



Coin Shortage Policy

Effective Date: November 10, 2025

1.0 Purpose

Due to a national coin circulation challenge, the Town is experiencing limited availability of pennies and potentially other coins. This policy outlines temporary procedures for handling cash transactions to manage this shortage, ensure fair practices, and comply with applicable laws.

2.0 Scope

This policy applies to all employees and customer cash transactions at the Town of Mount Pleasant.

3.0 Guidelines for Transactions

3.1 Encouraging Alternative Payments

Customers are strongly encouraged to use cashless payment methods whenever possible, including:

- Credit or debit cards
- Auto Draft
- Exact cash change

3.2 Handling Cash Transactions Without Exact Change

If a customer pays with cash and the Town is unable to provide exact change in pennies, the following rounding policy will be applied to the **total transaction amount**:

- **Rounding Rule:** The final amount due will be rounded up to the nearest five cents (nickel).
 - Amounts ending in 1, 2, 3 or 4 cents will be rounded up to the nearest 5 cents (e.g., \$4.02 becomes \$4.05).
 - Amounts ending in 6, 7, 8, or 9 cents will be rounded up to the nearest 5 cents (e.g., \$4.06 becomes \$4.10).
- **Customer Benefit:** This rounding policy is applied consistently and in a manner that gives credit to the customer's utility account for the next billing period.

3.3 Accepting Pennies

We will continue to accept pennies as legal tender for payments or deposits from customers. The Town encourages customers to bring in their spare pennies to help recirculate coins.

4.0 Employee Procedures

- **Communication:** Employees must clearly and politely communicate the coin shortage and our rounding policy to customers before transactions are finalized.
- **Signage:** Visible signage will be placed at all entrances and point-of-sale stations informing customers of this policy.
- **Consistency:** The rounding policy must be applied uniformly to all applicable cash transactions.
- **Hoarding Prohibition:** Employees are instructed not to hoard coins. All available coins should be kept in circulation to support business operations.

5.0 Management Responsibilities

Management will monitor the coin supply, adjust the policy as the situation evolves, and ensure all staff are properly trained and have the necessary talking points to address customer questions.

Approved November 10, 2025

Mayor Tony Lapish:

Attest: Amy Schueneman, Town Clerk:

TOWN OF MOUNT PLEASANT

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8590 Park Drive | PO Box 787 | Mount Pleasant, NC 28124 | 704.436.9800 | mtpleasantnc.gov