Manager Process Close Tickets



To find this screen, navigate to **Manager > End of Day.**

Tickets

An employee cannot clock out of the system unless all tickets are closed out. If a user forgets to clock out, there is the possibility there are still tickets open on the POS.

- 1. Tap Close Open Tickets to go to the Open Tickets screen.
- 2. From here, select Show All to view every employee's tickets.



- 3. Select any ticket(s) remaining in the grid and settle or void them as needed.
- 4. Then return to **Manager** > **End of Day**.

Closing Drawer/Bank With Open Tickets on POS

You can still close out the drawers/banks if there are open tickets on the POS terminal. However, employees need to close out open tickets on the POS terminal for them to be able to clock out.

Manager Process Adjust Tips

An employee cannot close their drawer/bank while they have pending credit card tips. As a Manager, you can check for open tips by selecting Adjust Tips. Here, you can view all transactions that still need tip adjustments. Alternatively, you can get to the tip adjustment screen by going to Manager > Activity > Adjust Tips.

		DER CUSTOMER MANAGER	TAMMY MANAGER			
		TINGS REPORTING TIMECLOCK				
CALLER ID ORDER CUSTO	MER MANAGER	NT DAY	 Starting 08/19/2022 @ 6:00 AM Ending 08/20/2022 @ 5:59 AM 			
		STORE ACTIVITY SUMMARY				
ACTIVITY END OF DAY SETTINGS RE	PORTING TIMECLOCK	Business Trends	Business Trends			
		Headcount	0			
		Avg. Head	\$0.00			
		Open Tickets	0			
No Open Tickets	CLOSE OPEN TICKETS	Closed Tickets	0			
· · · · · · · · · · · · · · · · · · ·		Avg. Ticket	\$0.00			
2 No Pending Tips	ADJUST TIPS	Gross Sales by Revenue Class				
		Total Gross Sales:	\$0.00			
		Gross Sales by Order Type				
1 Open Drawers/Banks	COUNT AND CLOSE	Total Gross Sales:	\$0.00			
		PRINT	OPEN REFUND			
2 Employees Clocked In	CLOCK OUT EMPLOYEES	ADJUST TIPS	BATCH HISTORY			

Refer to Adjust Tips on SkyTab POS for additional information.

Return to Manager > End of Day.

Manager Process Count and Close Drawers/Banks

An employee's employee bank should ideally be closed out before they clock out of the system. A manager can view and close all of the employee drawers/banks.

To view the Drawer/Bank list:

1. Tap Count and Close from the Manger > End of Day screen. Alternatively, tap Activity at the top of the window.

	CALLER ID	ORDER	CUSTO	MER N	MANAGER	
	ACTIVITY END	OF DAY SETTI	NGS RE	PORTING	TIMECLOC	к
~	No Open T	ickets		CLOS	SE OPEN TICI	(ETS
~	No Pendin	g Tips			ADJUST TIPS	
1	Open Drav	vers/Banks		COL	JNT AND CLO	DSE
2	Employees	s Clocked Ir	ı	CLOCI		DYEES

2. Highlight which drawer/bank you want to close and select **Count Cash**. A pop-up will appear stating the drawer(s)/bank(s) have not been removed. Tap **Yes** to proceed.

LOG OUT	CALLEF		OST OR	DER CUSTOMER MANAGER	(2) MANAGER
	AC	TIVITY END	OF DAY SETTI	NGS REPORTING TIMECLOCK	
CASH EMPLOYEES		(CURRE	NT DAY	 Starting 09/26/2023 @ 6:00 AM Ending 09/27/2023 @ 5:59 AM
DRAWER / USER	OPENED	CASH	CLOSED	STORE ACTIVITY SUMMARY	
#2 / Drawer #1	09/26/2023 01:14 PM	50.00	Yes	Business Trends	
#2 / Drawer #1	09/26/2023 01:16 PM	209.20	Yes	Headcount	3
#2 / Drawer #1	09/26/2023 01:20 PM	145.46	Yes	Avg. Head	\$23.22
#2 / Drawer #1	09/26/2023 01:25 PM	132.76	No	Open Tickets	0
				Closed Tickets	3
				Avg. Ticket	\$23.22
				Gross Sales by Revenue Class	
				Beverage	\$11.42
				Food	\$58.63
				Liquor	\$7.61
				Total Gross Sales:	\$77.66
				Gross Sales by Order Type	
				PRINT	OPEN REFUND
	COUNT CASH			ADJUST TIPS	

End of Day - Count and Close Drawers/Banks on SkyTab POS - Shift4 Knowledge

3. When the number pad displays, enter the amount of money you counted for each drawer/bank you have. If you only have one drawer/bank, enter that one drawer's value. If you have multiple drawers/banks, enter the cash counted for each drawer/bank one after the other, using the arrows to switch drawers/banks.

ATL LAB						B	usiness Day: Tue Mar OS-Matt Geny #S 👼 🗢 🌒 🗐 9:57 F
BACK			ENTE	ER CASH CO	UNTED		
	Owner			#5 / Matt Genv	/#1		
	Owner			,			Owner
			+ -		\$200.00		n/a
		GO ON BREAK	_				n/a
			7	8	9		03/06/2024 09.47AM
							n/a
			4	5	6		n/a
							0.00 M
			1	2	3		0.00 M
							0.00 M
			CLEAR	0	00		0.00 M
3 0	Open Tickets	CLOSE					0.00 M
✓ P	Pending Tips	A	CANCEL		ок		O
1 ¢	Open Drawers/Banks	cou					\$0.00
		CHANGE JOB		COUNT BILLS		ev.	PRINT REPORT

- 4. Tap **Ok** to verify you are finished counting.
- 5. Tap **Print** if you need to print a record of the cash count.
- 6. Tap **Finish** when you are done to be returned to the Activity screen.
- 7. Tap the **End of Day** tab to return to the EOD process.

For additional information, visit the End of Day - Activity Summary Equations on SkyTab POS article.

Manager Process Clock Out Employees

The final step of the End of Day process is to make sure all employees are clocked out for the day. At least one employee will be clocked in (the closing manager or supervisors). To clock out other employees, select **Clock Out Employees**.



1. Select the employee(s) with no 'CLOCKED OUT' value listed.

THE LEARNING LOUNGE			Busines	s Day: Thu Sep 28 🛛 #2 📉 🛛	🖸 📄 🚺 03:23 PN
LOG OUT	CALLER ID HOST	ORDER CUSTOMER	MANAGER	e	TAMMY MANAGER
	ACTIVITY END OF DAY	SETTINGS REPORTING	TIMECLOCK		
SELECT USER(S) FOR TIMECLOCK	STARTING DATE & TIM 07/02/2023 @	[∧] E 6:00 AM ▼	ENDING DATE & TIME 09/29/2023 @ 5:59	ЭАМ 🔻	
SHOW ALL C SEARCH USER	USER	CLOCKED IN	CLOCKED OUT	BREAK TOTAL	TOTAL TIME
Adam Smith					
Autumn Server	Tammy Manager	Tue Sep 26 @ 04:21 PM	-	0 MIN	46 HR 59 MIN
Halo Cashier	Halo Cashier	Tue Sep 26 @ 03:16 PM	Tue Sep 26 @ 04:12 PM	0 MIN	55 MIN
Hope Bartender					
Moth	Halo Cashier	Tue Sep 26 @ 02:50 PM	Tue Sep 26 @ 03:05 PM	0 MIN	15 MIN
Owner	Halo Cashier	Tue Sep 26 @ 02:32 PM	Tue Sep 26 @ 02:35 PM	0 MIN	2 MIN
Tammy Manager	Tammy Manager	Tue Sep 26 @ 01:23 PM	Tue Sep 26 @ 04:13 PM	0 MIN	2 HR 50 MIN
	Autumn Server	Tue Sep 26 @ 01:21 PM	-	0 MIN	50 HR 0 MIN
	Hope Bartender	Tue Sep 26 @ 01:20 PM		0 MIN	50 HR 1 MIN
▲ ▼	Halo Cashier	Tue Sep 26 @ 01:15 PM	Tue Sep 26 @ 01:46 PM	0 MIN	30 MIN

2. Touch the 'Clock Out' field.

USER	CLOCKED IN	CLOCKED OUT	BREAK TOTAL	TOTAL TIME
	10000020002021111	1000p 20 0 02001 m		2. TTTT V
Tammy Manager	Tue Sep 26 @ 01:23 PM	Tue Sep 26 @ 04:13 PM	0 MIN	2 HR 50 MIN
Autumn Server	Tue Sep 26 @ 01:21 PM	-	0 MIN	50 HR 2 MIN
Server 🗸	09/26/23 1:21 PM	Clock Out 0 M	IN	50 HR 2 MIN
Cash Tips	Notes			
DELETE SHIFT	SHIFT REPORT		CANCEL	SAVE

3. A pop-up message asks if you are sure you want to clock out this employee. Tap **Ok**.



- 4. Select the date/time to clock out the employee and then **Save**.
- 5. Select Save again on the timeclock screen.

USER	CLOCKED IN	CLOCKED OUT	BREAK TOTAL	TOTAL TIME
	100 00p 20 0 02.02 1 11	100 000 20 0 02.00 1 11	0	
Tammy Manager	Tue Sep 26 @ 01:23 PM	Tue Sep 26 @ 04:13 PM	0 MIN	2 HR 50 MIN
Autumn Server	Tue Sep 26 @ 01:21 PM	Tue Sep 26 @ 11:26 PM	O MIN	10 HR 5 MIN
Server	▼ 09/26/23 1:21 PM	09/26/23 11:26 PM 0 M	IN	10 HR 5 MIN
Cash Tips	Notes			
	SHIFT REPORT		CANCEL	SAVE
Hope Bartender	Tue Sep 26 @ 01:20 PM	_	0 MIN	50 HR 7 MIN
Halo Cashier	Tue Sep 26 @ 01:15 PM	Tue Sep 26 @ 01:46 PM	0 MIN	30 MIN