Standard Operating Procedure (SOP): Cashiering and Bill Settlement Process

This SOP details the **cashiering and bill settlement process**, encompassing the accurate handling of customer payments, verification of transaction details, issuance of receipts, management of cash and electronic payments, reconciliation of cash registers, and procedures for resolving billing discrepancies. The goal is to ensure efficient, transparent, and secure financial transactions while maintaining excellent customer service and compliance with organizational policies.

1. Scope

This SOP applies to all front-end cashiers and finance personnel responsible for processing payments, handling cash, and managing bill settlements.

2. Responsibilities

- **Cashiers:** Process payments, issue receipts, handle cash/electronic transactions, and address billing queries.
- **Supervisors:** Oversee cashiering process, support discrepancy resolution, and ensure compliance with audit standards.
- **Finance Personnel:** Reconcile daily transactions and manage reported discrepancies.

3. Procedure

1. **Payment Collection**
   - Greet the customer courteously and confirm the items/services to be billed.
   - Present the bill/invoice for review.
2. **Verification of Transaction Details**
   - Confirm all items/services are accurately listed and prices are correct.
   - Verify discounts, promotions, or adjustments (if any) are applied.
3. **Acceptance of Payment**
   - Accept payment via approved methods (cash, card, mobile, etc.).
   - For card/mobile payments, confirm successful transaction completion before proceeding.
4. **Issuance of Receipt**
   - Print and hand over the receipt along with any change due (for cash payments).
   - Retain a copy or ensure digital storage per organizational policy.
5. **Cash Drawer & Electronic Payment Management**
   - Organize cash systematically and store securely in the register.
   - Ensure proper documentation of all payment methods.
6. **End-of-Shift Reconciliation**
   - Count cash in the register and match with records & receipts.
   - Reconcile electronic payments with system printouts or reports.
   - Report and document shortages, overages, or discrepancies to supervisor/finance.
7. **Billing Discrepancy Resolution**
   - Calmly address and investigate customer queries or concerns.
   - Rectify issues, reprint corrected bills if necessary, and document adjustments made.

4. Documentation

- Maintain transaction logs, receipt copies, and reconciliation forms as per record retention policy.
- Escalate unresolved discrepancies for finance investigation.

5. Compliance & Security

- Ensure all processes adhere to company policies, financial regulations, and data privacy protocols.
- Handle cash and payment information securely to prevent fraud or theft.

6. Key Contacts

Role	Contact Details
Supervisor	[Insert Contact]
Finance Department	[Insert Contact]
IT Support (for payment systems)	[Insert Contact]

7. Revision History

Date	Version	Description/Change	Author
[Date]	1.0	Initial SOP Release	[Your Name]