CASH HANDLING
A Skill Worth Knowing

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Cashier & Cashier Supervisory Training

- Why we are here?
  - Our objectives/expectations
- The roles of cashiers and their supervisors
- How to use the information
But I know how to cashier…
and I know how to supervise…

- General objectives:
  - Systematic handling of cash and equivalents
  - Improved accuracy and efficiency
  - Understanding and complying with controls
  - Quality customer service
  - Fraud and theft awareness
Your Role in the Organization

- **Cashiers**
  - Accounting and recording
  - Customer service
  - Safety and loss control

- **Cashiering Supervisors**
  - Coordination and organization of tasks
  - Training
  - Procedures and policies that work

- Are job descriptions for cashiers clear, with standards?
Inside Your Treasury

Consolidated or “Central” Cashiering vs. Decentralized
Cashiering Specific Tasks

- Receive, safeguard and retain funds
- Disburse funds
- Maintain customer account records
- Provide and balance receipts
- Foster customer relations
- Resolve complaints
- Practice loss control
- Record and prepare transaction reports
- Coordinate with banking operations
Skills, Knowledge and Behavior

- Skills
  - Technical
  - Arithmetic
  - Customer relations

- Knowledge Base
  - Policies and procedures
  - Your organization’s mission and cashiering’s mission

- Behavior
  - Professional manner and employee standards
    - Put other tasks away - listen - rephrase questions - smile
  - Presentation of ideas
Cashiering’s Necessary Skills

- Attention to detail
- Organizational skills
- Honesty
- Communication skills
  - Bi-lingual skills
  - A sense of humor!
- Flexibility
- Clear handwriting
- Physical stamina
- Professional appearance
Communicating

- Make greeting an *action*, not a *reaction*
  - *Smile no matter how bad your day has been*

- Take note of how you greet folks
  - Howar ya?  How ya doin?  Wazzup?

- Be sincere in your phrasing and maintain eye contact
  - Talk less and listen more

- Offer explanations/alternatives if necessary
  - Simple and honest goes a long way

- Acknowledge their departure
In Pursuit of Cashiering Excellence

- Performance standards
- Accuracy
- Efficiency
- Customer Service
- What is key to you and your co-workers?
A test!?!?

- Name 3 tasks performed daily
- Name 3 personal characteristics for success
- Name 3 teller performance standards you would put in place.
- Name 3 skills a cashier needs?
- What are the expectations for your performance?
  - Are they the same for cashier and supervisor?
Ch 2: Customer Service

- Is it different in the public sector?
  - Public expectations
  - Equality emphasis
  - Fiduciary responsibility
  - Checks and balances
  - Complexity

- Supervisors can help customers too
Lazy Lingo Problems

- Language is important
  - “Like” isn’t always liked
  - You aren’t texting you are talking
  - “Huh” and “um” or mumbling through…
  - Abbreviations can be like another language

- Non-native speakers or disabled persons

- Challenging customers
Talking through the Transaction

- Greeting and smiling – eye contact
- Listening carefully and asking questions
- Showing empathy
- Informing and explaining why
- Follow procedures completely
  - Regardless of pressure
- Call for help if necessary
  - Cool down periods help!
Review Time

- Handling a challenging customer situation
Ch 3: Processing Transactions

- The cashiering area design matters
  - Efficiencies for you AND the customer
  - Safety for the cashier and the funds
  - Establishes a fair transaction environment
  - Separation for each cashier

- Lighting, wide counters, “yellow line limits”

- How does your area compare
The Cashiering Area

- Activity and visibility are key
  - Visually open, busy areas provide security
  - Keeping money in sight promotes trust
  - Keeping money out of customer’s reach promotes safety

- Appropriate privacy for customers
  - Separates active customers from those in line
  - Improves accuracy
  - Removes distractions
The All-important Till

- Individual tills are an internal control must-have
  - One-till-per-person
  - Easiest method of reconciling errors
  - Provides for accountability

- Supervisors must respect the rule as well!
Your Till and Workspace

- Not all beginning balances are created equal
- Arranging the coin/currency
- Bait money?
- Running out of room? What to do?
- Other supplies needed?
Transaction Routine Steps

- Define and state the terms and amounts
  - Clearly stating the steps allows for clarity
- Keep cash in sight of the customer
  - Don’t allow a *bait and switch*
- Count the money twice
  - Once out of the drawer – once to the customer
- Receipting is crucial
- Close the transaction and secure the cash
- Say thank you!
Managing Customers

- One at a time
- Keep others back from counter
- Stay alert on both sides of the counter
  - Texting and talking are wrong on both sides
- Keep to your routines
Ch.4: Cash Transactions

- Cash glorious cash

- US currency stands apart
  - The ‘greenback’ is here to stay

- Thwarting counterfeiters is our job
Who is that.. and why does it matter?

- George Washington
- Ben Franklin
- Andrew Jackson
- Alexander Hamilton
- Ulysses S. Grant
- Abe Lincoln
- Thomas Jefferson

- $ 1  Bill
- $ 2  Bill
- $ 5  Bill
- $ 10 Bill
- $ 20 Bill
- $ 50 Bill
- $100 Bill

Which portrait goes with which bill?
Okay – what’s on the back?

- George Washington and...
- Abe Lincoln and...
- Alexander Hamilton and ...
- Andrew Jackson and...
- Ulysses S. Grant and...
- Ben Franklin and ....
Our Currency Symbols

- Treasury Seal
  - Balanced scales/budget, ‘fair cut’ square
- The Great Seal
  - Used only here and military cemeteries
- The Pyramid
  - The experiment is not finished (uncapped), eye is divinity, west side is dark for the unknown continent
- The Bald Eagle
  - Never fearful, soars above the fray, holds olive branch (peace) and arrows (defense)
Bill Design

- Safety features attempt to defeat counterfeiting
  - Micro-printing
  - Watermarks
  - Color shifting ink
  - Security thread
  - Enlarged corner denomination
  - Material makeup
New Currency

- Micro-printing patterns (1990)
  - $20 in oval and lower left “USA 20”
  - $50 in Grant’s collar and side border
  - $100 in Ben’s coat and lower left
The New Bills

1. Federal Reserve Note
5. Serial Number
6. Placement
9. Federal Reserve District
12. Fort Worth!!

• http://www.treas.gov/usss/
Position of Important Features on Paper Currency

- Check Letter
- Federal Reserve Seal and Letter
- Security Thread
- Type of Note
- Quadrant Number
- Microprinting
- Serial Number
- Treasury Seal
- Series
- Portrait
- Check Letter
- Face Plate Number
- Back Plate Number

Source: Department of the Treasury - United States Secret Service
When taking cash **closely** note

- The numeric value on each corner
- The value written out across the bottom
- The Treasury and Federal Reserve Seals
- The unique serial number in two places
- The four Federal Reserve bank numbers
Roles

- Treasury’s job
  - Creates money

- Federal Reserve’s Job
  - Our central bank manages monetary policy
  - Sets interest rates
  - Supervises banks

- ‘Fedwire’
  - How money moves
Counting 1 – 2 - 3

- **Three** ways to count

- **Two** totals must match before we’re done

- **One** total must be definite
Three Ways to Count

- Hand-to-hand
  - Key to identifying exceptions and *feeling* the cash

- Hand-to-counter
  - Forces separation of bills

- Walk through
  - A secondary check on counted bills
  - Verification purposes only
  - Opening a strap is crucial
# Currency Straps – Why?

<table>
<thead>
<tr>
<th>Color</th>
<th>Value (per)</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>$1</td>
<td>25</td>
<td>$25</td>
</tr>
<tr>
<td>Orange</td>
<td>$1</td>
<td>50</td>
<td>$50</td>
</tr>
<tr>
<td>Blue</td>
<td>$1</td>
<td>100</td>
<td>$100</td>
</tr>
<tr>
<td>Green</td>
<td>$1</td>
<td>200</td>
<td>$200</td>
</tr>
<tr>
<td>Red</td>
<td>$5</td>
<td>100</td>
<td>$500</td>
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<tr>
<td>Yellow</td>
<td>$10</td>
<td>100</td>
<td>$1,000</td>
</tr>
<tr>
<td>Violet</td>
<td>$20</td>
<td>100</td>
<td>$5,000</td>
</tr>
<tr>
<td>Brown</td>
<td>$50</td>
<td>100</td>
<td>$5,000</td>
</tr>
<tr>
<td>Mustard</td>
<td>$100</td>
<td>100</td>
<td>$10,000</td>
</tr>
</tbody>
</table>
Counting Coins

- Do you accept rolled coin?
  - Do you verify the coins inside?
  - Does your bank require rolls? Maybe not

- Count the coins second

- Smart safes a new device to help
## Coin Rolls

<table>
<thead>
<tr>
<th>Coin Type</th>
<th>Quantity</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Penny</td>
<td>50</td>
<td>$0.50</td>
</tr>
<tr>
<td>Nickel</td>
<td>40</td>
<td>$2.00</td>
</tr>
<tr>
<td>Dime</td>
<td>50</td>
<td>$5.00</td>
</tr>
<tr>
<td>Quarter</td>
<td>40</td>
<td>$10.00</td>
</tr>
<tr>
<td>Half-dollar</td>
<td>10</td>
<td>$20.00</td>
</tr>
<tr>
<td>Eisenhower $1</td>
<td>20</td>
<td>$20.00</td>
</tr>
<tr>
<td>Susan B. Anthony $1</td>
<td>25</td>
<td>$25.00</td>
</tr>
<tr>
<td>Sacagawea $1</td>
<td>25</td>
<td>$25.00</td>
</tr>
<tr>
<td>Presidential $1</td>
<td>25</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

Do you know it costs to deposit and buy coin/ currency?
Coins/Currency

- Which coin might be eliminated? Why?
- Which coins have ridges?
- Which coins were gold at one time?
- Where are bills printed?
- Where are coins minted?
Counterfeit Currency

- How do we identify it?
  - The ‘fabric of our lives’
  - Ink
  - Special features
    - UV glow of security threads
    - Color shifting ink
    - Watermarks

- What if you get one?
Handling Counterfeit Bills

- Use a UV light (not pen) to check bills unobtrusively
- You must take it – even the laughable!
- Identify the passer – ask questions if possible
- Protect the bill in an envelop or plastic
- Complete the Secret Service Form
Reporting Counterfeit Notes

The Secret Service requires counterfeit bills be retained and reported to the SS on this form. This aides the Service to trace and stop counterfeiting.
Mutilated Bills

- Serial numbers are the key to identification
  - What do the serial numbers indicate?
- The condition of the bill affects the value
  - More than 3/5 or both serial #: full value
  - 2/5 - 3/5 intact = half value
  - Less than 2/5 = no value

- How can you say no - this is legal tender!
Raised Bills

- Why the Walk-through doesn’t always work

- Going out of fashion with new technology
  - Easier now to just copy the bill
  - The feel will be different

- Raising means replacing corners
  - Put corners of $20s on $1 bills
The Treasury uses cash transactions over $10,000 to trace money laundering suspects.
Ch 5: Non-cash Transactions

- Electronic money accelerates
  - \( \frac{3}{4} \) of transactions are non-cash
  - Less than 10% of transactions are checks
  - Credit and debit cards
    - Bank cards, gift cards, smart cards
  - Contactless (swipe) cards
- For safety new compliance is growing
PCI

- Payment Card Industry Data Security Standard

- Objective: reduce theft and fraud
  - Reduce physical and electronic breaches

- Failure to comply results in fines or inability to accept cards
PCI Compliance

- Requires regular testing
- Requires:
  - Secure networks for transactions
  - Virus protection
  - Security testing
  - Guarding card holder information
  - Controlling access to physical cards
  - Maintaining an information security policy

Pcisecuritystandards.org/security_standards/documents/php
Credit Cards

- **Features**
  - Account number
  - Hologram
  - BIN (bank id)
  - Expiration date
  - Cardholder name
  - Card security number
  - Magnetic stripe
  - Signature

- Do you always require a signature?
Credit Card Transactions

- Take card (or number by phone)
  - After swiping keep in view
- Enter information in system or swipe
- Get signature of customer if card-present
- Record confirmation number
- Maintain copy
- Return card to customer
- Process as a check
Different Cards

- Credit cards – general purpose, billed
- Debit cards – draw directly from checking accounts, may require PIN
- Bank cards – bank and ATM use only
- Gift cards – pre-loaded amounts, higher cost to process
- Smart cards – embedded microprocessors require PINS
Processing a Card

- Determined by your system/equipment

- Authorization processing is critical

- Card-not-present transactions need procedures
  - Capture the information given
  - Protect that information
Red Flag Warnings

- **Fair and Accurate Credit Transactions Act of 2003** requirements
  - targeting identity theft

- Supervisors to identify red flag warnings
  - Procedures to identify and report
  - Suspicious actions or documents
  - Incomplete information – haltingly given
  - Other red flags??

www.ftc.gov/bcp/edu/microsites/redflagsrule/index.shtml
Forged/Counterfeit Checks

- Unusual in public entities
- Alterations
  - Erasures or fonts
- Document characteristics
  - Feel of paper, shine on MICR, etc.
- Pre-signed checks
  - If endorsed before, make them re-endorse now
- Brand new checks
Checks

- Parties to the Check
  - Payor (drawer) signs the check
  - Drawee (bank) pays the check for payor
  - Payee receives the payment

- Is “x” a signature?
- What if the person cannot see to sign?
- Third party check procedures
- Personal checks from employees – procedures?
Check Components

- Printed drawer/payor information
- Check number
- Current date
- Dollar numeric amount and written (script) amount
- Signature
- MICR encoding (account #, ABA number, serial number)
- Account number and check number (pre-printed MICR)
- Drawee/Bank name (does it need an address?)
- Security feature indicator
Forms of Identification

- In-state driver’s license
- Permanent resident card (green card)
- Valid passport
- Current military photo id
- Local company id with photo

- Check and note the details and photo
Check Negotiability

- Must be written
- Must be signed
- Must be unconditional order to pay
- Must include ‘sum certain’
- Must be negotiable for money
- Must be negotiable on demand
- Must be payable to a payee or bearer
- Must not be stale-dated (over 6 months old)
Types of Checks

- Personal check (individual’s check)
- Corporate check (limitations may exist)
- Cashier’s check (bank check drawn on bank)
- Travelers’ check (fixed amounts, counter-signed)
- Counter check (blank check on bank)
- Money order (sold by 3rd party, prepaid)
Check Checks (Avoiding Fraud)

- **Legibility**
  - What action can you take?

- **Signature**
  - Compare it to the license signature

- **Photo comparison**
  - Do they look at all alike?

- Compare numeric and alpha numbers

- Don’t accept 3rd party checks

- Check for a perforation edge

- Check the endorsement statement for clues

- Check the bottom line (copies blur the line to solid)
Creating Policies for Checks

- Is there a dollar limit on checks?
- Is there a different limit on drive-ins or mail-in checks?
- What specific id is required?
- What requirements are set by your bank?
- Handling mutilated/counterfeit bills?
- Processing altered/forged checks?

- What else?????
- Are these negotiable?
- Would you cash it?
-- What would you say to the customer?
EFT

- Electronic funds transfers
- Wires
  - Immediate and expensive
- ACH – Automated Clearing House Funds
  - Chain of warranties increases safety
  - Fraudulent ACH transactions abound
Ch 6: Daily Transactions

- Procedures and routines increase safety
  - For you and the funds

- Discipline

- Workspace set-up
Establish Procedures for:

- Setting up cash drawer
- Receiving and receipting
- Overage and Shortages
- Closing and Balancing
- Locating Errors
- Revenue Sheet/Statement
- Deposits
Standard Deposit Requirements

- Each organization differs but standards include:
  - daily deposit of funds
  - consolidated deposit or departmental deposits
  - secure, locked storage of all deposits
  - standardized cash receipt forms
  - department deposit forms forwarded to treasury daily simultaneously with deposit to bank
Policy Considerations

- Expedited funds
  - Creating collected balances

- Receipts
  - Without receipts how can you balance?

- Safes and deposits
  - Remote deposit and smart safes
Starting the Day

- Before you open for business
- Set up workspace
- Open till and check required balances
  - Count the cash (second count from yesterday)
  - Arrange the till
  - Check security measures
  - Open when you and the workspace is ready
Daily Transaction Basics

- Separate customers and transactions with the counter
- Complete each transaction fully
- Keep money in view of customer
- Clearly communicate the nature of transaction
- Count the funds twice in and out of drawer
  - Once out of drawer and once to customer
- Document each transaction as it occurs

- Keep your workspace clear and organized
- Lock or close out till if you leave
- Never share a till – or, if required, institute strict controls
Making Change

- Establish a routine

- Two methods:
  - cash register calculation
  - counting from sale to tendered amount

- Counting back
  - smallest coin to the largest bill

- Two counts:
  - (1) from the cash drawer
  - (2) to the customer
Check Negotiability

- Current date
  - no stale dated checks (old)
  - No post dated (future)
- Payee should be pre-printed on check
- Dollar amount must appear the same twice
- Bank name must appear on bottom left
- Check must be signed
- MICR line must appear

- City requirements?
Customer Transactions

- Keep $$ in view of customer
- Complete transaction before securing $$
- Verify payment against invoice/bill
- One customer at a time
- Always give a receipt
- Security
Closing the Day

- Close access to your workspace, if possible
- Double count the drawer minus starting cash
- Secure the contents (and inventory)
- Document the breakdown of your drawer
Balancing the Till

- Count the drawer contents **at least twice** for same total twice
  - First count coin/currency then checks
  - Hand-to-table or hand-to-hand
  - Strapping or rolling per city procedure

- Document on cash reconciliation sheet

- Sell back the starting cash (counting twice)

- Verify check endorsements
# Cash Reconciliation Sheet

- **Clear Id.**
- **Link to systems**
- **Full breakdown**
- **Checks**
- **Overs/Shorts**
- **Signature**

Some cities have tapes attached to cash report.

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**CASHIER'S DAILY REPORT**

<table>
<thead>
<tr>
<th>Date</th>
<th>Printed Output of Cashier's</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Terminal #</td>
<td>Cashier #</td>
</tr>
<tr>
<td>Terminal Reading</td>
<td>Add</td>
</tr>
<tr>
<td>$100.00</td>
<td>0.00</td>
</tr>
<tr>
<td>$10.00</td>
<td>2.00</td>
</tr>
<tr>
<td>$5.00</td>
<td>0.00</td>
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<td>$1.00</td>
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<td>.50</td>
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<td>.25</td>
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<td>.10</td>
<td>0.00</td>
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<td>.05</td>
<td>0.00</td>
</tr>
<tr>
<td>.01</td>
<td>0.00</td>
</tr>
<tr>
<td>Cash Sub Total</td>
<td></td>
</tr>
<tr>
<td>Deduct Change Fund</td>
<td></td>
</tr>
<tr>
<td>TOTAL CASH</td>
<td></td>
</tr>
<tr>
<td>Checks #</td>
<td></td>
</tr>
<tr>
<td>Cash Items</td>
<td></td>
</tr>
<tr>
<td>Revenue</td>
<td></td>
</tr>
<tr>
<td>Vouchers</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL REMITTANCE**

<table>
<thead>
<tr>
<th>Over</th>
<th>Short</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cards</td>
<td>Actual Cash</td>
</tr>
<tr>
<td>Over</td>
<td>Short</td>
</tr>
<tr>
<td>Total</td>
<td>Short</td>
</tr>
</tbody>
</table>
Over and Short

- Shortage = unintentional collection error
- Overage = unintentional collection error
- Loss = intentional theft or negligence

- Report immediately
- Document incident

- How does your city handle over/shorts?
Errors

- Pesky errors
  - Illegible checks
  - Not breaking a strap
  - Round file fall-out
  - Cash stuck in drawer
  - Not verifying tapes
  - Not double counting
  - Not clearing adding machine

- Hard to find errors
  - Commingled currency
  - Leaving cash drawers open
  - Not finishing a transaction
  - Distractions
  - Adjustments for partial payments
After the Close

- Documentation for a central cashier
  - Issues?

- Documentation for the bank deposit
  - Issues in timing and number of deposits

- Securing the deposit

- Transferring the deposit
Remote Check Acceptance

- On-site scanning of checks received
- Transmission of scanned image: check and coupons
  - Customization of fields
  - Imaged and archived information
- Scan and send from cashier or back office
- Savings
  - Float savings on deposit speed
  - Courier (or staff transit) savings
  - Liability savings
  - Extended deposit times (9:00pm)
Remote Deposit

- New delivery system
  - Minimal internal disruption
  - Usually less costly clearing

- Process
  - Your cashiers total checks
  - Cashiers scan checks
  - Checks retained (7 days) then shredded
  - Transmit to bank
  - Same day deposit and clearing
  - Clearing reported on next day reports
Truncated Checks

- Key to eliminating paper documents
- Replaces checks with digital images
  - “substitute checks”
  - IRD (image replacement documents)
About This Site

The information on this website is designed to educate individuals, business professionals, and employees of financial institutions about electronic payments processed through the ACH network, including Direct Deposit, Direct Payment, and check conversion applications. The information for individuals is focused on education, while business visitors are provided with materials to help promote these applications and educate their employees and customers about their benefits. For financial institutions, this site offers information and resources to help encourage the use of ACH-based electronic payment applications by individual and business customers, as well as training materials for staff members.

Site Sponsors

This site is sponsored by the Electronic Payments Network and NACHA - the Electronic Payments Association.

These organizations are dedicated to providing information and resources that help individuals, businesses, and financial institutions better understand and use Direct Deposit, Direct Payment, and check conversion applications.

Electronic Payments Network (EPN)

The Electronic Payments Network is the only private-sector ACH operator, responsible for processing and settling billions of electronic payments — representing trillions of dollars — every year. More than 1,460 financial institutions of all sizes rely on EPN for its quality service, reliability, industry leadership, and innovative approach to products and services.

For more information on EPN, visit its website at http://www.epaynetwork.com.

NACHA

NACHA - The Electronic Payments Association

For help with questions related to electronic payments: sp-info@nacha.org

For all other information including questions about NACHA rules: info@nacha.org
Types of Check Conversion Applications

All check conversions are processed through the ACH Network – the same network that is used for millions of secure payments – payments such as Direct Deposit.

--- checks at the point of sale ---

BOC
(Back Office Conversion)
March 16, 2007

Checks are accepted at point of sale and converted later in the “back office.” Checks are not returned to customers.

POP
(Point-of-Purchase)

Checks are converted at point of sale and returned to customers as they finish checking out.

--- checks by mail or dropbox ---

ARC
(Accounts Receivable Entry)

Checks are converted when a customer mails a paper check to pay a bill OR drops a bill payment check at a “dropbox.” Checks are later imaged and destroyed.

Be prepared!

People are becoming increasingly familiar with check conversion, primarily ARC. However, they may be surprised that the checks they write at your business can be converted.

© 2006 NACHA
E-checks

- Electronic checks
- Electronic version if paper check
- Check payor provides
  - ABA routing #
  - Account number
  - Name on account
Smart Safes

- Available through banks or courier services
- Deposit directly into smart safe
- Sealed bags created
- Deposit slip created on-site
- Electronic transmission to courier
- Courier periodic pick-up
- Daily credit
Ch 7: Security

- Designing for safety
  - Management decision and backing
  - Restriction to authorized individuals
  - Locking tills
  - Dual controls on safes and vaults
  - Brightly lighted and visible to street/other areas
  - Distance between cashiers and customers
  - Barriers at cashier or separate counting room
  - Cameras and alarm buttons – that work…
  - Testing schedules for actions and systems
Cashier Safety Tips

- Keep the funds out of sight
  - Move excess cash
- Barriers from customers
- Extra vigilance opening and closing
- Clean the workspace
- Vary your deposit routes and routines
- Know key measurement points nearby
  - A plant or wall mark can indicate height
Sighting Potential Robbers

- Be aware of potential robbers
  - Dark glasses, hoodies, bulky clothes, loitering, anxiousness

- Be a careful observer of robbers
  - Hair color
  - Height
  - Distinguishing marks or accents
During a Robbery

- Hit the alarm, if you can unobtrusively
- Don’t be a hero
- Comply with demands – slowly
- Don’t not argue or fight back
- Do include bait money if easily mixed in
- If there is a note – put it aside carefully
- Offer to lie down afterwards– (s)he is nervous
After the Robbery

- Watch where and how (s)he escapes, if possible
- Call 911
- Call Supervisor
- Secure the area and keep people in place
- Do not talk to anyone but supervisor then police

Suspect Description Sheets – Exhibit 7.1, page 80
Other Emergencies

- Fire and bomb threats in building
- Fire
- Water sprinklers
- Kidnapping

Disaster training helps
- Stop the transaction – returning funds to customer
- Secure cash – if possible
- Leave the area – know your exits
The Con Man’s Spiel

- Complains loudly
- Accuses you of slowness or ignorance
- Maintains constant chatter
- Uses your first name
- Is overly friendly
- Acts fearful of exposure
- Flashes multiple identification
- Works in teams to distract you

- What does this tell us?
- How do you react?
Ch 8: Internal Controls

- Protecting organization and cashiers

- Policies must be established and understood
  - Creating a professional organization
  - Creates a culture of controls
  - Everyone must buy into and follow controls
Creating Controls

- Control conscious environment sets tone
- Risk assessment as a basis
- Information/communication with everyone
- Control activities through procedures
- Monitor your progress/status

Guidelines from Treadway Commission after 1980s financial scandals
Best Practices

- Segregation of duties
- Dual controls
- Authorization of transactions
- Standardization on payor and endorsements
- Mandatory receipting
- Signatures on key documents
- Individual tills
- Regular reporting
- Reconciliation
- Supervision
Embezzlement Warning Signs

- Sole control of information
- People under personal pressure
- Behavioral or personality changes
- Sudden wealth/liquidity
- Skipping vacations

- Reduce the Opportunity/Motive/Rationalization
  - The Fraud Triangle
Questions and Comments

- From cashiers?
- From Supervisors?
Thank you.

We hope this has been helpful.