Implementing Cash Drawer Balancing on your system has many benefits including the ability to automate the entire process.

Cashiers will be able to close and balance more quickly and your administrative staff will stay on top of any discrepancies.

In this course you will learn how to configure the cash drawers, monitor them during the day and ensure that all are closed and balanced.

You may consider viewing ‘Cash Drawer Balancing for Cashiers’ prior to completing setup, for an overall understanding of your employee’s process.

Options and Security Settings documentation is provided for Cash Drawer Balancing in the Course Materials section.

You will want to download and evaluate the choices available to your business.

After reviewing the set up documentation you will need to verify that your actual Cash Drawers have been configured for each terminal.

Select ‘Utilities’ from the Eagle Browser main menu.

Then click ‘Device Configuration’.

If the cash drawer is configured, the model information appears in the ‘Description’ column.

If ‘Not Configured’ is displayed, double-click ‘Cash Drawer 1’ and select ‘Device’.

Choose the model of cash drawer you are using and press ‘Ok’.

A window opens, allowing you to review ‘Notes’ about the device and to ‘Test’ the connection.

If you do not perform the test, the system prompts you upon exit. Follow the instructions and confirm that the drawer opens.

You can set up a second Cash Drawer for this terminal. Simply repeat the process with ‘Cash Drawer 2’ listed in Device Configuration.

Before leaving Device Configuration, open the Misc Menu from the ribbon bar and select ‘Set Retail Device Level’.

Choose ‘All Supported Devices’ and click ‘OK’.

Then close Device Configuration.

Remember that you must do this for each POS terminal.

At any point during the day, you can use the Cash Drawer Balancing Viewer to monitor the activity in your store.

Cashiers can also use the viewer to enter cash and check totals if your store procedure dictates that they count their drawer in the back office.

From the ‘Sales Review’ menu in the Eagle browser select ‘Cash Drawer Balancing Viewer’.

You can also type CDB in the launch bar.

If a cashier has entered their Actual figures and selected ‘All Done’, you are ready to review the totals for that drawer.

Locate the drawers that are ready by filtering for those with an ‘Actuals Update’ field that contains the value ‘Y’.

Review the results and make any necessary changes.

Highlight the cashier in question and press ‘Actuals’ to update any of the entries.

Be sure that the cashier has accounted for any Beginning Cash that they started the day with. Only incoming ones, fives, etcetera should be entered here for proper balancing.

Once your changes are complete click ‘All Done’.

This updates your login in the ‘Approving User’ column.

If you’d like to enter a comment, use the ‘Miscellaneous’ button [pause] and select ‘Enter Comm

The text you enter here will appear in the ‘Comment’ column of the viewer.

Reviewing the needed Options and Security bits along with confirmation that your Cash Drawers are ready to go, is all that is needed to begin using this streamlined balancing process.

Monitoring activity in the Cash Drawer Balancing Viewer allows you to make better informed staffing decisions, maintain accurate bank records and provide standardized procedures for your cashiers.