



Cash Management – Recommended Processes

General Overview of the 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.

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).



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Cash Management – Recommended Processes

General Overview of the 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

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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.

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



Start Shift

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**.

Crew Level Tasks

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

Are all drawers settled?

No

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.

Yes

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.



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

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

Start Shift

Transition to New Business Day

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.

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 2nd 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.

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