

## **Front Counter Cash Drawer Balancing**

The purpose of this policy is to provide a process and guidance with regard to cash overages and shortages on balancing sheets for all front counter cash drawers.

The Student Services Counter Supervisor will keep a log of cash overages and shortages for each individual frontline position on a daily basis.

If, at any time, the cash over/short exceeds \$50, the Student Services Counter Supervisor will notify both the Comptroller and the Dean of Administrative Services via email with the amount of the discrepancy and the affected employee.

Upon receipt of this notification, the Comptroller will review the information and notify the respective frontline employee via email of the cash over/short and will carbon copy this notification to both the Dean of Administrative Services and Student Services Counter Supervisor.

If it is determined that inaccuracies in balancing by a single frontline employee appear to be recurring, excessive, and/or out of line, a review will be conducted. The review will include a review of current work habits, including balancing techniques and cash receipting, but also a comprehensive look at the day's transactions in question. If the balance discrepancy is not found, then a discussion will be held with the employee, the Student Services Counter Supervisor, and the Comptroller to discuss any additional training that may be required or the possibility of disciplinary action. Based on the discussion during this review, the Comptroller may recommend to the Dean of Administrative Services that disciplinary action be initiated against the employee. Recommended disciplinary action will vary according to the degree of the cash over/short; however, the action taken will be at the discretion of the Dean of Administrative Services and the Director of Human Resources.