

# SOP Template: Cash Handling and Point-of-Sale Operations

This SOP establishes standardized procedures for **cash handling and point-of-sale operations**, including cash receipt, transaction processing, cash drawer management, reconciliation, fraud prevention, and security measures. The goal is to ensure accurate financial transactions, minimize errors and theft, and maintain accountability in all point-of-sale activities.

## 1. Purpose

To define roles, responsibilities, and steps for cash handling and point-of-sale (POS) operations to guarantee accuracy, transparency, and security in financial transactions.

## 2. Scope

This SOP applies to all staff involved in cash handling and point-of-sale activities at the organization's locations.

## 3. Responsibilities

- **Cashiers:** Accurately process transactions, manage cash drawers, and report discrepancies.
- **Supervisors:** Oversee cashiers, conduct reconciliations, approve variances, and ensure compliance.
- **Finance/Accounting:** Monitor deposits, reconcile reports, and investigate discrepancies.

## 4. Procedure

### 4.1 Cash Drawer Setup

- Supervisors issue an opening cash float and record denominations.
- Cashiers verify and confirm starting cash amount.
- Any discrepancies in the float must be reported immediately.

### 4.2 Cash Receipt & Transaction Processing

- Process all transactions through the POS system.
- Count all cash received in front of the customer; confirm denomination.
- Issue receipts for every transaction; retain copies as per policy.
- For credit/debit or mobile payments, confirm transaction success before handing over goods/services.

### 4.3 Cash Drawer Management

- Keep cash drawers closed when not in use.
- Do not share cash drawers or passwords.
- Store large bills and excess cash in secured drop safes throughout the shift as per policy.
- Do not cash personal checks or make unauthorized withdrawals.

### 4.4 End-of-Day Reconciliation

- Count physical cash and compare against POS reports at shift close.
- Record totals, noting overages or shortages, in reconciliation logs.
- Supervisors review and approve reconciliation before deposits are prepared.
- Deposit cash as instructed; retain documentation.

### 4.5 Fraud Prevention & Security

- Be alert for counterfeit bills and suspicious activity.
- Follow dual control procedures for large cash movements and reconciliations.
- Secure cash drawers/safes and restrict access to authorized personnel only.
- Report discrepancies, losses, or suspected theft immediately to management.

## 5. Documentation

- Daily cash reconciliation log
- POS transaction summary report

- Deposit slips and supporting documentation
- Incident reports for discrepancies or security events

## **6. Training**

All cashiers and supervisors must complete cash handling training annually and acknowledge understanding of this SOP.

## **7. Compliance**

Violations of this SOP may result in corrective action, including retraining, disciplinary measures, or termination.