

# POS Reconciliation Checklist

Weekly reconciliation workflow for restaurants on third-party delivery. Run this every Monday for the previous week. Takes ~30 minutes for most operations.

## Step 1 — Pull source reports (5 min)

- POS sales report for the week, filtered to delivery orders only (separated by platform)
- DoorDash weekly payout report (Merchant Portal → Financials → Payouts)
- Uber Eats weekly payout report (Merchant Manager → Payouts)
- Grubhub weekly payout report (Restaurant Portal → Accounting)
- Bank statement for the same week (or transactions, if statement not yet generated)

## Step 2 — Verify totals match per-platform (10 min)

- POS delivery total matches the sum of orders on each platform's payout (allow for refund/timing drift)
- Commission applied per order equals your contracted plan rate (spot-check 5 orders per platform)
- Payment processing fee is consistent across orders (DoorDash 2.5%, Uber 2.5%, Grubhub varies)
- No surprise marketing/promo deductions for programs you didn't opt into
- Refund deductions match refunds visible in your POS (every refund must have a matching POS void)

## Step 3 — Match payouts to bank deposits (5 min)

- Each platform's net payout matches a deposit in your bank statement
- Deposit timing reasonable (3–5 business days from payout date)
- No deposits in your bank you can't trace back to a specific platform payout (investigate)
- POS daily card deposits separately match in-house card sales (processing-fee adjusted)

## Step 4 — Flag and queue disputes (10 min)

- Commission overcharges above your contracted plan rate (capture order ID, expected, actual)
- Refunds deducted on orders your POS shows fulfilled correctly (capture order ID and POS ticket)
- Promo charges for promotions you never enrolled in (capture program name and date)
- Missing orders — POS shows an order, no payout line for it (capture order ID and POS receipt)
- Unexplained error adjustments from prior periods (capture adjustment ID and ask platform for context)

## Quick-win red flags to watch

- Effective fee rate creeping up week-over-week without a plan change
- Refund rate >2% of order volume (above industry norm — investigate fulfillment, not just disputes)
- Deposit timing slipping beyond 5 business days (cash flow risk; ask your processor)

■ Specific menu items showing as refunded repeatedly (item-level issue, not order-level)

Need to automate this? Free reconciliation scan at [deliverguard.io](https://www.deliverguard.io) — connect once, get the dispute-ready discrepancy list emailed weekly.