CS-09 CASH BALANCING

**Purpose**

To define the process of balancing the cash drawer at the end of business each day

**Policy**

Customer Service staff will make sure the drawer money balances daily with ShelterLuv after closing.

**Staff /Areas Affected**

• Customer Service Staff

**Definitions**

**Dropping the cash** - folding the cash and checks into the filled out cash balancing form and placing it into the black safe under the desk.

**Balancing** - Amount of cash gathered is equal to the amount reported in ShelterLuv

**ShelterLuv** – Database used by HSWM for all tracking of customers, animals and associated service

**CS** – Customer Service

**Responsibilities**

Customer Service is responsible for making sure this process occurs daily.

**Procedures**

After the last customer leaves each day, CS will run a Cash Reconciliation report in ShelterLuv. CS will count cash and compare to the ShelterLuv report. There should be a remaining balance of $150, which is to stay in the drawer at all times to serve as start up funds for the next day.

A second CS staff member will recount the cash in the drawer and the deposit to verify the amount.

CS will complete the Cash Balancing Form.

If there is any discrepancy, CS staff will check through the receipts to try and find the problem.

If CS staff is unable to find the problem, they will note the discrepancy as well as what was done to attempt to find the problem.

CS staff will have a supervisor sign off on the cash balance form.

Cash will be folded into the completed Cash Balancing Form and placing it into the black safe under the desk. (Also known as: Dropping the Cash)

**Reference Documents**

• Cash Balancing Form

**Revision History**

Created 3/8/16 – V1

Revised 11/2/18 – V2