

Internal Control Tips

Tips for Cash Handling Procedures

By GSI Internal Audit Department

Here are some tips for **Cash Handling Procedures formatted as a Checklist** for easy use in training, audits, or as a posted reminder for team members:

Training

- ☐ Have you completed the required annual Cashier Training course?
- ☐ Did you pass the training test with a score of 80 percent or higher?

Cash Handling Area

- ☐ Are all personal items (bags, phones, etc.) kept out of the cash area?
- ☐ Is the cashier station clean, with no clutter, loose coins, or papers?

Opening Procedures

- ☐ Was your bank/register counted and verified at the start of your shift with a manager?
- ☐ If you were issued a pre-assigned bank, did you verify it on your own?
- ☐ Did you report any differences immediately before leaving the cash room?

Processing Transactions

- ☐ Are all sales entered into the POS system?
- ☐ Have you avoided using personal cash or borrowing money to make change?
- ☐ Did you count the cash received from the guest before placing it in the drawer?
- ☐ Are you counting change out loud when handing it to the guest?

POS (Register) Rules

- ☐ Did you sign out of the POS system every time you left your station?
- ☐ Are you closing the cash drawer after each transaction?
- ☐ Are only managers using the "No Sale" or "Custom Item" function?
- ☐ Are you keeping your cashier code/card/login private?

Cash Processing

- ☐ Are you making sure that you're not carrying any personal cash while on duty?
- ☐ Did you use a counterfeit detector on all \$50 and \$100 bills?
- ☐ If a bill seemed suspicious, did you return it and request another payment type?

Team Member Meals

- ☐ Did you enter team member meals into the POS system?
- ☐ Did you print the receipt and have the team member sign their name?
- ☐ For external Team member meals, does the receipt include their full name, employee ID, and unit name?

Discounts and Comps

- ☐ Did you receive manager approval before applying any discount or comp?
- ☐ Did you record the reason in the POS or on the receipt?

Prohibited Actions

- ☐ Have you avoided giving unauthorized discounts, comps, or free items?
- ☐ Did you avoid giving cash refunds for credit card transactions?
- ☐ Are you using your own bank and not sharing it with others?

Voids, Refunds, and Overcharges

- ☐ Is the original receipt attached to the void or refund?
- ☐ Did you include a brief explanation and get both cashier and manager initials?
- ☐ Was the manager present during any refund?
- ☐ If a transaction was corrected, did you attach the updated receipt?
- ☐ Did you log all voids and over-rings by the end of your shift?

Audit and Oversight

- ☐ Are you prepared for random cashier audits by a manager?
- ☐ Are register readings only being taken by a manager?

Closing Procedures (Manager Must Be Present)

- ☐ Was the cash drawer counted twice, by denomination?
- ☐ Did you sign the Cashier Register Worksheet and Daily Deposit Log?
- ☐ Did you complete and sign the Over, Short, and Void Log?

If you notice or suspect a violation of any of these procedures,
contact the Helpline at **1-877-220-1672**

The Helpline is confidential and available to support you and protect the team.