

# SOP: Cash Handling, Point-of-Sale, and Billing Procedures

This SOP details **cash handling, point-of-sale, and billing procedures**, including accurate cash management, secure transaction processing, proper use of POS systems, billing accuracy, receipt issuance, fraud prevention, reconciliation of daily sales, and handling of discrepancies. The objective is to ensure efficient, transparent, and secure financial transactions to maintain accountability and customer trust.

## 1. Purpose

To provide guidelines and standardize processes for managing cash, operating the point-of-sale (POS) system, and executing billing processes, ensuring financial integrity and customer satisfaction.

## 2. Scope

This SOP applies to all staff responsible for sales, billing, and cash management in the organization.

## 3. Responsibilities

- **Cashiers:** Accurately process cash and electronic transactions, provide receipts, and report discrepancies.
- **Supervisors:** Oversee end-of-day reconciliation, approve discrepancies, and ensure SOP compliance.
- **Accountants:** Review reports and investigate any recurring issues.

## 4. Cash Handling Procedures

1. Count opening cash float at the start of shift and record amount.
2. Accept cash payments following company policy, verifying bills for authenticity.
3. Provide customers with accurate change and a printed receipt.
4. Secure cash in the designated register/cash drawer at all times.
5. Limit access to cash drawer to authorized personnel only.
6. Minimize excess cash by performing scheduled cash drops in a secure manner.

## 5. Point-of-Sale (POS) Operations

1. Log into the POS with unique staff credentials.
2. Select appropriate transaction types (sale, refund, void, etc.).
3. Enter items accurately; verify prices and discounts before finalizing sales.
4. Accept payments via cash, credit/debit card, or approved methods.
5. Print and issue itemized receipts for all transactions.
6. At end of shift, log out and secure the POS terminal.

## 6. Billing Procedures

1. Generate and provide clear, itemized invoices or bills to customers.
2. Ensure billing accuracy by cross-referencing order details and prices.
3. Record all transactions promptly in the POS system.
4. Correct any billing errors immediately and issue revised bills as needed.

## 7. Fraud Prevention

- Verify authenticity of cash notes and customer identities (where required).
- Never share login credentials or allow unauthorized personnel access to POS or cash drawers.
- Monitor for suspicious activity; report immediately to a supervisor.
- Implement random cash counts as directed by supervisors.

## 8. Reconciliation and Reporting

1. At end of shift/day, count total cash and compare against POS reports.
2. Document any overages or shortages and inform the supervisor immediately.
3. Prepare reconciliation summary reports and submit them as per company policy.
4. Supervisors to review and sign off on all closing cash counts and reports.

## 9. Handling Discrepancies

- Report discrepancies promptly to your supervisor.
- Investigate discrepancies as a priority, referring to transaction logs and CCTV as necessary.
- Document findings and corrective actions taken.

## 10. References & Attachments

- Company Cash Handling Policy
- POS System User Manual
- Fraud Prevention Guidelines
- Template: End-of-Day Reconciliation Sheet

## 11. Revision History

Version	Date	Description of Changes	Approved By
1.0	2024-06-01	Initial release	Finance Manager