

SOP Template: Cash Handling and Register Operation Guidelines

This SOP provides comprehensive **cash handling and register operation guidelines** to ensure accuracy, security, and accountability in financial transactions. It covers proper cash management procedures, register operation protocols, cash drawer reconciliation, fraud prevention measures, end-of-day closing processes, and employee responsibilities. The objective is to maintain integrity in cash transactions while minimizing errors and potential losses.

1. Purpose

To establish standardized procedures for handling cash and operating registers to safeguard assets and maintain integrity in all cash transactions.

2. Scope

This SOP applies to all employees involved in cash handling and register operations.

3. Responsibilities

- **Cashiers:** Follow all procedures for cash handling and register operation.
- **Supervisors/Managers:** Oversee compliance, review discrepancies, and approve reconciliations.
- **Finance Department:** Audit cash management records periodically.

4. Cash Handling Procedures

1. Count and verify float at the start of each shift; document in the cash log.
2. Only authorized employees may handle cash and access the register.
3. Provide receipts for all transactions.
4. Ensure bills are placed facing the same direction and sorted by denomination in the cash drawer.
5. **Accepting Payments:**
 - Count cash received in front of the customer.
 - Verify authenticity of bills and coins.
6. **Making Change:**
 - Announce the amount of change as it is given, and count it back to the customer.
7. Do not leave the cash drawer open or unattended.
8. Do not allow unauthorized personnel into the cash handling area.

5. Register Operation Protocols

1. Login with unique credentials; never share passwords.
2. Process each transaction individually, recording all sales, refunds, and voids as per guidelines.
3. Handle returns and exchanges according to company policy with supervisor approval.
4. Immediately report any register malfunctions to a supervisor.

6. Cash Drawer Reconciliation

1. Balance the cash drawer at the end of each shift.
2. Count all cash, checks, and vouchers, and compare with register totals.
3. Document overages or shortages and report to supervisor immediately.
4. Complete the cash reconciliation form, signed by both cashier and supervisor.

7. Fraud Prevention Measures

- Monitor for suspicious behavior and counterfeit bills.
- Limit cash-in-drawer by conducting regular cash drops as prescribed.
- Restrict cash register access to authorized personnel only.
- Report suspected fraud or theft to management immediately.

8. End-of-Day Closing Process

1. Remove cash and secure in the safe or designated drop box.
2. Print end-of-day reports, tallying totals with cash on hand.
3. Record all discrepancies and provide explanations.
4. Sign off all logs/reports and submit to the finance department or manager.

9. Record Keeping

- Maintain cash logs, reconciliation forms, and daily reports for the required retention period.
- Ensure all records are complete, accurate, and readily accessible for audit.

10. Revision History

Date	Revision	Description	Author
2024-06-01	1.0	Initial SOP Draft	Finance Dept.