

SOP: Cash Handling and Point-of-Sale Operation

This SOP details **cash handling and point-of-sale operation** procedures, covering accurate cash transaction processing, secure cash register management, reconciliation and balancing of cash drawers, handling of refunds and voids, fraud prevention measures, customer service protocols, and end-of-day cash reporting. The objective is to ensure efficient, secure, and transparent cash transactions while maintaining operational integrity and minimizing financial discrepancies.

1. Scope

This SOP applies to all employees responsible for processing monetary transactions and managing point-of-sale (POS) terminals.

2. Responsibilities

- **Cashiers:** Adhere to cash handling procedures and maintain accurate records.
- **Supervisors/Managers:** Oversee cash operations, perform cash drawer reconciliations, and resolve discrepancies.
- **Finance/Accounting:** Audit POS operations and maintain records for compliance.

3. Procedure

3.1 Starting Shift

1. Collect and verify the opening cash float as per record.
2. Sign off on the cash drawer count sheet.
3. Ensure only authorized personnel are assigned to each register.

3.2 Processing Cash Transactions

1. Greet customer and scan items or enter sales data into the POS.
2. Request payment and enter received amount into POS. Confirm displayed change before dispensing.
3. Count notes and coins twice when giving change to the customer.
4. Hand customer their receipt and thank them for their business.

3.3 Cash Register Management

- Keep cash drawer closed when not in use.
- Only one cashier allowed access to the register at a time.
- Store larger denominations and excess cash in a secure drop safe during shift.
- Do not allow unauthorized persons behind the cash counter.

3.4 Handling Refunds and Voids

1. All refunds/voids require supervisor or manager approval.
2. Document reason for refund/void and obtain customer signature as needed.
3. Record refund/void in POS and update cash drawer accordingly.

3.5 Fraud Prevention

- Verify authenticity of currency (use counterfeit detector if available).

- Be vigilant for suspicious activity or unusual requests.
- Immediately report discrepancies or suspected fraud to management.

3.6 Customer Service Protocols

- Maintain professional, courteous interactions at all times.
- Respect customer privacy and confidentiality.
- Follow store safety and accessibility standards.

3.7 End-of-Day Cash Reporting

1. Close register and print end-of-day POS reports.
2. Count total cash and compare with POS expected totals.
3. Document overages or shortages on cash count sheet.
4. Deposit cash to secure area or safe as per company policy.
5. Submit completed reports and any supporting documentation to manager or accounting.

4. Documentation

- Opening and closing cash count sheets
- POS transaction reports
- Refund and void authorization logs
- Discrepancy/incident report forms
- Daily cash deposit records

5. Compliance

- All employees must adhere to internal control and company policy standards.
- Non-compliance is subject to disciplinary action as outlined in the employee handbook.

6. Revision History

Version	Date	Description	Author
1.0	2024-06-10	Initial release	SOP Team