

SOP Template: Monitoring and Managing Cash Levels During Shifts

This SOP details the process for **monitoring and managing cash levels during shifts**, covering cash handling protocols, cash register reconciliation, cash count frequency, handling discrepancies, secure storage of cash, and reporting procedures. The goal is to maintain accuracy, prevent theft or loss, and ensure accountability of cash transactions throughout each shift.

1. Purpose

To outline standardized procedures for monitoring, handling, and securing cash during work shifts to ensure accuracy, minimize losses, and maintain accountability.

2. Scope

This SOP applies to all employees responsible for handling and managing cash during business shifts.

3. Responsibilities

- **Cashiers:** Accurately handle and record all cash transactions, perform required cash counts, and follow reporting protocols.
- **Supervisors/Managers:** Oversee cash handling activities, conduct spot checks, address discrepancies, and ensure compliance with SOP.

4. Procedures

1. Beginning-of-Shift Cash Count

- Count the starting cash in each register at the start of the shift in the presence of a supervisor.
- Record the starting amount on the Cash Count Sheet and have both the cashier and supervisor sign.

2. Monitoring Cash Levels

- Frequently monitor cash accumulation in the register.
- Maintain the register cash below the designated threshold (e.g., \$200) to reduce risk of loss.

3. Cash Drops/Securing Excess Cash

- When cash exceeds the threshold, perform a cash drop following dual control protocols (with a second employee present, if possible).
- Place excess cash in the safe and record the amount and time on the Cash Drop Log.

4. End-of-Shift Cash Reconciliation

- At the end of the shift, count the remaining cash in the register and compare against the POS system records.
- Complete the End-of-Shift Cash Reconciliation Sheet and obtain supervisor verification.

5. Frequency of Cash Counts

- Perform and document cash counts at the following times:
 - Start of shift
 - After every cash drop
 - End of shift
 - At supervisor's discretion (randomly).

6. Handling Discrepancies

- Immediately report any shortage or overage to the supervisor.
- Document discrepancies on the Cash Discrepancy Report Form.
- Supervisor investigates and signs off on all discrepancies.

7. Secure Storage of Cash

- Ensure all excess cash and unattended cash registers are locked at all times.
- Access to cash registers and safes must be limited to authorized personnel only.

8. Cash Handling Protocols

- Never leave cash unattended.
- Do not share cash register access credentials.
- Avoid counting cash in view of customers.

9. Reporting Procedures

- Complete and file all cash handling, drop, and discrepancy reports at the end of each shift.

- Submit all reports and logs to management as required.

5. Documentation

Form	Description	Retention
Cash Count Sheet	Records beginning- and end-of-shift cash amounts.	1 year
Cash Drop Log	Details every cash drop and amount secured in safe.	1 year
Cash Discrepancy Report	Documents and investigates shortages/overages.	1 year
Cash Reconciliation Sheet	Summarizes end-of-shift cash reconciliation.	1 year

6. Review and Training

- All employees handling cash must be trained on these procedures upon hiring and annually thereafter.
- Supervisors will review adherence to the SOP regularly and address issues as required.

7. Revision History

Date	Revision	Description
2024-06-22	1.0	Initial SOP release.