

## **PROCEDURE MANUAL FOR CASHIERS**

1.

Under no circumstances may private or any other unofficial monies be kept with the official cash. Cashiers are instructed to carry their personal monies on their person.

2.

Any unofficial monies found during a cash count, and any monies found in excess of the correct amount of the official cash, will be impounded and treated as surplus cash.

3.

Only current cheques must be receipted. No post dated cheques or stale cheques must be receipted. Such cheques (as well as cheques with errors) are to be handed to the Accountant (Income). Under no circumstances must these cheques be retained by the cashiers.

4.

Receipts must indicate whether payment was made in cash, cheque or other

5.

When cheque payments are made, the cheque must be stamped on the back and the receipt number written thereon.

6.

**NO CHEQUE WHATSOEVER MUST BE CASHED**

7.

No enquiries are to be handled by the cashier. All enquiries are to be referred to Judy or Albert. The Cashier is only to be concerned with the receipting of money, and if any member of the public is uncertain as to how his account was made up, or what his account number was, he is to be referred to Judy or Albert. Judy or Albert must then establish the correct information, write it down and hand the slip to the member of the public for production to the cashier.

8.

No persons are allowed in the cashier's office other than the members who have authority to do cash counts and who wish to enter for that purpose.

9.

The Cashier is responsible to make good any shortage in cash which may be found at the close of business or during any cash count.

10.

Cashiers must hand the receipts and any change to the member of public in a polite manner.

11.

Only when specifically requested to do so, or when payment has been received from a firm of attorneys, an agent, and an executor of an estate or a banking instituting must the receipts be posted back to payer. Receipts for refundable monies (deposits) must be posted back.

12.

The Cashier must ensure that documents attached to payments are returned to the respective sections for the initiation of the relevant action. The Cashier must consult with the Accountant (Income) should he/she experience any difficulty herein.

13.

The cashier is to be present at all times during cash counts.

14.

In the event of an electricity supply failure or when it becomes necessary to issue a provisional receipt, all such receipts must be replaced by issuing an official receipt for each one and the receipt number of the official receipt as well as the account number must be entered on the relevant copy receipt in the provisional receipt book. This must be done by 15h00 the same day unless alternate arrangements have been authorized by the Chief Financial officer or Assistant Manager (Income and Expenditure).

15.

Provisional receipts may be issued after 15h00 only in emergencies. The payments received must be receipted on the next working day with the current day's takings.

16.

No monies are to be collected before or after the official public hours of the cashiers without the prior approval of the Chief Financial Officer. Please note this does not affect members of the public who are already in the cash hall at close of business.

17.

Cashiers are referred to the Procedure Manual (PM19) for details of the cashing-up procedure which must be adhered to.

18.

Deposit books must be written up and ready for banking before close of business the same day.

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**CHIEF FINANCIAL OFFICER**

**Circulation:**

**Chief Financial Officer**

**Assistant Manager (Income and Expenditure)**

**Accountant (Income)**

**Accountant (Expenditure)**

**Albert (Metropolitan)**

**Judy (Metropolitan)**

**Mariah (Metropolitan)**

**Mavis (Metropolitan)**