

Till Operations Policy

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Contents

Section 1 – Introduction

- 1.1 Context
- 1.2 Purpose
- 1.3 Scope

Section 2 – Procedure

- 2.1 Safe Access
- 2.2 Physical Security
- 2.3 Change Received / Issued
- 2.4 Till Lifts
- 2.5 Cash Back Facility
- 2.6 Cheque Acceptance
- 2.7 Start and End of Day Cash Process
- 2.8 Reconciliation
- 2.9 Petty Cash / Payments Out
- 2.10 Customer Accounts
- 2.11 Refunds
- 2.12 Voids
- 2.13 No Sales
- 2.14 Free bagging and Under ringing
- 2.15 Till Error Monitor
- 2.16 Record Retention
- 2.17 Support
- 2.18 Accountable Persons Declaration

Introduction

1.1 Context

The objectives of this cash security policy are:

- To provide guidance in best practice of cash processing and handling
- To ensure that all cash movement within the Pharmacy is accurately documented
- To ensure the safety of employees and assets within the pharmacy

1.2 Purpose

This policy has been introduced to ensure the safety of employees and assets within the Pharmacy.

1.3 Scope

This policy applies to all employees who operate a till system in the pharmacy but who do not complete cash movements or reconciliation. Once completed the employee must sign the declaration sheet attached to this policy. Employees who are responsible for the movement and reconciliation of cash must read the full Cash Policy prior to signing the accountability sheet.

Procedure

You will receive practical training of how to complete basic transactions such as cash, cheque and card sales by an accountable person in the pharmacy. When operating a till the procedures listed below are to be adhered to at all times.

2.1 Safe Access

Safe

The cash safe must only be accessed and keys to the safe held by authorised persons listed in the 'Safe Access List' held in the Cash Safe and updated by the Pharmacy Manager.

Operational CD cabinets must not be used as Cash Safes

Safe Access

Safe access must be restricted to authorised persons who have completed the full Cash Policy and have signed accountability declarations which should include:

- Pharmacy Manager
- Persons trained and accountable for cashing up/cash movement processes

Cash Safe Keys must be accounted for at all times and in the possession of an accountable person. Under no circumstances may the key be left in the safe door.

Lack of control of safe keys and codes can put employees at risk and may result in disciplinary action being taken.

Safe codes if in use must be controlled and an individual code issued per person. Safe codes will be removed immediately in the event of persons leaving the business. Individual safe codes must not be shared or divulged to others.

2.2 Physical Security

- All till drawers must be adequately secured to the till fittings
- Till drawer keys must be secure and accounted for at all times and NEVER left in the till drawer as this may increase the risk of harm to employees. If you are operating a till with a key in the drawer it must be removed immediately and secured in the cash safe by an authorised person.
- Missing till and safe keys must be reported immediately to your Pharmacy Manager.
- All training cards, training keys must be secured and accounted for at all times
- Only trained and accountable persons are to utilise training mode sign on. The training mode screen has been programmed as a different colour to the normal processing screen so it is easily identifiable when in training mode.
- Till receipt printers must not be turned off. If an issue has been detected with a printer the Pharmacy Manager must be informed who will resolve the issue.
- Portable card terminals must be stored when not in use and in between transactions out of view of the public
- All card terminals must have a tamper sticker placed on underside of the units covering the joins of opening
- Tamper stickers must be signed by the managing pharmacist and checked monthly
- Missing card terminals or till keys must be reported to your Pharmacy Manager immediately
- Any suspicions of tampering of card terminals must be reported to your Pharmacy Manager immediately

Till Codes/Cards

- Each member of staff accountable for operating tills must be provided with an individual sign on card/code for tills
- Sign on cards/codes must not be shared with others and cards must not be left in drawers or unsecured areas of the pharmacy
- Each employee is responsible for the security of their own card once it is issued to them and will be responsible for all transactions processed on their card/code
- Sign on cards/codes will be set with correct accountabilities/limitations in regards to till functions for each staff member e.g. refunds/voids etc.
- Sign on cards/codes will be returned/removed from the Epos system immediately upon a staff member leaving the business
- Lack of control of access cards and till/safe keys can put employees at risk of harm and may lead to disciplinary action being taken.

2.3 Change Received / Issued

The Pharmacy must have adequate amounts of change at all times.

During the day you may require change for your till. The Pharmacy Manager or an accountable person responsible for the movement of cash must be informed of cash/change requirements.

All change must be stored in the Till Drawer & Cash Safe and must not be kept in any open area/drawer within the Pharmacy.

2.4 Till Lifts

Acceptable till limits must be set for all tills to ensure that excess notes are removed from tills once set limit is reached. These limits must be adhered to at all times.

- Maximum till limits for lifts

Maximum to be Held

<€5,000 cash pw	>€5,000 cash pw	Cash-back provided
○ 1 x €50	○ 2 x €50	○ 3 x €50
○ 3 x €20	○ 3 x €20	○ 5 x €20
○ 5 x €10	○ 5 x €10	○ 10 x €10
○ 5 x €5	○ 10 x €5	○ 10 x €5

- Regular till lifts must be performed during the trading day and secured immediately into the Cash Safe/Cash Chute
- Once limits have been met a cash lift must be performed. Employees must inform a person responsible for movement of cash in the pharmacy that a cash lift is required.
- Spot Checks must be performed on tills by Managing Pharmacist to ensure limits are adhered to

2.5 Cash Back Facility

The limit for cash-back on laser must not exceed €50. Approval for increase in this monetary amount must be received in writing from Allcare support office by your Pharmacy Manager.

All store copy laser slips containing cash back must be initialled by the customer upon receipt of cash back.

2.6 Cheque Acceptance

All personal cheques tendered must have a cheque guarantee card presented and be authorised by your Pharmacy Manager. The card number and initials of tendering staff member must be recorded on the back of the cheque.

Business cheques must only be tendered for long standing customers and upon authorisation from your Pharmacy Manager.

2.7 Start / End of Day Cash Process

At end of day

Exiting your till and credit card system before you leave each evening is extremely important as sales data, an accountable person will perform the end of day tasks required on all tills. When leaving your till you must ensure that the till area is tidy and no receipts left lying around the till point. Your till will be closed off by an accountable person at the end of the trading day. Ensure all till keys and training cards are accounted for and held by accountable persons. Your till card must not be left in the pharmacy and must be controlled by you at all times.

2.8 Reconciliation

Daily Reconciliation

All tills are reconciled on a daily basis within the pharmacy and by Support office Finance Team. Discrepancies will be investigated. All refunds, voids, reduced and no value sales are monitored by both the Pharmacy Manager and the Support office Finance Team. If authorised to perform such transactions you will be requested to provide valid explanations as to why such transactions were carried out. This is to ensure exception transactions are kept to a minimum.

2.9 Petty Cash / Payments Out

The Pharmacist / Shop Manager is responsible for all disbursements made from petty cash, and for ensuring they are for legitimate business expenses. All requests for petty cash including promotional payments and stock for charity must be processed and authorised by the Pharmacy Manager.

2.10 Customer Account

Only accountable persons can perform transactions through the customer account functions. Credit must never be given to any customer without authorisation from your Pharmacy Manager.

Refer to your pharmacy manager or accountable person for advice on processing payment of a customer account.

2.11 Refunds

Refund Policy

It is the policy of the Pharmacy to ensure that customer service remains a priority therefore the following processes must be applied to ensure consistency in regards to refunds. Only authorised and trained persons are permitted to process refunds. If your till card does not allow this process you are not permitted to perform refunds and must obtain an authorised person to complete.

Non-refundable products (unless faulty)

- Dispensary items
- Baby food/milks
- OTC lines/vitamins/supplements with specific storage instruction
- Products with broken hygiene seals
- Cosmetics without hygiene seal
- Products not in original packaging
- Products with damaged packaging
- Products not in a re-saleable condition

Return of Products

- Products purchased and returned with the correct receipt/proof of purchase, unused, with intact packaging and within 28 days of purchase may be refunded with the original purchase tender.
- Products purchased and returned with the correct receipt/proof of purchase, unused, with intact packaging and after 28 days of purchase may be refunded with a credit note.
- Current products returned without receipt/proof of purchase, unused, with intact packaging in a re-saleable condition may be refunded with a credit note. The value of the credit note must be the current price of the product.
- Faulty products purchased and returned with receipt/proof of purchase may be refunded with the original purchase tender or a replacement product provided. In the case of electrical items products may also be sent to manufacturers for repair/replacement.
- Faulty products purchased and returned without receipt/proof of purchase may be refunded with a credit note or a replacement product. The value of the credit note must be the current price of the product. In the case of electrical items products may also be sent to manufacturers for repair/replacement.
- Products which are not faulty with open packaging, broken hygiene seals or not in a re-saleable condition must not be refunded.
- In the case of products returned which are not faulty where the original purchase tender was cheque, cash may be given if the return is 10 working days after purchase. For purchases returned within 5 working days a credit note must be provided.
- **A refund form must be completed for all refunds completed.**

Refund Process

- All refunds including exchanges must be processed through the till. This allows for efficient stock controls.
- The tender given for refunds must be the same as the tender used for the original purchase.
- In the case of an exchange the original product must be refunded and the replacement product sold.
- The customer must be requested to sign the refund form before finalising the refund.
- Once a product is refunded the item must be crossed through and initialled before returning the original receipt to the customer.
- Faulty items must be accounted for and recorded appropriately prior to disposal
- Authorisation of persons for the performance of refunds will be set for each pharmacy by Support office.
- Only the Pharmacy Manager or authorised persons are responsible for processing all refunds processed within the pharmacy. A refund form (Refund Form Templates available online) must be completed with the customer's signature in the event of a refund. These forms will be reviewed weekly by the Pharmacy Managers.
- Changes to the authorised persons must be requested through the Support office Finance Team with a valid reason for the request.
- Under no circumstances are till cards to be shared or given to unauthorised persons for any reason.
- Refunds must only be performed by the accountable persons and products returned shown to the Pharmacy Manager prior to disposal or return to sale.
- The Pharmacy Manager must perform a weekly check of refunds through the Epos system and query any unauthorised/unknown refunds.
- Employees must not be given refund authorisation within their first 3 months of probation

NB Goodwill refunds in exceptional circumstances outside of the above processes must only be performed at the Pharmacy Manager's discretion.

Alert Signals of Refund Theft/Fraud

- Excessive refunds by the same customer with no purchases noted.
- Same/similar products refunded by different customers in short period of time
- Expensive items purchased by cheque and attempted refund for cash performed on same/next day.
- Pattern of refunds conducted to same credit card details
- Pattern of poor quality/copies of original receipts used to obtain cash refund
- Pattern of unauthorised refunds
- Cash refunds for high value or exact note value
- Receipts not given to customer
- Cent coins loose at till points
- Refunds completed with no customer present

2.12 Voids

Voids are the deleting of a transaction prior to totalling or the deletion of products from a transaction prior to totalling. Correct till training is provided to employees to ensure voided transactions are kept to a minimum. Only authorised persons are permitted to complete voids.

Causes of voids

- Customer does not have sufficient tender for purchase
- Customer changing their mind
- Incorrect till process by employee
- Price check of item
- Internal theft

Void Process

- Authorisation levels for persons to perform voids will be set by Support office for your pharmacy. Changes to the authorised persons must be requested through the Support office Finance Team with a valid reason for the request. Under no circumstances are till cards to be given to unauthorised persons for any reason.
- A minimal amount of accountable persons must be authorised to ensure trading hours are covered
- Authorised persons must receive a valid explanation from the employee carrying out the transaction prior to completing the void
- Authorised persons must ensure that patterns of till errors are highlighted to the Pharmacy Manager to enable the completion of appropriate till training
- Unexplained/unauthorised voids must be highlighted to the Pharmacy Manager
- Employees must not be given void authorisation within their first 3 months of probation

Alert Signals of Void Fraud

- Patterns of unauthorised/unexplained voids
- Request for voids with no customer present
- Pattern of voids at note value or high value
- Cent coins loose at till points
- Receipts not given to customer

2.13 No Sales

A No Sale is when the till drawer is opened without a transaction. Authorisation levels will be set for the processing of no sales. Under no circumstances are till keys to be held in the till drawer.

Causes of No Sales

- Change top up
- Till lifts
- End of day processes
- Float counts
- Incorrect change given to customer

No Sale Process

- Authorisation levels for persons to perform no sales will be set by Support office for your pharmacy. Changes to the authorised persons must be requested through the Support office Finance Team with a valid reason for the request.
- Under no circumstances are till cards to be given to unauthorised persons for any reason.
- Employees must be informed that No Sales must be kept to a minimum to reduce the opportunity for theft/till snatch incidents.
- Employees must not be given No Sale authorisation within their first 3 months of probation

Alert Signals for Theft with No Sales

- Pattern of opening till drawer with no valid reason
- Stashing of notes in separate part of till drawer
- No Sales carried out directly after note value/high value refunds/voids
- Pattern of No Sales carried out directly before employees break time

2.14 Freebagging / Underringing

Freebagging

This is when an employee purposely does not charge for stock for a friend or family member. Or purposely not process items through till points in order to remove monies at a later time.

Alert Signals

- Customers queuing for a particular employee and ignoring free tills
- Customers requesting to be served by a particular employee
- No attempt to scan products
- Size of receipt does not match the amount of items sold
- Amount of monetary tender does not match the amount of items sold
- Change given does not match the amount of items sold
- Unexplained products around till points
- Excessive No Sales or patterns of No Sales prior to breaks/end of shift
- Receipts not given to customer

Underringing

This is when the full RRP for a product is purposely not charged to a friend or family member. Or when items are purposely not put through the till at the right price in order to remove the monetary difference at a later stage

Alert Signals

- Customer queuing for a particular employee and ignoring free tills
- Customers requesting to be served by a particular employee
- No attempt to scan products/pattern of keying in items
- Money tendered does not match value of the item
- Margin for expensive lines below average
- Pattern of not scanned items by particular employee
- Excessive No Sales or patterns of No Sales prior to breaks/end of shift
- Receipts not provided to customers

2.15 Till Error Monitor

- During Cashing up process errors highlighted will be recorded on the Till Error Monitor
- The error, cause and person responsible for the error will be recorded along with actions taken to rectify issues.
- The person responsible for the error will be notified and retrained if required. Once this has been completed the person responsible for the error must sign the Till Error Monitor to acknowledge discussion/retraining provided

Till Error Monitors will be kept within the Cash Folder for a period of 3 months. This is to enable consistent management of errors and training requirements.

2.16 Record Retention

Record Retention

It is essential that all documentation relating to cash processes within the Pharmacy are secured and kept confidential at all times. The following guidance must be adhered to at all times.

- Receipts left behind by customers **must be crossed through** before being placed in the bin.
- All information and documentation relating to till processes and sales information is confidential and must not be discussed outside employees of the company.
- The cash folder for the pharmacy is kept secured in a lockable cabinet and the keys controlled by the Pharmacy Manager or a designated accountable person

2.17 Support

A full cash policy is available within your pharmacy which must be completed for employees responsible for cash movement and reconciliation.

If you have any concerns or queries you must contact your Pharmacy Manager to resolve.

In the absence of your Pharmacy Manager your Business Manager or the Support office Finance Team may be contacted.

2.18 Till Declaration

Pharmacy.....

Pharmacy Manager.....

Accountability Statement – Protecting Our People and Assets

1. The process for cash accounting at a pharmacy level comes under the direct ownership of the Pharmacy Manager, who is responsible for cash compliance either directly or through your designated accountable employees, who must be direct employees and have completed their probationary period of at least 3 months.
2. All cash procedures are followed as per the relevant policies at all times and using the correct forms
3. All till and cash office areas, including the safe are kept clinically clean and secure. All end of day security measures and cash processes are adhered to and completed.
4. All Safe/Till keys must be accurately accounted for and held by trained designated persons.
5. All cash loss and suspicious instances are highlighted to the Managing Pharmacist immediately.
6. Cash takings and sales information is not discussed with anyone other than relevant employees.
7. Till operator access cards are not shared, kept with the relevant persons and secured when not in use.
8. I act at all times in the interest of safety and do not ignore processes put in place to maintain the safety of employees and assets.

Declaration

I confirm that I comply with all till operation policies and fully adhere to the accountability statement described above. I understand that if I have any doubts about correct procedure, that full guidance is available from the Cash Policy or my Pharmacy Manager.

Signature.....

Date...../...../.....

PRINT NAME:..... POSITION:.....

Signed Declaration must be held within the personnel file of accountable person/s

Cash controls will be monitored/reviewed as part of a BM's visit to the pharmacy and discrepancies investigated if highlighted.