

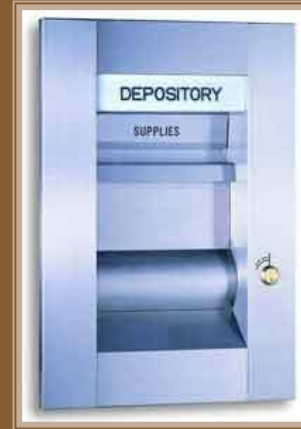
## SAFETY/SECURITY TIPS FOR MERCHANT BANK TRANSACTIONS:

As you walk out of the store with the deposit neatly tucked in a bank bag that has been wrapped in a store bag, do you feel like you have a giant bull's-eye on you? As you head to the bank to take the daily deposit, does it feel like all eyes are on you and the money? Here are a few tips to remember when making your merchant deposit.

- Don't make your deposits part of a set routine. Try to alternate the times, days, driving route and person making the deposit.
- Place your bank bag in a purse, small backpack or satchel. If you carry your own purse, place it inside the decoy bag so that you do not tip off a robber by carrying two bags.
- Remove your name-tag/ID badge and cover up any clothing that indicates you are a merchant.
- Go in pairs.
- Contact the police immediately if you feel like you are being followed.
- Park in a well-lit, highly visible area.



- Have your money pre-counted and sorted: **DO NOT LAY IT OUT ON THE COUNTER AT THE BANK!**
- Be selective in which employees are able to make bank deposits (limit to upper level management).
- Avoid making any stops on the way to the bank.
- Make sure that employees keep the details of your cash handling procedures confidential and that they do not discuss them in front of customers or outside of the business.
- Consider using the deposit drop box if your bank has them available. Just drop your envelope with the pre-counted currency and deposit slip into the drive-thru or walk-up drop box and they will send you the receipt.



*For questions, please contact the Chino Police Department Crime Prevention Unit at (909) 590-5539 or [taolden@chinopd.org](mailto:taolden@chinopd.org)*

Chino Police Department  
Crime Prevention Unit

# Merchant Safety Tips

*A Guide To Safe Cash Handling Procedures*



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# Robbery Prevention Guide for Businesses

## A MESSAGE FROM THE CHINO POLICE DEPARTMENT

The Chino Police Department takes pride in providing a variety of programs and services to ensure the safety of the citizens and businesses within our community. It is our goal to foster a positive partnership between community members and their Police Department; as our success is dependent upon their support and cooperation. This guide was created by the Chino Police Department to be used as a crime prevention resource for businesses to implement in their operational procedures.

### WHAT PUTS YOU AT RISK?

Any company that generates revenue by receiving payments at their business then makes deposits at a financial institution is **at risk of robbery**. The risk may stem from: an individual (internal or external) identifying the routine utilized by a business to make their bank transactions, lack-of/inadequate cash handling procedures (crime of opportunity) or the inherent risk that comes from conducting a transaction at a financial institution (nature of the business).



## SAFETY/SECURITY TIPS FOR CASH HANDLING AT YOUR BUSINESS:

- Never keep excess cash in the register: create a set amount that is permitted and have employees make regular cash drops once they exceed the set amount.
- Post a sign that indicates you keep little cash on hand.
- Make it clear (through posted signs) that employees do not have access to the safe.
- Do not count cash drawers in public view: have a secured (fully enclosed and locked) location where employees can count in/out their cash drawers.
- Try to avoid counting cash drawers when the business is open to the public.
- Provide payment options such as checks and credit cards to limit the amount of cash on hand.
- Have a drop safe to deposit large bills so they are not in the cash register.
- Make sure that you have a silent alarm system that is routinely serviced/tested near each register. **All** employees should be trained on how/when to use it.
- Consider using dye packs/bait money.
- Limit physical access to the cash register by setting the register back



- from the counter (more than arms distance) and have a lockable door or gate that regulates access behind the counter.
- Some stores may keep the door locked at all times, and have an electronic buzzer to open the door for customers.
- Make sure the store is well lit, especially near the entrances and cash registers.
- From the cash register, you should be able to see all areas of the store, as well as outside to the parking lot or street: this allows surveillance of customers and potential robbers.
- If there are blind spots in the store use mirrors to increase visibility.
- The view through the front windows should not be obstructed with advertisements and posters.



- Greet all customers - this reduces their anonymity and lets potential robbers know you are paying attention.