



LOCAL OPERATING PROCEDURE_FRA_PAX01

Cash Collection

Version/Rev	Date	Section	Amendment

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OBJECTIVE

To create a smooth and efficient method in how to handle the financial part of the sales desk.

Any irregularities need to be mentioned on the 'daily banking sheet'. Always let your Supervisor know what kind of irregularity you have come across.

During Shift

- Never leave your cash register unattended, always lock the register
- If a passenger wants to purchase a ticket or pay for extra luggage or any other SSRs sold by us with a credit card, you must always check:
 - Name of cardholder against ticket
 - If name is not the same ask the holder of the card to come forward and ask for ID
 - Always give the passenger a receipt of the CC transaction and keep the copy
 - While using DCS provide a manual receipt to the passenger for cash payments in case receipt is not issued by DCS



End of day

- Hand over the cash box together with the banking sheet to the SV.

Reports to stay at the airports:

Every passenger shall be issued a receipt. Every receipt ("Quittung") shall be duly signed by the passenger and the CSA. The new forms have such a provision, whereas the neutral forms not. Let the passenger sign anywhere on the form, preferable in the "Date – Section". Receipt generated by a DCS shall be sign where it says "Signature".

QUITTUNG / RECEIPT	
€	<input type="checkbox"/> Baggage _____ <input type="checkbox"/> Other _____
Date: _____	
Airport: _____	
Name: _____	
Flight No: _____	
Nr. 05160	
Signature Passenger _____	Signature Customer Service Agent _____
EXCELLENCE FROM TOUCHDOWN TO TAKEOFF	

Example of the new DHS receipt forms.