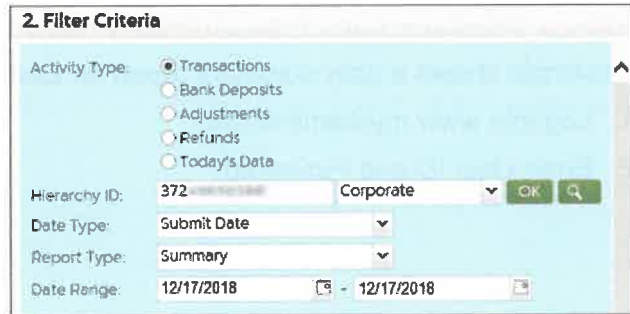
4. Select **Reports** → **Create a Report**.



5. Select **Sales/Funding**.



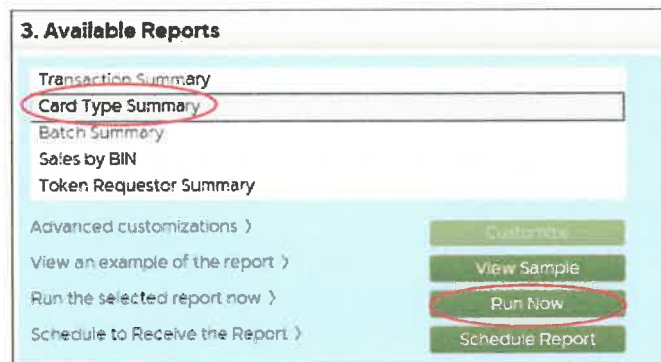
6. Enter required Filter Criteria.
  - a. Activity Type: **Transactions.**
  - b. Date Type: **Submit Date.**
  - c. Report Type: **Summary.**
  - d. Date Range: you can enter a customized range based on your needs. For example, daily, weekly, monthly. (this example shows daily)



7. Verify the card types and transaction types.
8. Select **Next.**



9. Select **Card Type Summary.**



10. Select **Run Now.**

*Result: All credit card transactions appear by Card Type for the selected time period.*

**Note:** Click on the credit card name for further details.

Click to export to pdf, csv, HML or excel

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| Card Type             | Submit Date | Processed Currency Code | Location ID  | External MID    | DBA Name | Debit Network ID | Transaction Date | Funded Date | Sales Count | Processed Sales Amount | Refund Count | Pr |
|-----------------------|-------------|-------------------------|--------------|-----------------|----------|------------------|------------------|-------------|-------------|------------------------|--------------|----|
| MASTERCARD            | 12/17/2018  | USD                     | 372793592885 |                 |          |                  | 12/17/2018       | 12/18/2018  | 43          | 1,121.00               | 0            |    |
|                       |             |                         | 372793593883 |                 |          |                  | 12/17/2018       | 12/18/2018  | 3,392       | 84,185.00              | 0            |    |
|                       |             |                         | 372496565881 |                 |          |                  | 12/17/2018       | 12/18/2018  | 1,281       | 23,683.00              | 0            |    |
|                       |             |                         | 372793594881 |                 |          |                  | 12/17/2018       | 12/18/2018  | 22          | 355.00                 | 0            |    |
|                       |             |                         | 372793595888 |                 |          |                  | 12/17/2018       | 12/18/2018  | 1           | 40.00                  | 0            |    |
|                       |             |                         | 372793590689 |                 |          |                  | 12/17/2018       | 12/18/2018  | 3,198       | 66,876.00              | 0            |    |
|                       |             |                         | 372793596886 |                 |          |                  | 12/17/2018       | 12/18/2018  | 11          | 170.00                 | 0            |    |
| Subtotal : USD        |             |                         |              |                 |          |                  |                  |             | 8,042       | 177,953.00             | 0            |    |
| Subtotal 12/17/2018   |             |                         |              |                 |          |                  |                  |             | 8,042       | 177,953.00             | 0            |    |
| Subtotal - MASTERCARD |             |                         |              |                 |          |                  |                  |             |             |                        |              |    |
| VISA                  | 11/28/2018  | USD                     | 372501936887 | 372501936000010 |          |                  | 12/17/2018       | 12/18/2018  | 178         | 3,070.00               | 0            |    |
|                       |             |                         | 372495565881 |                 |          |                  | 12/17/2018       | 12/18/2018  | 820         | 11,963.00              | 0            |    |

**Note:** Sales data not real, for training purposes only

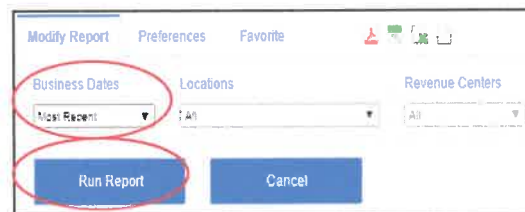
### Dunkin Sales Summary Report (Hourly Sales)

Follow the steps below to access a Dunkin Sales Summary report. This example shows a daily report 12/17/2018.

1. Log into <https://dun01-ohra-prod.hospitality.oracleindustry.com>
2. Select **More Reports** → **Summary**.
3. Select **System Sales Summary**.

#### Notes:

1. The system's default retrieval is for the most recent Business Date.
2. To change the time period:
  - a. Select the drop down for a specified time period OR select **Business Dates** to customize a date selection.
  - b. Select **Run Report**.



Visual report and field descriptions on next page.

**Dunkin Sales Summary Report**

**Voids:** Cancelled orders that were saved, stored or canceled from the Tender screen  
**Mgr Voids:** Cancelled orders with Manager Authorization.

**Error Corrects:** Item changes prior to save, store or tendering  
**Cancel:** Orders cancelled prior to save, store or tendering.

**\*Cash Due:** Amount of Cash sales + Paid in/- Paid out

**\*Deposit:** Amount of cash counted & deposited for a specific date.

**\*Over/short:** Difference between cash due and Till count/deposit amount.

**\*Deposit Adjustment:** Changes to the deposit amount

**\*Note:** The above are based upon the date the till was opened.

| Dunkin System Sales Summary  |               | Business Dates |            | Locations   |            | Revenue Centers |          |
|------------------------------|---------------|----------------|------------|-------------|------------|-----------------|----------|
| +Dunkin System Sales Summary |               | 12/17/2018     |            | DD123456    |            | Dunkin          |          |
| <b>Sales Metrics</b>         |               |                |            |             |            |                 |          |
| Net Sales                    | 717.27        |                |            |             |            |                 |          |
| +Service Charges             | 18.30         |                |            |             |            |                 |          |
| Bottle Deposit               | 18.30         |                |            |             |            |                 |          |
| +Tax Collected               | 57.41         |                |            |             |            |                 |          |
| FoodTax                      | 20.99         |                |            |             |            |                 |          |
| Beverage Tax                 | 36.42         |                |            |             |            |                 |          |
| <b>=Total Revenue</b>        | <b>792.98</b> |                |            |             |            |                 |          |
| +Non Revenue SVC             | 60.00         |                |            |             |            |                 |          |
| Gift Card Reload             | 10.00         |                |            |             |            |                 |          |
| Gift Card Activate/Issue     | 50.00         |                |            |             |            |                 |          |
| <b>=Total Collections</b>    | <b>852.98</b> |                |            |             |            |                 |          |
| <b>Order Type</b>            |               |                |            |             |            |                 |          |
| Fast In                      | 532.89        | 74%            | 0          | 0%          | 0.00       | 195             | 54%      |
| OTG Walk In                  | 147.16        | 21%            | 0          | 0%          | 0.00       | 149             | 41%      |
| Drive Thru                   | 37.22         | 5%             | 0          | 0%          | 0.00       | 19              | 5%       |
| <b>Totals</b>                | <b>717.27</b> |                | <b>0</b>   | <b>0.00</b> | <b>363</b> | <b>0</b>        |          |
| <b>Tender Type</b>           |               |                |            |             |            |                 |          |
| 5 AM - 10 AM                 | 91.17         | 12.7%          | 0          | 0.00        | 59         | 1.55            | 0        |
| 10 AM - 2 PM                 | 626.10        | 87.3%          | 0          | 0.00        | 304        | 2.06            | 0        |
| <b>Totals</b>                | <b>717.27</b> | <b>100%</b>    | <b>0</b>   | <b>0.00</b> | <b>363</b> | <b>1.98</b>     | <b>0</b> |
| <b>Total</b>                 |               |                |            |             |            |                 |          |
| Cash                         | 632.92        | 74.2%          | 203        | 3.12        |            |                 |          |
| OTG Tender                   | 146.46        | 17.2%          | 148        | 0.99        |            |                 |          |
| Mastercard                   | 56.77         | 6.7%           | 3          | 18.92       |            |                 |          |
| VISA                         | 12.51         | 1.5%           | 1          | 12.51       |            |                 |          |
| Gift Card Redeem             | 4.32          | 0.5%           | 1          | 4.32        |            |                 |          |
| <b>Totals</b>                | <b>852.98</b> | <b>100%</b>    | <b>356</b> | <b>2.40</b> |            |                 |          |

**Service Charge:** Bag and bottle deposits.

**Total Revenue:** Gross Sales + Service charges and taxes collected. GC reload & activations not included.

**Non-Revenue SVC:** Sales for items not attributed to restaurant revenue, e.g., charity programs, Gift Card Activations and Reload.

**Carried Over:** Saved /Open checks

| Checks           |     | Deposits           |          |
|------------------|-----|--------------------|----------|
| Carried Over     | 87  | Cash Due           | 616.19   |
| +Checks Begun    | 363 | Deposit            | 0.00     |
| -Checks Paid     | 363 | Over/Short         | (616.19) |
| +Transferred In  | 0   | Deposit Adjustment | 0.00     |
| -Transferred Out | 0   |                    |          |
| =Outstanding     | 87  |                    |          |

