

<b>Course title: Practicum in Cash Desk Business Processes</b>
Course code: 21040
ECTS credits: 6
Requirements: Practicum in Counter Business Processes
<b>Basic information</b>
Level of studies: Undergraduate applied studies
Year of study: 3
Trimester: 9
Goal: In the school laboratory, the student is provided with a simulation of business operations within a post office in order to acquire and develop skills in managing the main Cash Desk at the post office.
Outcome: The student should have the competencies to work in the main Cash Desk at the post office and fully understand the principles of managing cash flow and documents in the post office.
<b>Contents of the course</b>
Theoretical instruction: None
Practical instruction (Problem solving sessions/Lab work/Practical training)
1. Handling of funds and postal values.
2. Cashier's maximum. Cash grants. Cash surplus.
3. Issuance of money to auxiliary cash registers.
4. Deficit and surplus money.
5. Account balance, Cash balance.
6. Cash reports to PostTIS
7. Communication of the cash register with the delivery section.
8. Administration in PostTIS.
9. Beginning and end of the post office day .
<b>Textbooks and References</b>
1. Instructions for work in the Postal Technological Information System, group of authors, Post of Serbia, version 11.57, Belgrade, 2020.
2. PostTIS - Serbian Post software installed in the school laboratory. Laboratory connected to the post office network as a student training center.

<b>Number of active classes (weekly)</b>
Lectures:
Practical classes:
Other types of classes: 6
<b>Grading (maximum number of points: 100)</b>
<b>Pre-exam obligations: Points</b>
Activities during lectures: 10
Activities on practical exercises:
Seminary work:
Colloquium: 60
<b>Final exam: Points</b>
Written exam: 30
Oral exam:
<b>Lecturer</b>
Mirjana Popovic
<b>Associate</b>
Jelena Milutinovic