

SOP Template: Store Opening, Closing, and Cash Handling Routines

This SOP details the **store opening, closing, and cash handling routines**, encompassing procedures for unlocking and securing the store, preparing the sales floor, managing cash registers, counting and reconciling cash, depositing funds, and ensuring overall security. The goal is to maintain operational efficiency, safeguard assets, and promote accountability among staff during daily store operations.

1. Store Opening Procedures

1. **Arrival:** Designated keyholder arrives on time and checks the exterior for any suspicious activity or signs of forced entry.
2. **Unlocking:** Use assigned keys/security code to disarm the alarm and unlock doors.
3. **Interior Inspection:** Conduct a walkthrough to ensure premises are secure and report discrepancies.
4. **Prepare Sales Floor:**
 - Turn on lights and necessary equipment.
 - Restock shelves as needed.
 - Ensure displays are organized, clean, and presentable.
5. **Cash Register Setup:**
 - Collect register funds from secure safe as per float policy.
 - Count and verify opening cash float in the presence of a second staff member.
 - Log float amounts in the opening cash log.
 - Secure cash in the register and close the drawer.
6. **Ready to Open:** Unlock customer entrance and display "Open" sign at correct time.

2. Store Closing Procedures

1. **Pre-Close Preparation:**
 - Announce closing time to customers 15 minutes prior to closing.
 - Assist remaining customers and start tidying sales floor.
2. **Cash Register Closing:**
 - Count cash in registers with two staff present.
 - Record final cash amount in the closing register log.
 - Remove cash from registers and prepare deposit envelopes as per policy.
 - Secure non-deposit cash in the safe.
3. **Sales Floor Closing:**
 - Restock, clean, and organize fixtures/shelves.
 - Turn off non-essential equipment and lights.
4. **Secure Premises:**
 - Lock all entrances and exits.
 - Set security alarm.
5. **Staff Exit:** Ensure all staff safely exit and lock up as per protocol.

3. Cash Handling Procedures

1. **Float Management:**
 - Issue cash float at opening and verify amount with a second staff member.
 - Document all cash additions and removals using the cash log.
2. **Accepting Payments:**
 - Verify authenticity of banknotes and handle as per company policy.
 - Provide accurate change and receipts to customers.
3. **Cashing Up:**
 - Two staff count register at close; discrepancies must be documented and reported to store management immediately.

4. Deposits:

- Prepare bank deposits (as per schedule) and secure deposit envelopes in the safe until collected/banked.

5. Security:

- Cash never left unattended.
- Only authorized personnel handle cash/register keys.

4. Documentation and Accountability

- All cash-related activities must be recorded in logs (opening, closing, discrepancies).
- Daily reports are reviewed and signed by store management.
- Any incidents or security issues must be reported immediately as per incident reporting protocol.

5. References

- Store Security Policy
- Cash Handling Policy
- Incident Reporting Procedure