

SOP: End-of-Shift Balancing and Cash Handover Procedures

This SOP details the **end-of-shift balancing and cash handover procedures**, including counting and reconciling cash and transactions, verifying sales records, preparing cash deposit documentation, securing cash and financial records, and ensuring proper communication between outgoing and incoming staff. The goal is to maintain accurate financial accountability, prevent discrepancies, and ensure a smooth transition between shifts.

1. Scope

This procedure applies to all cashiers, supervisors, and any staff involved in the handling, recording, or depositing of cash at the end of each shift.

2. Responsibilities

- **Outgoing Staff:** Accurately count, reconcile, and hand over cash and related records.
- **Incoming Staff:** Verify the handover and accept responsibility for cash and records.
- **Supervisors/Managers:** Oversee the process, approve documentation, and resolve discrepancies.

3. Procedure

1. **Counting and Reconciling Cash**
 - Count all cash in the register, including coins and notes.
 - Generate and print closing sales reports from POS system.
 - List and count petty cash and floats, if applicable.
2. **Reconciling Transactions**
 - Compare total cash counted with POS end-of-day report.
 - Verify all non-cash transactions (credit/debit cards, vouchers, mobile payments) match system records.
3. **Verifying Sales Records**
 - Review all sales slips and receipts for accuracy.
 - Ensure all manual transactions are entered and balanced.
4. **Preparing Cash Deposit Documentation**
 - Fill out cash count sheet and deposit slip, specifying denominations.
 - Attach POS reports and relevant transaction summaries.
5. **Securing Cash and Financial Records**
 - Place counted cash in a secure, sealed envelope or bag labeled with shift details.
 - Store cash, deposit documentation, and sales records in designated secure location (e.g., safe) for deposit or collection.
6. **Handover and Communication**
 - Outgoing staff reviews and signs off on the cash count and records with incoming staff.
 - Incoming staff independently verifies counts and acknowledges receipt by signing documentation.
 - Report any discrepancies immediately to supervisor or manager for investigation.

4. Documentation

Document	Purpose	Retention
Cash Count Sheet	Record of physical cash counted at shift end	Store for 1 year
Deposit Slip	Summary of cash to be deposited	Include in daily deposit records
POS End-of-Day Report	Summary of sales and payment methods	Archive electronically

5. Review and Updates

This SOP will be reviewed **annually** or as required to ensure relevance and effectiveness.