Standard Operating Procedure (SOP)
Cash Handling and POS Transaction Procedures

This SOP details **cash handling and POS transaction procedures** to ensure accurate, secure, and efficient processing of payments. It covers the responsibilities of cashiers, methods for cash counting and reconciliation, guidelines for accepting various payment types, steps for transaction verification, and protocols for handling discrepancies and refunds. The goal is to minimize errors and fraud, maintain financial integrity, and provide a consistent customer service experience.

1. Purpose

To establish standard procedures for handling cash and processing transactions through the POS system, ensuring accountability, accuracy, and security.

2. Scope

This procedure applies to all employees responsible for handling cash and processing transactions at the point-of-sale.

3. Responsibilities

- **Cashiers:** Accurately process transactions, count and reconcile cash, follow security protocols.
- **Supervisors:** Oversee cash handling, conduct audits, manage discrepancies and refunds.
- **Managers:** Provide training, enforce compliance, and review procedures.

4. Procedures

4.1 Cash Drawer Setup

1. Obtain assigned cash float and verify starting balance with a supervisor.
2. Log the starting cash amount in the cash register logbook or system.
3. Confirm all denominations and report discrepancies immediately.

4.2 Accepting Payment

1. Confirm transaction amount before requesting payment.
2. Accept payment types according to the following guidelines:
    - **Cash:** Count cash in sight of customer. Verify authenticity of bills.
    - **Credit/Debit Cards:** Request card, swipe or insert into POS, verify identity if required.
    - **Digital Payments:** Follow POS prompts and confirm payment completion.
    - **Checks:** Accept only if authorized, verify ID, and endorse per company policy.
3. Issue receipt to customer and return correct change.

4.3 Cash Counting and Reconciliation

1. At end of shift, count cash drawer in a secure area with supervisor present.
2. Reconcile cash total with POS system report.
3. Record overages or shortages in log; notify supervisor of discrepancies.
4. Submit cash, variances report, and supporting documents to supervisor/manager.

4.4 Transaction Verification

1. Review each transaction for accuracy prior to finalizing.
2. Obtain manager/supervisor approval for refunds, voids, or high-value transactions as required.
3. Maintain copies of receipts and void/refund authorizations.

4.5 Discrepancies and Refunds

1. Immediately report cash or transaction discrepancies to supervisor/manager.
2. Follow correct refund/void process according to company policy.
3. Document reason for discrepancy or refund and obtain supervisor approval/signature.

5. Security Protocols

- Never leave cash drawer open or unattended.
- Do not share cash drawers, passwords, or access credentials.
- Follow company procedures for transporting or depositing cash.
- Challenge suspicious activity and report immediately to management.

6. Training & Compliance

- All staff must complete cash handling and POS training before handling transactions.
- Regular refresher sessions and compliance audits conducted by supervisors/managers.
- Non-compliance may result in disciplinary action.

7. Documentation

Record	Responsible	Retention Period
Cash Register Log/Report	Cashier/Supervisor	1 year
Variance Reports	Supervisor	2 years
Refund/Void Authorizations	Manager	2 years

8. Revision & Review

This SOP will be reviewed annually or as necessary by management to ensure effectiveness and compliance with current business needs and legal requirements.