

## REOPENING A DRAWER FOR EDITING OR REPORTS

(Use these steps if you need to void a sale, make a new sale on an old drawer, fix a closing cash or check deposit, reprint sales reports, or void an extra drawer).

1. Start QSP POS and login like normal. Click OK until you get to this screen (If you don't get this screen, you must log in as an administrator). (Fig 1.0)

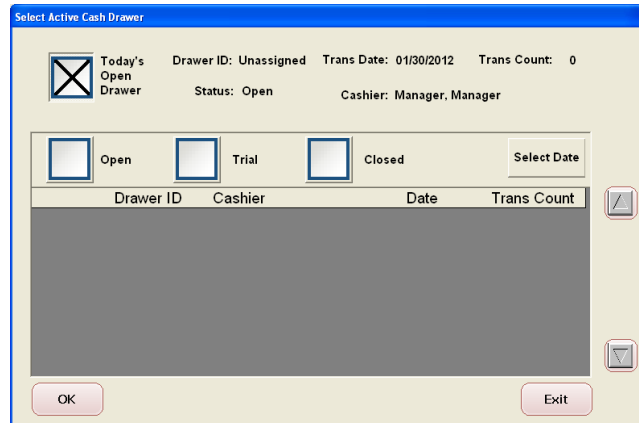


Figure 1.0

2. The drawer you want to edit may be in either OPEN, TRIAL or CLOSED.
  - a. If YOU created the drawer TODAY, have not closed (Trial or Final) and are logging in using the same number you created it under, leave the check in **TODAYS OPEN DRAWER**. (fig 1.0) Hit OK and continue to open normally.
  - b. If the drawer was created on a previous day, or today by another user and was not trial or final closed, put a check in **OPEN** and scroll using the arrows located on the right side of the screen to the desired drawer (fig 1.3 shows what it looks like). Place a check in the box to the left of the desired drawer, then hit OK and continue to open normally.
  - c. If the drawer was Trial Closed, put your check in the **TRIAL** box, then use the arrows located on the right side to scroll to the desired drawer (fig 1.3 shows what it looks like). Place a check in the box to the left of the desired drawer, then hit OK and continue to open normally.
  - d. If the drawer was Final Closed, put your check in the **CLOSED** box. (fig 1.1) Note: **DO NOT HIT SELECT DATE!** This will create a new drawer with no transactions.

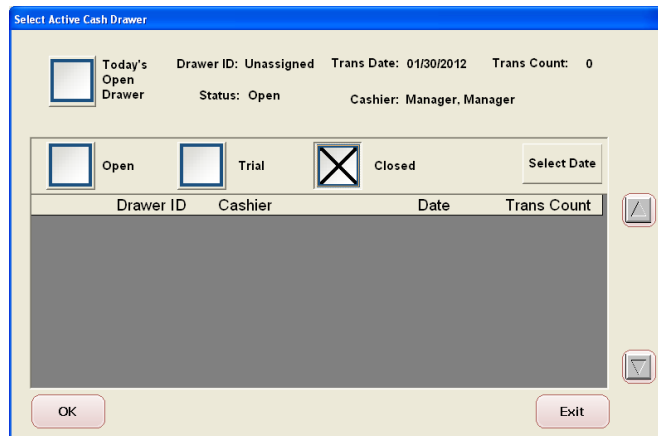


Figure 1.1

- e. A calendar will pop up. Select the date of the desired drawer and hit OK (the red circle only indicates today's date). (fig 1.2)

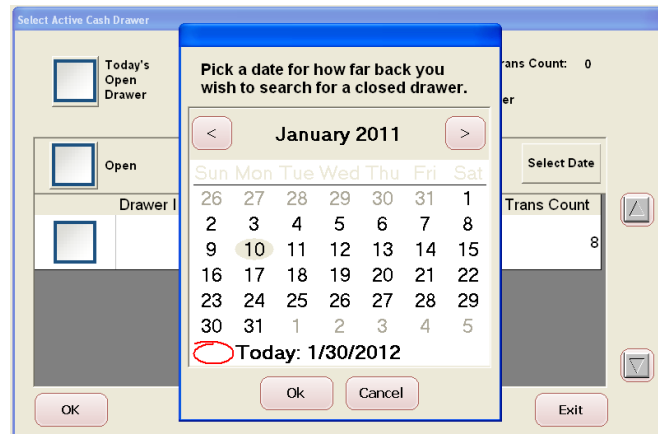


Figure 1.2

- f. Choose the desired drawer by putting a check in the box to the left of the drawer. Hit OK. (fig 1.3)

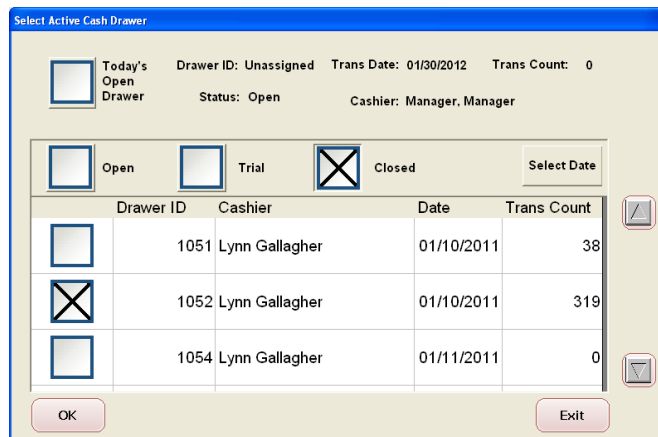


Figure 1.3

- g. You will go to the **Enter Cash in Drawer** screen. Hit NEXT. (fig 1.4).  
 Note: you cannot make changes to your cash at this time.

**Enter Cash in Drawer**

Open Amount	.00
Next Open Amount	.00
0 Pennies	\$0.00
0 Nickels	\$0.00
0 Dimes	\$0.00
0 Quarters	\$0.00
0 50 Cent Pieces	\$0.00
0 Dollar Coins	\$0.00
0 One Dollars Bills	\$0.00
0 Five Dollars	\$0.00
0 Ten Dollars	\$0.00
0 Twenty Dollars	\$0.00
0 Fifty Dollars	\$0.00
<b>TOTAL</b>	.00

Buttons: Reset, Back, Next, Cancel, and a numeric keypad (0-9, ., 00, Enter, Clear, Back Space).

*Figure 1.4*

- h. You are now in the **Enter Check Count** screen. Hit NEXT. (fig 1.5).  
 Note: you cannot make any changes to your checks at this time.

**Enter Check Count**

	Check No	Amount	
1	4199	\$20.00	↑
2	2504	\$30.00	
3	720	\$10.00	
4	1542	\$60.00	↓
<b>TOTAL</b>		\$1,055.00	

Buttons: Insert Check, Delete Check, Back, Next, Cancel, and a numeric keypad (0-9, ., 00, Enter, Clear, Back Space).

*Figure 1.5*

- i. You are now in the **Verify Totals** screen (fig 1.6).
- i. If you only need to print reports, go ahead and do that now by clicking on the desired report button and printing it normally.
  - ii. When you are done printing, hit CANCEL instead of EXIT, then exit normally.

Verify Totals

Cashier:

Total Cash	<input type="text" value="\$24.00"/>	Cash Collected	<input type="text" value="\$24.00"/>
Total Checks	<input type="text" value="\$1,055.00"/>	Checks Collected	<input type="text" value="\$1,055.00"/>
Drawer Total	<input type="text" value="\$1,079.00"/>	Total From Sales	<input type="text" value="\$1,079.00"/>

Open Amount

Next Open Amount

Drawer Over/(Short)

Deposit Amount

*Figure 1.6*

- j. If you need to fix a transaction or your closing money, click on the **UNCLOSE** (fig 1.7). **DO NOT HIT VOID CLOSE**, as this will void out your closing cash and checks (see fig 1.8). You must hit EXIT before you can make any changes.

Verify Totals

Cashier:

Total Cash	<input type="text" value="\$24.00"/>	Cash Collected	<input type="text" value="\$24.00"/>
Total Checks	<input type="text" value="\$1,055.00"/>	Checks Collected	<input type="text" value="\$1,055.00"/>
Drawer Total	<input type="text" value="\$1,079.00"/>	Total From Sales	<input type="text" value="\$1,079.00"/>

Open Amount

Next Open Amount

Drawer Over/(Short)

Deposit Amount

*Figure 1.7*

- k. After hitting EXIT, you will be directed to the **OPEN/TRIAL/CLOSED** screen again, but with the **TRIAL** box and the drawer you are working on already checked (fig 1.71). Just hit OK and open the drawer normally.

Select Active Cash Drawer

Today's Open Drawer
 Drawer ID: Unassigned
Trans Date: 01/30/2012
Trans Count: 0

Status: Open
Cashier: Manager, Manager

Open
  Trial
  Closed

Drawer ID	Cashier	Date	Trans Count
<input checked="" type="checkbox"/>	1273 Lynn Gallagher	01/10/2011	38
<input type="checkbox"/>	1272 Manager Manager	10/26/2011	8

*Figure 1.71*

3. When you are finished with your drawer, close it normally and print your reports.

Verify Totals

Cashier: Lynn Gallagher

Total Cash	\$0.00	Cash Collected	\$24.00
Total Checks	\$0.00	Checks Collected	\$1,055.00
Drawer Total	\$0.00	Total From Sales	\$1,079.00
Open Amount	\$0.00		
Next Open Amount	\$0.00		
Drawer Over/(Short)	1,079.00		
Deposit Amount	\$0.00		

Print Screen   Closing Report   Balancing Report

Trial Close   Redo Trial Close   **Void Close**   Final Close   Unclose   Exit

Back   Next   Cancel

*Figure 1.8*

### Troubleshooting (Too Many Drawers, Doubled Deposits, Inaccurate State Reports)

- a. If, for any reason, you leave the closing screen *AFTER* pressing the **TRIAL** or **FINAL** closing button, you must open back up according to these instructions. **DO NOT** open up under TODAY'S OPEN DRAWER. This will create a new drawer with no transactions.
- b. If you have a discrepancy with your deposit where you suspect your money has been doubled, go to step **2c** or **2d** above.
  - a. When you have your possible drawers listed, look at the right side column. The number there is how many transactions are in that drawer. A zero in that column indicates there are no transactions. 99 percent of all doubled deposits are because a new, zero transaction drawer was created and closed again with the total drawer's monies.
  - b. Use these instructions to clear that drawer, *but finish with hitting VOID CLOSE (fig 1.8).* This will delete the money showing.
  - c. Exit the drawer without hitting **TRIAL** or **FINAL** and the drawer will disappear.
- c. If your Manager reports are showing an incorrect deposit or amount, check your open drawers.
  - a. The state reports calculate from the deposit entered by the cashier. If the drawer is not closed, then the state report will show only the total deposits in closed drawers.
  - b. If the Sales Transaction Detail or Summary report is showing an very low deposit, Then there is an open drawer or one with no money in closing. Use 2b above to find the drawer and close it.