Hello and welcome to Cashier Training. We’re going to talk about handling cash, checks, and what to do if you are robbed.
Anyone who will be accepting money must be authorized to receive money by the Chancellor or President.

Reference: Board of Regents Rule UTS 166

Reference
University of Texas System Board of Regents' Rules and Regulations: http://www.utsystem.edu/board-of-regents/policy-library/policies/uts166-cash-management-and-cash-handling-policy
Each department shall have the following in a documentation file:

- Departmental cash handling procedures
- Authorization of the fund
- Records indicating who is responsible for the fund
- Check logs, sales receipts, cash transfer logs, coin-operated machine logs, and discount/complimentary sales forms.

Additionally, each department shall have access to the *Handbook of Business Procedures*.

Reference

*Handbook of Business Procedures Part 6.1 D*

: http://www.utexas.edu/business/accounting/hbp/06_cash/cash1.html
All collections of money for the University must be supported by pre-numbered receipts or register tapes.

Receipts are especially important for use in over-the-counter cash collections when a computerized register is not used.

Reference

University of Texas System Board of Regents' Rules and Regulations Series 22101 http://www.utsystem.edu/board-of-regents/policy-library/policies/uts166-cash-management-and-cash-handling-policy

Let's look at handling cash first.

Some key points about handling cash are:
• Don't permit interruptions while you are handling a transaction.
  • If a customer tries to interrupt while you are counting money, politely ask him/her to wait until you are finished.
  • When you are handling money, you must finish one transaction at a time. However, don't let the interruption cause you to speak impolitely.
• Treat customers courteously
  • smile when you refuse to be interrupted.
  • Never allow yourself to become so confused by a customer's demands that you allow the customer to tell you what to do.
• Give special treatment to large denomination bills:
  • Examine both sides.
  • Look for alterations, markings, or evidence of counterfeiting.
  • If you run into difficulties, call for your supervisor.
  • Don't argue or accuse the customer if you suspect you have a counterfeit bill.
• For additional information about security features in new money, please check out the U.S. Treasury website: http://www.uscurrency.gov/
Handling Cash

• Keep original money on register until transaction complete
• Count change into the customer’s hands
  – Put faces in same direction
  – Start with the amount owed
• Deduct additional change tendered from amount owed
  – Customer gives you $5.04 for a $1.24 bill

• Keep the money you received from the customer on the register above the drawer until the transaction is completed.
• Whenever possible, count change into the customer's hand.
• Change is counted three times: the first time by you silently when you remove it from the cash register drawer, the second and third times by you and the customer together when you count it into his/hers hands.
  • When counting stacks of currency, hold the bills in one hand & pass them to the other hand.
  • Arrange the faces on the bill in same direction (look at the faces instead of numbers).
• Count change starting with the amount owed and ending with the amount tendered.

• When counting change, state dollar denominations each time (if the count starts at $5.25, say "five twenty-five", not "twenty-five"). When you mention each denomination
throughout, you are less likely to miscount.

- If a customer hands you small change with paper currency, deduct the additional change tendered from the amount owed. For example: If a customer hands you five dollars and four cents to pay for a $1.24 bill, subtract the four cents from the $1.24. That leaves you $1.20. Then start counting the change from that amount.
Cash processing areas should be secure from entry by unauthorized people.
Cash shall be stored in a safe when not in use or in a register, locked drawer or locked box.
Cash in unlocked drawers/boxes should never be left unattended.

Reference

*Handbook of Business Procedures Part 6.1 C:*
http://www.utexas.edu/business/accounting/hbp/06_cash/cash1.html
Now let’s look at handling checks.

A check is a written order that is considered legal tender and directly payable by a bank. This includes pre-printed checks, traveler checks, money orders, and temporary checks.
On a check you'll find: The Owner Name, which is the pre-printed name of the check owner;

Owner Street Address, City, State, and Zip, which is the pre-printed address of the owner;
The Check Number, which is the pre-printed number of the check; the Check Date, which is the date the check was issued;
Payee Name is the person or place receiving the check;
Numeric Check Number is the numerical number of the check amount;
Written Check Amount is the dollar amount written;
Bank Name is the pre-printed bank name where check was issued. It includes the bank name, street address, city, state, and zip code.
The Owner Signature, which is the written signature of check owner;
Reason is the reason for the check
MICR Coding is the magnetic character recognition code.
Let’s take a look at a check that’s been filled out. As we review, look at the whole check. Has it been altered?
Has it been signed?
• Move your eyes to the preprinted name and the signature.
• Is it the same?
Double-Check the Check

- Is there a printed address?
- Look for the phone number and Texas Driver’s License (TDL) or other valid drivers license.
Check the date. Is it post-dated, meaning the date of the check is in the future? Or is it stale-dated, meaning the check date is over the void date of the check? If there is no void date on check, like in this case, a stale dated is any check over one-hundred-eighty (180) days old.
Look at the payee. Should be “The University of Texas at Austin”.
Double-Check the Check

- Number amount should be exact amount of bill or sale and agree with the written amount. Watch carefully for missing words in written amount. The written amount is the amount the bank considers legal and valid.
Look at the name and address--and MICR coding below.
Double-Check the Check

- Make sure the EID is included if the check is presented by students, faculty, or staff.
• Now that you know the check is made out correctly, do the most important thing! Check the person's identification and signature! Look at the photo and face in front of you and make sure they match.
Assuming today’s date is September 1\textsuperscript{st}, 2008, there is nothing wrong with this check!

Initial the check and indicate the type of sale or service.
Temporary checks are provided by a bank for a checking account holder while their personalized checks are being printed. Because they are temporary, some information may be missing. Make sure both the name and address are included on any temporary check you accept.
• Immediately stamp endorsement on back of check
• Make sure department name is on the back of the check.

• Immediately stamp endorsement on back of check and make sure that it fits within the allotted space or the bank may return it.
• Make sure the department name is on the back of the check.
Now it’s your turn. Assuming today’s date is September 1st, 2008, what is wrong with this check?
The payee should be The University of Texas at Austin.
Assuming today’s date is September 1st, 2008, what is wrong with this check?
The written and numeric amounts don’t match.
Next we’re going to talk about some check security features.

If there are instructions on the check, be sure to follow them. For example, if the check states on it that a watermark will appear if held to the light--please ensure that a watermark does appear.

Or the check might state that if the amount is over a certain amount then it requires two signatures. Check to see if it does, and then ensure that the check has two signatures.

If you do not follow the directions on the check, then you could be held liable for taking the check.
The following are some examples of check security features:
(Reprinted by permission from Abagnale and Associates)

Checks are written on different types of paper to help prevent fraud.

**Laid Lines** are unevenly spaced parallel lines on the back of the check. They make it difficult to physically cut and paste dollar amounts and payee names without detection.
Pantographs are patented designs that protect a document from being illegally duplicated. When copied or scanned, words such as Void or Copy become visible, making the copy non-negotiable.
Fourdrinier Watermarks are faint designs pressed into the paper while it is being manufactured. When held to the light, these true watermarks are easily visible from either side of the paper for instant authentication. Copiers and scanners are incapable of duplicating Fourdrinier watermarks.
Safety Papers

- Combat erasures
- Controlled specialty papers more difficult to obtain and contain safeguards

Safety Papers combat erasures. For years, paper manufacturers have sold safety papers with multiple layers of colored fibers. When forgers try to erase the paper, it bleeds. However, generic check safety paper is easily obtained by forgers from office supply stores and mail order catalogs. Controlled specialty papers are vastly superior because they are much more difficult to obtain and contain additional safeguards.
Multiple Reactive Papers produce a stain or the word "VOID" when activated with ink eradicatoclass chemicals, making it impossible to chemically alter a document without detection. To enhance security, the word "VOID" can appear in multiple languages, including English, Spanish, and French.
Now let’s take a look at some check handling procedures, like what to do if a check gets returned and how to make deposits.
Returned Checks

- UT Austin Return Checks Department processes all check returns
- $25 return check service fee
- Departments refer customers to Returned Checks section when notified of a return.
  - DO NOT attempt to collect funds for a returned check

Sometimes checks are returned by the bank. If this happens, The Office of Accounting Returned Checks section processes all checks and electronic transfers which have been returned by the bank.

- The University imposes a $25 return check service fee on the check owner for each returned check.
- These include checks written by students and checks written to departments by non-students.

If an individual notifies your department that a check will be returned, direct them to the Return Check Department at 512-475-7984.

- DO NOT attempt to collect funds for a returned check.
Since the cashier's office no longer runs adding machine tapes on checks received with departmental deposits, it is necessary for the departments to follow the guidelines listed below when running tapes on checks.

All adding machine tapes should begin with 0.00 or 0.C, which is an indication that machine was cleared before running the tape.
In order to ensure balancing accuracy, you must run two (2) tapes and include both tapes with your deposit.

After TOTAL on the tape, allow at least one (1) inch before tearing off the tape. This is necessary for the cashier to place their cashier stamp on the tape.

Tapes MUST be at least four (4) inches long. This is necessary for microfilming checks because tapes any shorter jam in the microfilm machine.

List only checks on tape. DO NOT include cash.

Print on tapes should always have two decimal places and multiplication should not be used. Items should be individually added.
Adding Machine Tapes

- List all checks on one tape or in batches
  - Batches must include a “total” tape
- All checks must be endorsed by department in accordance with banking regulations and University procedures
- Do not include: computer generated tapes, copies of tapes, tapes that are stapled, scotch taped, etc.

All checks listed must be on one tape and must equal the Check Total which is listed on the deposit.

Or if a department has a very large volume of checks (over 250), then the checks must be added in batches, with a "total" tape adding all the batches together. This "total" tape must equal the Check Total on the deposit.

All checks listed must be endorsed by the department. Endorsement must be placed on the check in accordance with banking regulations and University procedures.

The following are not permissible: Computer generated tapes, Xerox copies of tapes, tapes that are stapled, scotch taped together, etc.
Admission tickets, *including complimentary tickets*, should comply with the following requirements:

- Price of admission must be on the ticket.
- Tickets must be pre-numbered (unless it shows the seat assignment on the ticket).
- Unused tickets should be returned along with a ticket report to the business office within 30 days of the event.
- All persons receiving complimentary tickets should be listed on the ticket report.

Reference

Cashier Responsibilities

Each cashier is responsible for:
• Transactions
• Cash, checks, credit card charges
• Providing customer with register receipt
• Submitting sales documentation

Each cashier is responsible for:
• Any transactions made under his/her name.
• All cash, checks, and credit card charges until a transfer of these funds is made.
• Providing each customer with a register receipt.
• Submitting to their supervisor all sales documentation intact that was recorded during his/her shift.

Reference
Handbook of Business Procedures Part 6.1 F
Check Procedures

• Keep a check log

• Checks should be made payable to: “The University of Texas at Austin”

• Checks should be endorsed immediately:

  For Deposit Only
  The University of Texas at Austin
  Department/Center name
  Department/Center account number (if applicable)

Reference: Handbook of Business Procedures Part 6.3 A

The person(s) opening the mail should prepare a check log or make copies of the checks as a permanent record of incoming check(s). *This is not required if receipts are issued.*

All checks should be made payable to "The University of Texas at Austin."

All checks should be endorsed immediately upon receipt as follows:

• For Deposit Only
• The University of Texas at Austin
• Department/Center name
• Departmental/Center account number (*if applicable*)

Reference

*Handbook of Business Procedures Part 6.3 A:*
Who should make deposits? The authorized departmental representative transports deposits. Cashiers prepare daily cash reports. And the consolidated cash report is prepared by someone other than cashiers.

Reference

*Handbook of Business Procedures Part 6.5 A:*
http://www.utexas.edu/business/accounting/hbp/06_cash/cash5.html
All cash shortages and overages must be reported on the cash receipts voucher.

Overages or shortages that are equal to or greater than $25.00 in cash receipts or petty cash must be reported to the Office of Internal Audits immediately upon determination.

Losses including theft or burglary should be reported to the UT Police Department and the Office of the Controller.

*Note: Do not disturb cash areas if theft or burglary is suspected.*

Reference


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Deposits should be deposited daily if equal to or greater than $500.00.

Deposits should be made weekly even if accumulation is less than $500.00.

If a deposit or combined deposits contain more than $5,000 cash, you must have a UT police escort.

For cash amounts under $5,000, a departmental/center supervisor or other employee may accompany the courier if the department chooses.

Reference
University of Texas Board of Regents' Rules and Regulations UTS 166: http://www.utsystem.edu/board-of-regents/policy-library/policies/uts166-cash-management-and-cash-handling-policy
Security

- Use locked bag
- Cash processing area should be secure
- Store cash in a safe
- Never leave unlocked drawers/boxes unattended

Reference: Handbook of Business Procedures Part 6.1 C

A locked bag must be used when handling cash.
Cash processing areas should be secure from entry by unauthorized people.
Cash shall be stored in a safe when not in use or in a register, locked drawer or locked box.

Cash in unlocked drawers/boxes should never be left unattended.

Reference

Handbook of Business Procedures Part 6.1 C:
http://www.utexas.edu/business/accounting/hbp/06_cash/cash1.html
Deposits

- In person
  - Must get receipt
- By campus mail
  - If no cash and less than $100
- By US mail
  - If no cash

Reference: Handbook of Business Procedures Part 6.5 C

Deposits May Be Made:

- In person by a departmental representative (you must obtain a receipt for the deposit).
- By campus mail, if the deposit does not contain cash and is less than $100.00.
- By U.S. mail for off-campus activities, if the deposit does not contain cash.

Reference
Handbook of Business Procedures Part 6.5 C:
http://www.utexas.edu/business/accounting/hbp/06_cash/cash5.html
Transferring Funds

- Funds should be counted in the presence of both parties
- Both the person receiving custody and the person relinquishing the responsibility should sign documentation

Reference: Handbook of Business Procedures Part 6.1 C3:
http://www.utexas.edu/business/accounting/hbp/06_cash/cash1.html

Every time funds are transferred, the funds should be counted in the presence of both parties.
Both individuals should sign some type of documentation acknowledging that one is relinquishing the funds and the other is accepting responsibility for the funds.

Reference
Handbook of Business Procedures Part 6.1 C3:
http://www.utexas.edu/business/accounting/hbp/06_cash/cash1.html
When handling funds it is important to have multiple employees involved.

Two employees should initiate the process, (such as opening mail, listing check, restrictively endorsing), the same two people can authorize (such as make deposit), one of the two people can record the information along with Accounting, and a third person should reconcile the checks.

Under ideal circumstances this would be possible, but some departments are too small to separate all the duties. In these cases the department head might need to play a greater part.

Who Initiates – Opens Mail, Lists Checks, Restrictively Endorses – Persons A and B can do this.

Who Authorizes – Makes Deposit – Persons A or B can do this.
Who Records – University Records and Department Records – Accounting & Person B

Who Reconciles – Bank Account / Budget Report and Deposits to Checklist – Person C

Who Controls (or takes custody – not applicable)
Change Fund: This is for change-making operations involving receipts (sales, fees, deposit, etc.) It should always contain cash in transit for change.

Two types of Change Funds:

- **Retail** -- This type of fund is used to make change for sales operations using a cash register or computerized ticket system.
- **Non-Retail** -- This type of fund is used to make change for sales operations using a cash box or drawer without a cash register.

Imprest Cash Fund: This is a revolving cash ("currency") fund for making purchases. This type of fund is reimbursed by preparing a Local Funds Voucher, attaching the original receipts from purchases, and sending this to the Office of Accounting, Accounts Payable.

**Reference**

University of Texas System Board of Regents' Rules and Regulations Series 22201 http://www.utsystem.edu/board-of-
Authorization for petty cash funds shall be provided only on approval of, and by arrangement of, the department with the Vice President and Chief Financial Officer.

A letter requesting the fund should be sent to the Associate Director – Treasury, Records and Risk Management. The letter must include the following information:

- Proposed use
- Internal control and specific limitation
- Desired amount
- Security arrangement
- Physical location of fund
- Custodian name(s) and title(s)
- Approval of director
- Appropriate dean or VP
- Responsible person
- Account number to charge petty cash

Upon approval, the Office of Accounting will prepare and process a voucher. A check will be mailed to the custodian or the custodian can pick-up the check in Main Bldg. Rm. 132.

The custodian's endorsement should include: signature, title, and university department.

Reference: UT System Board of Regents Rule UTS 186
Any changes to the petty cash fund should be reported to the Office of Accounting and the Office of Internal Audits.

Transfers of the petty cash fund from one custodian to the next, including vacation replacements, should be counted in the presence of both custodians and receipted by the new custodian.

Petty cash funds must be reconcilable at all times.

Access to petty cash funds should be limited.

When the petty cash fund is not in use, it should be kept in a locked safe, locked drawer, locked box, or in a cash register.

Reference
University of Texas System Board of Regents' Rules and Regulations UTS 166
Here are some relevant petty cash forms that an authorized individual might use in managing their funds. These Adobe PDF forms can be found on the Office of Accounting website.

Cash Imprest Fund Disbursement Log

Receipt Itemization Form

Cash Imprest Fund Reconciliation Sheet

Imprest Fund Bank Account Reconciliation

Changes to Petty Cash form

http://www.utexas.edu/business/accounting/hbp/forms.html
Guidelines

- No IOU’s, postdated checks, loans, etc. may be financed through petty cash
- Petty cash funds not to be used as a check cashing service
- Petty cash fund should be reimbursed at least monthly

Reference: UT System Board of Regents Rule UTS 166

No IOU’s, postdated checks, loans, or accounts receivable may be financed through the petty cash fund.

Petty cash funds are not to be used as a check cashing service.

When the petty cash is counted by an auditor, the person responsible for the money must remain present.

The disbursements of funds must include: a description of item, date paid, price, discount *(if applicable)*, signature of individual receiving funds, and any additional information needed for support.

The petty cash fund should be reimbursed monthly *(preferably twice a month)*, and in any event, by August 31 of each fiscal year.

Reference

University of Texas System Board of Regents' *Rules and Regulations*

Security

- Cash processing areas should be secure from entry from unauthorized people
- Cash should be stored in locked safe, drawer, etc.

Reference: UI System Board of Regents Rule UTS 166

Cash processing areas should be secure from entry by unauthorized people.
When cash is not in use, it shall be stored in a locked safe, locked drawer, locked box, or in a register.

Cash in unlocked drawers/boxes should never be left unattended.

Reference
University of Texas System Board of Regents' Rules and Regulations http://www.utsystem.edu/board-of-regents/policy-library/policies/uts166-cash-management-and-cash-handling-policy
When using petty cash funds to purchase items, remember the University is exempt from paying State sales tax.

You will need a sales tax exemption certificate to leave with the business when you make your purchase. This is available from the Office of Accounting.

*Please note: IF you do pay the state sales tax, the Office of Accounting will not reimburse you for that amount.*
If you hold a Texas driver's license at an angle you will see "TEXAS" all across the face of the license (including the picture). If you hold the license under a black light, the front side of the license will glow.

Look for raised edges around the picture to ensure that a picture has not been placed over the license. Or look to see if the picture looks grainy to see if it was computer generated.

DO NOT accept an International Student ID as a form of identification. *All a student has to do in order to obtain one of these International Student ID's is to show a student fee bill.*
Now that we have discussed handling funds, both cash and checks, including separation of duties, let’s discuss one more very important item.

Whenever money is handled, there is always the possibility of a robbery. This is not a common occurrence, but the following is useful information to protect yourself from harm.

An armed robber is a bundle of nerves and that is what makes him so dangerous.

The typical robber is a young male, who has an arrest record and carries a firearm.

You may be surprised to learn that the average robbery lasts only 30 seconds.

Any suspicious move or let alone a foolish "heroic" attempt to thwart the robbery, may trigger a violent reaction which could result in death.

Our overriding concern is to minimize the possibility of injury.
Cash can be recovered, a life can't.
Proper training can prevent a tragedy from occurring.
Preparation Before a Robbery

- Be familiar with alarm system
- Don’t accumulate too much cash
- Don’t count cash in public

- Employees need to be familiar with their existing alarm system regarding how and when to use it.
- Don’t let large amounts of cash accumulate in the cash drawer.
- Keep reserve cash locked in a safe or other security container. Maintain cash bag security.
- Don’t count cash in view of the public. Exposure presents a tempting target.
- The two most dangerous times are during opening and closing.
- Place cash in secure containers (safes) as soon after closing as possible.
- Call Police at 911 whenever something appears suspicious or a special risk is present.
During a Robbery

• Try to remain calm
• Follow robber’s directions
• Note the type of weapon used
• Study robber’s face, clothing, etc.

• Try to remain calm. Do not resist the robber in any way or activate an alarm (electronic or verbal) until it is safe.
• Follow the robber's directions. If you have to make a move that might be misinterpreted, explain what you’re doing before doing it. Don't volunteer any more than he asks for.
• If a robber passes a written note, read it and move it to the side.
• Don't be obvious, but study robber's face, hair color and cut, clothing, jewelry, age, height, weight…
1. ...complexion, scars or marks.
2. Listen to speech characteristics such as an accent, lisp, etc.
3. Note the type of weapon used—long barrel revolver, snub nose revolver, large automatic, small automatic, or sawed off shotgun.
4. And where the weapon was placed when robber left (For example: in his jacket pocket, in his hand, or in his pants pocket), and the robber's escape route.
5. Note the number of accomplices. Think about any suspicious people that had been seen loitering in the area prior to the robbery.
After the robbery is over, call the University Police immediately at 911. Stay on the line until told to hang up the phone. Time is of the essence.

• Immediately lock all doors (including cashier drawers). Ask all people to remain until the police arrive. Do not let anyone in until the police arrive.

• Protect the crime scene. Don't touch anything.

• Witnesses should be separated and not discuss anything.

• Witnesses should write down physical description of the robber immediately using the In Case of Robbery form.
This concludes our presentation on Cashier Training.

Following are several questions to review your knowledge of the information presented.

Just click on the review button on your screen and answer the questions correctly to get credit for this module.

If you have questions or feedback about this module, you can send them to oa.bursar@austin.utexas.edu.

Thanks for your time!