

SOP: Cash Handling and POS Operation Procedures

This SOP details **cash handling and POS operation procedures**, focusing on accurate cash transactions, secure money management, effective use of point-of-sale systems, reconciliation processes, fraud prevention measures, and customer service protocols. The goal is to maintain financial integrity, ensure transaction accuracy, and provide a seamless checkout experience while safeguarding against theft and errors.

1. Purpose

To outline the standard procedures for handling cash and operating the point-of-sale (POS) system to ensure accuracy, security, and excellent customer service.

2. Scope

This procedure applies to all employees responsible for cash handling and POS operation within the premises.

3. Responsibilities

- Cashiers: Follow cash handling and POS procedures accurately.
- Supervisors/Managers: Monitor and verify adherence, conduct reconciliation, and address discrepancies.

4. Procedures

4.1. Cash Handling

1. Count and verify the opening cash float in the presence of a supervisor at shift start.
2. Place only required cash in the register; secure excess cash in the safe.
3. Handle cash transactions in view of the customer; count change aloud to avoid disputes.
4. Immediately report and document any discrepancies or counterfeit notes to management.
5. Never leave the cash register unattended while it is open.

4.2. POS Operation

1. Log in to the POS system using your unique credentials at shift start.
2. Accurately scan items and confirm correct pricing before finalizing sales.
3. Select the correct payment method (cash, card, voucher, etc.) and process accordingly.
4. Issue receipts to the customer with each transaction.
5. Log out of the POS system at the end of your shift.

4.3. End-of-Shift Reconciliation

1. Close the register and generate the end-of-shift POS report.
2. Count total cash in the presence of a supervisor and reconcile with POS records.
3. Document any shortages/overages and inform management immediately.
4. Secure cash at the end of the shift as per company policy.

4.4. Fraud Prevention

- Identify counterfeit currency by checking security features.
- Stay alert to suspicious behavior; report immediately to management.
- Restrict access to the cash register to authorized personnel only.

4.5. Customer Service

- Greet customers courteously and address them promptly.
- Handle disputes or questions professionally; escalate to a supervisor if necessary.
- Maintain confidentiality of customer payment information at all times.

5. Related Documents

- Cash Handling Policy
- POS System User Guide

- Incident Report Form

6. Revision History

Version	Date	Description of Changes	Approved by
1.0	2024-06-05	Initial SOP template issued.	Manager