Balancing the Register at MaxSurf Manual

Store policy:
An authorised staff member will balance the registers in MaxSurf at the close of trading each day. This will be done after all customers have gone and the doors are locked.

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. After balancing, the cash will be recorded on a bank deposit slip, placed in the bank wallet with the deposit slip and deposited in the bank’s night safe each evening.

4. **Calculate the non-cash documents accurately.**
   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. The cheques, EFTPOS vouchers and travellers’ cheques will be deposited into the bank’s night safe with the cash. The lay-by documents, gift vouchers, refunds and voids will be recorded and stored in the office.

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.**
   Write the figures on the Z report onto the reconciliation statement. The daily reconciliation statement is then filed in the office.

**Security issues when using the register**

- Only balance the register when all customers have left the store.
- 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.
- If excess cash needs to be removed during the day, transfer it to a cash bag then store it in the safe in the office. This should be done quickly and efficiently so customers cannot view the proceedings.
- 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 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 the manager. Keep the receipt with the non-cash documents in the register.
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, eg. for a sale, 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.

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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</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 REQUIRED total.

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