**Insider Till Checkout - ASSIGNED**

**WHEN TILL IS ASSIGNED TO A SPECIFIC TEAM MEMBER (RECOMMENDED)**

1. HUB>Shifts
2. Click “reconcile” by Team Member name

*Note: The different tabs shown represent things that may need to be addressed while reconciling the Team Member’s shift. Tabs in red require action to be taken in that tab*

1. Claim Web Orders the Team Member should have assigned to them



* + Click “Claim Web Orders” tab. Any online pick-up orders that are CC will show in this list
	+ Click ‘Claim’ for any orders that have tips that should be assigned to this team member.
	+ Once an order is claimed, the payments will appear in the “Payments” tab, and the order will be removed from this list.
1. Enter credit card tips
	* Click “Payments” tab
	* Enter tips on credit orders
		+ Can enter either tip amount or total amount
	* Click save on each one or click save all after all have been entered
		+ **Don’t “settle” credit cards until the end of the reconciliation process**
2. Pay tips to Team Member
	* Click on the “Bank” tab to display gratuities
	* Pay Team Member the amount shown in the “Non-Cash Gratuity” section
3. Settle the credit cards assigned to the Team Member
	* Click on “Payments”
	* Settle each credit card one by one, or click the “Settle All” button
4. Reconcile cash
	* Click on “Tills” tab – Cash amount needed will show under the “Cash Expected” column
	* Count all cash and coins in the till – Total should equal “Cash Expected”
5. Reset Till
	* Count the till out to the appropriate Opening Amount (Usually $100)
6. Make a cash drop for the remaining amount of cash after the till has been counted to the appropriate Opening Amount –
	* Click on the “Tills” tab
	* Enter the amount under the “Cash Drop” column and click save – Cash Drop receipt should print
7. Close and count out till
	* Click “Tills”
	* Click “Close” under “Actions column
		+ Doing this tells the POS/Hub that the Team Member’s till is now closed and no longer in use
	* Click “Count” to see till summary
	* Enter the amount of cash counted (Opening till amount + other cash received) to display the amount over/short
	* Click “Save”
8. Clock out Team Member (If their shift is done)
	* Click on “Shift Segments” tab
	* Click “Clock Out” under the Actions column
9. Click on “finalize shift” once all tabs have been confirmed as complete and accurate
10. Drop remaining cash with Cash Drop receipt into safe

**Insider Till Checkout- TILL NOT ASSIGNED**

If the till is set up to be used by multiple people throughout the day or shift, then it is recommended to pay out non-cash gratuities as those Team Members’ shifts end, rather than doing it all at the end of the business day.

1. Paying CC tips for TM
	* Find the CC receipts that have tips on them from the till
	* Click “Shifts” from the Hub’s main tabs
	* Click on “Reconcile” next to the appropriate Team Member’s name
2. Note: The different tabs shown represent things that may need to be addressed while reconciling the Team Member’s shift. Tabs in red require action to be taken in that tab
	* Click on the “Payments” tab to show all non-cash order for that Team Member
		+ Enter tips as appropriate
			- Can enter the tip amount or total amount
		+ Click “Save”
		+ Click Settle
		+ Pay tips to the Team Member
3. Reconciling the till
	* Enter all non-cash tips and pay appropriately to Team Members (See “Paying CC tips for TM” above)
	* Click on “Tills” from the Hub’s main tabs



* + Reconcile cash
		- Click on “View” next to the appropriate till
		- Cash amount needed will show under the “Cash Expected” column
		- Count all cash and coins in the till – Total should equal “Cash Expected”
	+ Reset Till
		- Count the till out to the appropriate Opening Amount (Usually $100)
	+ Make a cash drop for the remaining amount of cash after the till has been counted to the appropriate Opening Amount
		- Click on “Cash Drop” next to the appropriate till
		- Enter the amount and click save – Cash Drop receipt should print
	+ Close and count out till
		- Click on “Close” next to the appropriate till
			* Doing this tells the POS/Hub that the till is now closed and no longer in use
		- Click “Count” to see till summary
		- Enter the amount of cash counted (Opening till amount + other cash received) to display the amount over/short
		- Click “Save”
	+ Drop remaining cash with Cash Drop receipt into safe