

Standard Operating Procedure (SOP): Cash Register Opening and Closing Procedures

This SOP details **cash register opening and closing procedures**, including verifying the starting cash balance, ensuring the cash drawer is secure, performing system logins and logouts, recording and reconciling daily transactions, handling cash discrepancies, documenting end-of-day tills, and preparing deposits. The objective is to maintain accurate financial records, ensure security of cash, and facilitate smooth operational shifts in retail or service environments.

1. Purpose

To outline the standard process for opening and closing the cash register to ensure accuracy, accountability, and security of cash operations.

2. Scope

This procedure applies to all staff responsible for handling cash registers at [Store/Business Name].

3. Responsibilities

- **Cashiers:** Follow all steps accurately and report any discrepancies immediately.
- **Supervisors/Managers:** Oversee cash handling, approve discrepancies, and conduct reconciliations.

4. Opening Procedure

1. **Prepare for Opening**
 - Arrive at the scheduled time and access the register area.
 - Obtain the secure cash drawer/till from the safe or designated storage.
2. **Verify Starting Cash Balance**
 - Count the float (starting cash) in the drawer and compare with the documented starting balance.
 - Record the opening amount on the *Cash Register Opening Form*.
 - Report any discrepancies to the supervisor immediately.
3. **System Login**
 - Log into the Point-of-Sale (POS) system with your unique ID/password.
 - Ensure the register is operational and receipt paper is loaded.
4. **Secure Cash Drawer**
 - Confirm the cash drawer is locked when not in use.

5. During Shift Procedures

- Process all sales accurately and issue receipts for all transactions.
- Handle returns and voids per company policy.
- Maintain a tidy work area and keep the cash drawer closed between transactions.
- Regularly check cash levels; request change as needed.

6. Closing Procedure

1. **System Logout**
 - Close all sales and log out of the POS system.
2. **Count and Reconcile Cash**
 - Remove the cash drawer and count all cash, coins, and checks with a supervisor present (if required).
 - Compare the total with the end-of-day POS report and record on the *Cash Register Closing Form*.
 - Note any overages or shortages and report discrepancies immediately to a supervisor.
3. **Document Till Contents**
 - Document the final cash, credit, and other payment totals.
 - Prepare the end-of-day deposit slip for cash and checks to be banked.
4. **Secure Funds**
 - Place the balanced till and deposit slip in the safe or other secure location as per company policy.
5. **Clean and Close Register**
 - Ensure the register area is clean and tidy.
 - Turn off/register/logout equipment as outlined.

7. Handling Discrepancies

- All cash discrepancies must be reported to the supervisor immediately.
- Document the amount, date, time, and details of the discrepancy.
- The supervisor will investigate and resolve as per company policy.

8. Documentation & Record-Keeping

- Complete and file opening and closing forms daily.
- Retain POS and deposit reports according to company policy.

Sample Form: Cash Register Opening/Closing Record

Date	Cashier Name/ID	Opening Balance	Closing Balance	Cash Sales	Other Payments	Over/Short	Supervisor Approval	Comments
YYYY-MM-DD	Name/ID	\$	\$	\$	\$	\$	Signature	

9. Revision History

Version	Date	Description of Change	Author
1.0	2024-06-XX	Initial release	[Author Name]