

# 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 also present. The main content area displays several summary metrics:

- Visit Progress: 4 of 4
- Total Items Placed: 247
- Estimated Bringbacks: 0
- Total Exceptions: 3
- Spoiled / Removed: 10 / 0
- Average Visit Time: 71 min 13 sec
- Sales: \$244.50
- Counted Money: \$0.00
- Collect Visits: 3
- Bags Filled: 3
- Bags Counted: 0

Below the metrics, there are buttons for "Generate Pick Orders", "Visits on Day PDF", and "Add Conditional Highlighting". At the bottom, there is a table with the following columns: 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, and Mech O/S.

	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

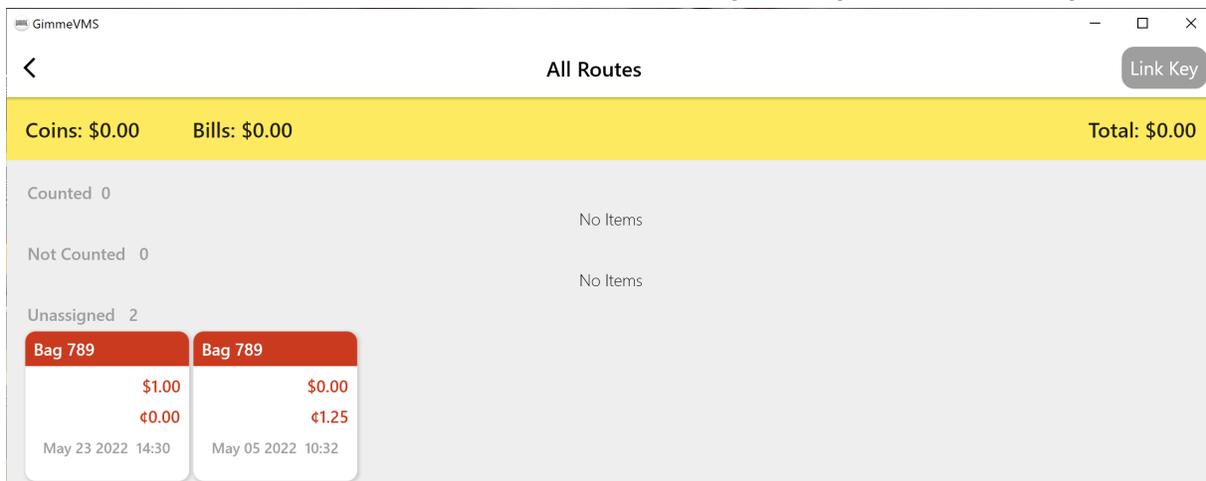
## To resolve it:

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](#)

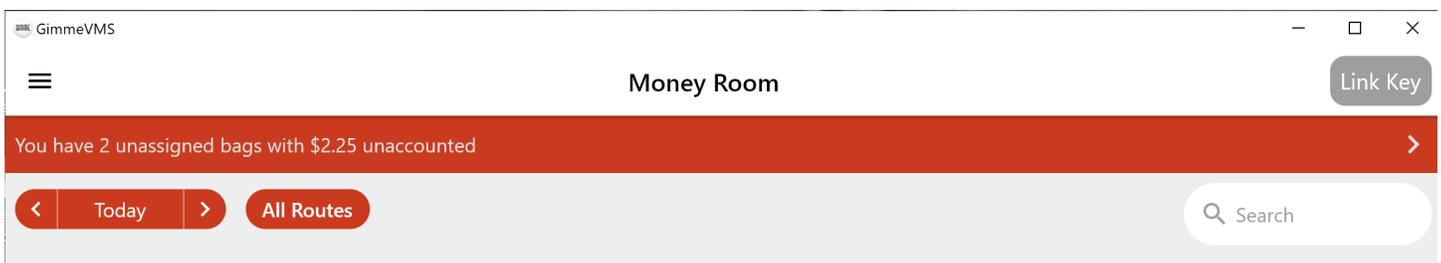
## There is an unassigned money bag with the same bag #

- 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](#)