

SOP: Cash Register and POS System Check and Float Count

This SOP details the process for **cash register and POS system check and float count**, including verifying the starting cash float, reconciling cash transactions, ensuring the accuracy of sales data, handling discrepancies, and maintaining security protocols. The purpose is to ensure accurate financial tracking, prevent cash shortages or overages, and maintain accountability for all cash register operations during business hours.

1. Scope

This procedure applies to all staff responsible for operating cash registers and POS systems during business hours.

2. Responsibilities

- **Cashiers:** Responsible for counting float, processing transactions, and reporting discrepancies.
- **Supervisors/Managers:** Responsible for verifying float and reconciliations, reviewing discrepancies, and securing cash.

3. Procedure

3.1 Beginning of Shift: Float Count & Register Check

1. Obtain assigned cash float from secure location.
2. Count the float denominations (coins, notes) and verify against required float amount.
3. Record float details in Float Count Log (see template below).
4. Report any discrepancies to the supervisor immediately.
5. Log in to the POS system and perform a test transaction to ensure system functionality.

3.2 During Shift: Processing Transactions

1. Process all sales through the POS system; issue receipts for every transaction.
2. Store all cash/paper receipts securely in the register.
3. Monitor transaction accuracy and report irregularities to a supervisor.

3.3 End of Shift: Reconciliation & Closing Procedures

1. Count all cash in register and reconcile against POS sales report.
2. Complete the End-of-Shift Cash Reconciliation Form (see template below).
3. Report and document any overages or shortages, and notify supervisor.
4. Deposit all cash as per store protocol and secure register drawers.
5. Log out of the POS system and ensure area is secure.

4. Handling Discrepancies

- Immediately notify supervisor of any cash/register discrepancies.
- Provide a written statement explaining the discrepancy.
- Supervisor investigates and documents resolution steps.
- Serious or repeated discrepancies may result in disciplinary action as per policy.

5. Security Protocols

- Only authorized personnel may access cash registers or floats.
- Keep the register locked when unattended.
- Do not share logins or keys.
- Secure all deposited cash in accordance with company policy.

6. Documentation Templates

Float Count Log

Date	Cashier Name/ID	Denominations Counted	Total Float	Supervisor Verification
2024-06-10	Jane Smith	\$20x5, \$10x10, \$5x10, Coins	\$250.00	Signed

End-of-Shift Cash Reconciliation Form

Cashier Name/ID	POS Sales Total	Cash Counted	Overage/Shortage	Supervisor Review
Jane Smith	\$1800.00	\$1802.00	+2.00	Signed

7. Review and Revision

This SOP will be reviewed annually or as required to ensure ongoing relevance and compliance.