



Tucson City Court Administrative Directive

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I. PURPOSE

To establish a policy for addressing cashier errors as well as a criteria for evaluation or retraining of cashiers.

II. POLICY

Court cashiers are responsible for accepting, receipting, posting to the Court's case management system and making change for customers paying on court ordered sanctions. Court cashiers are expected to be accurate and precise in their transactions and are required to balance at the end of their shift. Despite all due diligence, errors will happen. This policy describes the process to be followed when errors related to cash occur.

III. PROCEDURE

A. **Out of Balance Occurrences**

1. Cashiers are instructed to immediately contact their supervisor for assistance when they believe a problem has occurred that may result in an overage/shortage. When a cashier believes they have a problem, they are permitted to continue working toward pinpointing the mistake or to verify they are in balance.
2. The manager or supervisor will conduct causative research to resolve the error. If the error cannot be resolved (cashier remains out of balance), a Cashier Overage/Shortage Form (see enclosure) will be completed, signed by the manager or supervisor and submitted with the cashier's deposit. Should the situation require such, personnel from the Financial Services Unit are available to assist in conducting causative research.
3. When a discrepancy exists between the cashier's cash deposit and Financial Services count (usually done by the cash counting machine), the cashier making the deposit and the Financial Services staff member, will hand count the deposit to resolve errors. If the error cannot be resolved, a Cashier Overage/Shortage Form will be



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CASHIER OVERAGES/SHORTAGES

completed and signed by the cashier making the deposit and the Financial Services staff member accepting the deposit.

4. When a cashier overage/shortage is reported, the Financial Service staff will review the entire day's deposit for the Court in an attempt to resolve the error. If Financial Services is unable to resolve (bring into balance) the cashier's error, they will notify the cashier's manager and supervisor by e-mail indicating the amount of the overage/shortage with a copy provided to the Presiding Magistrate, Court Administrator and the Assistant Court Administrators.

B. Resolved Overages/Shortages

Necessary counseling or documentation of discrepancies, regardless of amount will be left to the discretion of the manager. Managers are encouraged to establish a method for tracking resolved cashier discrepancies to support possible work improvement plans or discipline deemed appropriate.

C. Unresolved Overages/Shortages

1. Deposits out of balance by plus or minus \$3.00, will be excluded from unresolved error tracking. Managers should informally track out of balances of \$3.00 for trends and conduct training as needed.
2. Cumulative out of balance amounts totaling \$75.00 within a rolling three (3) month period will result in informal counseling. Additional cumulative shortages of \$75.00 during three months following informal counseling will result in formal documentation and retraining. Additional overages/shortages may include reassignment to other duties documented by a special evaluation indicating an unsuccessful assignment as a cashier.
3. Unresolved deposit shortages of more than \$250 will follow the procedures as indicated in III.A.2. and 3. The Court Administrator or Assistant Court Administrator will be notified immediately of the shortage and a report will be filed with the Tucson Police Department. A meeting with the Presiding Magistrate, Court Administrator, Assistant Court Administrator(s), cashier and their manager/supervisor, will be held within



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24 hours to discuss the discrepancy and determine appropriate action to be taken consistent with City Administrative Directives.

4. If the overage/shortage can be identified to a specific case, the manager for the department where the shortage occurred will contact the defendant and discuss issues related to the overage/shortage.
5. Unresolved deposit overages will follow procedures in III.C; however policies concerning overpayments outlined in CAD260-8, III.C. will be followed.

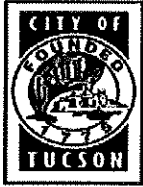
RESPONSIBILITY FOR REVIEW

The Presiding Magistrate or designee will review this Court Administrative Directive for revision and/or deletion biennially or as needed.

Presiding Magistrate

9/3/13

Date



**TUCSON
CITY
COURT**
ADMINISTRATION

**Tucson City Court
Cashier Overage/Shortage**

Every cashier outage must be documented. This requirement is addressed in your cashier manual. It is only possible to be out of balance in cash. Any outages involving checks or credit cards must be resolved prior to turning in your deposit. In the event that your deposit is out of balance, this form must be filled out completely and included with your deposit.

1. Please list your cash here (this will include any drops that your made):

1's: _____

2's: _____

5's: _____

10's: _____

20's: _____

50's: _____

100's: _____

Coin: _____

TOTAL: _____

2. Write the amount of cash hat your deposit should be: \$ _____
3. Write the amount of cash that you are OVER/SHORT (circle one). \$ _____
4. Please describe what you did to investigate the outage.

Cashier: _____ Date: _____

Verifying Clerk _____ Date: _____

Supervisor: _____ Date: _____

****Include this form with your deposit****