Manual for Balancing the Register

Store policy: An authorised staff member will balance the registers in MegaMax at the close of trading each day.

1. Procedure for balancing the register:

1. Remove cash and non-cash documents for counting.
   The non-cash documents include:
   - Gift vouchers
   - Travellers’ cheques
   - Cheques
   - EFTPOS credit and debit vouchers
   - Lay-by documents
   - Refunds
   - Voids

2. Separate the cash float.
   The total for the float must be $200.00. This amount should be broken into $20, $10 and $5 notes and a combination of coins.

3. Count the cash accurately.
   The cash must be counted accurately so that the register balances correctly. Bundle all the notes into groups of 10 and tie each bundle with a rubber band. Place the coins into the small plastic coin bags. The quantities of coins required per bag are written on the bag. Place the bundled cash into the cash bag. The cash bag is taken to the cash office each night.

   Treat the non-cash documents as securely as you handle cash. They have the same value as cash in the store. Separate these into their groups and secure with rubber bands. Place them into the cash bag.

5. Check the balance between the register and the calculated sum.
   When the cash and non-cash documents balance with the register report, complete the reconciliation statement and place the Z report into the cash bag.

6. Record store takings.
The figures on the Z report are to be written onto the reconciliation statement. The daily reconciliation statement is then filed in the manager’s office.

2. Security issues when using the register.

- Only balance the register when all customers have left your department area.

- A second person must be in attendance during the balancing procedure.

- Never count money in view of the customers.

- The register must be locked and the key removed whenever it’s unattended.

- Never turn your back on an open cash drawer. It only takes seconds for someone to steal from it.

- Only an authorised person, such as your supervisor, may remove excess cash. Excess cash that needs to be removed during the day should be transferred to a cash bag, and then taken to the manager’s office for counting. This should be done quickly and efficiently so that customers cannot view the proceedings. The money should be counted and the amount written on a cash form. Also record which register and department the cash is from, and your sales assistant ID number. Take the money directly to the cash office. Have a second person in attendance if you need to walk to the cash office with a large amount of money in a cash bag.

- All No Sale transactions must be accounted for. Keep the receipt, write the reason for the No Sale on the back of the receipt and have it signed by the department manager. Keep the receipt with the non-cash documents in the register.

- All incorrect transactions must be accounted for. Keep the receipt, write VOID across the front, write the reason on the back, and have it signed by your department manager. Keep the receipt with the non-cash documents in the register.
3. Getting change for the register:

- Never let the register run short of change. This could cause delays in serving customers. Check the level of change during quiet times. If you anticipate high sales during the day, for example, for a sale, you need to get extra change early in the day.

- Use a change sheet to document the amount of money you’re taking from the register for change.

Sample Change Sheet

<table>
<thead>
<tr>
<th>CASH</th>
<th>CHANGE REQUIRED</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100</td>
<td>$100</td>
</tr>
<tr>
<td>$50</td>
<td>$50</td>
</tr>
<tr>
<td>$20</td>
<td>$20</td>
</tr>
<tr>
<td>$10</td>
<td>$10</td>
</tr>
<tr>
<td>$5</td>
<td>$5</td>
</tr>
<tr>
<td>$2</td>
<td>$2 $20</td>
</tr>
<tr>
<td>$1</td>
<td>$1 $20</td>
</tr>
<tr>
<td>50c</td>
<td>50c</td>
</tr>
<tr>
<td>20c</td>
<td>20c $5</td>
</tr>
<tr>
<td>10c</td>
<td>10c $5</td>
</tr>
<tr>
<td>5c</td>
<td>5c</td>
</tr>
<tr>
<td>Total</td>
<td>$50 Total $50</td>
</tr>
</tbody>
</table>

In the column called CASH, write in the amount of notes/coins you are removing from the register. In the column called CHANGE REQUIRED, write the amount of notes/coins you are replacing in the register. The CASH total should be the same as the CHANGE total.

The change sheet is a security check. Take the change sheet to the cash office to get change.