

Compliance on Teller Function and Cash Unit Operations



Background	Overall banking operations round on Receipt and Payment of Cash in different currency and denomination. Since the Cash Unit provides direct service to the customer during the transaction hours of the bank, Operation of this area should invite extra efforts while delivering the services to the customer. Cash area operation is most sensitive where customers have great expectation of the exceptional service to their favour. Cash unit projects the image of the bank, that's why Operational Risk associated with dealing in cash should be minimized to acceptable levels. For that various legal aspects/regulatory directives/ policy guidelines/ prudent norms should be better complied with during operation of the cash area.
Level (Low/Mid/Senior/High)	Low/Mid
Duration	One Day
Target Audience	Staff Working as teller and operation In-Charge or the individual aspiring to join teller or cash area of BFIs
Program Takeaways	The training is helpful to <ul style="list-style-type: none"> Ensure better compliance of legal/regulatory/ policy guidelines/ prudent norms during discharging teller function and cash area operation
	Update and Enhance basic service/safety/legal attribute to the bank employee working in Branch operations especially cash units
	Make employee working in cash unit capable of applying their legal mind and common sense in various processes relating to Branch operations especially cash units
	better understand the work procedure, their roles and responsibilities with Updated and Enhanced knowledge and Skill while working as teller and operation of cash area
Contents	Control System for Cash and Cash Area
	Management of outsider's entrance on the cash area

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	<ul style="list-style-type: none"> ✿ Handling Keys of Strong Room & Vault: Safe Keeping of keys, handling Duplicate keys. ✿ Operation of Strong Room and Vault ✿ Cash Transaction amongst Tellers ✿ Insurance of Cash and Cash equivalent ✿ Start of Day Routine of Cash Unit ✿ Receiving cash from customers for Deposit in Account, or for Remittance ✿ Acceptance of Foreign Currency Deposit ✿ Acceptance of Mutilated Notes ✿ Cash Exchange at Counter ✿ Threshold of cash transaction ✿ Payment of Cheque in Customers' Accounts ✿ Refusal of Payment of Cheque: Consequences of writing cheque of Accounts having insufficient balance ✿ Process of blacklisting when issuing cheque without having sufficient balance ✿ Cash Payment through Withdrawal Slip ✿ Threshold of cash payment ✿ Transaction in account of illiterate person/ blind persons ✿ Transaction in Dormant Account ✿ Marking Good for Payment (GFP) Cheque and its cancellation ✿ Purchase/Sale of Convertible Foreign Currency ✿ Procedure for "Cash Limit Exceed" Situations ✿ Cash in Transit and Cash at ATM ✿ Checking of Cash at the end of the Day ✿ Difference in Physical Cash Balance and Teller Balance in System: Cash Short and Cash Over ✿ Cash Transactions at the end of the Day ✿ Cash Sorting ✿ Checking of Transactions
Program delivery	✿ Audio-Visual Presentation, Lecture, Discussion/interaction, role playing, participant presentation etc.
Date	8th June 2019 (8:00 am to 3:30 pm)
Facilitator/s	Advocate, Shree Krishna Sigdel Branch Manager, Nepal SBI Bank Ltd. Surkhet Branch Psychological Counselor

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Program Itinerary:

Time	Details
8:00	Introduction & Registration
8:15 - 9:45 (Session 1)	<ul style="list-style-type: none">  Control System for Cash and Cash Area  Management of outsider's entrance on the cash area  Handling Keys of Strong Room & Vault: Safe Keeping of keys, handling Duplicate keys  Operation of Strong Room and Vault  Cash Transaction amongst Tellers  Insurance of Cash and Cash equivalent
Tea Break (15 minutes)	
10:00-11:30 (Session II)	<ul style="list-style-type: none">  Start of Day Routine of Cash Unit  Receiving cash from customers for Deposit in Account, or for Remittance  Acceptance of Foreign Currency Deposit  Acceptance of Mutilated Notes  Cash Exchange at Counter  Threshold of cash transaction  Payment of Cheque in Customers' Accounts  Refusal of Payment of Cheque: Consequences of writing cheque of Accounts having insufficient balance  Process of blacklisting when issuing cheque without having sufficient balance
Lunch Break (40 minutes)	
12:10-1:40 (Session III)	<ul style="list-style-type: none">  Cash Payment through Withdrawal Slip  Threshold of cash payment  Transaction in account of illiterate person/ blind persons  Transaction in Dormant Account  Marking Good for Payment (GFP) Cheque and its cancellation  Purchase/Sale of Convertible Foreign Currency  Procedure for "Cash Limit Exceed" Situations
Tea Break (15 minutes)	
1:55 -3:15 (Session IV)	<ul style="list-style-type: none">  Cash in Transit and Cash at ATM  Checking of Cash at the end of the Day  Difference in Physical Cash Balance and Teller Balance in System: Cash Short and Cash Over  Cash Transactions at the end of the Day  Cash Sorting  Checking of Transactions

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