

CASHIER OPERATIONS: GENERAL CASH HANDLING GUIDELINES

The following guiding principles that define checks and balances are repetitions and excerpts from the company's Cashiering Standards and Processes. Its reiteration aims to foster due diligence, enhance loss prevention, and ensure proper management and recordkeeping of all cash transactions within the branch.

STEWARDSHIP AND ACCOUNTABILITY

1. Only authorized staff have access to the company's funds (branch collections and operational funds) to reduce errors and eradicate improper cash-handling practices.
2. The cashier on duty is accountable for the cabinet containing cash drawer keys and the cash box within the cashier booth. The opening and closing cashiers must have separate cabinet keys.
3. The BM/OIC is solely responsible for vault access and key management. Vault keys shall no longer be stored inside the cabinet accessible to the cashier to preserve check and balance.

CASH COUNT SHEET (Endorsement Notebook)

1. When filling out a cash count sheet for the cash drawer or the cash box, include all required information and sign the sheet:
 - o Date of the count
 - o Time of the count
 - o Cash breakdown, including all denominations of coins and bills
 - o Name and Signature of the Cashier and the attending BM/OIC
2. The cash count sheet should list the amount of each denomination and not just the total.
3. When final cash count sheets are made for each drawer and the safe at the end of the night, two people (*Cashier and BM/OIC*) must count the cash separately, compare and reconcile their counts, and sign the cash count sheet.

CASH DRAWER

1. **Count the Cash.** To ensure accuracy,
 - a. Cashiers on duty should count their drawer and cash box at the start and end of their shift.
 - b. Before signing the count sheet/notebook, ensure that the recorded and physical amounts match.
 - c. Do not try or attempt to correct an endorsed notebook. The correctly counted amount should be written underneath the initial endorsement, signed and acknowledged by the cashier and one authorized staff.
 - d. Cashiers should always keep their cash drawer working cash reserves/change funds to a minimum of ₱5,000. The rest of the operational fund is in the cash box.
 - e. Keep the cash drawer closed after each sale. It should not be left unattended or open except for collection, change, or approved counting purposes.
2. **Receiving and Encoding of Transactions.**
 - a. The cashier must verify transaction receipt details, such as date, patient name, products purchased, quantity, transaction amount, and signature (if required).
 - b. Encoding should be done real-time, without considerable delays.
 - c. Ensure encoded data integrity and accuracy (patient name, products purchased, quantity, and amount) to avoid discrepancies.
3. **Payment Collections.**

Nobody likes to find counterfeit money in their till/cash drawer, experience a cash fraud, or incur excessive charges because of incorrect collection. So, a little due diligence can go a long way in this case.

CASHIER OPERATIONS: GENERAL CASH HANDLING GUIDELINES

Depending on the **Mode of Payment**, the Cashier shall –

a. **Cash.**

- 1) Verbally confirm cash received and discreetly check the authenticity of the bill.
- 2) State the amount of the bill, the amount of cash received, and the total change. Doing so adds trust during the transaction.
- 3) To prevent cash scams, keep cash payments on top of the cashier table (not mixed with the cash drawer) until the transaction is completed.
- 4) Count when preparing change.

b. **Credit Card.** Without touching the card, examine the card particularly the security features and the name printed on it. Allow the cardholder to put/insert or tap his card into the terminal.

c. **E-Payment.** Verify the transaction payment status/details thru the company provided E-PAYMENT terminals.

d. **Gift Certificate.** Check the security or unique identifying features on the gift certificate.

4. Cash Out/ Cash Drop.

Cash Drop is the joint responsibility of the Cashier on Duty and the BM/OIC. Emptying your cash drawer diligently during the day, through mid-shift cashout or regular cash drop, keeps it clean and safe from exposure and theft.

- a. Any large bill (>₱500) more than the standard cash float should be kept below the cash drawer in the register to prevent exposure and theft.
- b. When the amount of cash in the drawer exceeds the predefined limit, the BM/OIC should be notified to move the excess funds to the safe.
- c. Be sure to deduct your starting cash balance (LCF) from your current cash balance (e.g. ₱5,000).
- d. Cash counting must be done in secure areas away from the public.
- e. For every cash drop, paper trails should be properly created and signed by both the Cashier and the BM/OIC.
- f. Upon endorsement, the BM/OIC must secure the cash within the vault and keep the vault key safe.

5. Shift Changes (Meal Breaks/Off-Duty).

- a. To maintain accuracy of cash drawers during shift endorsement, cashiers should properly account for all cash (operational funds and cash collections) before and after every shift. That way, correction can be made quickly (and easily) if something doesn't add up.

b. During meal breaks or shift changes:

- 1) The outgoing cashier should endorse any remaining cash collections to the BM/OIC for vault safekeeping, which should be properly documented in the endorsement notebook and fully acknowledged by both parties.
- 2) Only the LCF and PCF will be endorsed to the incoming cashier.
- 3) Both outgoing and incoming cashiers sign the endorsement notebook, which documents their complete acknowledgment of the endorsed cash drawer obligations, including counted operational funds.

6. Sales Checking and Balancing the Cash Drawer.

- a. At the end of each day, shift, or period, balancing the cash drawer is a **MUST** to account for all incoming transactions.

Cashier shall –

- 1) Count cash and non-cash payments, including cash drops.
- 2) Verify the sequencing of the transaction series to avoid gaps and misses.
- 3) Confirm item details, such as description, quantity, and total amount, as well as payment mode for each transaction.

CASHIER OPERATIONS: GENERAL CASH HANDLING GUIDELINES

Branch Manager/OIC shall –

- 1) Serve as the check-and-balance of the Branch Cashier. Missed processes may cause sales discrepancies, affecting your collections and inventories.
- 2) Access the register report to determine the appropriate amount in the till/cash drawer.
- 3) Count cash (except the initial LCF) and total all checks, credit card, and e-wallet receipts. Compare the totals with the register report. Unmatched means you'll have to do some digging.
- 4) Iron out discrepancies. Most discrepancies are caused by human error. When balancing your cash drawer, check for both overages and shortages. Overage happens when the amount in your drawer is higher than the amount in your register report. A shortage happens when your cash drawer or register's total falls short. Shortages could imply an over-encoded or overly recorded transaction, or, in the worst-case scenario, money was lost, stolen, or miscounted. Overage may denote unencoded/short-encoded transactions, as well as client short-changing.

In the pursuit of settling discrepancies, you may:

- a) Recount your cash, checks, e-payments, credit card receipts.
 - b) Check in and around your drawer and register for missing information (e.g., receipts)
 - c) Review POS transactions for information (e.g. incorrect encoding or payment method).
 - d) Cash voids, cash returns, and no-sale cash/drawer or till must be checked to confirm they were performed correctly.
- b. **Look out for Consistent Discrepancies**. If you start noticing cash drawer discrepancies time and time again, something might be up. You might be dealing with stolen funds if cash consistently does not match your POS reports.
- Watch out for patterns, such as routine shortages. For example, if you notice an employee's drawer is constantly off ₱100, you might need to do some more digging and observing.
 - Large count discrepancies (usually defined as >₱500) should be investigated.
- c. **Remittance**. After counting the drawer and verifying for discrepancies, Cashier shall record the cash drawer transactions in the Remittance Transmittal Form, to be signed by both the Cashier and the BM/OIC. Unresolved discrepancies should be properly accounted for by using the Accounting Department's presentation options.

CASH TRANSFERS

1. All transfers of money and responsibility must be documented.
2. When the cash is handed to the next person on the branch, the person who accepts it must count it and sign the cash count sheet.
3. Two authorized employees should always be present when cash is being transferred or transported.
 - **Cashier to Cashier during Change Shift or Meal Breaks**. When cash is transferred from one Cashier to another, both must count the cash and sign a cash count sheet.
 - **Cashier to BM/OIC during Cash Drop**. Cash should be counted by two people (Cashier and BM/OIC) before being placed in the safe, and both must sign the cash count sheet.
 - **Cash to Safe and Cash to Bank**. Cash should only be transported around the branch or to and from the bank when there are two employees present (BM/OIC and another branch staff).

VAULT or SAFE

1. All cash collections/deposits must be stored in the safe, duly locked and closed at all times.

CASHIER OPERATIONS: GENERAL CASH HANDLING GUIDELINES

2. No cash should enter or exit the safe without being counted.
3. To deposit or withdraw sealed/signed sales or cash bags from the safe, **two personnel** must be present. A vault activity sheet that records names, dates, and times of cash withdrawals and returns from the safe should be accomplished.
 - The staff handling the cash register (Cashier) must not be involved in the vault/safe activity.
 - The staff handling the cash at the safe (BM/OIC) must not be involved in the cash register.
4. Only one officer, either the BM or the OIC, should have the key and access to the safe/vault throughout each shift.
5. When safe keys change hands between shift officers, a proper endorsement with cash counts and signed paper trail should be made and completed.

DEPOSITS

1. For accountability purposes, the Cashier and the BM/OIC shall conduct the final cash balance counting at the end of the day and do the deposit preparation processes.
2. Deposit preparations shall require proper segregation of monies (operational fund and cash collections) to avoid juggling of funds.
3. Balanced or not, all cash in the cash drawer (excluding operational fund) must be deposited to the bank.
4. Prepared bank deposit slips should match the cash count sheets exactly.

Segregated Monies	Cashier Responsibility	BM/OIC Responsibility
Operational Funds	a. Reconcile the PCF transactions. b. Collect the larger LCF bills and convert them to smaller bills from the day's collections. c. Count the remaining PCF & LCF. d. Record and sign the information in the endorsement notebook for the next day's endorsement.	a. Count the fully accounted operational fund and sign the count sheet/ endorsement. b. Keep and secure the counted operational fund in the cash vault.
Cash Collections	a. Count the cash for deposit. b. Deposit slip preparations: OTC/NDB - 3 copies DPU - 5 copies c. Sign the prepared deposit slips. d. With the BM/OIC looking on, place the BM/OIC-verified cash and the dual-signed deposit slips in the cash bag, seal it, and sign. e. Have the BM/OIC countersign the sealed pouch.	a. Verify and validate cash count against the cash count sheet and prepared deposit slip/s. b. Countersign the corresponding deposit slip. c. Witness the Cashier secure the BM/OIC-verified deposit inside the pouch. d. Countersign the sealed pouch. e. Keep and secure the sealed and signed pouch in the vault.

5. Deposit Services.

Each branch has a distinct way of depositing its collections. There should always be two people (BM/OIC and another branch staff) to accompany the cash to the bank.

- a. **Over-the-Counter (OTC).** The BM/OIC must store all sealed and signed pouches in the cash vault and, with another branch staff, bring and present them to the bank the next banking day for deposit validation.

CASHIER OPERATIONS: GENERAL CASH HANDLING GUIDELINES

- b. **Night Deposits Box (NDB).** The BM/OIC must place the sealed and signed pouch in the bank provided night deposit bag, lock it and, with another branch staff, deliver it directly to the bank for deposit. The bank guard on duty will issue the necessary Acknowledgement Receipt (AR), which must be presented to the bank for night deposit bag retrieval the next banking day. Once retrieved, the bag will be unlocked, and the sealed/signed pouch will be submitted to the bank teller for deposit validation.
 - c. **Deposit Pick-up (DPU).** The BM/OIC must keep all sealed and signed pouches in the cash vault to be collected by a bank representative on an agreed-upon pick-up date. This is a special type of accommodation where cash is counted off-site and not within the branch.
6. There should always be two people (BM/OIC and another branch staff) to accompany the cash to the bank.
7. **Validated Deposit Slip.** The bank teller will authenticate the deposit slip and provide us with a copy. Instantly, branch staff must check and verify the validated deposit slip copy for the account name/number, amount, date, and time. Any discrepancies should be coordinated immediately with the bank teller who validated the deposit.

CASH REGISTER AREA

Both Cashier and BM must execute the following:

1. Only authorized employees can handle the company's money. Limitations allow you to avoid cash drawer discrepancies and can help you avoid workplace theft.
2. To prevent unauthorized entry and access, keep the cashier booth door closed at all times.
3. Only the cashiers on duty are permitted in the area. Non-attending cashiers and personnel are prohibited.
4. Keep the area clutter-free. A tidy environment allows for efficient organization and retrieval of items, saving time and reducing daily frustrations. This organizational efficiency can translate into reduced stress levels and a more focused mindset.
5. Only approved items, *including the company phone*, are permitted inside; personal phone charging is not allowed.
6. Cashiers must be subjected to body frisking before entering or leaving their booth and exiting the store premises.

Cashiers and Branch Officers are and will always be an important part of the cash management process. As stewards, we should uphold security and act with judgement in the implementation and execution of the processes to ensure efficiency and security when handling physical cash.


TREASURY DEPARTMENT