

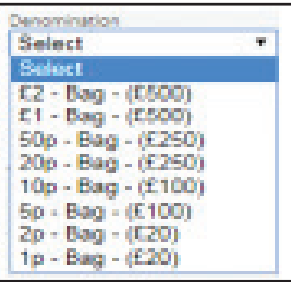
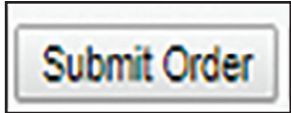
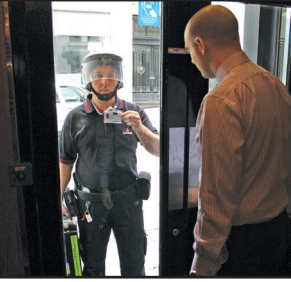



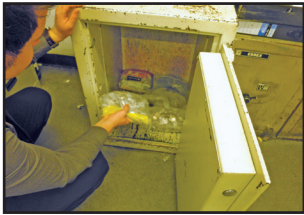
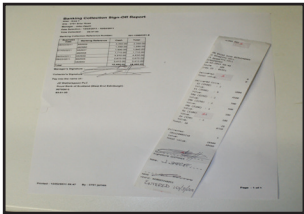




<b>Completed by:</b>	• Pub Manager • Shift Manager • Shift Leader
<b>Reference</b>	• Cash Control Policy • SOP - OF0043 - Completing a banking collection
<b>Equipment</b>	• G4S inner coin bag claim form (WIS) • A4 Envelopes

<b>Step 1</b>		<ul style="list-style-type: none"> <li>• Ensure all Duty Managers are aware of the current change banding level for the pub.</li> <li>• Check the change on site prior to placing an order.</li> <li>• Change on site should be lower than the change banding level just before the delivery arrives.</li> <li>• Prior to allowing access to a Cash In Transit (CIT) agent, security checks must be completed.</li> <li>• Check the agent is wearing CIT company uniform and is displaying a photographic ID badge, an authorised collectors card and a SIA licence.</li> <li>• Where practical verify that a security carrier vehicle is parked in the vicinity.</li> <li>• Where possible, complete the banking collection process in view of the office CCTV camera.</li> </ul>
<b>Step 2</b>		<ul style="list-style-type: none"> <li>• Coin orders must be placed before 11am on the working day prior to the delivery.</li> <li>• Log on to the G4S Coin Ordering Portal using the following web address: <a href="https://g4sukcp-p.azurewebsites.net/Logon.aspx">https://g4sukcp-p.azurewebsites.net/Logon.aspx</a></li> <li>• Click on the 'New Order' button.</li> <li>• Select the pub name from the 'Select Site' drop down.</li> <li>• Click in the 'Delivery Date' box and select the date for the delivery. Dates which are greyed out cannot be selected.</li> <li>• If an emergency change order is required for a non-scheduled day, email Cash Control. This must be done by 10.30am the working day before delivery. No emergency change orders can be placed for Saturday &amp; Sunday.</li> </ul>
<b>Step 3</b>		<ul style="list-style-type: none"> <li>• Click on 'Coin' in the 'Product selection' box.</li> <li>• In the 'Denomination' drop down, select the required coin and then entered the required number of bags in the 'Enter Quantity' box.</li> <li>• Click add.</li> <li>• Repeat this step for each denomination of coin required.</li> </ul>
<b>Step 4</b>		<ul style="list-style-type: none"> <li>• Once all denominations have been added, click on 'Submit Order'.</li> <li>• When the pop-up window appears, check the value of the order and then click on 'OK' to place the order.</li> <li>• Orders can be edited or cancelled using the G4S Coin Ordering Portal before midday two working days prior to the delivery date.</li> </ul>
<b>Step 5</b>		<ul style="list-style-type: none"> <li>• If CIT arrive before the pub opens, the Duty Manager must check the agent's Company ID cards prior to allowing access.</li> <li>• Lock the front door behind them.</li> </ul>

<b>Step 6</b>		<ul style="list-style-type: none"> <li>If CIT arrive during trading hours check their Company ID cards prior to allowing access back of house and into the office.</li> </ul>
<b>Step 7</b>		<ul style="list-style-type: none"> <li>All CIT agents must sign into the office using the sign-in sheet.</li> <li>CIT agents will log their crew ID number and not their name.</li> </ul>
<b>Step 8</b>		<ul style="list-style-type: none"> <li>Check all amounts are reconciled against the delivery slip and make sure all the bags are sealed, correctly tagged, unopened and undamaged.</li> <li>Refuse any bags that show signs of damage.</li> <li>Any discrepancies with the change delivery must be reported to CIT and Cash Control immediately.</li> <li>If the amount delivered differs to the amount on the delivery slip, ensure this is clearly highlighted and corrected before signing for the change.</li> <li>The adjustment must be made on both copies of the delivery slip.</li> </ul>
<b>Step 9</b>		<ul style="list-style-type: none"> <li>Once counted and verified against the delivery slip, secure the change delivery in the safe immediately.</li> <li>Do not discard the outer bag until the contents have been verified.</li> <li>Declare the amount received on Aztec.</li> <li>Print the "Change Received" report from Aztec Dimensions, verify the amount and attach to the CIT delivery slip.</li> <li>File the delivery slip with the daily financial paperwork.</li> </ul>
<b>Step 10</b>		<ul style="list-style-type: none"> <li>If the amount delivered is different to the amount on the CIT delivery slip, scan the delivery slip to Cash Control immediately.</li> <li>Cash Control will review the claim with CIT.</li> </ul>
<b>Step 11</b>		<ul style="list-style-type: none"> <li>Inner bag shortages of £5 or more must be claimed within 14 days of the change delivery.</li> <li>If fake coins or foreign objects are noted, these must be claimed within 14 days of the change delivery.</li> <li>Print off and complete the G4S inner coin bag claim form from the Cash Control section of WIS.</li> <li>The outer bag that contained the shortage must be attached to the claim form, if the bag is not attached the claim will be refused.</li> <li>Place the claim form and the outer coin bag into an envelope and post it to the address shown on the bottom of the claim form. If the claim is upheld Cash Control will post the refund to the pub's safe line.</li> </ul>
<b>Step 12</b>		<ul style="list-style-type: none"> <li>Change ordering times will vary on Bank Holidays. Pubs will be notified.</li> <li>There is an additional charge for emergency orders.</li> <li>Do not place any change bags into the pub safe until fully checked and signed for.</li> <li>It is possible that a change delivery will occur at the same time as a banking collection. Refer to SOP - OF0043 - Completing a banking collection.</li> <li>The Duty Manager must ensure they log onto Aztec using their own user name and password.</li> <li>For further advice contact the Cash Control department.</li> </ul>