EMPIRE CITY CONSULTANT PTE LTD

Contents **Page Number**

1. Purpose 01
2. Scope 01
3. References & Links 01
4. Definitions 01
5. Procedure 02
6. Documentation 05
7. Effective date 05
8. Record of SOP revision 05
9. Appendices 06

Individual Standard Operating Procedure (SOP)

Title : Cash & Cheque Handling Procedures by Management Site Offices

1.0 Purpose

To ensure that cash & cheque handling procedures are standardised for all management site offices.

2.0 Scope

This SOP is for use by the Building Management and anyone who is directly or indirectly involved in receiving cash and/or cheque collections on behalf of the Clients/Management Corporations

3.0 References & Links

NA

4.0 Definitions (where applicable)

“GM / VP” refers to General Manager / Vice President

“AVP / PM” refers to Asst Vice President / Property Manager

“CM” refers to Condominium / Complex Manager

“PE/PO” refers to Property Executive / Officer

“MO” refers to Maintenance Officers

“AA” refers to Administrative Assistant

5.0 Procedures

5.1 Cash & Cheque Collections From Residents

Accountabilities	Procedure
CM / PE / PO / MO / AA	As far as possible, the management office is not to receive / accept cash from residents for facility bookings, refundable deposits, payment of management/sinking fund contributions, late payment interest, purchase of access cards, car transponders, labels, payment of season parking, etc. The mode of payment may also be stipulated in the estate's / MC's houserules or by-laws. However, in the event that the acceptance of cash is inevitable, the management staff is to ensure compliance with the following procedures:- 1) All cash collections must be issued with an official receipt (pre-printed in 3-ply) 2) All receipts used must be in running serial numbers. 3) The original or 1st ply of the receipt is to be given to the resident/applicant. The 2nd ply is to be submitted to HQ Accounts together with cash / bank-in slips, the summary details of the transactions, etc. The 3rd ply is to be retained in the receipt book for the purpose of future cross referencing. 4) Two separate receipt books are to be used as follows:- - One receipt book to be used for all cash collections and/or upon request by owners for payment of management/sinking fund contributions (even if the payment is in the form of a cheque). - One receipt book to be used for all refundable deposits 5) All cash collected must be recorded; with essential information such as, name of person making the payment, Blk & Unit No., amount, receipt number, cheque number (where applicable), relevant dates, etc. 6) Separate registers/records must be maintained for:- - cash collections for facility bookings - refundable deposits *[see Appendix E]*

	- Management/sinking fund contributions 7) All cash collected by the AA / MO / PO must be handed over to the CM / PE for safe-keeping by the end of the working day. Proper counting of the cash and signing off by the staff handing and taking over of the cash must be executed *[see Appendix A].* 8) The cash collected must be kept in either of the followings:- - Safe - Cash box that is kept in a locked drawer or cabinet, with keys being kept by only the CM and AA.

5.2 Cash Collections From Renovation Contractors and House Movers

Accountabilities	Procedure
CM / PE / PO / MO / AA	All collections of refundable deposits from renovation contractors and house movers must be in cheque. <u>No cash payments are to be accepted.</u> The mode of payment may also be stipulated in the estate's / MC's houserules or by-laws.

5.3 Requisition for refund of deposit by Residents / Renovation Contractors / House Movers

Accountabilities	Procedure
CM / PE / PO / MO / AA	All requisition for refund of deposits must be accompanied by the original or 1st ply of the receipt that was issued by the management office to the resident / renovation contractors / house movers. The management office is required to affix a rubber stamp *[see Appendix B]* at the back of the original receipt and obtain the particulars and signature of the person to which to the refund is being made. The CM is to complete and submit the prescribed form for requisition for refund to HQ Accounts *[see Appendix C].*

5.4 Management Office Bank-in Cash / Cheques Collected Directly

Accountabilities	Procedure
CM / PE / PO / MO / AA	If the management office does the banking in of cash and cheques collected directly, ie. instead of submitting to HQ Accounts, the following procedures are to be complied with:- 1) All cash / cheques collected are to be banked in on a weekly basis; ie. at least once a week. 2) If the accumulated collections total S$3,000/- at any point in time, the CM is required to bank-in the total amount immediately within the same working day or by the following working day. 3) If banking in can only be done by the next working day, the CM is to ensure that the cash collected must be carefully kept under lock at all times. The CM is to email to GM/AVP/ PM to inform of the huge amount of cash that have been collected by the management office and that banking in can only be done on the next working day. 4) Upon banking in of the cash/cheque, all bank-in slips are to be submitted to HQ Accounts immediately and should be accompanied by the summary details of the transactions (essential information such as Blk & Unit No, amount, receipt no, cheque no, purpose of transaction, relevant dates, etc, must be furnished). *[see Appendix D]* 5) For cheque collections banked in, the management office is required to photocopy the cheque and receipt (if applicable) for submission to HQ Accounts. 6) The management office is also to update its internal records on the amount that have been banked in for future cross referencing.

5.5 Management Office submits the Cash / Cheques Collected to HQ Accounts

Accountabilities	Procedure
CM / PE / PO / MO / AA	If the management office does not bank in the cash and cheques collected but submits them to HQ accounts via the Despatch or HQ executives, the following procedures are to be complied with:- *1)* All cash and cheque collections must be properly tabulated / recorded and submitted to HQ Accounts, together with the cash/cheques. *[see Appendix D]* 2) All documents and cash/cheque to be submitted to HQ Accounts must be properly signed off by all parties on the prescribed forms *[see Appendix D]* or on the Document Control Form that is submitted to the Despatch. 3) The management office is not to submit cash exceeding S$500/- to the Despatch at any single point in time.

6.0 Documentation

NA

8.0 Record of SOP Revisions

Date Of Revision	Description of Change(s)	Effective Date	Initiated By

Prepared by ECC Pte Ltd

Updated on 04 November 2025

APPENDIX A

[DRAFT SAMPLE OF HANDING / TAKING FORM BY AA / CM]

CASH HANDING / TAKING OVER BETWEEN AA & CM

Date: _____

S/No.	Block No.	Unit No.	Amount ($) collected for:		Others ($)	Handing Over Officer's Initials	Taking Over Officer's Initials
			BBQ	Function Room	XXX		
		Total Amount:					

APPENDIX B

MCST NO.	
DATE OF REFUND:	
CUSTOMER NAME:	
I/C NO.:	
CUSTOMER SIGNATURE:	
NAME OF STAFF:	
CASH / CHEQUE NO.:	

APPENDIX C

EMPIRE CITY CONSULTANT PTE LTD
PROPERTY DEPARTMENT
PAYMENT REQUISITION FORM

COMPANY (1) _____

Pay to _____

Dollars (Total) _____

Amount	($)	
GST (if any)	($)	
Total	($)	

GST Type

91 ☐ Standard 92 ☐ Exempt 93 ☐ Blocked

94 ☐ Zero-rated 95 ☐ Not Applicable (tick where applicable)

Being Payment for _____

_____

_____

Mode of Payment other than by cheque

Cashier's Order ☐ Telegraphic Transfer ☐ Cash ☐ (tick where applicable)

Date of Requisition _____ Date required by _____

Requisitioned by (Name / Designation / Division) _____

Approved by (Name / Designation) _____ MD / GM / AGM / SM / M *

* Delete where applicable.

CASH & CHEQUE COLLECTIONS

S/No.	Cash Received Date	Cheque Received Date	Cheque No.	Blk	Unit	Amount ($) collected for:		Misc ($)	Mgt Fund ($)	Receipt No.
						BBQ	Function Room	XXX		
					Total Amount:					

	Name	Signature	Date
Submitted By			
Verified / Handed Over By			
Taken Over By			
Acknowledged by Accounts			

APPENDIX E

Renovation Deposit Schedule

Month: _____

Date	Block	Unit	Name of Owner	Name of Contractor	Amount	Cheque No.	Date of Refund	Refund by

EMPIRE CITY CONSULTANT PTE LTD

SITE PETTY CASH – STANDARD OPERATING PROCEDURE (SOP)

1. Petty Cash Purchases

a. Upon purchase of any item for site use, staff must request a valid receipt showing the vendor's name and purchase amount.
b. Complete the Petty Cash Claim Form and attach the original receipt. (Make a photocopy for site record.)
c. Submit the completed form and receipt to the Condominium Manager (CM) for review and reimbursement.
d. The CM will approve the claim and reimburse the staff in cash.
   - If the purchase is made by the CM, the AGM/GM will approve the claim when it is submitted to HQ for reimbursement.
e. Upon receiving the cash reimbursement, the staff must sign the acknowledgment on the claim form.
f. The CM/Administrative Assistant (AA) will maintain a record and list of all petty cash claims.
g. At the end of each month, the CM/AA will consolidate all petty cash claims and submit them to HQ for reimbursement.

2. Reimbursement Procedures

a. Under MCST Projects

- The AGM/GM will review and sign the consolidated listing to approve the reimbursement.

b. Under CDL Projects

- The AGM/GM will review and sign the consolidated listing to recommend the reimbursement.
- All relevant documents will then be forwarded to CDL for final approval of reimbursement.

3. Handover–Takeover (HOTO) Procedure

- During any change of CM or AVP, the petty cash must be formally handed over from the outgoing officer to the incoming officer.
- Both parties must conduct a joint cash count and acknowledge the total amount in writing.
- The VP/AVP will only approve the discharge of the outgoing officer after this acknowledgment has been completed and verified.

Approved by:

_____
AGM/GM

Acknowledged by:

_____
Condominium Manager

HR Matters

as at 24 Oct 2025



AGENDA

1. Leave Application
2. JOGET Reminders
3. Transition to E-payslip
4. Timesoft (E-leave) Login
5. PDPA Compliance
6. PDPA Audit Preparation
7. Q&A



1. Leave Application

1. Annual leave:

- Employees are required to submit annual leave applications via the e-Leave system with at least three (3) working days' advance notice.

2. Urgent leave:

- Employees must immediately notify their Immediate Superior and provide valid reasons.

3. Sick leave:

- Upon submission of sick leave, employees must provide a valid medical certificate issued.

NOTE:

- Supervisors must ensure all leaves taken are promptly submitted and recorded in the e-Leave system.
- In the event where the employees are unable to submit their leave application, supervisors are required to notify Division Admin (Ms Jacqueline) to submit on behalf.

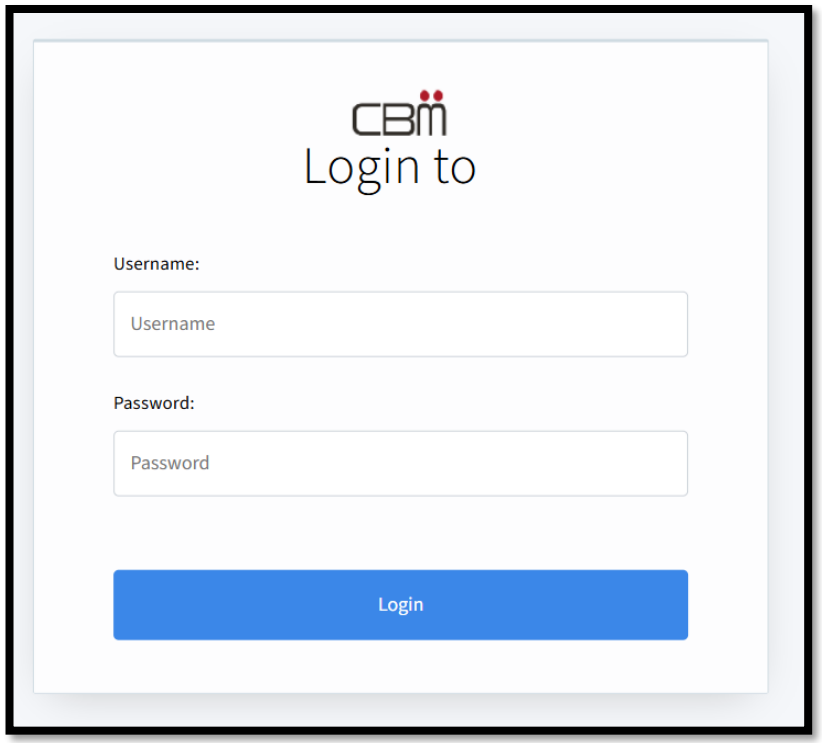
1. Leave Application - *Employees with less than 3 Months of Service*

- Employees who have not completed 3 months of service are not eligible for paid leave.
- All types of leave (Annual, Medical, etc.) should be applied as Unpaid Leave.
- This ensures payroll accuracy and avoids issues during offboarding or abscondment cases.

NOTE:

- Supervisors must ensure all leaves taken are promptly submitted and recorded in the e-Leave system.
- In the event where the employees are unable to submit their leave application, supervisors are required to notify Division Admin (Ms Jacqueline) to submit on behalf.

2. JOGET Reminders



https://workflow.cbm.com.sg/jw/web/login

Since some employees do not have company email accounts and will not receive Joget task notifications, Condo Managers/Supervisors should **complete and remind your staff to complete all processes promptly** when reminded by Admin.

This includes:

- Handover-Takeover (HOTO)
- Confirmation appraisal submissions

3. Transition to E-payslip

Effective Jan 2026, Payroll will no longer be issuing hardcopy payslips.

ACTIONS:

1. Complete your log in to Timesoft (E-leave)
2. Do inform all employees about the transition and **ensure** that they can log in to e-Leave, by Dec 2025.

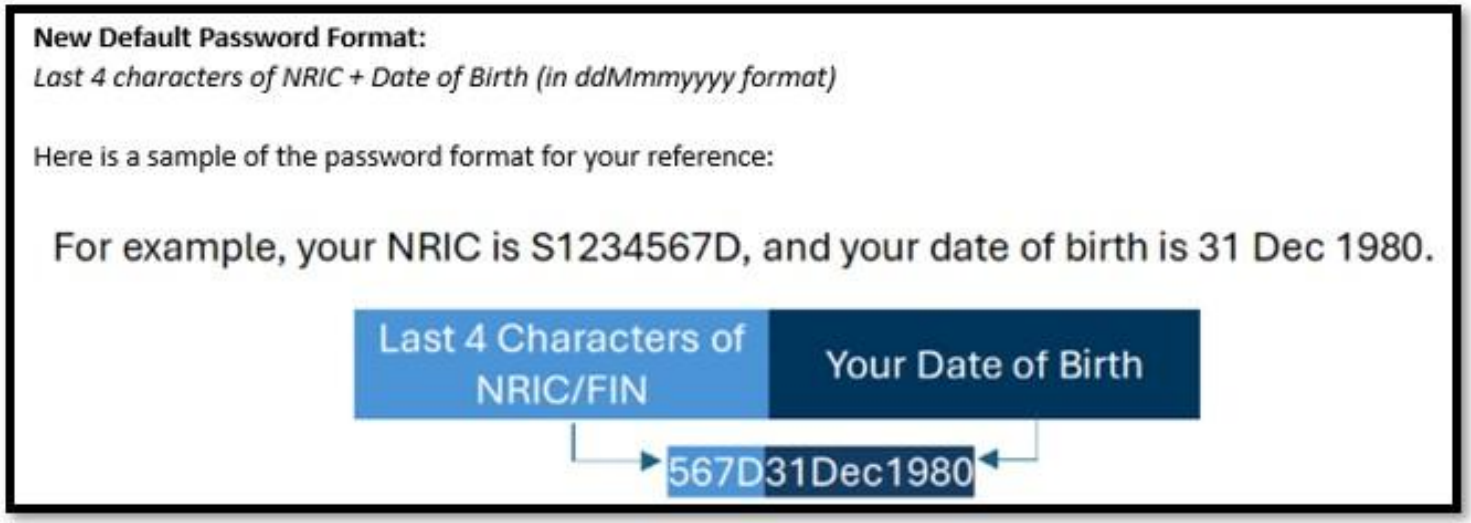


https://eleave.cbm.com.sg/TimeSolution/SignIn.aspx?

4. Timesoft (E-leave) Login

ACTIONS:

1. For first time login, use the following default password (Caps sensitive)
2. You will be prompted to change your password in the next step
3. After confirming your new password, log in again with your new password.

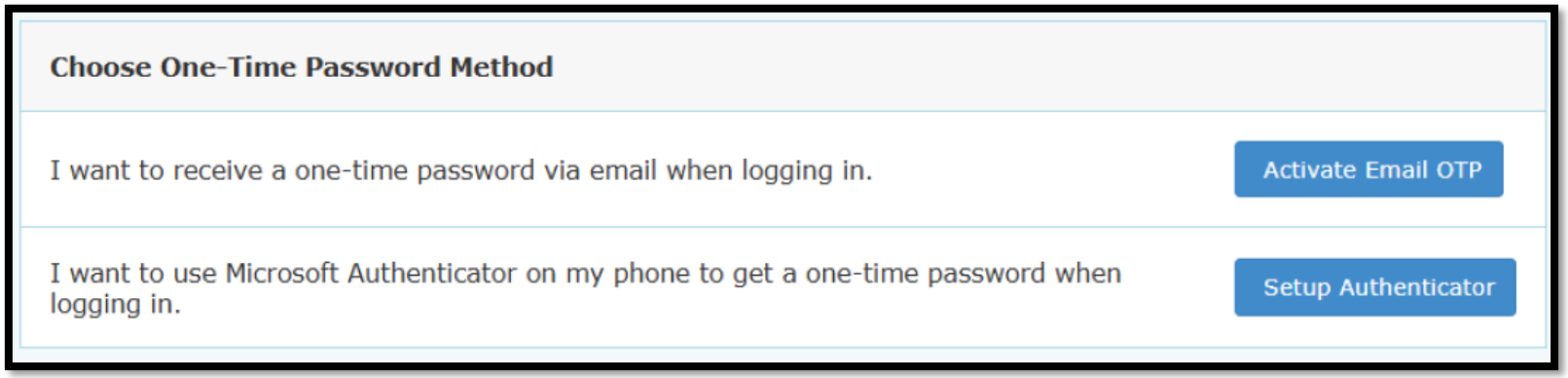


4. Timesoft (E-leave) Login

ACTIONS:

4. Select your preferred method of receiving the One Time Password (OTP):

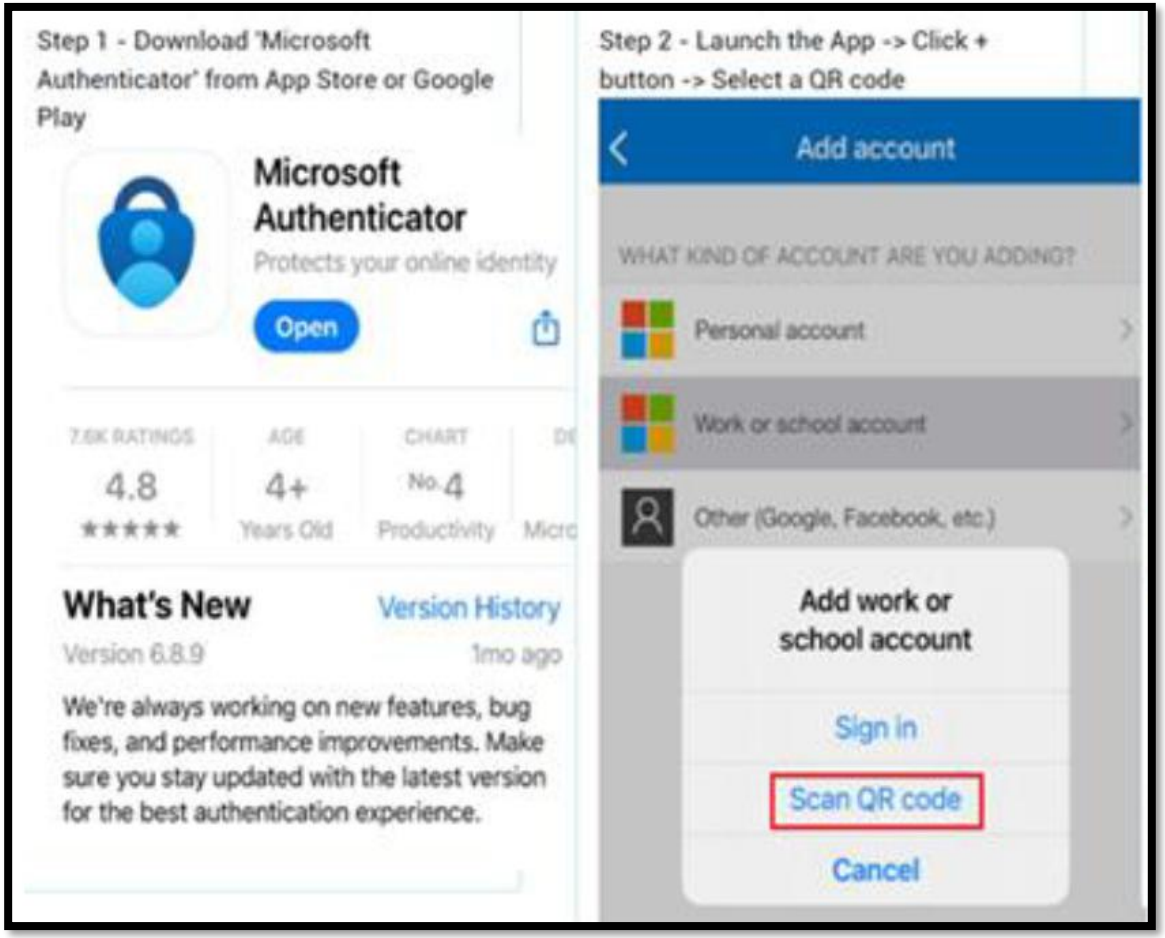
- ❑ Company Email Address / ***Personal Email Address (NEW)**
- ❑ OR download Microsoft Authenticator app



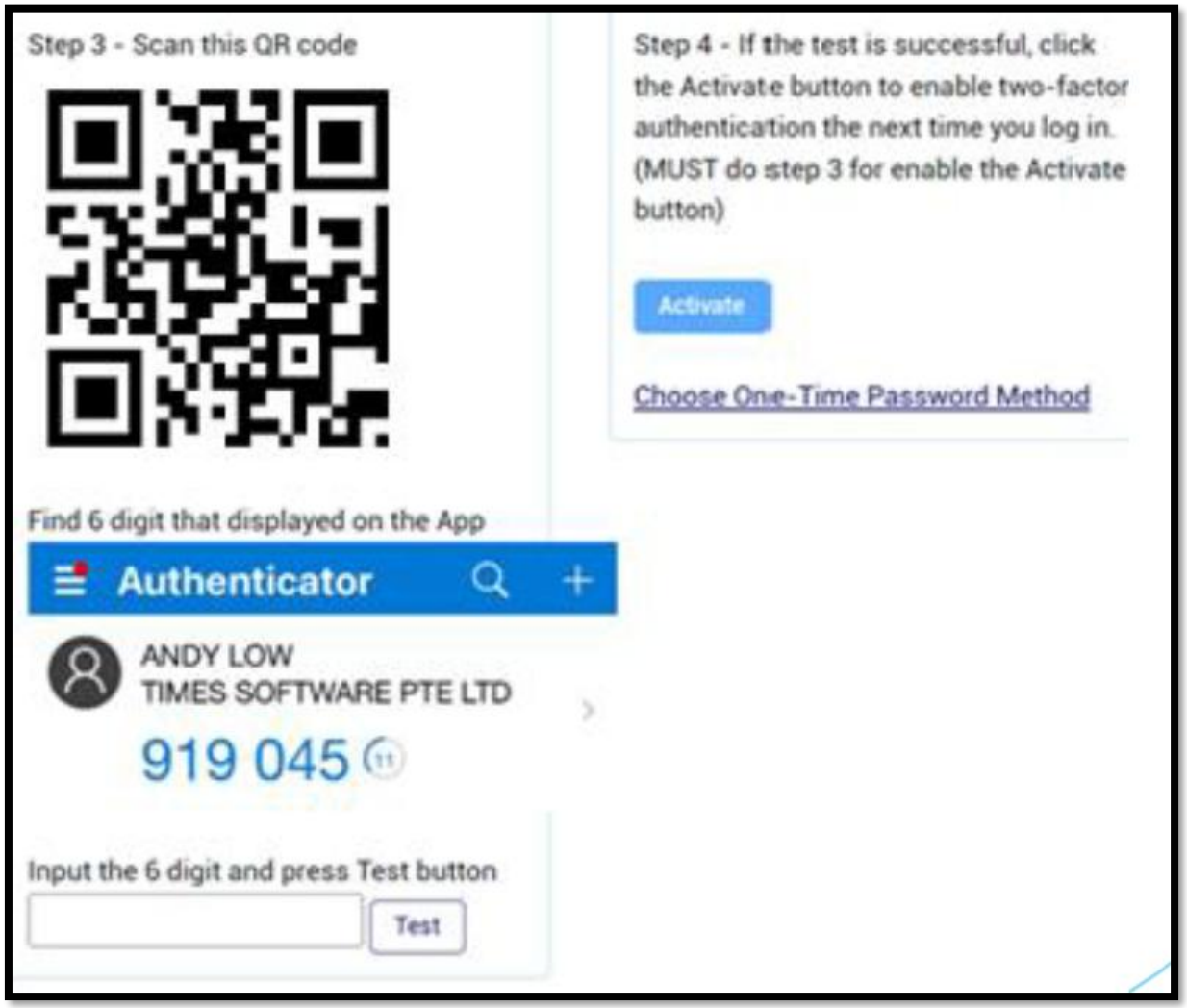
4. Timesoft (E-leave) Login

ACTIONS:

4a. Using Microsoft Authenticator App



4. Timesoft (E-leave) Login



5. Personal Data Protection Act (PDPA) Compliance



1. **Handling and Protection of Personal Data**
   - Handle all employee and company data responsibly.
   - If you need to share personal data remotely, please ensure the files are password-protected and send the password in a separate email.
   - Avoid sharing confidential information through unsecured platforms.
   - Report any potential data breaches immediately to the Data Protection Officer (DPO).

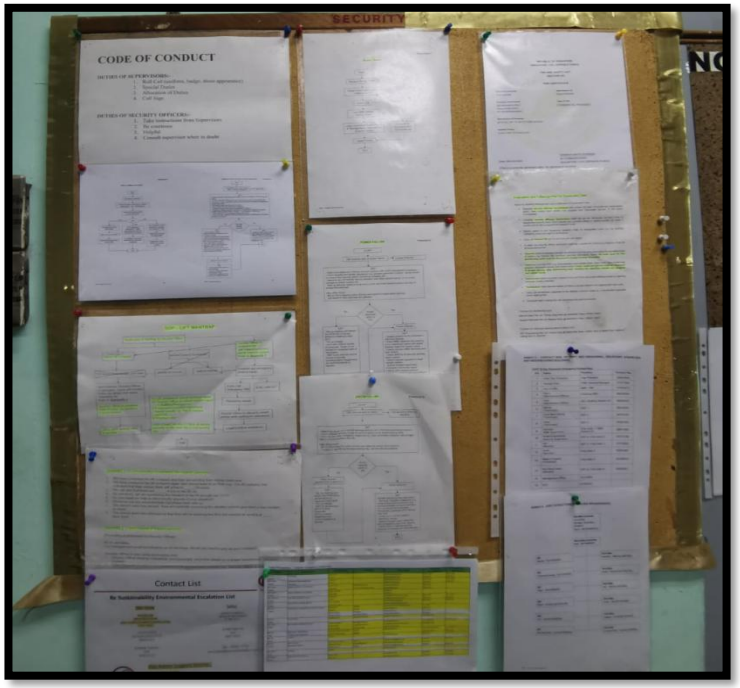
Data Protection Officer (DPO) – Ms Susan Kew
Email address – DPO@cbm.com.sg

6. PDPA Audit Preparation



- All personal data (inclusive of employees and residents) should be kept in **locked** cabinets/drawers
- Residents' personal contact details **should not be displayed** on notice boards



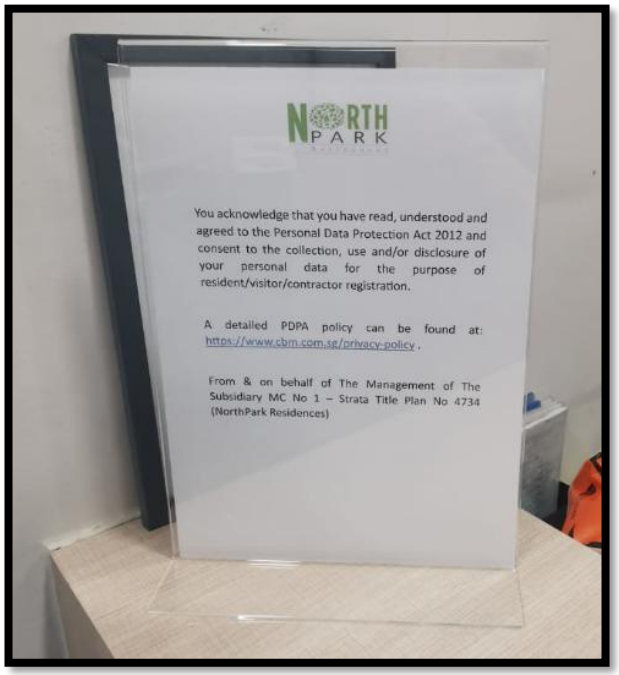


6. PDPA Audit Preparation



- "CCTV in operation" signage to be displayed near CCTV
- Personal Data policy should be displayed where PD is collected (For eg, Management's office, reception area, etc)





7. Q&A





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