



Cash handling

Good practice procedures for cash handling will vary according to your retail store. The retail location, number of staff, quality of existing security measures and the amount of cash exchanged all impact on the most suitable form of cash handling for your store.

A good cash handling procedure can reduce the risk of theft from staff, threats to staff and robberies.

Some tips for good cash handling procedures are listed below:

- Count cash out of sight of customers or passers-by, preferably in a secure office.
- Where possible use two people to count the cash and transfer it to and from the bank. This increases accountability, as well as increases personal security
- Whilst cash is being counted, staff should not attend other duties (serving customers) and leave the cash unattended.
- Busy retailers may wish to consider depositing cash multiple times in a day or into a secured safe in the store before the daily bank visit.
- Vary the times that cash is counted and transferred to the bank.
- When transferring cash to the bank, do not place cash in obvious bank bags.
- Leave the empty cash register drawer open when the store is closed to indicate that there is no cash to steal.
- Consider displaying signs in the store window indicating that no cash is kept on premises over night.
- Ensure you have clear procedures in place for the use of registers and cash. Strictly apply these procedures. For example, if policy suggests any variation of \$5 or more needs to be investigated, then investigate every variance of \$5 or more.