

Why do I have unassigned money bags?

The money room will accumulate unassigned money bags for a few reasons:

- Money was physically collected for a Service visit
- There is an unassigned money bag with the same bag #
- Money bag # data entry error

Money was physically collected for a Service visit

- The visit type was not changed from **Service to Collect** and the driver physically collected money
 - To clarify, Gimme Field users can collect for a visit that was originally scheduled as a Service Visit, more on how to do this late

How to verify if this is the cause:

- Use the **Accountability View** on the **Operations** page by selecting the "eye" toggle and filtering to the route you are currently counting

The screenshot shows the GimmeVMS Operations page. At the top, there's a navigation bar with a hamburger menu, the title "Operations", and a search icon. Below this, there are filters for "May 18, 2022" and "400". A search bar is on the right. The main content area has several summary cards: "Visit Progress" (4 of 4), "Total Items Placed" (247), "Estimated Bringbacks" (0), "Total Exceptions" (3), "Spoiled / Removed" (10 / 0), and "Average Visit Time" (71 min 13 sec). Below these are more summary cards: "Sales" (\$244.50), "Counted Money" (\$0.00), "Collect Visits" (3), "Bags Filled" (3), and "Bags Counted" (0). At the bottom, there are buttons for "Generate Pick Orders", "Visits on Day PDF", and "Add Conditional Highlighting". A table below shows the details of counted items.

	Date	Counted Cash	Counted Bills	Expected Bills	Counted Coins	Expected Coins	Bag #	Cashless	Cash + Cashless	DEX	Product O/S	Meter O/S	DEX O/S	Mech O/S
**Target Tire Company 114316 Target Tire Company - 400	May 18 15:51	\$0.00							\$0.00	✓	\$0.00		\$0.00	
Can-Vending Area 15468 Amelia Manor Nursing Home 400	May 18 15:49	\$0.00	\$0.00		\$0.00		963	\$40.00	\$40.00	✓			\$0.00	\$0.00
Gimme Drink GD Gimme Account - Gimme 400	May 18 15:20	\$0.00	\$0.00		\$0.00		963	\$0.00	\$0.00	✓	-\$188.75	\$88.25	\$0.00	\$0.00
Gimme MicroMarket Gimme Account - Gimme 400	May 18 10:48	\$0.00					0817		\$0.00	✓	\$0.00		\$0.00	

- On the left, visit types are designated as service by a blue icon containing the letter "S" and collect visits contain a purple icon with the letter "C"
- Sort the **Bag #** column to search for the unassigned bag number turned in by the driver
- If the bag number is missing, confirm with your driver where the money was collected from

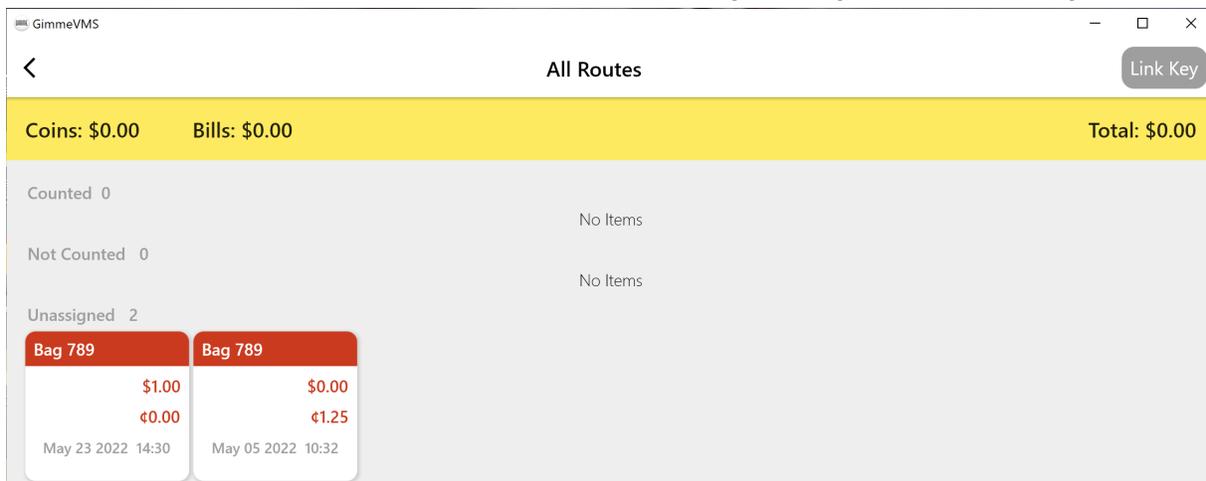
To resolve it:

then follow these steps to [How to Change the Visit Type for a Completed Visit](#)

- This will allow you to change the visit type and add the money bag for the visit in Gimme VMS
- Next, you will need to [Manually assign a money bag to a visit](#)

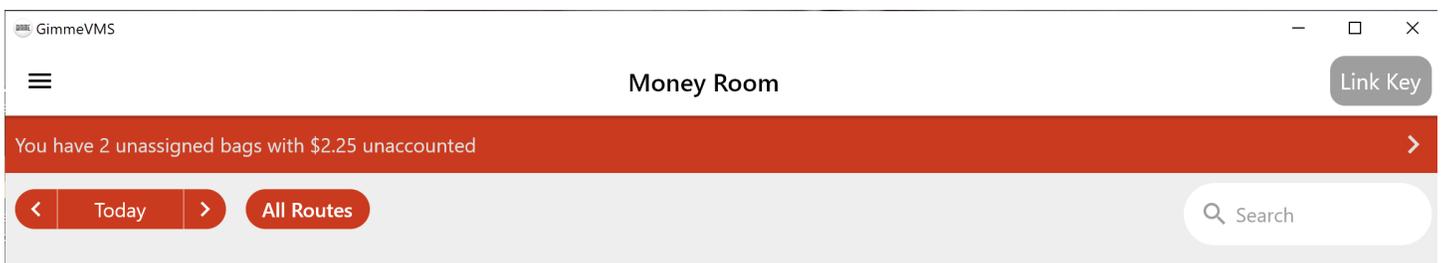
There is an unassigned money bag with the same bag

- If there are unassigned bags from previous counting sessions and the same money bag number is used again, Gimme will not assume the associated visit and create a duplicate unassigned bag with the current date
- For this reason, it is a best practice to reconcile all unassigned bags prior to counting



How to verify if this is the cause:

- On the main Money Room screen, tap the red banner that says, "You have (#) unassigned bags..."



- Look for duplicate money bag numbers

To resolve this:

- Tap on the unassigned bag and [Manually assign a money bag to a visit](#)

Money bag # data entry error

- There are two possible sources for the data entry error:
 - The Gimme Field user entered the incorrect bag number during the visit
 - The person counting in the money room entered the wrong bag # on the coin counter
- If this error is caught during counting, verify the bag number used for counting and compare to what displays in Gimme
- Next, use the **Accountability View** on the **Operations** page to see what the driver entered into Gimme Field as the bag number
- *If this is a driver error*, edit the bag number by following the steps for [How to Change the Visit Type for a Completed Visit](#) and skip changing the visit type
- *If this is an error made on the coin counter*, open the unassigned bag, edit the bag number, then [manually assign the visit](#)