# CASH UP VARIANCE INVESTIGATION

Check your inputting	Before you spend time re-counting everything, just check that what you have actually entered into Kobas is what you were intending to enter. If it's wrong, simply correct and click out of the box.
Cash and Card Tips	Have tips been entered correctly? See the Knowledge Base for more details.
Check your PDQ Z-Reads	The next easiest option to check is to take another look at your Card Machine Z-Reads. Have you entered the correct amount in general, Amex and Tips (if applicable). Have you missed a PDQ, or even done the same one twice?
Check your Petty Cash	Is there any Petty Cash still outstanding to input? If this is the case, continue with your Cash Declaration and then enter the Petty Cash at the end (or email someone who has the permission level to do that for you).
Re-count your takings	Now to make sure that you haven't miscounted. It might be beneficial to ask someone else to count for you, or to count by hand if your initial count was with a coin/note counter.
Re-count your Till Floats	Now we know that your takings are correct, let's revisit your Till Floats and make sure you counted those correctly.
Re-count Safe	And the same logic with the Change Safe (if applicable).
Check the areas around your tills	Looking around the areas where your tills are situated, and areas such as Waiting Stations will hopefully show you dropped money, pots of money, or dropped petty cash receipts. Make sure to take the outer Cash Draw out to check in there.
Check open tabs	Take a look at your EPoS, do you have any tabs open that should have been Settled during the shift?
Check daily transactions	Were all of your orders and tabs today settled correctly? Did someone accidently settle a bill as Uber Eats when in fact it should've been Cash, for example.
Check reservations and deposits	Were all of your deposits recorded and redeemed/refunded correctly? Did you mark a booking as No Show when in fact they did show?
Consider bookings	If you have had unusual trade, such as a large booking/event, did their items and payments get processed correctly in Kobas?
Consider integrations	If you use integrations, have you ensured they are working correctly? Did all the bookings and payments push through? If your internet connection is down, this is likely the cause of your variance.
Speak to the team	Finally, nothing can replace good communication. Speaking to the team that has worked that day can often be the speedy resolve you were looking for.

CASHING UP WITH NO INTERNET

1. On any of your Kobas EPoS till go to **Admin > Journal**. Any recent sessions that haven't been successfully uploaded will be highlighted.
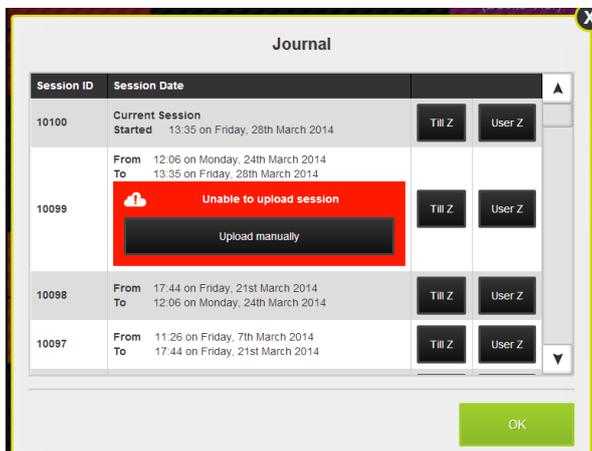
2. Click the **Upload manually** button to reveal a QR code.
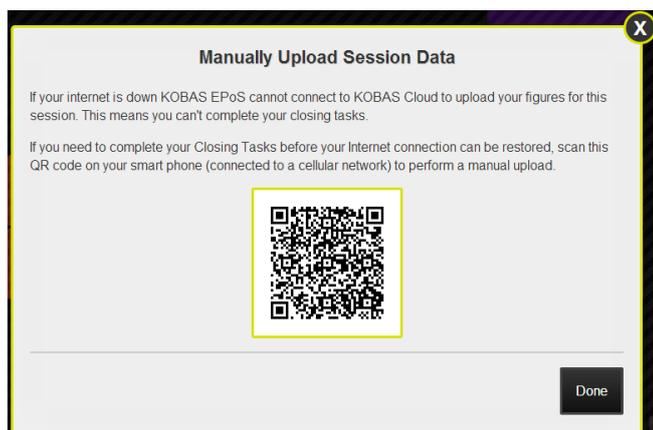
3. Open a QR code scanning app.

It'll load a link for a preview. So long as your phone is online with mobile data (not the Wi-Fi) just tap the link to go online and you're done! Return to Cloud and you'll then be able to continue with your Closing Tasks.

For further help and support

Visit our Knowledge Base online: https://help.kobas.co.uk

Contact support using: support@kobas.co.uk