



COOP TELLER'S

Handbook - I



Institute for Coop Excellence, Inc.

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OUR VISION

The leading
institute in coop
leadership and
mangement

OUR MISSION

We help build
successful coop
enterprises

OUR CORE BELIEFS

- (1) Member Satisfaction is bottom line.
- (2) The coop identity is our advantage.
- (3) Learning is a process.

PROGRAMS AND SERVICES

(I) DEGREE PROGRAMS:

- A. Master in Business Administration - Cooperatives Management
- B. Post Baccalaureate Diploma in Cooperatives Management

(II) NON-DEGREE PROGRAM:

- A. Distance Education Course (KoopAralan)

(III) INSTITUTIONAL DEVELOPMENT SERVICES (IDS)

- A. IDS Workshop (Preliminary to Strategic Planning)
- B. Organizational Profiling
- C. Member Satisfaction Survey
- D. Staff Climate Survey
- E. Flow Analysis and Flowcharting

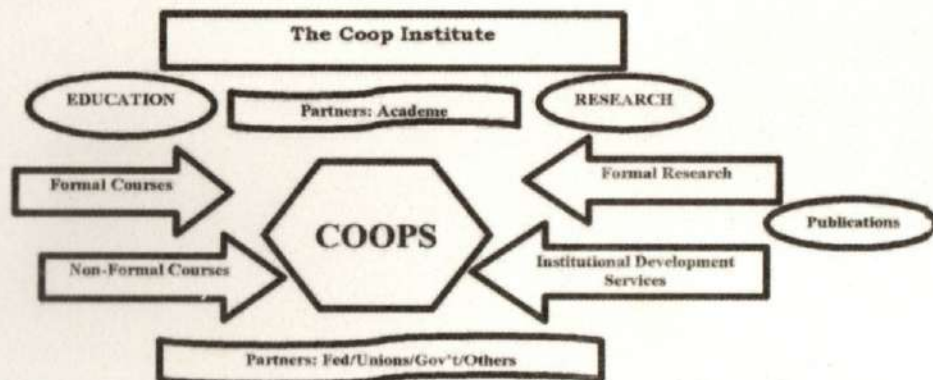


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I. CASHIER'S / TELLER'S POSITION DESCRIPTION

TITLE : Cashier /Teller
REPORTS TO: Manager & Treasurer



A. Qualifications of a Teller / Cashier

1. At least bachelor's/college degree in accountancy, business studies / finance / administration / management, commerce or its equivalent.
2. Must be honest
3. With pleasing personality
4. Excellent customer service orientation and above average communication skills
5. Interpersonal skills to represent the coop in a positive way in dealing with members and other employees
6. Basic working knowledge in computer

B. What are the common equipment used by a teller?

1. Computer and Printer
2. Adding machine
3. Sorter/imager
4. Calculator
5. Counting machine
6. Money detector



C. Trainings Required:

Aside from the general trainings and orientation required of each employee in the coop, the cashier/teller shall be required to attend the following skills training:

1. Telling / Cashiering Orientation and Skills Training
2. Customer Relations Training
3. Basic Computer Training or Software Training
4. Emergency Preparedness Training and Robbery Drill
5. Signature Verification and Counterfeit Money Detection
6. Anti Money Laundering Training



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II. JOB DESCRIPTIONS

PRIMARY RESPONSIBILITIES:

Responsible for the proper handling of cash and other cash items. Accounts for receipts and disbursements of the funds of the cooperative and ensures that such transactions are in accordance with the coop policy. Shall ensure the proper monitoring of liquidity by making funds available at the time it is needed.



In Charge of the following:

1. Opening of Accounts
2. Accepts Deposit and Withdrawal
 - Handle dormant accounts
3. Receives payments and other funds
4. Disbursements
5. Fund Deposit to the bank
6. Secure the accountable forms such as blank checks, unused time deposit certificates and official receipts
7. Responsible for the security of the safe, office security keys and vault combinations and respects internal control procedures
8. Keeps accountable documents, collateral & security papers safe inside the vault
9. Recommends measures to increase deposits of members
10. Generates end of the month reports for all cash, deposits, withdrawals and disbursement transactions
11. For coops with software on SD/TD, the cashier/Teller has the obligation to ensure the maintenance of the savings and time deposit software and its back up system



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III. DETAILED SCOPE OF WORK AND GUIDELINES

(A) MEMBERSHIP/ OPENING OF ACCOUNTS

SPECIFIC RESPONSIBILITIES:

- ▶ Makes entries for opening and closing of accounts



DETAILED SCOPE OF WORK

- ▶ *Application / Acceptance of New Members*
 - Make entries for opening of new accounts
- ▶ *Withdrawal of Membership*
 - Facilitate transfer of share capital of the withdrawn member after approval by the BOD/Manager.

GENERAL GUIDELINES

- All new accounts shall approved by a designated officer. Apply the KYC principle - KNOW YOUR CUSTOMER. Ask for two valid IDs and picture of all members who are opening an account as well as their sketch of residence. Never accept members unless you know them. Require members to sign in the specimen signature cards.
- Do not accept organizations or associations. Coops are only allowed to accept natural persons. In case of minors, the account shall be In Trust For account (ITF)

(B) DEPOSITS

DETAILED SCOPE OF WORK

- ▶ *Opening of Savings Account*
 - Facilitates the opening of account for savings deposit
- ▶ *Opening of Time Deposit Account*
 - Facilitates the opening of account for time deposit
- ▶ *Facilitates closing of account upon approval by the Manager or designated officer*



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GENERAL GUIDELINES

(a) SAVINGS DEPOSIT

- Ascertain that the deposit slip bears the name of the member, correct account number and is properly dated.
- Count the cash per item against the amount indicated in the deposit slip.
- It is generally advisable to use pre-numbered deposit slips.
- The teller should ensure that the breakdown of cash denomination is indicated at the back of the deposit slip.
- Ensure that all transactions bear the Teller's Stamp, and signed by teller and it is machine validated.
- Members shall prepare and sign their own deposit slips.
- Run-up the cash and check balances if it tallies with deposit slip before posting the deposit. A comparison of the name of the member on the deposit slip with that shown on the screen for the corresponding account number should be done to ensure correctness in the posting of the deposit.
- Individually encodes the check deposit slips into the system for credit posting to the member's account.
- Prepares the Teller's Blotters report for all the deposits and other cash receipts and disbursements made during the day
- Late cash deposits shall be handled by one teller and approved by an officer



(b) TIME DEPOSIT

- The functions of receiving deposits, recordings and signing of certificates shall be segregated
- Prepares the Certificate of Deposits for signature by the manager
- All certificates of time deposits shall be issued and signed jointly by two authorized officers.
- All Certificates of time deposits shall be pre-numbered and issued in numerical sequence. All numbers shall be accounted for as either in stock, cancelled or issued.



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