



Quickbar Ltd

CASH HANDLING POLICY

INTRODUCTION

As a Company Quickbar Ltd deals with large volumes of cash and in order to protect both staff and the company it is important that cash is handled in a secure manner.

This document provides the rules and instructions governing all types of payments made to the Company. This includes payments from individuals, customers and other corporate bodies. The aim of the policy is to provide a reference for consistent cash handling procedures.

The cash handling policy should be adhered to at all times and is mandatory for all staff. Failure to comply with this policy may result in disciplinary action. Quickbar Ltd Directors and Heads of Departments are responsible for ensuring that their staff read the policy and ensure that they adhere to it. If you suspect any financial irregularities or fraud concerning cash you should notify your Line Manager immediately or escalate it to a Director if you feel it may involve Management.

1. Purpose

To describe a process for handling cash that is Secure and Accountable, and that it does not jeopardize the safety of the carrier, and minimizes the likelihood of loss or theft. These standards are set out in the company Hand Book.

The aim of this policy is to ensure that accounting mistakes are not made, incorrect or inappropriate procedures are not engaged in, and that theft or loss does not occur.

2. Key Accountability

The Directors, The Company Accountant, Managers and Site/Bar Supervisors.

3. Application

This policy applies to all employees who handle cash belonging to the company or its clients.

4. Relevant Legislation, Policy and Guidance

- The Health & Safety Etc. Act 1974
- Quickbar Security Policy
- Money Laundering Regulations 2007
- The Counter Terrorism Act 2000

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- The Serious Crime Act 2015

5. Relevant Outcome Standards

- Occupational Health and Safety
- Prevention of Crime and Disorder
- Prevention of Fraud and Misappropriation of Funds

6. Policy Statement

Employees of Quickbar Ltd are employed on the basis they will be diligent and honest during the course of their employment with the company.

As many employees are in responsible positions involving a considerable amount of cash handling, the company expects a very high standard of diligence from employees dealing with cash.

This policy is aimed at advising employees of the consequences of failure to meet the high standards contained within the Cash Handling Policy and to provide guidance on Cash Handling Procedures.

Where breaches do occur, the company will take disciplinary action, up to and including dismissal, depending on the seriousness of the breach.

7. Procedures

There are two categories of breach upon which the company will take action against offending employees:

- Breaches resulting in disciplinary procedures.
- Breaches warranting instant dismissal.

7.1 Breaches resulting in disciplinary procedures

The actions listed below are examples of breaches which, where proven to have taken place, will result in disciplinary procedures being put into place against the employee. The following list is not exhaustive: other actions which constitute a breach of the Cash Handling Policy may also fall within this category.

Failure to:

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- Deposit moneys into company or clients bank account as instructed.
- Ensure moneys are locked in the cash tin and stored in the safe.
- Use the safe as required.
- Issue receipts as required.
- Follow direct booking procedures.
- Lock the premises.
- To keep the keys to the premises and cash tin in a safe place.

Other breaches:

- The cashing of personal cheques;
- Providing cash advances on credit cards;
- Borrowing money from petty cash;
- Failure of manager to train staff in Cash Handling Policy and any amendments as issued;
- Processing of manual transactions Processing of own purchases by employee;
- Where personal money and company money is mixed;
- Leaving the premises unattended for any length of time without appropriate precautions being taken.

In each case, the employee accused of the breach will be given the opportunity to answer the claims against him/her. Where required, the employee may be suspended (on full pay) while an investigation of the breach is carried out.

If, after investigating the breach, the company finds the breach substantiated appropriate action will be taken. This may include a written warning, a final written warning, or dismissal, depending on the seriousness of the breach.

7.2 Breaches warranting instant dismissal

The breaches listed below, where proven to have taken place, will result in the dismissal of employees. (Other actions that constitute gross misconduct may also fall within this category.)

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- Falsely claiming that company money has been banked.
- Stealing from the company.
- Taking money home.
- Repeated unauthorised borrowing of money from petty cash.
- Illegal or False accounting

A dismissal will only take place, however, after the person accused of the breach has been given an opportunity to be heard, a thorough investigation has been conducted, and the breach found, on the balance of probabilities, to have occurred. An employee accused of a breach may be suspended (on full pay) while an investigation is being carried out.

7.3 Criminal offences

In the case of breaches that are criminal offences, such as stealing from the company, the police will be informed immediately.

Prosecution will be sort under the Theft Act 1968.

7.4 Authority to take action

Any actions under this policy may only be taken with the approval of the Senior Manager or Director on site. All warnings made under this policy shall be in writing and will be issued from the head office at Gloucester.

8. Handling Cash

Serving – Any person serving behind the Bar comes under this policy, therefore only authorised members of staff should be behind the Bar area, **No Proof of Age No Sale (if you are not 18 or over you Can Not Sell Alcohol)**

- a. When serving Customers clearly inform the client/customer of the cost of their purchase.
- b. Inspect the money given for any obvious forgeries and to check you have been given the correct amount before turning around toward the till.

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- c. At the till, notes should be checked with a **UV Pen** or **Note UV Lamp Device** to ensure the company is not passed any forged currency. This **MANDATORY** for any notes **£20.00 or over**.
- d. Managers **must empty tills** down to their **Float levels** after busy times at events or venues, this money will be locked in the safe and itemised for each till, with details of all persons operating that till since it was last reduced to float level.

**** All Notes sealed in a bag stating counted or uncounted with names of persons operating that till, then placed in an authorised safe until required with the till operator and Manager witnessing signature across bag seal****

CASH Handling Part 1

Quickbar Directors are:

1. Responsible for All Accounting and Overseeing of Cash within the company in relation to Security, Tax and HMRC
2. Responsible for the Supervision of Employees Generally and providing direction to Managers where policy or unusual circumstances dictate a change in procedures
3. Responsible for the provision of overall Security of cash in transit and the provision of adequate Security Measures

Senior Bar Personnel/Managers

1. Senior Bar Personnel and Managers are responsible for all cash within their area of operations
2. All accounting sheets and Documents Must be completed prior to handing over or leaving site
3. It is the responsibility of the Senior Bar Personnel/Manager to Supervise and oversee all cash accounting and Cash transactions
4. In the Event of an Emergency all Cash must be secured within the Authorised Safe or Authorised carriage device
5. Wages /money may only be paid out from tills/Floats/Cash with the Authority of a Director (Finance), the Manager must obtain from the casual worker/trades person identification to support their identity, and complete a purchase note or other relevant form (i.e Wages Slip)

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6. Purchases of sundries and supplies on site, these must be itemised and include the vendor, time and place with an explanation for the requirement
7. Any mistakes in accounting whether in favour of Quickbar Ltd or in deficit must be reported to a Director.
8. Senior Bar Personnel/Managers are responsible for the training and induction of staff on site and supervision of those not Quickbar Ltd qualified to work on their own.
9. Cash Counting, Movement should not be done at the same time each day, and where there is a need to transfer Cash to a Bank or other Safe Place it should always be done in Pairs, taking full advantage of any available official security operative, to ensure the safe movement of the company's assets. The routes and times should vary, but do not take a route that may increase the dangers.

Employees/Bar Persons

1. Senior bar person must count the float in the presence of a line supervisor /other authorised person at the start of each shift
2. Senior bar persons should sign for their float (It is recognised that in some units, One till is used by more than one person)
3. Bar staff should not use their own money for change without a witness present, this must detailed and signed off on the relevant forms
4. Must not have any personal money in their pockets whilst behind the bar or taking cash (Personal Cash Holding boxes should be used on arrival)
5. Employee **MUST NOT** allow unauthorised persons behind the Bar.
6. Employees **MUST NOT** discuss security arrangements with anyone not authorised to know it.

Handling Cash Part 2

Summary of key points

Wherever possible, the taking of cash should be restricted as much as possible, alternative methods of payment i.e. credit/debit cards via the website Links, bank transfers or drafts/cheques (Financial Services only from trusted suppliers) should be offered and encouraged as preferred methods of payment.

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- During Events the general public will often pay with cash at the designated Bars Areas,
- It is essential that all monies are kept in a secure environment until they can be collected by your Line Manager and secured in the Cash Holding Area and or transported to the bank.
- The location of safe keys and knowledge of safe combinations should be restricted to key members of staff only, such as Managers and Directors.
- The following procedures must be adhered to when handling any amount of income.
- Each Line Manager or Director shall be responsible for ensuring that their staff adhere to this policy

PAYMENT METHODS

Income/Cash can be received by Quickbar Ltd by the following means:

- Credit/ Debit Card Payments
- Online Payments

Payments cannot currently be made Online to the Company, but this will happen in the future

- **Recurring Credit Card Payments (RCP)**

Recurring card payments are not currently available, therefore invoicing and Bank transfer methods should be deployed.

- **Point of sale**

All major credit/debit cards can be used to pay for goods/services in with our portable PDQ systems on some sites using chip and pin card terminals.

- **Contactless - Point of Sale**

All major credit/debit cards can be used to pay for goods/services in our various Quickbar Ltd outlets using the contactless card terminals for all payments under £20 where Available.

- **Bank Transfer/BACS**

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BACS payments can be made directly into our bank account. Please ensure you quote your customer number and invoice number when paying by BACS. Please contact Financial Services for our bank account details. Remittance advices should be sent to Finance Dept, Unit 7, Wisloe Road, Cambridge, Gloucestershire, GL2 7AF or via email to chris@quickbar.co.uk

All payments made must include the Clients full name and invoice number.

- Please be aware that transfers can take up to a week to be received and processed by the Banking system, however in many cases BACS is instant.
- Please keep a copy of your transfer documentation as your proof of payment.
- Please contact Finance Department for our bank account details.
- Payment by Cheque (Finance Department only with a valid Credit Card) All cheques should be made payable to “Quickbar Ltd”.

Please ensure your full name, customer number and invoice number are quoted when sending them through the post. All cheques must be drawn on a UK bank account and be paid in Pounds Sterling.

- Cheques are only accepted at the Finance Department in person or through the post to the Finance Dept, Unit 7, Wisloe Road, Cambridge, Gloucestershire, GL2 7AF

Bankers Draft (Financial Services only)

- All bankers drafts should be made payable to “Quickbar Ltd”. Please ensure your full -Name, customer number and invoice numbers are quoted on all correspondence.
- Banker’s drafts are only accepted at Financial Services through the post to Finance Dept, Unit 7, Wisloe Road, Cambridge, Gloucestershire, GL2 7AF or in person at the Cashiers Office at Gloucester.
- **Payments by Cash**

Payments in cash can be accepted where payment by the above option are not available and in our Quickbar outlets. We strongly advise employees against carrying large amounts of cash and therefore wherever possible payments should be made via credit/debit cards or via bank transfer.

CASH HANDLING POLICY

All Employees must retain any receipts relating to cash payments made during events, If paid in cash by a Manager you must sign an official Quickbar Ltd register, stating the amount Paid.

CASH HANDLING

- **Storing Cash**

Cash taken at any outlet should only be stored in either a till or a safe. It should not be kept in cash boxes, left lying around on desks, Units or in filing cabinets. Cash boxes can be used to store petty cash floats but these must be kept in a locked safe.

- **Accuracy**

When physically counting cash always take your time and if you are unsure count the cash again. If you are handed a large volume of mixed notes it is easier to split the notes into their denominations before counting to avoid confusion. Don't be distracted or intimidated by customers and if the notes look or feel differently than usual check them with a counterfeit detection pen before accepting the notes. These pens are available from the Finance Department or your Line Manager. Counterfeit bank notes are rare, but any notes taken and not detected at source will be charged back to the original source. If you are struggling or the customer is disputing the value of cash handed over then ask a colleague to double count it for you.

When keying debit/credit card transactions, ensure the correct amount is entered and checked by the customer before being processed. It is advisable to process the payment through the credit card terminal before processing it through the till so that you are sure the payment has been authorised. This may not be possible in some of our outlets.

Cheques

When taking a cheque from a customer (Finance Department only)

Check the following:

NO Cheques are accepted other than at Head Office

- The date is valid (i.e. not post-dated)
- Correct Payee (Quickbar Ltd, or our subsidiary Company)
- The amount in words and figures match

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- The cheque is signed
- The Bank Card details match and are written by you on the back of the Cheque
- Any amendments are initialled by the customer

Tills

- Tills should only be operated by permanent members of staff.
- Cash handling should not be carried out by individuals on work experience placements or on short term contracts
- The Cash Handling Policy and Data Protection Act and Quickbar Ltd Compliance Forms should be signed by all Employees before they commence cash handling.
- Any employee using a till system must receive the appropriate training.
- Each till operator must have their own login (Where applicable). Till logins should not be shared and operators must always log out of their session in order for each transaction to be identifiable for reconciliation and audit purposes. This may be updated by Key-fob access points which log in and out automatically
- If it is necessary to leave the till unattended it must be locked and the key should always be kept with the Operator until they return to the counter.
- When processing a transaction, the till drawer should not be left open any longer than necessary.
- Cash held in the till should be kept to a minimum at all times and transferred to the Safe or escorted to the nearest Banking Facility

Reconciliation of Income

- Each Outlet/Unit across the Company is responsible for reconciling and banking their own Income.
- Unit/Event Managers will provide a Cash income forecast to be communicated to Head Office or Director as the Business requires for accounting purposes.

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- At the start of each shift the float should be checked and agreed between the cashier and their Line Manager/Supervisor.
- Any time cash changes hands it must be agreed verbally by both parties.
- All sales transaction must be processed through the till. This includes vouchers, hospitality vouchers, credit/debit cards and cashless card payments.
- An official Quickbar Ltd receipt (produced by the till or Official Note Paper) must be issued if requested by the Customer.
- Notices must be displayed near the point of sale informing customers that receipts are only given on request

Till Readings

Never “Z” Read a Till until you have completed an “X” Report

X Reports will only "READ" your sales totals

When you take an "X" report, you're only "Reading" the cash registers information. You can take these reports while you're open for business and you can look at your sales totals at any time of the day. It's completely safe to run "X" reports whenever you want to.

Z Reports will "RESET" your sales totals

When you take a "Z" report, you're "Resetting" the cash registers information. All of your sales totals will be "Reset" back to zero. Typically, when your business closes for the day you'll run your "Z" reports to get your sales totals for the day.

- At the close of business each day a “Z” reading must be taken by a Supervisor on each till.
- Supervisors/Managers responsible for taking “Z” readings should not operate the tills
- Z” readings must be recorded as consecutive numbers. Missing readings must be reported to the Supervisor immediately.
- Cash must be counted discreetly in a secure area and aware from public view.
- Where ever possible two staff must be present when cashing up.
- All cash should be counted and the value of the float removed from the total.

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- A cash reconciliation form should be completed for each till which should be checked and countersigned by a supervisor.

The form should include the following:

- “Z” Number
- “Z” Reading
- Cash transactions
- Credit/Debit Card Transactions
- Vouchers
- Hospitality vouchers
- Cashless Card Transactions
- Float
- Bank Slip Number (added when banking is completed)
- Signature of staff member completing the form
- Authorised signature from Supervisor/Manager checking the form

The actual cash balance should be reconciled to the theoretical cash balance (the Z reading) and any variances recorded. Any variance or discrepancy should be investigated immediately whatever the value. Any **discrepancy over £10** should be reported to the Supervisor and Financial Services at Quick Bar Ltd immediately.

******The completed forms should be taken to Quickbar Ltd Financial Services in a sealed envelope on a daily basis and should have the “Z” readings from the till, the credit card terminal readings and slips attached to the form.

The forms must be hand delivered to Financial Services (or Director) to ensure we comply with PCI DSS data in transit regulations. (We currently use a pre-Hosted Solution that is PCI DSS Compliant which mitigates our requirement for a separate Policy)

These will be entered onto Quickbar Financials by the Accounts Team and will be retained for audit purposes for 7 years.

Other Reports on Tills

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"**FINANCIAL**" reports will typically show you how much sales you have in cash, checks and credit card sales.

- In addition, you will also get totals for Paid Outs, Voids, Discounts, Coupons, Returns, and how much tax you collected for the day.

"**DEPARTMENT**" reports will give you sales totals for each individual department. Some typical departments in a convenience store might be Groceries, Tobacco, and Alcohol. Some common departments in a restaurant might be Entrees, Salads, and Beverages.

"**PLU**" (**Price Look Up**) reports will give you sales totals for each individual PLU or sellable item. Some typical PLU's in a convenience store might be Juicy fruit gum, Kool (pack) cigarettes, and 6 pack Bud Light. Some common PLU's in a restaurant might be a Sirloin steak dinner, Chef Salad, and Bottled water.

"**HOURLY**" reports will give you sales totals for each hour your business is open. In other words, if your store is open from 8 A.M. to 6 P.M., this report will tell you how much you did in sales between 8-9, 9-10, 10-11, etc

Security

The identity of Security 'Cash Escorts' should be checked when staff are handing over cash to be escorted to the cash office.

- Cash draws /tills must be locked and the key removed whenever staff are not present or in a close proximity.
- Cash counting should be undertaken in secure location with no interruptions during the process.
- Where Supervisors recognise an increase in cash taken that contravenes the insurance limit of the safe they should immediately contact a Quickbar Ltd Director.

Safe Locations

- All safes should be located in a secure area and easily accessible for staff to secure the income.
- There should be no public access.
- Out of view (not located near a window or visible through a window).
- Location of safes should not be publicised.

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- The Site Manager and Security (Only if appointed) should be notified of any changes of location of the safe.
- Ordering of new safes should be actioned through the Quickbar Ltd Head Office a Finance Director notified to ensure we have adequate insurance cover in place.

Safe Inventory

An inventory of all the contents of the safe should be held and updated on a daily basis when changes occur.

Overnight Security of Floats/Cash

- When it is necessary to Hold floats or cash overnight, Security should be implemented with the following information is required:
- Write clearly on the top of the page 'Float/Cash Deposit'
- Member of staff responsible for the cash
- Unit/Location No:
- Number of sealed bags of cash
- Security bag numbers
- When Security/Managers collect the bag they will sign for the consignment and are given a receipt confirming what they have signed for
- On receipt of the float bag from security/Manager the consignment needs to be signed.
- The security bag should be checked to ensure it is sealed and that no tampering has taken place.
- Floats should be held with Security/Manager in the event of the cash exceeding local safe limits.

Safe – Insurance Limits

It is important that insurance limits are not exceeded, therefore Supervisors and Managers should be aware of the limits and if inadequate, request further cover, or make alternative arrangements through the Management team

Safe – Checks

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- A reconciliation of Safe contents, Petty Cash Floats and Till Float values needs to be undertaken by the supervisor/Manager on a daily basis and a management check to ensure there are no discrepancies. Senior Management will perform annual checks.
- Once check have been recorded for accounting purposes. Once this has been completed and signed the documents needs to be retained at Head Office for 6 years plus.
- Random safe checks will be undertaken by the Finance Director (see section 3).

Safe – Keys & Combinations

It is important that when key personnel changes occur that the unit manager or his/her line manager ensure that combinations/keys are changed promptly. (Directors Only)

Safe Keys:

- The access to safe keys should be limited to designated personnel, no more than 2 staff, the Manager, and a set held at a Safe Location (Head Office/Director).
 - When the safe keys change hands they must be signed for.
 - During working hours keys should be kept in a locked drawer /Managers Person and not left lying around the office.
 - The overnight storage of keys must not be kept in the same office as the safe. Keys should be stored in a secure environment either in a locked drawer in another location or left with the authorised security/Director/Authorised Manager.
 - The loss of keys must be reported immediately to the Finance Director.

Safe Combinations:

- The safe combinations should be limited to designated personnel, no more than 2 staff and the Manager.
- The combination of the safe should always be changed when a staff member leaves and every six months thereafter.
- A log should be kept of the dates when the changes occur.
- The sequence of the safe combination numbers should be selected using random numbers rather than for e.g. birthdays, anniversaries etc.

CASH HANDLING POLICY

Cash Banking (GBP coins and notes)

- **Separate cash from the till into coin and note denominations.**
- **Coins**
- **Coins should be bagged into the clear plastic coins bags adhering to the denomination limits on the front of each bag (see below). Bags can be obtained from Quick Bar Head Office.**

£20 of £2 coins	£20.00 of £1.00 coins
£10.00 of 50 pence's	£10.00 of 20 Pence's
£5.00 of 10 pence's	£5.00 of 5 pence's
£1.00 of 2 Pence's	£1.00 of 1 Pence's

- Remaining coins not equalling the denomination limit should be treated as oddments and placed separately in clear bank coin bag
- All notes should be face up with the largest value at the bottom (£50 on the bottom £5 on top)
- Notes must be flat, not rolled or folded with the heads on the notes all facing up.
- Notes must be banded and sealed in the correct bank stationery.
- A breakdown of denominations should be filled in on the Bank slip and the total for the banking entered into the £ box. The date should be entered as the date you are completing the slip. The counterfoil should be completed in the same way

10. Attachments

- Images relevant to Cash Handling

Annex A

CASH HANDLING POLICY



UV Lamp For Sampling Notes/UV Pen

Money Bags with Lockable Seals

Safe (Generally Secured to the Unit/Floor)

Appendix 1

TILL FLOAT AUDIT

Float Number	DATE
Amount	

Float Manager	
Event/Outlet	
Location	

RECONCILIATION

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Z Reading	£50.00	
	£20.00	
Float Amount	£10.00	
		£5.00
	£2.00	
	£1.00	
	£0.50p	
	£0.20p	
	£0.10p	
	Bronze	
	TOTAL	

SIGNATURE

PRINT NAME

AGREED BY MANAGER:



PRINT NAME

SIGNATURE