SOP Template: Cash Counting and Balancing at Shift Changes

This SOP details the procedures for **cash counting and balancing at shift changes**, including accurate cash drawer verification, reconciliation of sales and cash receipts, identification and resolution of discrepancies, documentation of cash counts, and secure handover of cash between shifts. The goal is to ensure accountability, maintain cash integrity, and prevent financial discrepancies during shift transitions.

1. Purpose

To ensure standardized, accurate, and secure processes for cash counting and balancing during shift changes.

2. Scope

This procedure applies to all employees responsible for handling or verifying cash at the point of sale (POS) during shift changes.

3. Responsibilities

- **Outgoing Cashier:** Counts and balances cash at end of shift; reports discrepancies.
- **Incoming Cashier:** Verifies cash count and reconciles.
- **Supervisor/Manager:** Oversees process, approves documentation, and investigates discrepancies.

4. Procedure

1. **Preparation**
   a. Both outgoing and incoming cashiers must be present at the POS.
   b. Ensure all customer transactions are completed before starting.
2. **Cash Drawer Counting**
   a. Remove the cash drawer from the POS and take it to a secure area.
   b. Count all cash, coins, and checks in the drawer in the presence of both cashiers (and supervisor if required).
   c. Use the standardized *Cash Count Log Sheet* for documentation (see sample below).
3. **Sales Reconciliation**
   a. Print the POS end-of-shift sales report.
   b. Compare total sales and receipts with the total cash counted.
4. **Identify and Resolve Discrepancies**
   a. If there are shortages/overages, recount cash and double-check calculations.
   b. Document the discrepancy on the *Cash Count Log Sheet* and inform the supervisor.
5. **Cash Handover**
   a. Once balanced, both cashiers and supervisor (if present) sign the log sheet.
   b. Incoming cashier assumes responsibility for the cash drawer and places it back in the POS.
   c. Securely store completed cash count sheets according to company policy.

5. Documentation

All cash counts and reconciliations must be recorded on the **Cash Count Log Sheet**, signed by both outgoing and incoming cashiers, and retained for auditing.

Date	Shift (Start/End Time)	Cashier (Out)	Cashier (In)	Sales (From POS)	Total Counted	Over/Short	Signatures	Supervisor Remarks
YYYY-MM-DD	HH:MM â€" HH:MM	NAME	NAME	$	$	+$/-$	_____ / _____	_____

6. Security and Confidentiality

- Counters must not be distracted while performing cash counts.

- All cash and documents must be secured immediately after counting.
- Discuss discrepancies only with authorized personnel.

7. Revision History

Date	Revision	Description	By
YYYY-MM-DD	1.0	Initial Release	NAME

Note: This SOP must be reviewed annually or after any major process change.