

Standard Operating Procedure (SOP)

Cash Handling and Point-of-Sale (POS) Operations

This SOP details **cash handling and point-of-sale (POS) operations**, including procedures for receiving and processing cash transactions, managing POS systems, ensuring accurate cash drawer reconciliation, preventing theft and fraud, handling refunds and voids, securing cash deposits, and maintaining compliance with financial policies and regulations. The goal is to promote accuracy, accountability, and security throughout all cash handling and POS activities.

1. Purpose

To establish uniform procedures for the management of cash and POS transactions in order to ensure security, accuracy, and regulatory compliance.

2. Scope

This procedure applies to all staff involved in cash handling and point-of-sale operations.

3. Responsibilities

- **Cashiers:** Process transactions, manage cash drawers, and follow procedures for cash handling.
- **Supervisors/Managers:** Oversee POS operations, approve refunds/voids, and verify cash reconciliation.
- **Finance/Accounting Team:** Monitor compliance, perform audits, and manage bank deposits.

4. Procedures

4.1 Receiving and Processing Cash Transactions

1. Greet the customer and confirm the purchase amount on the POS system.
2. Receive payment and verify the authenticity of notes and coins.
3. Enter the exact amount received into the POS system and provide change as required.
4. Issue a receipt to the customer.

4.2 Managing POS Systems

1. Log in to assigned POS terminal using unique credentials.
2. Verify the starting cash float at the beginning of each shift.
3. Record all sales and payments accurately in the POS system.
4. Log out or lock the POS when not in use or during breaks.

4.3 Cash Drawer Reconciliation

1. At the end of each shift, count the cash in the drawer and reconcile it with POS reports.
2. Record discrepancies and report to the supervisor immediately.
3. Complete and sign the reconciliation log.

4.4 Preventing Theft and Fraud

- Only authorized personnel allowed in cash handling areas.
- Do not leave cash drawers unlocked or unattended.
- Report suspicious activities to management immediately.

4.5 Handling Refunds and Voids

1. Verify original transaction and obtain customer identification if required.
2. Obtain authorization from a supervisor before processing.
3. Record reason for refund/void in the POS notes.
4. Process refund or void transaction, issue documentation to the customer, and update records.

4.6 Securing Cash Deposits

1. Prepare end-of-day cash deposit slip including all necessary details.
2. Store cash in a secure, designated location (e.g., safe) until collected.
3. Two authorized employees should verify and sign off on deposits.

4. Transport deposits to the bank using approved procedures.

4.7 Compliance with Financial Policies and Regulations

- Adhere to all internal policies regarding cash management and POS operations.
- Participate in regular audits and training as required.
- Maintain accurate and complete transaction records for auditing and reporting purposes.

5. Documentation & Records

- Cash reconciliation logs
- Refund and void authorization forms
- Deposit slips and bank deposit acknowledgements
- Pertinent POS system reports

6. Training

- All relevant personnel must receive training on this SOP before handling cash or operating POS terminals.
- Refresher training to be conducted annually or as needed.

7. Review

This SOP should be reviewed and updated annually or when changes to relevant policies, systems, or regulations occur.