Open and balance your drawer

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Reader group: Tellers
In a live knowledge base, only signed-in tellers and branch staff would see this page. It's public in this demo so you can explore.

Opening your drawer

1. Collect your drawer from the vault with the head teller.
2. Count your starting cash together and both initial the drawer log.
3. Sign in to the teller system and confirm your starting balance matches.

During your shift

- Keep your drawer locked whenever you step away, even for a moment.
- Keep no more than your drawer limit ($15,000). Sell excess cash to the vault and log it.
- Count cash out loud to members, twice, before you hand it over.

Balancing

1. Run your end-of-day totals in the teller system.
2. Count your drawer by denomination.
3. Have a second teller verify the count.

Difference	What to do
Up to $5	Note it on the drawer log
$5.01 to $50	Recount with your supervisor before closing out
More than $50	Stop. Your supervisor reviews the day's transactions before you leave.