

Departmental Cash Handling Guidance

The procedures listed below are the best practices to accept, store, reconcile and deposit, document, and transport deposits, for cash, checks, and payment cards.

Handling and Safeguarding Cash

- All cash, checks, and payment cards should be kept in a locked/combo vault or safe, or, in a locked room in a locked drawer or file cabinet, during non-business hours.
- Access to areas where cash is stored should be limited to only those employees who need access, and have been designated to have access.
- During business hours, all forms of cash should be stored in locking drawers, cash registers, and cash boxes.
- Only the cashier collecting these monies should control over this cash, and make sure that the cash is securely locked when they take lunch, or a break.
- The cashier should have complete control and responsibility for the cash they collect during business hours. Sharing of a cashier's drawer is not permitted.
- To reduce the risk of error, all cash should be separated according to the denomination and should face the same direction.
- Checks should be kept together separately, and credit card receipts and any other documentation should also be kept together separately.
- Credit card machines and the receipts should not be left unattended. They should be kept in an inaccessible area.
- Cashier Error's and Overings should be documented and signed by the cashier AND the on-duty supervisor. Error/Over ring slips should be maintained with the cash drawer and included with the closeout documentation.
- When possible, areas that store cash should be alarmed during non-business hours.
- All types of cash should be deposited at intervals determined by the Comptroller of Maryland.

Accepting Payments

- Payments for goods or services can be accepted in the form of cash and coin, checks, and payment cards.
- All types of payments should be input into an electronic device, such as a cash register or computer terminal, or tracked manually with pre-numbered receipts, to ensure that all payments are documented.
- Payments can be received in-person, by mail, over the telephone, or online.
- In-Person Cash and Coin, and Check Payments Accepted Manually:
 - Payments accepted by departments without an electronic device should be tracked by pre-numbered receipts.
 - When cash and coin payments are accepted as payment, they should always be recounted in front of the customer to confirm the amount received from the customer.
 - A receipt should always be given to the customer for cash payments.

- If change is given back to the customer, the change should be counted back to customer, to confirm that the correct amount is given back.
- Checks should be restrictively endorsed immediately.
- In-Person Cash and Coin Payments:
 - When cash and coin payments are accepted as payment, they should always be recounted in front of the customer to confirm the amount received from the customer.
 - A receipt should always be given to the customer for cash payments.
 - If change is given back to the customer, the change should be counted back to customer, to confirm that the correct amount is given back.
 - Payments should be input, or rung in, on the cash register or computer terminal at the same time they are received. If an electronic device is not available, a manual log should be used.
- In-Person Check Payments:
 - Payments should be input, or rung in, on the cash register or computer terminal, as they are received.
 - Checks should be restrictively endorsed immediately.
- Mail Check Payments:
 - All check payments should be logged daily.
 - Payments should be input, or rung in, on the cash register or computer terminal, daily when they are received.
 - Checks should be restrictively endorsed immediately.
- Payment Cards:
 - Payment cards can be accepted in-person, or by phone.
 - Extreme care should be exercised in the handling and storage of sensitive payment card information, such as the primary account number (CC# or PAN), card verification number, or other key information related to the card.
 - Handling and storage of sensitive payment card information must conform to established Payment Card Industry (PCI) requirements.
 - Payment card information shall only be maintained in a highly secure manner, for only a limited period of time as required for business purposes, and only by trained staff who are required to have access to the information for as part of their job responsibilities.
 - When accepting an in-person payment, the cashier should look at the card to confirm that the card is signed, and belongs to the customer.
 - The customer should always sign the payment card receipt, and the payment should be input, or rung in, on the cash register or computer terminal, when received.
 - Phone payment card payments should be input, or rung in, on the cash register or computer terminal, daily when received.
 - The receipts and accompanying documentation should never be thrown in the trash.

Reconciliation

- In-Person and Mail Payments Input Into an Electronic Device:
 - The Cashier should balance their money to their daily receipts, per the totals on their electronic devices.
 - The device should be closed out daily, and a grand total tally should be printed.

- Checks should be totaled with a calculator tape attached.
- Ensure that all checks are restrictively endorsed.
- Cash and coin should be totaled.
- The payment card machine should be closed out and settled, if applicable.
- The remaining cash, the checks, and payment cards should balance to the amount of the daily receipt grand total.
- In-Person and Mail Payments Accepted Manually:
 - The Cashier should balance their money to their daily receipts.
 - All pre-numbered receipts should be added to determine the daily grand total.
 - Checks should be totaled with a calculator tape attached.
 - Ensure that all checks are restrictively endorsed.
 - Cash and coin should be totaled.
 - The payment card machine should be closed out and settled, if applicable.
 - The remaining cash, the checks, and payment cards should balance to the amount of the daily receipt grand total.
 - Daily receipts and money should be reconciled by a second employee.

Deposits

- Once a deposit has been reconciled, a departmental deposit is created, by another employee, not the Cashier.
- Deposits are to be made in accordance with the current State of Maryland Accounting Procedures Manual as published by the Comptroller of Maryland.
- All receipts must be deposited intact in State Treasurer designated banking institutions, to the credit of the "State of Maryland R24, Towson University."
- Receipts must be deposited no later than the first working day after the day of receipt; however, the preferred method is to deposit receipts on the day received, especially when large amounts are involved.
- State agencies are required to record cash receipts within two business days of the deposit.

Separation of Duties

- The cashier accepting the daily payments balances these payments daily.
- This deposit goes to another employee to have the monies confirmed, and a departmental deposit prepared with the appropriate chart fields.
- Another employee must confirm and approve the monies in the departmental deposit.
- Two Cashiers in the Bursar's Office count the departmental deposit, or it is counted by a bank teller, if the deposit goes directly to the bank.
- The department's accountant confirms that the deposit is booked to the correct chart fields, and balances to the department's system.

Dual Controls

- Dual controls should be established by departments to ensure that two employees count the cash, together, and deliver deposits to the Bursar's Office, or the bank.

Transporting Cash

- Completed deposits should be sent to the State's depository bank, or to the main Bursar's Office as required by the Comptroller of Maryland.
- Deposits to off-campus locations
 - Routine business deposits and change orders are to be delivered through the University's contracted Armored Car Service.
 - If not utilizing this service, in-person deposits must be made by two people.
- Deposits to the Bursar's Office
 - Cash may only be deposited in-person. Cash cannot be sent through Campus Mail or by any other means.
 - In-person deposits must be made by two people. If you walk on-campus to deliver your deposits, change your route, and delivery time regularly.
 - Deposit should be delivered to the Bursar's Office in an inconspicuous manner, such as University campus envelope, or in a backpack or large bag.
 - Deposits of Checks (only – no cash) by Campus Mail are only allowed utilizing a locked deposit bag. Departmental deposits will not be accepted unless in a locked deposit bag.

Overages and Shortages

- When an overage or shortage is identified, a supervisor should recount the deposit.
- If it is a valid overage or shortage, an accounting entry should be made immediately to document the difference in the general ledger.

Counterfeit Money

- Counterfeit bills can be any denomination.
- They can be detected by the way the bill feels, or by a print discrepancy.
- Once identified, a supervisor should be notified as well as the depository bank.
- The shortage will need to be booked.

Related Policies and Procedures:

Comptroller of Maryland General Accounting Division Accounting Procedures Manual, Section 3.2 Cash Receipts

Payment Card Industry (PCI) Data Security Standard (DSS)