

Stand Trouble Shooting

Issue	Possible Solutions
Need to open drawer	Unassign then re-assign register
Draw doesn't open when finish transaction	Register is probably not assigned. Assign register
Entered wrong item – entered subtotal	Cashier correct
Entered wrong item, already entered cash	<ul style="list-style-type: none"> - If simple thing (wrong type of beer), reverse it with next order - Otherwise – requires a manager correct, but they can never be found. Write a note and resolve it with manager at the end.
Lose connection to process credit cards	Manually enter authorization code – procedure in the binder MAKE SURE YOU Enter TRANSACTION complete at end
	Make sure you count cups – sleeves don't always have the right amount
	Keeps cups out of reach
Money is off at the end < \$5 < \$15 >\$15	<p>Go home</p> <p>Probably an inventory count issue. Look for an obvious, then go home</p> <p>Make sure spoils, gratis were handled correctly.</p> <p>Look for simple make error in inventory sheet (added instead of subtracted item)</p> <p>Inventory issue - Register report will give clues – Will show home much in food. Draft beers (Count) vs. cans</p> <p>Is the amount a multiple of a particular item?</p>