



CITY OF PROVIDENCE

9.5 CASHIER AND TELLER OVER/SHORT POLICY

Purpose

The purpose of this policy is to provide clarity on the standards and expectations regarding teller register discrepancies. This policy also outlines standards for uniformly addressing discrepancies and provides measures and strategies to ensure accurate work and to identify areas in which tellers require assistance or training.

Scope

This policy applies to all employees and volunteers of the City of Providence in a position that includes the responsibility to process cash transactions via a cash register.

Definitions

Teller: An employee responsible for processing cash transactions on behalf of the City of Providence and maintaining accurate reconciliation of receipts and register balances.

Discrepancy: Any instance where a teller's cash register balance does not match the expected total during reconciliation.

Over/Short Record: The documentation used to record discrepancies in a teller's register balance.

Policy

A teller is responsible for carefully and accurately processing cash transactions. Any discrepancies in a teller's balance, regardless of amount, will be recorded on the teller's over/short record. Discrepancies are identified on a daily basis by reconciling the daily receipt pages that are sent to the Controller for input into the General Ledger.

1. Acceptable and Unacceptable Standards

- A. A teller meets acceptable standards for the handling of cash transactions when the teller has fewer than three (3) discrepancies of \$10.00 or less in **any** thirty (30) day period.
- B. A teller's performance is considered unacceptable when the teller has three (3) or more discrepancies of \$10.01 or greater in **any** thirty (30) day period.

2. Observation and Corrective Measures

- A. When a teller falls below the acceptable standard, a warning will be issued, and a thirty (30) day observation period will be implemented.
- B. During the observation period
 1. The teller's performance will be documented.
 2. Individualized training and/or assistance will be provided to improve the teller's performance.
- C. If the teller's balancing record returns to the above outlined acceptable standard after the thirty (30) day observation period, the observation period will end.
- D. If the teller has not returned to the acceptable standard:
 1. Extend the observation period for an additional thirty (30) days; or
 2. In consultation with the Department of People and Culture (DPC), pursue progressive disciplinary action, up to and including termination.

3. Newly Hired Tellers

- A. For newly hired tellers, performance reviews will be conducted at thirty (30) day intervals for the first ninety (90) days in which the teller is processing transactions.
- B. These reviews should be conducted

1. Day 30
 2. Day 60
 3. Day 90
- C. During these reviews, the teller's balancing record will be evaluated.

4. **Compliance**

- A. Circumstances not specifically covered in this policy may also result in immediate disciplinary action. These include, but are not limited to:
1. Significant one-time imbalances
 2. Register discrepancies
 3. Theft
 4. Continued violations of the basic standards outlined in this policy
- B. Failure to comply with this policy will result in progressive disciplinary action, up to and including immediate termination.

Related Policies:

Workplace Theft and Misappropriation Policy
Discipline Policy
Code of Conduct

Other Related Information:

[Local 1033 Collective Bargaining Agreement](#)

Policy History:

Policy Issue Date: August 2022
Last Revision Date: March 2026 (formatting)
Policy Effective Date: March 2026

Policy Update/Review Summary: *This policy complies with all applicable federal, state, and local laws and regulations. This policy will be reviewed biennially and updated as necessary to ensure continued compliance with applicable laws and best practices. Employees will be notified of any changes.*