



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 det

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

