

SOP Template: Fee Collection Point Setup and Security Guidelines

This SOP details the **fee collection point setup and security guidelines**, covering the proper arrangement of fee collection areas, cash handling procedures, security measures to prevent theft or loss, staff responsibilities, and protocols for monitoring and reporting discrepancies. The objective is to ensure a secure, efficient, and transparent fee collection process to safeguard assets and maintain accurate financial records.

1. Scope

This SOP applies to all locations where fee collection occurs, including but not limited to front desks, fee counters, admission offices, and temporary collection points.

2. Responsibilities

- Fee Collection Staff: Responsible for accurate collection, recording, and reporting.
- Supervisors/Managers: Oversee compliance, conduct audits, and manage discrepancies.
- Security Personnel: Safeguard collection points and supervise transfers of cash/valuables.
- Finance/Accounts Team: Reconcile and deposit collections, maintain records.

3. Setup of Fee Collection Points

1. Locate collection points in secure, well-lit, and visible areas.
2. Equip each point with:
 - A lockable cash drawer or safe.
 - Receipt issuance system (manual or electronic POS).
 - CCTV surveillance covering the collection area.
 - Clear signage indicating the fee collection point.
3. Restrict access to authorized personnel only.

4. Cash Handling Procedures

1. Collect and record all fees immediately upon receipt, issuing an official receipt to the payer.
2. Acceptable modes of payment include cash, card, bank transfer, and other approved digital methods.
3. Store cash and valuables securely; never leave unattended.
4. Perform counting and reconciliation of cash in the presence of a supervisor or CCTV.
5. Transfer cash to the main safe or Accounts department at predefined collection intervals.

5. Security Measures

- Install functional CCTV cameras with continuous recording at all collection points.
- Minimize on-premise cash by regular deposits and secure movement of collected amounts using security personnel.
- Maintain an access log for all personnel handling cash or entering secure areas.
- Restrict the use of personal devices by staff during duty hours to prevent fraud or distraction.
- Conduct surprise audits periodically.

6. Monitoring and Reporting Protocols

1. Reconcile collection records, receipts, and cash at the end of each shift or collection period.
2. Report any discrepancies immediately to the supervisor/finance team with a written incident report.
3. Document all collections, deposits, and discrepancies using standardized forms or digital systems.
4. Retain and archive collection records as per company policy.

7. Training and Awareness

- All staff assigned to collection points must receive training on cash handling, security protocols, and SOP compliance.
- Regular refresher trainings and updates to be provided in case of policy changes or identified security risks.

8. Non-Compliance

Failure to adhere to these guidelines may result in disciplinary actions, up to and including termination, along with possible legal consequences as per company policy.

9. Document Control

SOP Version	Date Issued	Approved By	Next Review
1.0	2024-06-01	[Approver Name & Title]	2025-06-01