



# LOCAL OPERATING PROCEDURE\_MUC\_PC004

## Cash Handling

Version/Rev	Date	Section	Amendment
V1/R0	17.03.2026	Full LOP	Initial issue

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### PURPOSE

This Local Operating Procedure (LOP) ensures a secure, traceable and standardised process for handling all cash payments related to Pegasus Airlines operations at MUC. This includes the distribution, use and return of numbered money bags, assignment of responsibilities, and actions in case of discrepancies or irregularities.

### OBJECTIVE

The objectives of this LOP are to:

- Clearly define roles, responsibilities, and task allocation when it comes to cash payment collection.
- Support effective communication and coordination between customer service agents and supervisors/lead agents in regard to cash reconciliation and accounting.
- Provide a clear reference framework for new and existing staff, supporting competency, accountability, and continuous improvement.

### APPLICATION

Passenger Services Department:  
Customer Service Agent  
Supervisor/Lead Agent

### GENERAL INFORMATION

**Customer Service Agent (CSA)** - Responsible for personally collecting, using, and returning the assigned money bag. The agent must handle all cash responsibly and in accordance with this procedure.

**Supervisor (SV)** - Responsible for preparing the money bags, tracking issued bags, ensuring proper return, and managing discrepancies.

**Station Manager (SM)** - Responsible for ensuring that the process is followed, escalations are handled, and audits are supported.

**PROCEDURE STEPS**

Step	Action
1.	Each day, the SV/LA prepares 10 numbered money bags, each containing 10€ in change. Bags are stored securely in the supervisor office and tracked on the "PC Money Bag Register" (Annex 1).
2.	Before starting Pegasus Airlines duties, each agent must personally collect one money bag from the SV office.
3.	Agent counts the money in the presence of the SV/LA.
4.	Agent signs the register after indicating bag number, name and initial amount.  Note: If the agent is reassigned from another airline without time to collect the bag, the SV/LA is responsible for ensuring handover before the Pegasus task begins.
5.	Agents are only permitted to use their assigned money bag.
6.	If smaller change is needed, agents may exchange money with a colleague, as long as the total amount remains the same. Agents remain fully responsible for the content of their own bag at all times.
7.	All cash and reprinted boarding passes indicating the details of the payment must be stored in the bag.
8.	If the amount exceeds 250€, the agent must notify the SV/LA, who collects the excess amount and logs it on the reverse side of the register (signed by both).
9.	After completing Pegasus Airlines duties, the agent must return the money bag to the SV office as soon as possible.
10.	Bag is counted jointly by agent and SV/LA.
11.	Final amount and return time are recorded and signed by both on the register.
12.	If a bag is not returned, the SV/LA must immediately inform the SM and investigate with the responsible agent.  A written explanation must be submitted by the agent within 24 hours. The SV/LA must document the discrepancy on the register and retain a copy for audit.



## **COMPLIANCE MONITORING**

- The SM is responsible for ensuring that this procedure is followed.
- Random spot checks may be conducted.
- Frequent or unresolved deviations may result in disciplinary actions.

## **ANNEXES**

- Annex 1: PC Money Bag Register (Template)

## **DOCUMENTATION & RECORD RETENTION**

- 1) PC Money Bag Register  
Retention period: 6 months  
Owner / Storage: DHS Main Office



## Annex 1: PC Money Bag Register (Template)



### Pegasus Money Bags Register

Date: \_\_\_\_\_

Bag No.	Money Inside	Taken by Agent		Brought back by Agent		Money Inside	Money Bag received by Supervisor (Signature)
		3-letter code	Signature	3-letter code	Signature		
1	10€						
2	10€						
3	10€						
4	10€						
5	10€						
6	10€						
7	10€						
8	10€						
9	10€						
10	10€						