Cashier’s Cash Handling Procedures

Revised 7/1/2013

GREENVILLE CountyRec
PARKS • RECREATION • TOURISM
Appendix A Cashiers Handbook

Sec. 1: Why Your Job Is Important

As a cashier your primary responsibility is the proper handling of the money received from patrons. Accuracy is a paramount issue, when handling any amount of cash. Please study this guide carefully, ask questions, and be accurate in your money handling skills.

We want you to enjoy your work at this fun-filled agency. Your job can and will be fun. However, handling cash is a serious business, which requires skills and concentration.

Sec. 2: Theft

As a cashier, you are responsible for the honest handling of cash, tickets, passes, and products. We are very serious about handling cash. Suspected dishonesty of any kind will be treated appropriately. Any documented dishonesty will result in disciplinary action up to termination.

Persons found to be involved in stealing will be prosecuted and will be required to provide restitution to GCPRT.

If you suspect another person of theft, it is your responsibility to report suspected actions to your supervisor immediately. Reporting theft can be done anonymously by whatever means you are comfortable with. Not reporting theft leaves you vulnerable to possible prosecution.

Sec. 3: Opening Procedures

All funds must be properly accounted for and safeguarded. Only one employee is allowed to work out of a single cash register drawer at a time. When beginning a shift on a register it is the responsibility of the employee to follow all register opening procedures listed below. Register drawers must be secured at all times.

- Count your starting cash to ensure that the correct amount is there and that you have a sufficient amount of change. Starting cash amounts may vary by location.
- If the starting cash is incorrect, report the discrepancy immediately to a supervisor.
- Check your register tape to ensure that you have an adequate supply of both receipt and journal tape. Notify a supervisor of any receipt or journal tape requirements.
Sec. 4: Money Neatness

One of your primary responsibilities as a cashier is the correct, organized handling of cash. Below are a few simple rules you must follow to keep cash neat and easy to handle:

- Keep bills face up and facing the same direction.
- Do not open rolled coins unless needed.
- Bundled currencies are to be placed face up, in the same direction, and paper clipped.

Sec. 5: Clerk Login & Password

All workstations require a Clerk Login ID and a password in order for the register to operate. Before you are scheduled to work at one of these workstations, your supervisor/manager will issue you a personal Login ID and a password. Do not share it with anyone. Should you feel that your password has been compromised, contact your supervisor/manager immediately so that your password can be reset.

Sec. 6: Cash Handling Basics

There are several basic procedures you should follow:

- Never leave money unattended or your cash drawer open (you should remove the clerk key from the register in your absence).
- Acknowledge the presence of a guest even if you are unable to assist him/her immediately. This can often be done simply by making eye contact with guests waiting in line.
- Clearly state the total amount due from the guest. Upon accepting the guest’s payment, repeat the amount of the sale, as well as the amount of money he/she gave you. This will help prevent errors.
  - Example:
    - If a patron gives you $20.00 on a $5.00 purchase, you say out loud to the guest: “That’s $5.00 out of $20.00.”
    - If a guest hands you $5.00 on a $5.00 sale, you should say, “$5.00, that’s exactly right! Thank you!”
- In instances where the guest will receive change, keep their money sitting on your drawer until you hand them their change and receipt, and complete the transaction. This will help prevent discrepancies about how much money the guest initially gave you.
Once you have rung up the sale and the guest has given you payment, follow these steps to close the transaction:

- State the amount of change when giving it back to the customer.
- Give every customer a receipt.
- Once a customer has counted his or her change and left your station, you cannot make up any reported shortages. It is the customer’s responsibility to check his or her change before he/she leaves your station. If a patron returns and claims he/she was short-changed, never give change back, you must contact your Team Lead/manager to pull your cash journal and count your drawer.
- Always use the least amount of coins and bills possible when making change.

**Sec. 7: Requesting Change**

When you need to order change for your station, please follow this simple procedure:

- Determine how much change you need.
- Plan ahead and anticipate busy times when change will be needed. Do not wait until you are out of change to call! If you open the last roll of coins of that denomination, call and make a request for more.
- All cashiers will pay for any change they order with money from their own cash drawer.

**Sec. 8: Drop**

A “DROP” is the withdrawal of money from your register drawer for purposes of convenience and security.

If you accumulate a large amount of bills, request a drop from your supervisor. The supervisor will respond and determine if a drop is necessary.

**Sec. 9: Cancellations/Voids**

If you make a mistake while processing a transaction, you should follow these procedures. If your supervisor is not available, you should complete the transaction, then take the receipt with the mistake on it and write the word “void” along with your initials. Place it in your cash drawer. Start a new transaction and ring it up correctly. Make sure you keep every voided receipt in your cash drawer. Prior to a manager or supervisor closing out your register let them know that you have voids and they will correct the transaction.
Sec. 10: Refunds

Cashiers are not permitted to complete refund transactions. Should a customer return an item to your workstation or request a refund, call your supervisor.

Sec. 11: Closing Procedures

It is the responsibility of each employee to properly follow the established closing procedures.

At the end of your work shift you are required to count your cash drawer. Only the cashier actually assigned to the cash register can count the money. If you are assigned to close out a cash register, follow the procedures listed below:

- Notify your supervisor if you have made any voids during the day. Remain with your supervisor while your cash drawer is being closed out. Never leave your cash unattended.
- Remove the drawer from the register. Be sure to check behind and beneath the cash drawer for any misplaced currency or paperwork.
- Cover your cash and proceed to your designated counting location. Never count your register drawer in the presence of patrons.
- Count out an amount equivalent to the starting cash you began with at the start of your shift. To do this, start by counting all your change to the highest, even dollar amount, then use $1 bills, some $5 bills, and possibly a few $10 bills to equal the amount of your starting cash (use smaller bills for start-up money and deposit larger bills). Remove all other monies, (your “revenue” for the day), and place the new starting cash amount into the cash drawer. Your supervisor will verify your starting cash amount.
- Count the remaining money. This is your revenue. It may include bills, coins, travelers and personal checks, coupons, credit card drafts, and gift certificates. Your supervisor will verify your revenue amount and the amount will be recorded on the appropriate form. This figure will be compared against the cash journal.
- Once your supervisor has sealed your revenue in a Finance issued plastic bank deposit bag, you will sign the cash journal verifying your revenue and any overages/shortages, and drop the bank bag into the safe.

Sec. 12: Overages and Shortages

We hope that your cash drawer is “on the money” each and every time you work. Each cashier is held accountable for his/her overages/shortages. Disciplinary action will occur if these errors are more than occasional occurrences or if they are of a significant amount. Disciplinary action can range from an oral warning to termination. It is extremely important to tell your supervisor if you have any questions about how to count money or how to operate the cash register that has been assigned to you.
Overages and shortages are tracked in an overage/shortage log. This log is maintained by your supervisor/manager and the Finance Department.

**Sec. 13: Discovery of Counterfeit Money**

If an employee suspects a counterfeit bill is being used, the manager on duty should be notified and the Sheriff’s Department should be called. Try to collect descriptive information about the suspect including their appearance, direction of travel, and vehicle information if possible.

**Sec. 14: Personal Checks**

Follow these procedures when accepting checks at our facilities:

- Customers may write checks for the amount of purchase only.
- All checks must be made out to Greenville County Department of Parks, Recreation & Tourism (or GCPRT). Do not accept checks made out to any other payee.
- The check must have a pre-printed name, address, account number, routing number, and check number, if not call your supervisor.
- When accepting a check as payment through POS, be sure to attach the transaction to a household. You can do this by clicking the “Daily Sale” button which makes the transaction a “Household Sale.” Once you click the “payment” button you will be prompted to choose a household.
- We DO NOT accept starter checks of any kind.
- Returned checks are assessed a $30 NSF fee.

Verify ID and write the following on the check:
- Home, work, and/or cell phone number
- Driver’s license number and issuing state

**Sec. 15: Traveler’s Check**

Traveler’s Checks are accepted as payment in all locations.

- Traveler’s Checks are a cash substitute used by travelers for protection from theft. Traveler’s Checks are pre-signed, once, by the purchaser at the bank.
- We will only accept domestic currency Traveler’s Checks as payment (Traveler’s Checks purchased in the United States). All other Traveler’s Checks must be exchanged at a commercial bank.
- We do not accept Traveler’s Checks that have been previously counter signed (have more than one same signature). Checks should have one signature when presented as payment. The customer must sign the check again in your presence.
- When accepting a Traveler’s Check, it is your responsibility to verify that the
signatures and counter signatures on the Traveler’s Check match. If the signatures do not match, the Traveler’s Check cannot be accepted and a supervisor must be notified.

- Traveler’s Checks may only be used when paying for a product or service. We do not honor Traveler’s Checks for cash only.
- Traveler’s Checks must be dated and made payable to the facility at which you are working.

If a Traveler’s Check has no pre-signature, the guest must sign both lines as you watch. In this case, ask for one form of identification with the guest’s photo and signature.

Acceptable forms of identification include:

- State/international driver’s license
- School identification (with picture)
- State identification
- Passport

- Do not accept a Traveler’s Check if the original signature appears to be altered. For example: overwritten or written with a felt-tip pen. If a check appears to be altered, notify your supervisor.
- Key the amount of the Traveler’s Check into the cash register as a payment to finalize the transaction.
- Traveler’s Checks are similar to cash, so if the sale is less than the amount received, change will be given to the guest in currency and/or coins.

Sec. 16: Gift Cards

GCPRT sells gift cards, which look like a credit card with a magnetic strip. Each is “loaded” with a specific amount. As it is used, the amount available automatically declines until it reaches $0. Occasionally you may have a customer who wants to use a gift card. They can be used for anything that GCPRT sells.

If you get a gift card at your cash register, follow these simple procedures:

- Verify the authenticity of the cash gift card. If you suspect that you’ve been given a forged card call your supervisor.
- There must be an actual purchase to use a gift card. It cannot be redeemed for cash.
- Customer ID is not required to redeem.
- The card is to be processed just as if it were cash. For example, if a snack bar transaction totals $5.00 and a customer pays with a $10.00 gift certificate, the cashier would inform the customer that they have $5.00 remaining on their gift card.
Sec. 17: Credit Cards/Debit Cards

Credit/Debit cards are accepted as payment for purchases in all shops and locations.

- The amount placed on the credit card may not exceed the amount of the sale. No change will be given.
- All facilities accept MasterCard and Visa.
- Verify photo ID. The customer’s signature is required on the credit card draft if the customer is present. If the card is taken over the phone or in the mail, simply write “over the phone” or “received by mail” on the draft where the customer signature would go.
- Compare the signature on the draft to the signature on the back of the credit card. If they do not match, contact a supervisor.

In the event that a customer wishes to pay a deposit for rental equipment using their credit card, the card should be charged for the deposit amount. Once the rental equipment has been returned, the deposit return should be issued to the same card. Cash should not be given as a deposit return for a deposit that was paid by credit card.

Sec. 18: Advance/Invoice Tickets

GCPRT often sells admission tickets in advance. They are processed as any ticket and accepted at the event.

Sec. 19: Coupons

Verify that the coupons have not expired before accepting them. Follow our coupon specific procedures as explained by your supervisor. Ask if the visitor has a coupon before ringing anything into the register so that a void does not occur.

Sec. 20: In Case of Robbery

Don’t be a hero. If someone approaches you in a threatening manner and demands your money, give it to them. Do not resist. Money can be replaced, people can’t. Call 911 and your supervisor IMMEDIATELY!!!

If you have handed over money to a robber, you have two immediate responsibilities:

- Notify your supervisor by any means possible.
- Write down any and all information concerning the individual(s) and circumstances. Do not try to remember these details in your head, write them down. Note obvious
things like:

- Was the individual taller/shorter than you? – refer to height strip
- What color hair did s/he have?
- What type of clothing were they wearing?
- Were they driving, walking, or biking?

**Sec. 21: General Advice**

Always follow cash handling procedures, always be courteous to guests and fellow staff, and always be honest. If you proceed according to procedure, you will be successful and enjoy your job. If a transaction begins to get confusing, take things at a slower pace or even stop the transaction and call for your supervisor immediately.

If a guest claims to have been short-changed, have confidence in your ability to make the correct change. Refuse to give more money on the spot. Tell your customer that you would be happy to contact a manager or supervisor to handle this situation.
Cashier’s Cash Handling Procedures Manual Acknowledgement

I acknowledge that I received a copy of the Cashier’s Cash Handling Procedures manual, and have been successfully trained. I accept responsibility for compliance with these policies by myself and those I supervise. I understand that it is my responsibility to read it and understand its contents. I understand that, upon request, I may meet with my supervisor to review cash handling policies or procedures.

I understand that this Cashier’s Cash Handling Procedures, dated December 2011, supersedes any previous manual, handbook, policies or procedures that I have received in the past.

I understand and acknowledge that GCPRT retains complete discretion to apply, change or interpret any procedures manual provision, handbook, practice, procedure or other written document in any manner GCPRT chooses.

_________________________________________  _______________________________
Employee Signature                          Date

_________________________________________  _______________________________
Print Name                                  Facility Name