



AUDIT OF CUSTOMER SERVICE REPRESENTATIVE PETTY CASH DRAWER

- Scope:** All campuses served by Louisiana State University (LSU) Office of Accounting Services
- Effective:** July 1, 2007. This FASOP supersedes and replaces all prior versions.
- Purpose:** When a Customer Service Representative or University Cashier is hired by Bursar Operations, he/she is assigned a petty cash fund that is used as a cash drawer for customer transactions. This operating procedure sets forth the guidelines by which (1) Customer Service Representative and University Cashier petty cash must be maintained, and (2) supervisors in Bursar Operations must monitor Customer Service Representatives.

Procedures:

Customer Service Representative

During the initial training of a Customer Service Representative, a petty cash drawer, along with a locking cash bag and a key to the bag, is issued to the Customer Service Representative by the University Cashier for the Customer Service Representative's use as a cash drawer to process customer transactions. A second key to the cash bag is kept with the University Cashier. The funds are counted and issued by the University Cashier. The Customer Service Representative verifies the count of funds and upon agreement of the amount, the Customer Service Representative signs a document acknowledging receipt of the funds (see Attachment A). The funds are then the responsibility of the Customer Service Representative until he/she leaves the position, at which time the amount of the petty cash drawer must be returned and verified by the University Cashier.

At the end of each business day, the Customer Service Representative performs a self-audit, counting the funds in the cash drawer and totaling customer transactions - this is referred to as "balancing". After balancing the cash drawer and customer transactions at the end of the day, the Customer Service Representative returns the locked cash bag to the University Cashier for overnight storage. The locked bag is picked up from the University Cashier each morning by the Customer Service Representative to begin the work day. If the Customer Service Representative is absent, the locked bag remains in the vault.

If a Customer Service Representative determines that his/her cash drawer is out of balance at the end of the business day, a supervisor then recounts the Customer Service Representative's funds to confirm that the fund is out of balance. If the Customer Service Representative has made an error in counting funds, a correction is noted on the count tape and balancing is completed. If the funds are determined to be over or short, the supervisor proceeds to review the Customer Service Representative's transactions for the day to determine if an error can be found. If an over/short entry is required, the supervisor makes the entry on the TIS system to post the amount over or short and allows the Customer Service Representative's work to be completed for the day.

An audit of a Customer Service Representative's petty cash drawer is performed randomly by a supervisor (and documented on a "Customer Service Representative Audit" (see Attachment B). The audit is performed by the supervisor either by watching the funds being counted by the Customer Service Representative or by the supervisor counting the funds in the presence of the Customer Service Representative. The supervisor completes the audit form by listing the amount of currency by denomination, either bundled, rolled or loose, and tallies the amounts to ascertain the total on hand. Upon completion, the supervisor and Customer Service Representative sign and date the Customer Service Representative Audit form.

A random audit may also be conducted when a Customer Service Representative is absent from work. On such occasions, an additional supervisor, the University Cashier or another randomly chosen Bursars Operation employee serves as a witness while the funds are counted. The Customer Service Representative Audit form is then signed and dated by the supervisor and the witness.

Upon separation from service, the funds are returned to the University Cashier who verifies the amount of the funds returned. Once the amount of the funds is verified, the Customer Service Representative receives the original document signed when the funds were issued. If the petty cash fund is over or short, the amount is noted on the document and initialed by the Customer Service Representative, the University Cashier, and the supervisor. The document is then held by the University Cashier for any necessary over or short entry to be made by the supervisor.

University Cashier

During the training of the University Cashier, a petty cash drawer is counted over to the University Cashier. The petty cash funds are maintained in the office of the University Cashier and in the safe in the vault. The University Cashier counts the funds daily to balance after completion of a day's work.

An audit of the University Cashier's funds is conducted when the University Cashier is out of balance at the end of the day's worked transactions. A supervisor recounts the University Cashier's funds to confirm that the fund is out of balance. If the University Cashier has made an error in counting the funds, a correction is noted on the count tape and balancing is completed. If the funds are determined to be over or short, the supervisor proceeds to review the University Cashier's transactions for the day to determine if the error can be found. If an over or short entry is required, the supervisor makes the entry to post the amount found over or short.

An audit of the University Cashier's petty cash drawer is performed randomly by a supervisor. The audit is performed by the supervisor either watching the funds being counted by the University Cashier or by the supervisor counting the funds in the presence of the University Cashier. The supervisor completes a "Balance Sheet" (see Attachment C) listing the amount of currency by denomination, either, bundled, rolled or loose, and tallies the amounts to ascertain the total on hand. Upon completion, the supervisor and the University Cashier sign the Balance Sheet.

An audit is also conducted when the University Cashier is absent from their duties. The funds are counted over to the employee who is substituting for the University Cashier during their absence. The Balance Sheet is then signed by the employee substituting.

Upon separation from service, the vault petty cash funds are counted by the replacement employee who then signs the Balance Sheet as verification they are receiving the total amount. If the fund is over or short, the amount is noted on the Balance Sheet and initialed by the University Cashier, the incoming University Cashier and the supervisor. The document is then held by the supervisor for any necessary over or short entry to be made.

Attachment A

Receipt of Cash & Customer Service Representative Responsibilities

On _____, I, _____,
(Date) (Print Name)

received the sum of \$10,000.00 (ten thousand dollars) as a University petty cash fund. The funds shall be used solely for University business purposes and shall serve as the opening cash bank for the operations of Customer Service Representative. It is a violation of law to use these State funds for any personal or non-University business purposes, such as borrowing funds or cashing personal checks. I understand that these funds should always be maintained in my locked drawer when I am away from my station and stored overnight in the Bursar Operations vault. I also understand that these funds will be randomly verified by a Bursar Operations supervisor and should be intact at all times. I understand that personal checks are to be cashed by the University Cashier.

Customer Service Representative

Supervisor

Attachment B

Customer Service Representative Audit

Date _____

Bundles:

\$100 _____

\$ 20 _____

\$ 10 _____

\$ 5 _____

\$ 1 _____

Misc _____

Loose:

\$100 _____

\$ 20 _____

\$ 10 _____

\$ 5 _____

\$ 1 _____

Misc _____

Rolls:

.25 _____

.10 _____

.05 _____

.01 _____

Misc. _____

.25 _____

.10 _____

.05 _____

.01 _____

Misc. _____

SUB-TOTAL: _____

SUB-TOTAL: _____

Over- _____

Short+ _____

TOTAL: _____

Audited by:

Signature

Date

Customer Service Representative #

Date

Attachment C

Balance Sheet

Date _____

1st Drawer:

Dollars (\$)
 100's _____
 50's _____
 20's _____
 10's _____
 5's _____
 2's _____
 1's _____

Silver (¢)
 1.00's _____
 .50 _____
 .25 _____
 .10 _____
 .05 _____
 .01 _____

2nd Drawer:

Dollars (\$)
 1's _____
 5's _____
 10's _____
 20's _____

3rd Drawer:

Silver (¢)
 .25 _____
 .10 _____

4th Drawer:

Silver (¢)
 .05 _____
 .01 _____

Back Vault:

Dollars (\$)
 100's _____
 50's _____
 20's _____
 10's _____
 5's _____
 1's _____

Silver (¢)
 .25 _____
 .10 _____
 .05 _____
 .01 _____
 Misc _____

CTR Petty Cash _____
 CTR Petty Cash _____
 Bank Order _____
 Bait Money _____
 Checks Cashed _____
 Misc Petty Cash _____
 Director Checks _____
 PCV's _____
 Check Requests _____
 Customer Service Rep's _____

Over - _____
 Short + _____
 Total _____

Petty Cash Increase _____

CASH SUB-TOTAL

 Customer Service Representative

 Rep #

If audited, audited by:

 Supervisor

 Date