

Reconcile notes and coin and consignments

Overview

This NOS sets out the skills, knowledge and understanding for you to reconcile notes and coin or bulk consignments. This could include foreign currency.

This NOS is aimed at people involved with cash processing.

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Performance criteria

You must be able to:

1. verify that the quantity of items received agrees with relevant supporting documentation
2. take appropriate and approved action when items received are for customers of other organisations
3. check that physical notes and coin or bulk consignments received agree with relevant supporting documentation
4. take appropriate and approved action, within the limits of your responsibility, in the event of a discrepancy
5. recognise the physical characteristics of notes and coin or bulk consignment and take appropriate and approved action in the event of suspected or actual irregularities
6. use tools and equipment appropriate for the task and for which you have been trained in line with approved guidelines and procedures
7. make sure that any required equipment is in good working order in accordance with manufacturers standards and guidelines
8. complete supporting documentation with accurate information and to comply with company audit trail requirements
9. weigh bulk quantities of notes and coin when required and take appropriate and approved action in the event of a **discrepancy**
10. follow company end of day reconciliation procedures
11. maintain at all times the security of the value being reconciled
12. comply with relevant legislation, regulations and codes of practice at all times
13. use safe methods of working, complying with all relevant safety requirements to maintain your own and others' health and safety and welfare

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Knowledge and understanding

You need to know and understand:

1. current relevant legislation, regulations, codes of practice and guidelines relating to reconciling notes and coin
2. health and safety requirements that relate to the health, safety and welfare of yourself and others including ergonomics and manual handling
3. which items of tools and equipment you are authorised and trained to use, which items are appropriate for the task, and how to use them safely and effectively
4. how to use a manual system if electronic systems and hardware are broken
5. how to recognise those items that do not relate to customers or your company, and the action that you should take to deal with these
6. the documentation that you are required to complete when reconciling deposits in order to comply with company audit trail requirements
7. company procedures for end of day balance requirements
8. company procedures for dealing with discrepancies
9. the physical characteristics of notes and coin,
10. how to recognise counterfeits and the action that you should take
11. your level of authority and the action you should take in the event of a **discrepancy**
12. when a **discrepancy** should be referred to a more senior person
13. how to weigh bundles of notes, and the permitted tolerance levels, for the denominations you work with

Glossary

In these National Occupational Standards:

discrepancy: a difference in the amount of notes, coin or valuables received for reconciliation against what is expected. For example, excess coin or cash, insufficient coin or cash, counterfeits or mutilated/damaged items.

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