

## ■ HANDLING OF CASH

a learning element for staff of consumer cooperatives

international labour office, geneva

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by Urban Strand



**MATCOM**  
**Material and techniques for cooperatives management training**

The MATCOM Project was launched in 1978 by the International Labour Office, with the financial support of Sweden. In its third phase (1984-1986) MATCOM is financed by Denmark, Finland and Norway.

In collaboration with cooperative organizations and training institutes in all regions of the world, MATCOM designs and produces material for the training of managers of cooperatives and assists in the preparation of adapted versions for use in various countries. MATCOM also provides support for improving the methodology of cooperative training and for the training of trainers.

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# HANDLING OF CASH

## Contents

Introduction	3
Charging the right price	4
Adding up the total	10
Receiving payment and giving change	16
Assortment of change	20
Cheques	23
Credit sales	27
Keeping the cash	30
"Check-out"	34
Complementary exercises	36

**MATCOM Element No: 17-01**

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**Edition: Universal**

**ISBN: 92-2-102361-3**



## INTRODUCTION



- How much am I supposed to charge for this item?
- Is the adding up right? Is everything included?
- Did I give the correct change?
- Is there enough change in the drawer?
- Is this cheque all right?
- Can I give credit to this customer?

Salesmen and cashiers in co-operative shops often have questions like these in mind. They must know how to handle cash, cheques and credit documents properly, so that the members do not lose money and neither does the co-operative society.

This MATCOM Element describes how mistakes and errors can be avoided when dealing with payments and money. Through many examples you will learn the correct work procedure.

To keep complete control of the money you must also know how to record the sales and how to account for the money you receive. These matters are explained in other MATCOM Elements on Cash Control.

## CHARGING THE RIGHT PRICE

No shop assistant can charge the customers the right price unless she is informed about all the prices of all the goods.

Jane is the cashier of Suma Co-operative Shop. She has been told to learn the prices of the most common articles by heart. All other goods will be price-marked.



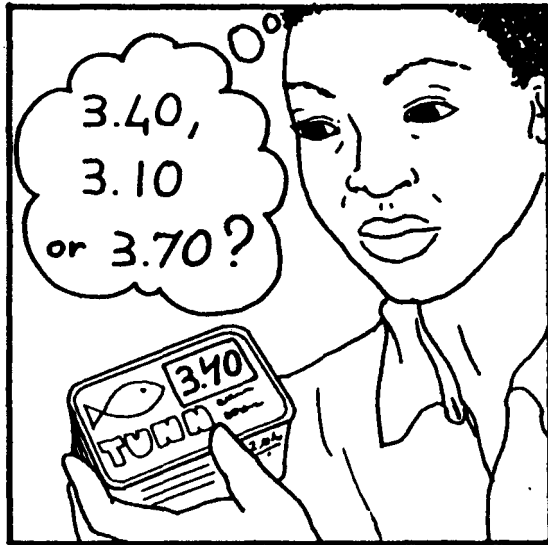
What is the situation in the shop you work in?  
How well-informed about the prices is the cashier or the salesman?

Jane tries her best to do a good job and please the customers, but her society is losing money because she does not always charge the correct amounts.

Jane works in a self-service shop, but the same problems could arise in a counter-service shop. Let us study her mistakes, and then you will be able to prevent the same errors from occurring in your shop.

① Unclear Prices

Sometimes Jane finds it difficult to read what is written on the price labels. For example, she could not make out whether the price of a tin of fish was T\$3.40, 3.10 or 3.70.\* To please the customer she charged T\$3.10.



The customer will certainly be satisfied if a cashier charges a low price whenever doubtful about the correct one. But, the society will lose every time the correct price is higher than the price asked.

**?** Why is it not advisable to charge the higher price if you are not sure about the correct one?

Jane should charge the correct price - neither higher nor lower. To be able to do this she depends on other staff to do their job well:



PRICE-MARKING MUST BE CLEAR AND CORRECT

She must be able to read the prices. Therefore:



A CASHIER MUST HAVE GOOD EYESIGHT

---

\* We use an imaginary currency here, because this booklet is used in various countries. We call it 'Training Dollars' and cents, T\$ and c.

② Missing Prices

Jane says, "I'm sure this breakfast cereal is at least T\$12 a packet. I'll charge you that and you can be sure that I'm not overcharging you, Mrs. Barim."



Jane did not overcharge. The correct price was actually T\$12.75. The price label was missing. (It had probably fallen off.) Jane solved the problem the easy way, and pleased the customer, but made the society lose. They did not lose much, but if the same thing often happens the loss will grow. To avoid this:



PRICE LABELS MUST BE PROPERLY FIXED TO THE GOODS

If a price is missing or cannot be read clearly, then:



THE CASHIER *MUST KNOW* HOW TO FIND THE CORRECT PRICE

Jane could have found the price on another packet of breakfast cereal, or she could have looked up the price list.



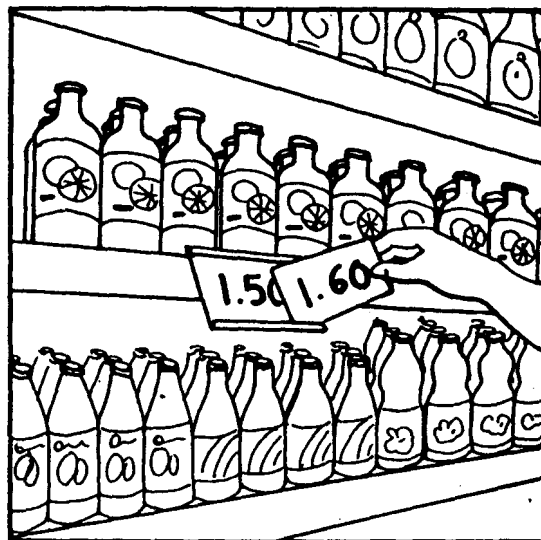
What is the cashier of your shop instructed to do when a price is missing or cannot be read clearly?



### 3 Price Changes

There is a great demand for soft drinks in Suma. The bottles are not price-marked; Jane is supposed to know the price by heart.

Last Monday the soft drinks went up to T\$1.60 but Jane is still charging the old price, T\$1.50.



This was not Jane's mistake, it was the manager's because he forgot to inform her of the price rise. The society therefore suffered a loss which could have been avoided.



THE CASHIER MUST BE INFORMED ABOUT ALL PRICE CHANGES

It would be a good idea to list goods which are not normally price-marked. Fix the list where it can easily be read by the cashier. Whenever a price is changed, the list must be updated immediately.

However, the manager must also make sure that the cashier is personally informed about any price change, otherwise she may continue to charge the old price, which she probably knows by heart, without looking at the list.



How is the staff in your shop informed about new prices? Is there any need for improvement?

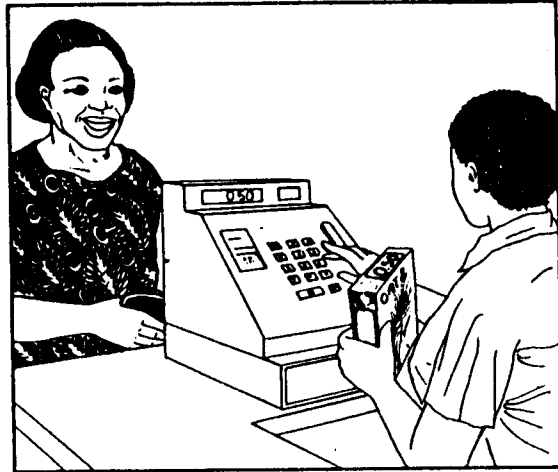
④ Wrong Prices

Sometimes Jane notices that the goods have been marked with very low prices.

"They are probably wrong," she thinks.

However, since they are written so clearly she does not bother to do anything about it.

"It's my job to charge what is marked," she decides.



She is wrong. Her job is to charge the correct prices. One of her colleagues may have made a mistake when price-marking, or a dishonest customer may have changed the price label. Jane noticed it, and she could have prevented the loss. But she did not take the trouble to check and correct the price.



ANY PRICE WHICH IS OBVIOUSLY WRONG SHOULD BE CHECKED AND CORRECTED

⑤ Special Prices for Friends

"This is T\$24.50," said Jane, "but I'll only charge you T\$20."

Jane used to cut the bills of her friends and relatives like this. They were always very kind to her, and she felt happy whenever she could do them a favour.



She did not understand that she was actually stealing. from the society. What she gave to her friends did not belong to her. It was the common property of all the members of the co-operative society.



THE CASHIER MUST NOT GIVE SPECIAL TREATMENT TO ANY CUSTOMERS

A shop manager should discuss this with his staff and make sure that everybody understands the importance of charging all customers equally. It might also be a good idea to discuss the matter with the members.



a) Of the five mistakes made in the Suma shop, which one do you think caused the society the biggest loss?

b) What are the possible reasons for incorrect prices being charged in your society? The reasons listed below will help you give a more precise answer. Mark the relevant boxes with "X".

	<u>Never</u>	<u>Some-</u> <u>times</u>	<u>Often</u>
Prices are not written clearly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prices are missing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cashier or salesman have not been properly informed that prices have been changed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Goods are marked with wrong prices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special treatment has been given to some customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## ADDING UP THE TOTAL

- "Anything else you'd like today, Mrs. Miras?"

- "No thank you, that'll be all. How much is it?"

- "Just a moment while I add up the total...T\$42.25, please."

- "As much as that! That's not possible!"



Was the total right or wrong? You may check for yourself. Here is the list of the things Mrs. Miras bought:

Tea	4.95	Cooking oil	12.40	TOTAL
Milk 2 @	1.80	Bread	3.25	<input type="text"/>
Sugar	4.90	Corned beef	5.65	
Matches	0.45	Soap	2.10	

As you can see from the example, charging the correct price for each article is not enough. The total must also be correct and in our example it is not. How can mistakes like this be avoided?

### ① Correct Recording

First of all, you must make sure that everything the customer has bought is included in the addition, but remember to record the price of each item once only! In the example Mrs. Miras was charged twice for the tea. Look at your total again. Do you agree that the tea was charged twice?

When a customer buys a lot of goods at a time, it is easy:

- (a) to forget an article,
- (b) to charge for the same article twice,

unless the cashier knows the job well, and knows how to record the goods in a certain order.

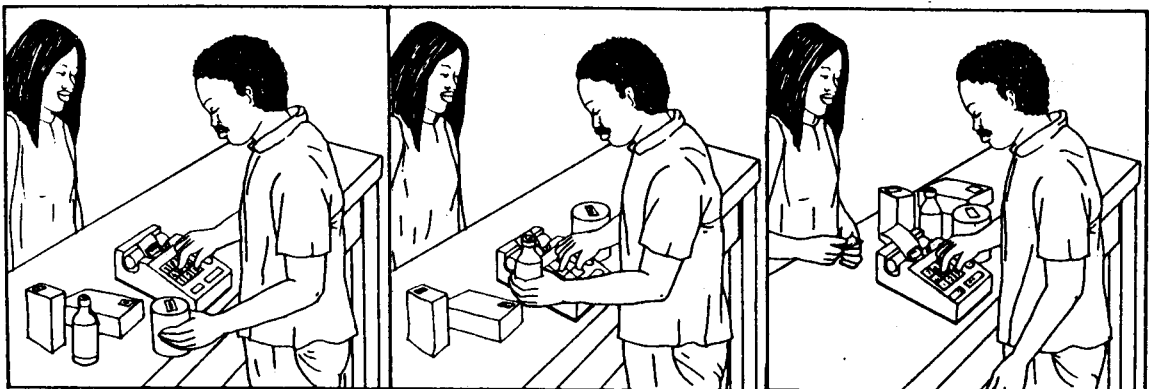


Let us look at some ways of doing this:

- A. At the check-out in a self-service shop, the customer places the goods at one end of the counter. The cashier picks up an article, records the price and then pushes the article towards the other end of the counter. The goods pass the cashier one by one and the prices are recorded one at a time.



- B. A similar way of recording prices can be used in a counter-service shop. The goods can be moved from one part of the counter to the other as the prices are recorded by the cashier.



- C. Or, the attendant who brings the goods to the counter could record the prices on a slip of paper. As soon as he puts an article on the counter he should record its price. Then he can go for more goods.



Whichever method is used, the cashier should always be able to tell whether an article has been recorded or not:

- A. The goods which have passed the check-out have been recorded!

OR

- B. The goods on my right have been recorded!

OR

- C. The goods that I have put on the counter have been recorded!

Always work in the same way: Take an article - record the price - put it away. Take the next article - record the price - put it away. Do not change the procedure in any way.



Why do you think it is better always to work in the same way when recording prices?

If you want to avoid mistakes, you should also avoid being interrupted while recording prices. For example, a customer may ask you a question while you are moving an article. Do not answer until you have recorded the price! If you answer before recording the price, it is easy to pick up something else and forget about recording the price of the previous article.

Before you add up the total, it is wise to check the list again. Count the number of entries on the slip and check that they correspond to the number of goods on the counter.

② Correct Adding

The second condition necessary for getting a correct total is to add up the recorded prices correctly.

Anyone can make an adding mistake, no matter what aids there are - a cash register, an adding machine or just a piece of paper. It is always possible to touch the wrong key, or make a wrong calculation. However, if you follow the rules given below you won't make many errors, you will probably discover any you do make, and be able to correct them yourself.

Let us start with pen and paper only. With no other aids, you have to be very good at adding. (In fact, this should be an employment condition.)

You should also be able to write figures clearly, so that anyone can read them. There should be no doubt about what has been written. Do not write figures like these:

1 1 2 7 7 2

1, 2 or 7?

0 0 0 8 6

0, 6 or 8?

Clear figures are important when doing additions. There will be far less mistakes if:

- all the figures are about the same size, and
- the recordings are written directly below each other.

NOT LIKE THIS:      LIKE THIS:

$  \begin{array}{r}  2.45 \\  13.50 \\  2.25 \\  - 35 \\  + 1.50  \end{array}  $	$  \begin{array}{r}  2.45 \\  13.50 \\  7.25 \\  - 35 \\  1.50  \end{array}  $
--	--

Having finished an addition, how do you know whether it is right or wrong? You can check by repeating the addition, but if you do it in the same way you may make the same mistake! Therefore, do the second addition a different way.

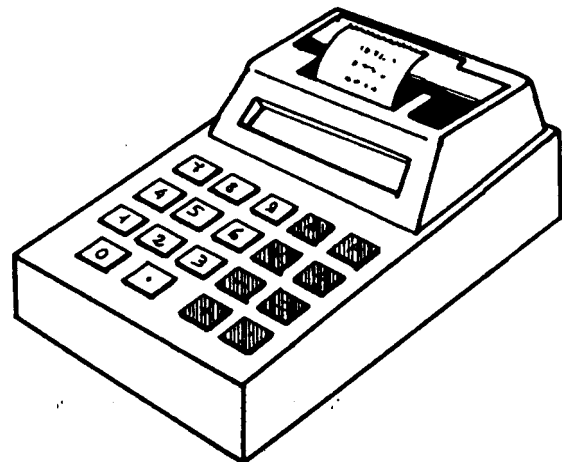
Look at the example on the right. First add it from top to bottom, like this: 2 + 4 + 5 + 3 + etc.

Now add it from bottom to top, like this: 6 + 9 + 1 + 7 + etc.

Do you get the same total both times? Then you can be sure you are right.

$$\begin{array}{r}
 2 \\
 4 \\
 5 \\
 3 \\
 7 \\
 2 \\
 7 \\
 1 \\
 9 \\
 +6
 \end{array}$$

With an adding machine, it is usually easier and faster to reach a correct total. In a shop you will need the type that prints the figures on a paper roll, so that both the cashier and the customer can check the price recordings.



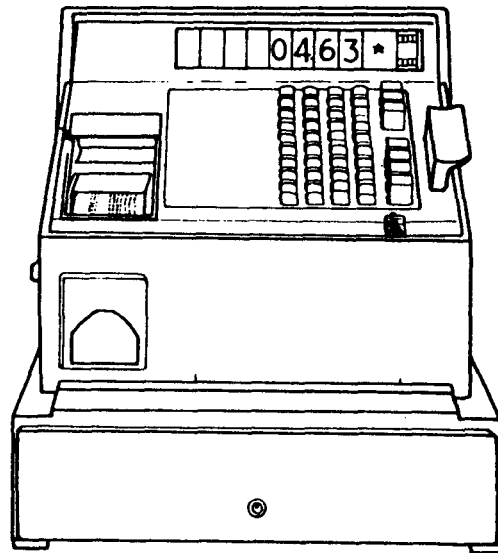


To get correct additions when you are using a machine, remember two things:

- Before starting a new addition you should make sure that the previous one was finished. Press the total key and you know it is.
- Look at the paper roll (or the display) after each recording to make sure that the figures are correct.

All modern cash registers also do the job of adding machines.

Mistakes are usually made when the cashier touches the wrong keys.



Errors can easily be discovered and corrected if the cashier keeps an eye on the register display, as every recording is indicated there.



How do you check whether or not the additions are correct?

You should always give the slip on which you have recorded and added up the purchases to the customer. Why?

## RECEIVING PAYMENT AND GIVING CHANGE

- "T\$33.55, please."

Charlie, the cashier of Budo Co-operative Shop, was charging a customer for some goods. So far, everything was all right, Charlie had made sure that all the goods had been recorded at the correct prices, and he checked the adding. Yet, something went wrong:

- "This is your change, sir."
- "Are you trying to cheat me? There's only T\$6.45 here
- I gave you a T\$100 note!"
- "I think you only gave me T\$40, sir."



Charlie felt uncomfortable. He was sure he had received T\$40, but had he? The customer claimed to have given him T\$100 and now Charlie was uncertain. Who was right? Charlie looked in the drawer where he kept the money. There were several T\$100 notes in it. One could have come from the customer in front of him.



What would you advise Charlie to do?

Situations like this do arise in shops now and again. Sometimes it, is the customer who is wrong and sometimes it is the cashier. It is easy to make a mistake, but what can be done about it?

First of all, a cashier should acknowledge what is received. When Charlie received the notes, he ought to have said:

- "T\$40, thank you sir."

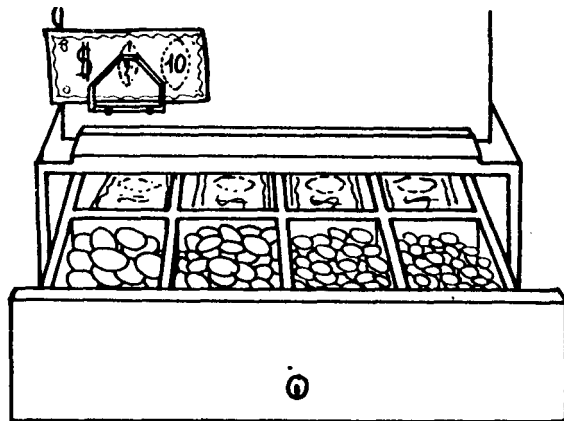
Often this is enough to make an absent-minded customer aware of the notes he has handed over. If the customer and cashier do not agree on the amount handed over, the matter can be cleared up immediately, before the notes have been put in the drawer.

If a customer claims he has been given the wrong change, the cashier should be able to answer:

- "No sir, I'm afraid you are mistaken. Here are the notes you gave me."

Therefore, in the event of complaints a cashier should be able to check what notes were received. He must not put the notes received in with the other notes until he has finished with his customer, but he should not keep them in his hand, because then he might give them back to the customer by mistake.

Therefore, he will need a holder. Most cash registers are equipped with one. If you do not have one, you could quite easily make one of your own.



ACKNOWLEDGE THE AMOUNT RECEIVED



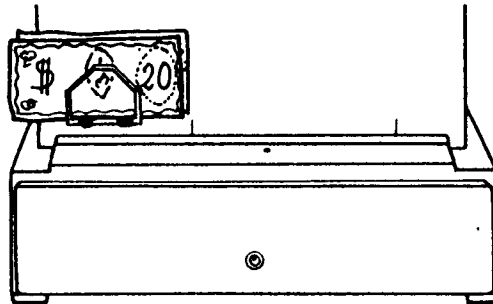
PUT ASIDE THE NOTES RECEIVED UNTIL THE CUSTOMER HAS CHECKED HIS CHANGE

These two rules will help a cashier to give change on the correct amount. However, to give the correct change, he must also avoid counting mistakes.

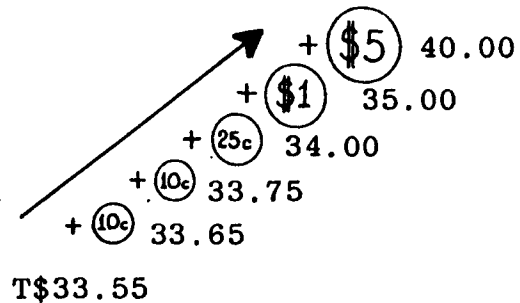
Charlie charged the correct amount, T\$33.55, and he has learnt how to be sure that he received T\$40. How can he make sure that T\$6.45, and nothing else, is given back?

Here is how Charlie can make sure:

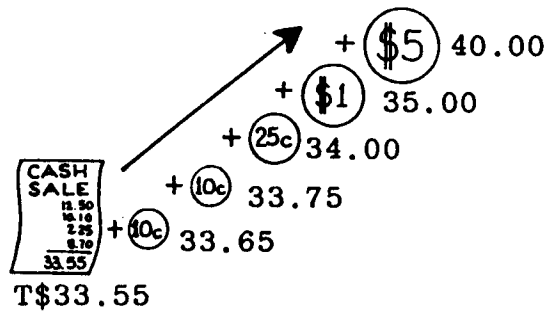
- ① The cash sale ticket calculation comes to T\$33.55. He receives T\$40 which he puts in the holder.



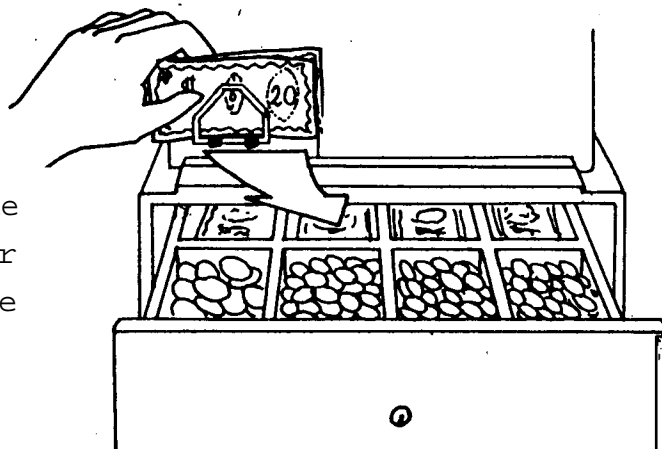
- ② He takes the coins needed for change from the drawer while counting to himself:  
 - T\$33.55, 33.65, 33.75, 34, 35 and 40.



- ③ He puts the ticket and the coins, one by one, on the counter in front of the customer and counts again out loud:  
 - T\$33.55, 33.65, 33.75, 34, 35 and 40, thank you, sir.



- ④ Finally, he removes the notes from the holder and places them in the cash drawer.



By doing so, Charlie checks himself by counting the change twice. You can see that there is really no need for him to calculate how much he has to give back, because he need only count up to the total amount, using coins. He counts the coins twice and this means that two separate calculations (and thus-two possibilities of making mistakes) are replaced by one double-check.

From the above we get two more rules on giving change:



WHEN TAKING CHANGE FROM THE CASH DRAWER, ADD COINS AND NOTES TO THE AMOUNT CHARGED UNTIL THE AMOUNT RECEIVED IS REACHED



WHEN HANDING OVER THE CHANGE TO THE CUSTOMER, REPEAT THE SAME PROCEDURE

What would you advise Charlie to do when a customer claims to have received the wrong change? You were asked this question at the beginning of this chapter.

Well, if a cashier follows the rules you learnt above, such a situation is not likely to arise and if it does, it should be quite easy to clear up.

Unfortunately, Charlie had not followed all the rules, and the dispute could not be settled quickly. There was only one thing to do. Charlie had to ask the manager to count all the money in the cash drawer to see if there was too much compared with the sales. You will study how this is done in another MATCOM Element on Cash Control.

## ASSORTMENT OF CHANGE

- "Sorry, we've no change, madam. "

- "But I've only got this note. "

- "I'm afraid we can't help you. You could try again this afternoon, by then we should have collected enough."

- "No thank you, I need my things now. If you can't help me, I had better do my shopping in another shop."



The Burama Co-operative. Shop had lost a customer. Nelly felt bad about it, but what could she do? She was only the cashier and she had to follow instructions. Every evening she accounted for the sales of the day and handed the cash over to the manager. In the mornings she had to demand the exact amount from the first customers because her cash box was empty when the shop opened.

This was a silly system, of course, and caused them to lose customers. Nelly and other cashiers should have a small "cash bank" which enables them to return change even to the first customers of the day.

The "cash bank" can be handed over by the manager every morning and returned to him every evening by the cashier. However, it is usually more convenient to give a cashier a cash bank as a permanent loan. The cashier signs a receipt for the amount for which he is held responsible. The managers or the auditors can check at any time to make sure that the cashier keeps the cash bank properly.

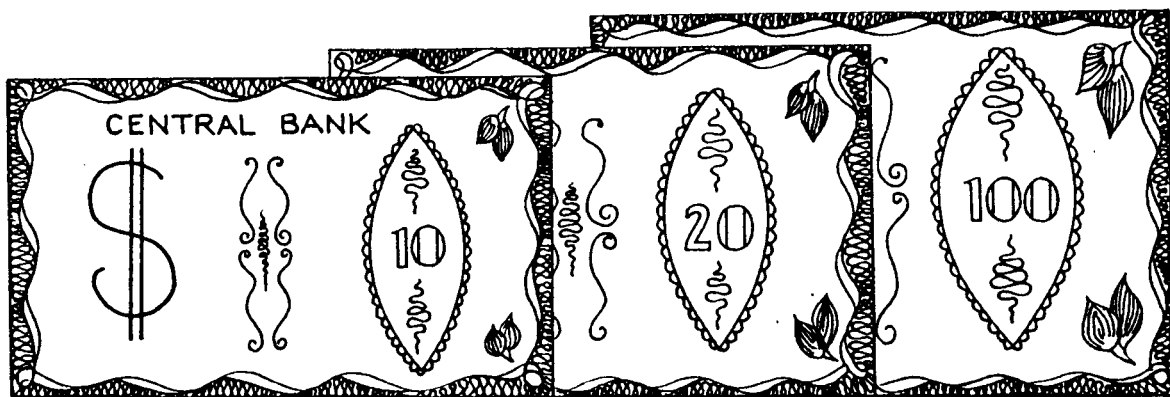
How much should be put into the cash bank?

There is no general rule about this. The demand for change may differ greatly, so the manager and cashier in every shop should try to find out how much is needed to serve their customers.

No customer should ever be rejected because of lack of change, but the cash bank should not be too big either. Instead of having a lot of cash in the shop it would be better to purchase more goods or else deposit some of the cash in a savings account, to earn interest for the society.

We will show you an example of a cash bank using our "training currency":

"Training dollars" and "cents" come in the following amounts:



Example of a standard assortment of change for a cash bank of T\$300:	20	@	5c	T\$	1.00	
	40	@	10c		4.00	
	80	@	25c		20.00	
	75	@	T\$1		75.00	
	10	@	T\$5		50.00	
	5	@	T\$10		50.00	
	5	@	T\$20		100.00	
	0	@	T\$100		-	
					<hr/>	
			Total	T\$	300.00	

As you can see, the number of coins and notes vary. Here are the reasons for this:

- Small coins such as 5c and 10c are often called for in change, and for a total of a few dollars, a generous supply can be kept.
- Many customers pay with small notes and T\$5 coins, and will need some 25c and T\$1 coins in change. A good supply of these coins must therefore be kept.
- To avoid increasing the total amount of the cash bank, only a few large notes are kept. They are enough to give change to two customers paying with T\$100 notes early in the morning before more small notes have been collected.

It is a good idea to start every day with a standard assortment of change. Every evening the cashier should put aside the same amount of change before accounting for the sales. If he finds that a coin or note of a particular value is required more than another, the assortment should be adjusted accordingly.



**Suggest a standard assortment of change for your shop.**

Sometimes a temporary demand for more change is foreseen. For example, many customers might present notes of higher amounts on their pay days. On occasions such as these the cash bank should be increased. The cashier should get an extra loan to be settled as soon as the rush is over.



**State when a bigger assortment of change is needed in your shop.**



## CHEQUES

Z 179822	25/5/1980
THE NATIONAL BANK OF COMMERCE	
A/C Payer only	
PAY <i>Burama Co-operative Society Ltd</i> OR BEARER	
TRAINING DOLLARS <i>Seventy two and cents</i>	TS <i>72-50</i>
<i>fifty only</i>	
BURAMA DEVELOPMENT CORPORATION	
<i>R. Narsuza Mirkhundi</i>	

Do you accept cheques?

If a customer pays by cheque, no money is handed over. The shop is supposed to take the cheque to the bank where money will be paid for it.

This is a very practical arrangement, nobody needs to carry any cash and the money is kept safely in the bank. However, there is an important disadvantage with cheques: the bank may refuse to accept them. This happens when a cheque has not been issued properly, or when there is not enough money in the customer's account to cover the cheque.

For these reasons many shops are rather reluctant to accept cheques. Often, they will only accept those cheques which they are quite sure will be accepted by the bank. The following conditions must be satisfied:

- The cheques must be filled in properly.
- The customer should be well known as a reliable payer.

Cheques should be filled in using ink or ballpoint pen. No alterations are allowed. There are only a few things you have to write on a cheque, but they are all very important:

①


First of all there is the date:

25/5/1980

This is the date of issue. The bank will accept the cheque if it is presented within a certain period from that date. After that time has expired the cheque will no longer be valid.

Therefore, if a customer writes the wrong month or the wrong year by mistake, the bank will not accept the cheque

If the customer writes the date in advance of the day he gives it to you, then we say the cheque is post-dated. Then you must wait until it is due before presenting it at the bank. A customer usually post-dates a cheque when he does not have enough money deposited at the time of writing the cheque, but expects to get it later when the cheque is due.

 Why should you not accept a cheque post-dated by a fortnight?

②

Second there is the name of the recipient of the payment:

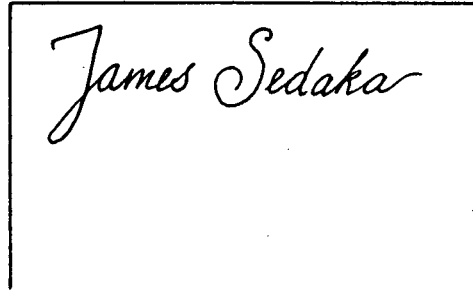
Here the recipient of the payment is the BURAMA CO-OPERATIVE SOC. LTD. The recipient of the payment is called the "payee".

A/C PAY Burama Co-operative Society Ltd. OR BEARER

Look at the end of the line; there are the words "or bearer". This means that the cheque could sometimes be used for several payments before it is presented to the bank. How?

-jet us look at a cheque Mr. James Sedaka received. On it was stated "Pay Mr. James Sedaka or bearer". Mr. James Sedaka then signed his name on the back of the cheque. This is called "endorsing" the cheque.

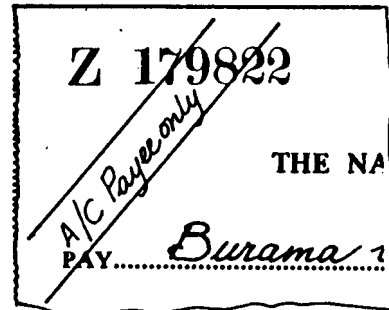
As soon as a cheque has been endorsed by the original payee, the bank will accept it, no matter who presents it. (Of course, all the other conditions must also be fulfilled.)



Mr. Sedaka could use the cheque to pay in a shop, and then the shop will receive the money from the bank. However, most shops would refuse to accept a "second-hand" cheque since it might be false or stolen, and then the bank would refuse to pay out.

A cheque can be protected against misuse, by drawing two lines across it. This is called "crossing" the cheque. Then the money cannot be paid out in cash, but can only be paid into a bank account. Of course, the money can then be withdrawn from the account, but the transactions, and the persons involved, will be recorded at the bank.

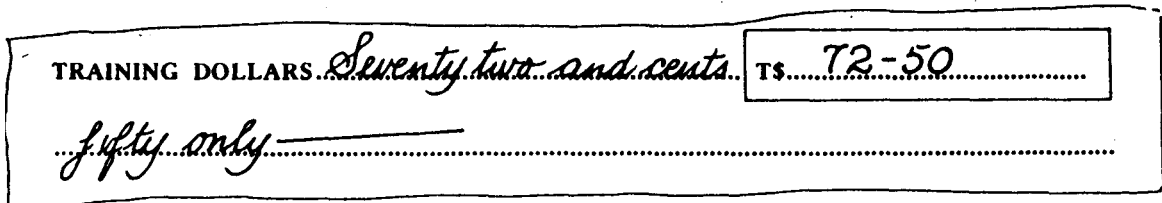
The safest way to protect a cheque from misuse is to "cross" it and write "A/C Payee only" in between the two lines, as shown in the illustration. Then the money can only be deposited in the account of the payee whose name is written on the cheque.



Look at the cheque on page 23 again. You will see that it can only be deposited in the bank account of the Burama Co-operative Society Ltd.

Sometimes banks are very strict, and insist that the registered name of the account holder agrees exactly with what is written on the cheque. If a name is misspelled or a word like "Ltd." is left out, the bank may not accept the cheque.

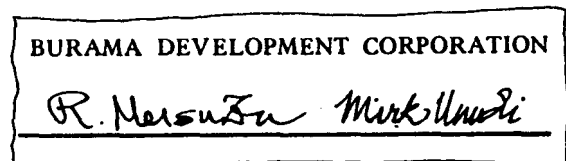
- ③ The third thing written on a cheque is the amount:



Notice that it is written both in letters and in figures. Writing the amount in letters is supposed to protect the cheque against having the amount changed. Therefore, no empty spaces should be left where a word could be inserted later on. The end of the line should be marked with the word "only", or else a line should be drawn.

The cashier who receives a cheque should make sure that the amount in figures corresponds exactly with the amount in writing.

- ④ Finally, a cheque should be signed by the account holder:



If the account holder is a company or an institution, the name of the company or the institution should be stated together with the signatures of the authorised persons. Before a cashier can accept such a cheque, he must know who is authorised to sign and he must be able to recognise the signatures. He should also know whether an authorisation has been withdrawn or changed.

As you can see, some risks are involved in accepting cheques as payment in a shop. The committee should therefore decide which customers (if any) should be allowed to pay by cheque

## CREDIT SALES

- "Could you please let me pay next Friday, when I get my salary?"

- "Oh dear, I must have left my money at home! Is it all right if I come in tomorrow and pay?"

- "Did you say T\$33.50? I'm afraid I've only got T\$30 - can I bring in the rest later?"

- "Will you accept a purchase order?"



Have you heard questions like these? Do customers often ask for credit in your shop? Do you know what to do in these circumstances?



What has your society decided with regard to credit sales? Would you have allowed credit in the above examples?

Credit can cause trouble for both the customer and the co-operative society. If credit is given, customers might be tempted to buy more than they can actually afford. The society might become short of money, or if some customers fail to pay their debts, might even lose money.

Credit can also create problems for the staff. If well known and reliable people are given credit, it could be tricky trying to explain to another member why he cannot have it.

As a result, many co-operative societies avoid a lot of problems by not allowing any credit at all.

If this is the case, the cashier should know how to reply to requests for credit, such as those on page 27:

- "Sorry, Mr. Sahuli, we aren't allowed to give credit to anybody."

- "Oh yes, it's easy to forget one's money. I'm afraid you can't take the goods until you have paid for them, Mrs. Mali, you see it's against the rules. I'll keep your things while you go and get the money. Is that all right?"

- "As I'm not allowed to give any credit, perhaps you could leave one or two things you don't need immediately."

- "No, we don't accept purchase orders."



However, there are some co-operative societies which allow reliable members to take goods in certain situations, without paying immediately. In cases such as these, the cashier issues an "I owe you" note which the customer signs. Usually, all such debts have to be authorised by the manager.

The note could be written on a form or on any piece of paper and worded as shown in the following example:

1

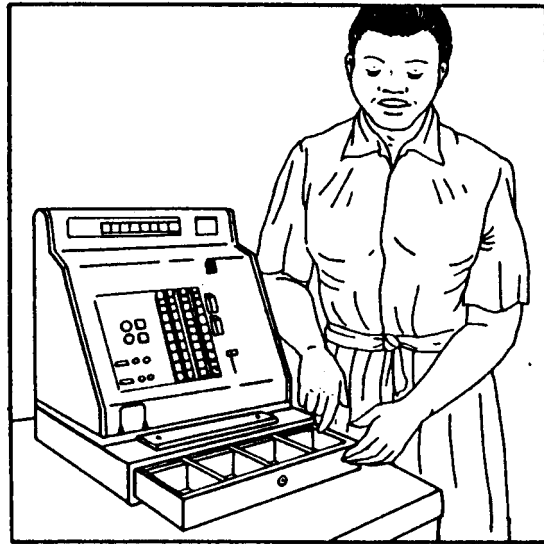
*I owe Kalumba Co-op Society*  
*T\$ 3.50*  
*Harry P. Sahuli*  
*Member No. 255      17/6/1980*  
*Authorised: R. Radulo*

The note must be returned to the customer when the debt has been settled.



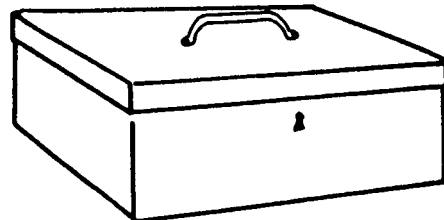
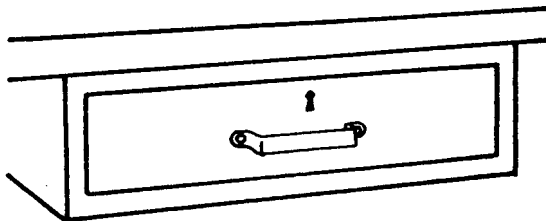
## KEEPING THE CASH

Now let's meet Mira, the cashier in another co-operative shop, and see how she keeps the cash. There is a cash register in the shop with compartments for keeping the different types of coins and **notes** separately.



Mira is very careful about always putting the coins and notes in their proper compartments. This way it is very easy to find the right change, and it does not take her very long to count the money at the end of the day.

- "I must keep good order so that I can work quickly and accurately," says Mira.



In **shops** where there is no cash register, the money is usually kept in a till under the counter, or in a cash *box*. Both the till and the cash *box* should have compartments.

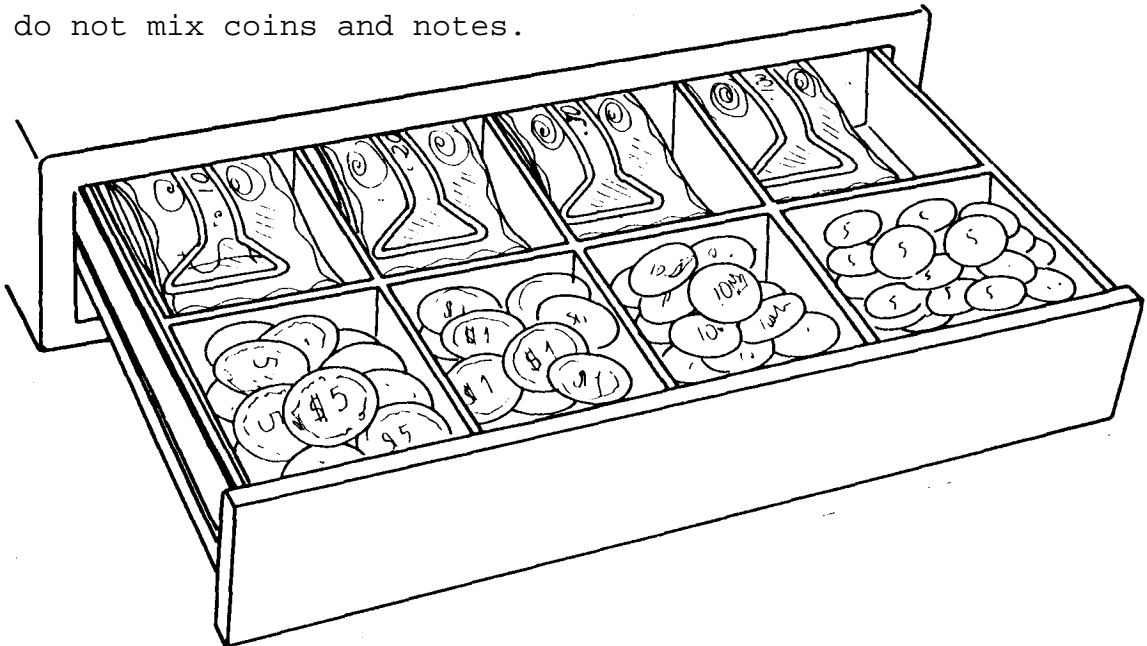


Draw a sketch of the till or the cash box used in your shop, and show where the coins and notes are placed.



What can you do if there are not enough compartments in the till? Then you have to put different values of notes or coins in the same compartment, but you must be careful not to make mistakes with the change. Here are a few pieces of advice which will help make your job easier and more accurate:

- do not keep coins of similar sizes but of different value in the same compartment
- try to keep the most common notes and coins in compartments of their own
- do not mix coins and notes.



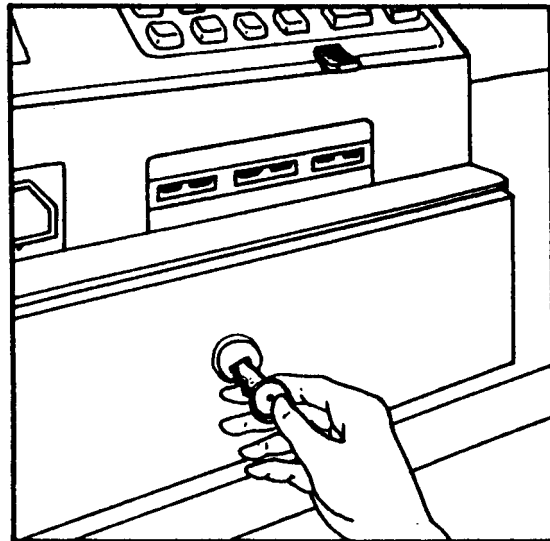
Look at the picture of Mira's till. There are spring holders in the note compartments so that the notes cannot blow away or drop behind the till. Something heavy could be put on top of the notes instead of the holders.

#### Security in the shop

Money is a great attraction for thieves. Mira does, not think there are many in the area, but she nevertheless guards the cash safely. She knows the old saying "opportunity makes the thief", and she would not like to offer any opportunities. Did you notice that the notes are placed at the back of the till? This is because it is safer. Here are some other means of protecting money from being stolen:

Mira always keeps the till closed between sales. She opens it only when receiving money and giving change.

Even if she has to leave the cash for only a moment, she removes the register key so that nobody can open the till when she is away.



Mira never keeps much money in the cash register. As soon as there are a lot of notes in the till, she removes and counts those she will not need for giving change. She takes them to the manager and asks him to deposit them in the safe.



a) A cash box is not as safe as a till. Why not?

b) Where would you place a cash box in your shop? Give reasons for your answer.

The safe is the right place to keep all the money during the night. Tills and drawers should be emptied and left unlocked so that they are not destroyed in the event of burglary.

Transporting money to the bank

The bank is, of course, the safest place of all to keep money. If the bank is not too far away, it is advisable to go there every day with the money from the shop. In Mira's society it is usually the manager and one of the committee members who take care of the banking. As a precaution against being robbed on their way to the bank, they do not always follow the same route or go at the same time.



Check your shop insurance. Does it cover loss of money? Are there any conditions about how the cash should be kept?

What measures do you suggest for keeping the cash more safely in your shop?

## CHECK-OUT

To prove to yourself that you have fully understood this Element, you should now go through the following questions. Mark what you think is the right answer to each question. The first question is answered as an example. If you have problems with a particular question, go back and read the corresponding chapter again. Your teacher will check your answers later.



- 1 What should you do when you are not sure about the price of something?
  - a Charge the price you guess is correct.
  - b Ask the customer not to buy that particular article.
  - @ Find out the correct price and charge that.
  
- 2 Which of the following statements is true when referring to a cashier and a salesman?
  - a They need not know prices and price changes, because all the goods should be price-marked.
  - b They should always trust the price labels to be correct.
  - c They should know approximately the prices of all goods so that they can discover and correct any errors in the price-marking.
  
- 3 Why should you move the goods from one side to another when recording the prices?
  - a To make sure that the correct prices are recorded.
  - b To make sure that nothing is forgotten or recorded twice.
  - c To make sure that no goods get damaged.
  
- 4 Which is the best way to ensure that your adding calculations are correct, if you do not have an adding machine?
  - a Add once, very slowly.
  - b Add twice in the same way.
  - c Add twice in different ways.
  
- 5 When you receive a bank note, what is the first thing you should do?
  - a Put it safely in the till.
  - b Acknowledge the amount by saying, for instance, "20 dollars, thank you."
  - c Calculate how much change you have to give back.

- 6 You receive a bank note from a customer. When should you put it in the till?
- a Immediately it is handed over.
  - b When the customer has received the change.
  - c When the customer has left the shop.
- 7 How should you go about giving change?
- a Give the coins first, then the notes, while counting up for the customer.
  - b Give the notes first, then the coins, while counting up for the customer.
  - c Give the notes and coins together, stating the amount.
- 8 How much money should there be in a cash bank?
- a Nothing to start with - the cashier can get change from the manager's office if needed.
  - b Enough to cover normal needs - it should be temporarily increased when a special need for more change is foreseen.
  - c There should always be enough for all possible needs.
- 9 What is the meaning of the two lines drawn across a cheque and the words "a/c payee only"?
- a That the cheque is cancelled and useless.
  - b That the amount can be paid out in cash only.
  - c That the amount can be paid into the bank account of the recipient only.
- 10 A cheque issued by an organisation must be signed properly. By whom?
- a By the president of the organisation.
  - b By any two members of the organisation.
  - c By those who are authorised to do so, according to the bank records.
- 11 A customer asks for more goods than he can pay for. No credit is allowed. What do you tell the customer?
- a To go to another shop where credit is allowed.
  - b To come back later when he has the money.
  - c To leave something and buy only the most important things.
- 12 What should you do with the till if you have to leave it for a few minutes?
- a Close it.
  - b Close it and lock it.
  - c Take the cash to the safe.

## COMPLEMENTARY EXERCISES

To **complete** your studies of this topic you should take part in some of the following exercises which will be organised by your teacher.

### Group Assignments

#### 1 The work of the cashier

- a) Study the work of the cashiers in a shop. Write down a detailed description of their work procedures when recording and adding up the purchases, receiving money and giving change. Recommend ways in which the work could be done more quickly and safely, if possible. Present your report to the other groups.
- b) Discuss and prepare a list of the qualities, knowledge and skill you think are needed for the job as a cashier in a co-operative self-service shop.
- c) Prepare another list of what the other staff members could do to make the cashier's job easier.

#### 2 Giving change

Practise several times, in a "role-play exercise", how to give change to a customer. One plays the role of **the** cashier and one is the customer. The other members of the group observe the situation and check that the correct procedure is followed.

#### 3 Credit sales

Interview some committee members, managers and cashiers of co-operative shops asking their views on credit sales.

Write reports which should include answers to the following questions:

- a) Do they allow credit, and if so, who gets it?
- b) What documents do they issue for credit sales?
- c) Have they experienced any problems as far as credit sales are concerned?

Add your own recommendations and present your report to the other groups.