**Volunteer Information - Cash Handling Guidance**

**Introduction**

While you are volunteering with Macmillan you may have to handle cash, cheques or other donations. This short guide explains some of our rules around cash handling and our expectations if a member of the public gives you money to pass on to Macmillan.

We have a cash handling procedure which sets out the responsibilities of volunteers and employees who handle money in their role. **Your volunteer manager will provide you with a banking pack and make sure you are clear on the full procedure if your role involves cash handling.**

If you need further information about your banking pack, or want to request a new one, please call our Supporter Care Hub on **0300 1000 200.**

**Safety**

The safety and well-being of volunteers and employees is our highest priority. If, at any time, you feel at risk when handling cash for Macmillan, your only priority is your own safety. You should never put yourself at risk to protect donations that you are holding.

**Avoiding cash handling**

The simplest way to keep cash handling safe and secure is to avoid or minimise it. Wherever possible, ask supporters to donate online. If you are organising a large event, ask your volunteer manager about using a contactless card machine to collect donations.

**Who the cash handling procedure covers**

The cash handling procedure must be used by all registered Macmillan volunteers who are cash handling while fundraising

Cash handling roles include volunteers who supply and empty cash collection tins in their local community, volunteers who collect donations from supporters or companies, volunteers who collect money as part of events organised by fundraising groups and committees and volunteers who physically count, transport or bank cash.

The cash handling procedure does **not** cover volunteers at collections who will not handle, count, transport or bank money, or people doing sponsored events, or people arranging their own fundraising activities such as hosting a coffee morning. However, we advise anyone who handles money which will be donated to Macmillan to follow this guidance wherever possible to reduce risk at your own event.

**Why do we need a cash handling procedure?**

Good cash handling is essential for Macmillan because it:

* reassures supporters that their donations are used for the purposes they were given
* makes sure that cash is banked as quickly as possible
* makes sure supporters are thanked properly
* protects volunteers from accusations of dishonesty
* protects Macmillan from loss of money through fraud or theft

**Collecting Money and Donations**

All collecting tins and buckets must always be sealed when in use. If you need to empty a tin or bucket, do not do this alone and always replace the seal with a new one with your name on it. Using seals is essential to make sure tins and buckets have not been tampered with when you open them, and to reassure the public that they are secure.

If you are collecting a donation from a supporter on behalf of Macmillan, you should always bring photo ID, your receipt book, paying in book, and any required letter of authority to collect with you.

**Counting Cash**

Cash must be counted as soon as possible after collection – once cash has been counted it is insured. **Uncounted cash is always uninsured**.

Two people *should* always count cash, one of whom should have been trained and understand the cash handling procedure. If you are unable to count all of the cash at the end of an event, remove any bank notes in a private location, count and record them before transporting your buckets or tins.

If you have large amounts of coins to count (for example if you are co-ordinating a collection with lots of buckets), we recommend you take it to a Natwest, Ulsterbank or Metrobank counting machine. Please do not use cash machines that charge for counting money (for example those you find in supermarkets). If you know you will have problems counting coins, please call the Supporter Care Hub for advice.

**Receipts**

You should always give a receipt to supporters when you collect money they have raised or wish to donate. A receipt helps us to record how much someone has donated and provides reassurance to supporters that we record details of donations properly.

Wherever possible, count donations with the supporter (for example if you are emptying a collecting tin in a shop, ask if there is an office where you can count the cash with an employee) and then give them a receipt with the actual amount received. If it is not possible to count immediately, issue a receipt with the words “uncounted” written on it. Do not guess or estimate how much has been collected.

There is further guidance about the importance of receipts in the cash handling procedure and your volunteer manager will make sure you are confident issuing receipts before asking you to accept donations. As part of this support, they will sit down with you to check the cash handling process is being followed (at least annually).

Receipts do not have to be given out for public collections including street collections, one should be completed to show that 2 people have counted the money.

**Banking Cash**

Cash should be banked, where possible, by the end of the day after your collection and must be banked within five working days. Our banking packs include paying-in books which you should use when paying in donations.

Always request a new paying in book before you finish your old one to avoid being without one when you are handling donations.

If you receive a donation and are not able to issue a receipt (for example, if you were not expecting to receive a donation) you should thank the supporter, make a note of their contact details and explain you will send a confirmation of the donation. As soon as you can, complete and send a receipt and bank the donation.

If you are unable to bank cash and need to store it within your home, count the cash with a second person and drive straight home without breaking your journey.

Store all cash as securely as possible. Ideally it should be stored in a safe or a lockable cupboard or drawer. If this is not possible, ensure it is stored where it cannot easily be seen or found.

**Dealing with Cheques**

Personal cheques made payable to Macmillan Cancer Support can be banked along with any cash using your paying in book or sent to the income team in Macmillan:

FREEPOST

Income team

Macmillan Cancer Support

Camelford House

87-90 Albert Embankment

LONDON

SE1 7UQ

Multiple cheques from different supporters (for example those collected by funeral directors or by people organising independent events) should always be counted and then sent to the income team directly with a covering letter. Your volunteer manager will explain this process if your role requires you to deal with multiple cheques.

**Further Information**

For further information about cash handling and dealing with donations, please contact your Volunteer Manager or the Supporter Care Team on 0300 1000 200.