

Introduction

The Company has a strict Pay Point Policy in which all employees must adhere to at all times. This company policy outlines what employees' responsibilities are when it comes to cash control.

Scope

This policy applies to all of our employees. Even if you do not work on a till point as part of your role you are required to read this policy and understand its contents.

Policy Elements

The following rules always apply;

- CASH ONLY.
- Confirm the transaction with the customer.
- Take the money and put in till prior to using the pay point terminal.
- Again, confirm transaction before confirming on the terminal.
- Do not turn your back to the customer during this transaction.
- If a customer asks for £20 for example and you process £40 then you will be held accountable for this mistake.
- PayPoint sales are linked to your Till Code which is processed when you complete the Till Agreement. All discrepancies will be the responsibility of the employee.
- No telephone transactions are allowed.
- Paypoint or Western Union will never call you to do anything over the phone.
- Anyone who does call, including ask you to test the terminal will be a hoax call.
- All PayPoint sales are cash only. No credit or debit cards.

Disciplinary Consequences

When an employee disregards this Policy, the appropriate disciplinary action will be taken. In the first instance you will be (depending on what element of the policy you have disregarded) given a verbal reminder of the Policy. This will be kept on file and could be used as further evidence if employees continue to repeat this failure to comply. Should there be any recorded repeat of this conduct, this may be subject to formal disciplinary action.

Termination of Employment

On the termination of your employment you will be notified of any outstanding discrepancies/ monies owed to the employer. Under normally circumstances the employer will only deduct a maximum of 10% of your gross pay for your total discrepancy. However, when you enter your final pay month the full balance will be taken.