
TITLE: CASH HANDLING MANUAL**EFFECTIVE DATE: 5/25/17****REFERENCE NUMBER: FIS003****CAPRA STANDARD(S): 5.3.3****NEXT REVIEW DATE: 5/1/20****RESPONSIBLE AUTHORITY: Director****PAGES: 1**

I. PURPOSE:

This procedure is to be used as a guide to ensure proper internal controls, segregation of duties and adequate safeguards of City assets. This procedure is not designed primarily to detect errors but rather to reduce the opportunity for errors or dishonesty to occur. It serves as instructions on how to handle cash from establishing a change fund, to receipt of payment and finally, deposit and documentation of transacted funds.

II. POLICY:

- All division employees are responsible for complying with City and Department cash handling policies and procedures. All cash drawers are expected to be at a hundred percent accurate in the daily cash sales report and deposit of funds.
- An acknowledgement form is required to be completed/signed by each employee assigned cash handling responsibilities to ensure they have a full understanding of this policy.
- Only Supervisors, Coordinators, Specialists and Leads know the change safe combination.
- If an error or discrepancy is detected at any point in the cash handling process a supervisor will be notified immediately.

III. DEFINITIONS:

- A. **Business Day:** Monday, Tuesday, Wednesday, Thursday or Friday as long as that day is NOT a holiday; any day that the bank lobby is open for business
- B. **Cash:** funds received as coin or paper currency.
- C. **Cash Equivalents:** Checks, money orders, traveler's checks, credit/debit cards and gift certificates/coupons.
- D. **Cash Drawer:** This location is a drawer or box that contains the change fund for the custodian.

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- E. **Cash Handler:** All full-time, part-time, seasonal or temporary employees whose job description includes responsibility for receiving transmitting, safeguarding and/or deposit of City funds.
- F. **Cash Handling:** Components of cash handling include collecting, depositing and reconciling funds which have been placed under your custodian care.
- G. **Change Fund:** A sum of money set aside for the purpose of making change where cash is collected. This fund is kept in the custodian's cash drawer or in the change safe.
- H. **Change Safe:** The safe containing cash for change drawers. This safe combination is to be known only to division Coordinators and Specialists.
- I. **Chain of Custody:** The chronological documentation showing the physical transfer funds from the change safe, to cash drawer, to deposit safe and change safe.
- J. **Counterfeit Detector Pen:** A pen used to determine if a bill (paper currency) is valid. Bills of \$10 or greater should be tested with this pen BEFORE the customer is provided their receipt. If the pen "alerts", a supervisor is to be notified immediately.
- K. **Close Out/End of Shift documents:** the forms and documents associated which are required and provide the information to complete the closing out a custodians cash drawer; includes: software generated (RecTrac), cash register generated (X & Z reports) or spreadsheets completed manually
- L. **Custodian:** Caretaker; the person in charge of the cash as it moves through the Chain of Custody.
- M. **Deposit Log:** A binder located near the deposit safe
- N. **Deposit Safe:** The safe where bank deposit bags are deposited at the end-of-day/shift. This combination is known only to approved departmental couriers.
- O. **Overage:** A cash handler has an overage when excess money is collected, and the excess cannot immediately be returned to the customer.
- P. **Petty Cash Fund:** A fund used within the department to make small purchases which are \$30 or less. This fund is maintained in the Parks Administrative Office and under the custodial care of personnel in that office.
- Q. **Receipt:** An official document generated by RecTrac that confirms the transaction of funds or a revision to a current contract or agreement which may not involve a payment transaction.
- R. **Shortage:** A cash handler has a shortage when a collection error is made such as not obtaining physical custody of money or a change-making error.

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IV. PROCEDURES

- A. It is important that the chain of custody is documented by each custodian during the cash handling process. (Attachment A)
- B. At least two people per cash handling site will be involved in the cash handling process when possible.
 - When a sole custodian is left to complete closing duties, the custodian is responsible to have the cash and cash equivalents in their care verified against the current Cash Reporting/End of Shift documents and the bank deposit slip.
- C. At the beginning of an operational shift, retrieve the change fund from your supervisor from the change safe. Verify that the starting available cash is the correct amount. Place the change fund in the cash drawer.
- D. If you turn your cash drawer over to another custodian at a shift change, verify that the starting cash amount is correct, and no other funds are left behind.
- E. Always keep the cash drawer closed unless in use for a transaction. **Remember, you are the custodian of this cash; do not allow others to do transactions in your cash drawer or on your behalf.**
- F. When conducting transactions:
 - Cash – have customer count money out to you and then you count the money back to them.
 - Check – have customer complete all sections of the check themselves. Verify the customer's driver's license or a form of picture ID. Write the check writer's driver's license information on the check and confirm a physical address for them. Endorse the check with a City of New Braunfels stamp and **put your initials on the endorsement** (Attachment B).

CLOSE-OUT PROCEDURES

The following procedures are applicable to Park Administration, Park Operations, Park Rangers, Landa Recreation Center, Fischer Nature Education Center, and the Landa Park Aquatic Complex. Close-out procedures for the following locations are included below: Landa Park Golf Course (Attachment D) Civic/Convention Center (Attachment E) and Das Rec (Attachment F).

- G. At the end of the day/shift, count the total of coins, currency and checks in your drawer.
- H. Complete the cash balancing worksheet or section of your cash report. This is where you account for the number of bills you have for each denomination.
- I. Generate Close Out/End of Shift reports
 - a. RecTrac: Close Out Journal & GL Distribution
 - b. Or 2 manually generated cash reports and register tape summaries (X&Z)
- J. Separate the change fund to be retained in the cash drawer from deposit funds and cash equivalents.
- K. Complete bank deposit slip form for any cash or check payments received.
- L. Write the bag number on the white deposit slip and initial the white deposit slip before inserting in deposit bag. (Attachment C)

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M. Place funds for deposit and deposit slip in the deposit bag as required and seal ALL compartments.

1. Any large volume of money is to be strapped with the money bands before inserted in bag deposit bag.

2. If you have a total of nine or more checks than the lines that are listed, please count the checks and note you have "x" amount of checks; next write the total amount in the designated area that will be deposited.

N. Document any discrepancies by providing a handwritten note on the End of Shift documents and notify a supervisor immediately.

Overages and Shortages:

- A supervisor must be notified of any overage/shortage immediately.
- All overages and shortages should be accounted for at the end of each shift in email memorandum form or with a handwritten note written by the custodian on the End of Shift reports and signed by custodian(s).
- Discrepancies of \$10 or more must be brought to the Recreation Manager's attention immediately.
- The Recreation Manager must be notified for overages/shortages of \$5 or more **that are not resolved within 24 hours.**
- An employee may not take or supplement money to be deposited in order to force the deposit to balance.
- An employee may not maintain a "slush fund" of money in order to accumulate overage amounts or pay shortage amounts.

O. If you are unable to successfully reconcile your deposit, place all Close Out/End of Shift documents, cash, and checks in a bank deposit bag and drop in the Drop Safe.

A. Send original RecTrac End of Shift documents WITH Supervisor or Specialist initials to the Support Services Specialist with the yellow deposit slip carbon copy.

B. A copy of the Supervisor initialed reports, deposit bag tag, and pink deposit slip carbon copy and any POS receipts or redeemed gift certificates, coupons, etc. are to remain in a file/location under the custodial care of the Supervisor.

C. Return change fund to change safe; secure safe.

D. Complete the Facility Deposit Log; drop deposit bag in deposit safe making certain the bag is completely in the safe. If a deposit bag is incomplete, unsealed or doesn't match the deposit log, the Courier will NOT take the deposit to the bank until it is corrected.

V. REVIEW & APPROVALS

Review of End of Shift and deposit documentation is to be completed as follows:

- Locations on RecTrac – Support Services Specialist

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- City Tube Chute - Aquatic Programs Supervisor or Aquatic Specialist
- Landa Park Boathouse & Landa Park Miniature Golf – Athletic Programs Supervisor
- Landa Park Golf Course – Golf Course Manager
- Civic/Convention Center – Center Manager

- E. On the next “business day”, Supervisor or Specialist MUST verify all End of Shift documents against deposit slip and bag details by initialing the End of Shift reports before sending to Finance. Any discrepancies must be reported as outlined in “N”.
- F. All RecTrac cash reports are collected by the Support Services Specialist daily. A Consolidated Report is generated to include revenue from all reports from the day prior. Each cash report is accounted for and deposit slip numbers are recorded in RecTrac. The completed packet of cash reports with the Consolidated Report on top is submitted to Finance.

VI. Petty Cash

- G. Within the Parks and Recreation Department, a petty cash fund is kept only in the administration office.
- H. Petty cash funds shall be established by the issuance of a check from the Finance Department and will be restricted to a level appropriate to conduct City business in an efficient but responsible manner.
- I. Petty cash transactions shall be subject to the same authorized expenditure controls as any other invoice presented for payment through accounts payable.
- J. Petty cash expenditures are limited to a maximum of \$50.00. Expenditures exceeding this amount shall be processed through the normal accounts payable process or approved by the Chief Financial Officer.
- K. Reimbursements will be made only as frequently as the fund requires replenishment. The amount of the reimbursement will always be the exact amount of the aggregated disbursements made from the fund.
- L. No reimbursements to employees for out of pocket expenses will be allowed out of the petty cash fund. They must be submitted to Finance along with the petty cash replenishment form.
- M. Unannounced counts of petty cash, or any other working fund (i.e. postage, etc) can be made by authorized personnel at any time.

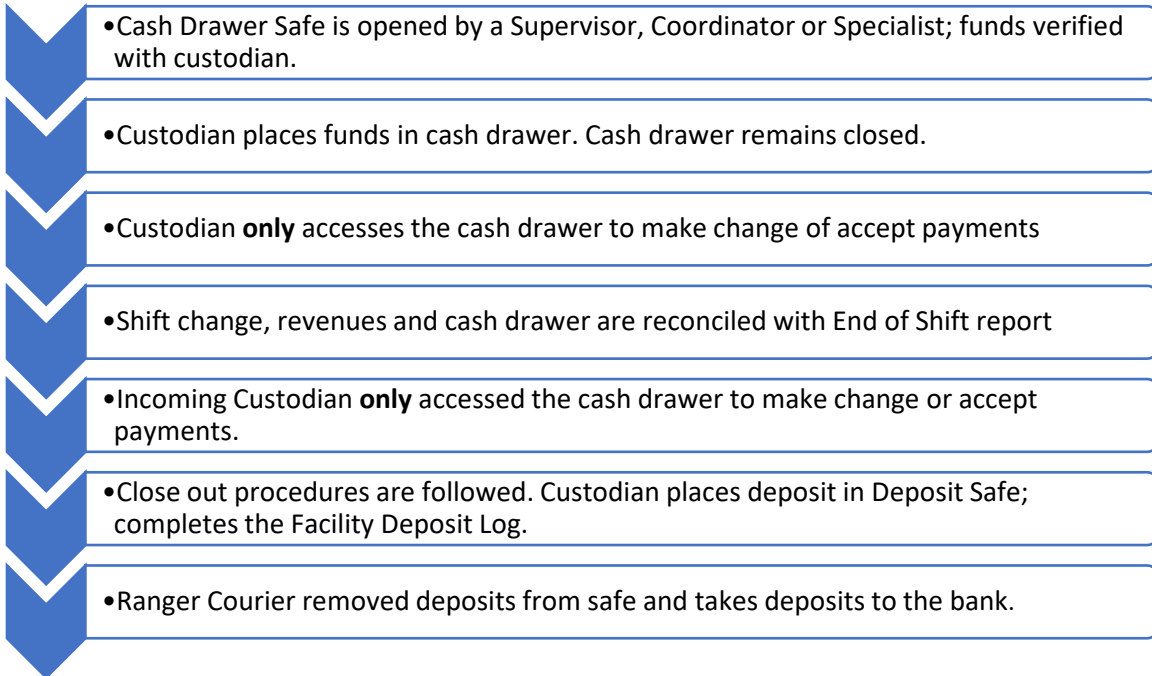
VII. Check Cashing Policy

- A. The city will not cash checks.

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Attachment A

Chain of Custody/Cash Handling Diagram



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Attachment B

CHECK PROCESSING FOR DEPOSIT

David Landa
#1 Gazebo Cr.
Landa, TX 77777

DOB 9/7/47
exp 9/7/14
TX COL 01028942

88-8886/3140 6816

DATE 11/30/12

PAY TO THE ORDER OF City of New Braunfels \$110.00
Eleven Hundred and No/100 DOLLARS

UNITED SA FEDERAL CREDIT UNION
5500 UTSA BLVD
SAN ANTONIO, TX 78249

MEMO Wordy Landa

Put customer's date of birth, license number and state, and license expiration date on front of desk. Ask the customer, if the address listed on the check is their "physical address". If it is not, write the customer's physical address on the check as well.

ENDORSE HERE

FOR DEPOSIT ONLY
CITY OF NEW BRAUNFELS
PARK ADMIN

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE

RS-52
The security features listed below, as well as those not listed, exceed industry guidelines.
Security Features: Recycle of document alteration:
MicroPrint Line • 1/2 Small type in line appears as dotted line when photocopied
Chemically Sensitive Paper • Stains or spots may appear with chemical alteration
Security Screen • Absence of "Original Document" verbiage on back of check
* Federal Reserve Board of Governors REG. CC

Stamp the back of the check and initial the stamp endorsement.

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Attachment C

DEPOSIT SLIP

PREPARER'S SIGNATURE
Lupe Cortes

DATE
1-31-2020

CURRENCY	DOLLARS	CENTS
x \$100		
x \$50		
<i>2</i> x \$20	<i>40</i>	<i>00</i>
x \$10		
<i>3</i> x \$5	<i>15</i>	<i>00</i>
x \$2		
x \$1		
TOTAL CURRENCY	<i>55</i>	<i>00</i>
COIN		
TOTAL CASH	<i>55</i>	<i>00</i>
CHECKS		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
TOTAL FROM OTHER SIDE OR ATTACHED LIST		
TOTAL CHECKS		
GRAND TOTAL	<i>55</i>	<i>00</i>

CITY OF NEW BRAUNFELS
PARKS ADMINISTRATION #01

088 HOURING MACHIN FROM YOUR CHECKS FOR AUTOMATIC PAYMENTS | CHECKS AND OTHER ITEMS ARE RECEIVED FOR DEPOSIT SUBJECT TO THE PROVISIONS OF THE UNIFORM COMMERCIAL CODE AND ANY APPLICABLE ONLINE AGREEMENTS

0101156211 11140000931 390033944 20

Frost
www.frostbank.com

8101172 \$
55.00

DEPOSIT TICKET TOTAL ITEMS

DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL.

RE-ENTER GRAND TOTAL IN SCREENED BOXES

Record bag number and initial slip before inserting in the deposit bag.

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Attachment D

LANDA PARK GOLF COURSE CASH HANDLING PROCEDURES

Opening Procedures

1. Retrieve money from safe.
2. Count Daily Money and put into register. \$200 is starting money for Register and Change Bag. If this is off, report to Manager as soon as possible.
3. Log into Point-of-Sale.

Closing Procedures

1. Go to **POS** from the Management menu and click **Reports**
2. Click on **Reports** and then **Item Sale Sum (Dept/Sub Sort)**
3. Under Station, select your POS number. Check the box below that to "All Drawers". Then click **View**
4. You will need to open another file from your desktop too. Under the **Golf Share** folder is a tab labeled **Cash Reports**.
5. Count your Cash and Checks and fill this in on the Cash Report.
6. Count your Credit Cards and fill this in on the Cash Report. You will need to run a tape of all credit card transactions. Include the signed CC slip, the tape total for Finance
7. You can start to fill in the reports from the data on the **Item/Sales Summary** report. This report will include Cart Fees, Green Fees, Gift Certificates, Hard/Soft Goods, Pro-Shop services, rain checks and tax.
8. Count Green Fee totals-enter on Cash Report
9. Count Cart Rental total (this includes carts, club rental and range ball rental.) -enter on Cash Report
10. Count Hard Good and Soft Good totals-enter on Cash Report under Pro-Shop Sales
11. Count Gift Certificates SOLD total-enter on Cash Report
12. Count Tax total -enter on Cash Report
13. Count your +/- on Gift Certificate REDEEMED-enter on Cash Report.
14. Now you can check if you are in balance
15. Do deposit slip and Money Bag for the Bank Deposit.
16. Print out TWO copies of Cash Report and POS Report (one goes to Finance Department and one goes to Golf Course Manager)
17. Put money bag to Bank in Safe (record bag number, amount and date in Log Book)
18. Put Change Bag and Daily Money bag into Golf Course Safe. LOCK the Safe.

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Attachment E

NEW BRAUNFELS CIVIC/CONVENTION CENTER CASH HANDLING POLICIES & PROCEDURES

ACCEPTING & RECORDING PAYMENTS

ACCEPTING

Payments for events may only be accepted during business hours. Staff working events should not accept payment. The City of New Braunfels (and the Center) accepts Visa, Mastercard, Discover and American Express, personal and business checks. Checks must be made payable to the City of New Braunfels. Personal checks will not be accepted within 10 business days of the event.

Chase Merchant Number is 421160242887. 1-800-503-1132

American Express Merchant Number is 242-119-728-6.

RECORDING

Note: security payments do not get logged into EMS. See SECURITY for additional information.

When you receive a CHECK payment:

- Enter the payment into EMS for the event: [click on Reservation – top line - go to Transactions tab, New Payment, Trans Type (if it is the Reservation Deposit, enter it as a Damage Deposit; if it is before an event and payment for part of the rental or other fees, it is a Pre-Payment), enter other info, OK]
- Print a Confirmation Sheet for the client to use as a receipt and show any balance due. When you need to do this quickly: [click on Reservation – top line - go to Reservation Summary tab, click Confirmation, on the Options tab, make sure the Comments box is NOT checked, click Print Preview to review before printing, Print. If you have more time... before hitting Print, choose Export, choose to save it to your desktop, change the file type to a Rich Text File, hit save. Open up an old Confirmation (see “Confirmation” in U: Departments, Civic Center, Common, Forms – you may want to keep it or a shortcut to it on your desktop) and copy that header and paste onto the one you just exported. Put a line where needed by putting your mouse in the document and clicking the line in the Paragraph area of the Home tab. Print this for the client.
- If the client needs an actual receipt, write them a receipt using the receipt book we have. Give them the white/top copy; attached the yellow copy to the Rental Agreement in the client’s file. The receipt book is in the bottom drawer of Event Coordinator’s credenza. As another option, once the payment is entered into EMS, print a Transaction Report for the date of entry as well as the client name.
- Stamp the back of the check (“For Deposit Only. City of New Braunfels”).
- Make a copy of the check.
- Staple the check copy to the Rental Agreement in the client’s file.
- Put the check in the safe for deposit.

When you receive a CASH payment:

- Count cash in front of the client to verify funds.
- Enter the payment into EMS for the event. Give them a Confirmation Sheet or receipt. See above for instructions.
- Make a copy of some money – not all of it.

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- Staple the cash copy to the contract.
- Put a sticky note (or confirmation sheet) with the cash paperclipped to it in the safe for deposit.

When you receive a CREDIT CARD payment in person or over the phone:

- Open Internet Explorer, go to:
https://opt.chasepaymentech.com/signin/pages/login.faces?CT_ORIG_URL=https%3A%2F%2Fopt.chasepaymentech.com%3A443%2Fui%2Fapp%2F&ct_orig_uri=%2Fui%2Fapp%2F#!/newTransaction/sale
- Log in to Chase, choose the top account number, manually enter card or swipe if you were issued a card reader.
- Enter amount, Invoice # is the Reservation ID from EMS, Submit.
- Print the Customer Copy and the Merchant Copy
- Ask the client to sign the Merchant Copy; give them the Customer Copy.
- If the client is not present (information given to you over the phone), scan and email them the Customer Copy.
- Enter the payment into EMS for the event. Give the client a Confirmation Sheet or receipt for proof of payment. See above for instructions.
- Put the original Merchant Copy in the safe for deposit.

DEPOSIT PROCEDURES

Deposits are made daily. Park Rangers pick up Deposits and deliver directly to Chase Bank. Follow these steps to make daily deposits:

- Collect all payments and receipts from the safe.
- Open 'Civic Center Daily Revenue Report as of 011719' (U: Departments, Civic Center, Common, Deposits).
- Run a Transaction Report in EMS for the day before the day of the deposit. (ex: Today is June 16; the new transaction dates should be June 15)
In EMS, go to Billing, Reports, Transaction Report, and change the transaction date.
- Confirm the money in the safe matches the amount on the Transaction Report. **Print 1 report.**
- On Transaction Report: For each transaction, make note of what the payment is for – generally staff will put what the amount is for in the comments section – if not, open the event to identify where the charge should be coded to. Total the amount to be coded to each account (Deposits, Room Rental, A/V, etc.).
- Do a Transaction Summary online with Chase: log in, go to **Transaction Management**, under **Transactions** drop down to choose '**closed transaction**', change date range to match the EMS Transaction Report, and **Search**. If the transaction doesn't appear on the search do some fact checking to determine the cause. Click **Report, PDF** and **Queue Report**. Go to **Reporting** and under status click complete and print PDF from there. Verify the receipts for all transactions (refunds will be listed as credits) on this report were collected from the safe. Print 1 report.
If there are no credit card transactions print page showing 0 transactions. Screen shot, paste in Word and print.
- Collect Deposit Facility Log, Deposit Bag and Deposit Slip Book.

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- Choose a new Deposit Slip to complete (put the firm paper behind the 3 page set for each deposit). On the top of the Slip, write the bag #. Write in total cash amount (# of bills, total of those bills, total cash), total check amount (list checks individually with the sum, total checks), and total amount. Tear out white and yellow slips.
- On the blank Daily Revenue Report, enter the total checks, cash and net credit cards (this is the total cc sales minus refunds)
Note: City transfers are on this form in the blue lettering include proper department code.
- Enter the amount collected (enter in the collected column) and the amount refunded to each account (Room Rental, Deposits, A/V, Labor/Services, Food/Beverage Fee). .
- Enter the Date (the date of the deposit), Transaction Date, Counted By and Day of the Week. Print 1 copy
- On the top of the Deposit Bag (the section that tears off), write the Date and Amount of deposit. On Deposit Bag middle, write the Date, Cash amount, Check amount and Total. Customer Name is “City of New Braunfels – Civic Center”. No store# or Account#.
- In the Deposit Bag, put cash in the middle section and checks in the back clear section, along with the white deposit slip– place in front of the checks.
- Have someone verify amounts of cash and/or checks being placed in Deposit Bag.
- Seal top and bottom of bag. Remove the top part of the bag – you may throw it away.
- On the Deposit Facility Log, enter Date Bag Logged, Bank Bag #, Deposit Amount, and sign your name.
- Put the Deposit Log and Deposit Bag in the safe ready for pick up.
- Once Center Manager signs Daily Revenue Report for approval, scan packet along with yellow Deposit Slip and name with date of deposit. Transfer file to Y:/Common/Deposits/FY19. Send packet to Finance.

SAFE ACCESS

All staff is able to drop payments or small valuables into the safe as a code is not needed. Only office staff including Manager, Event Coordinator and Customer Service Specialist have knowledge of the Safe Code to access funds to prepare a deposit.

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Attachment F

DAS REC GUEST SERVICES CASH HANDLING PROCEDURES

1. Click Log Out on RecTrac then take your drawer to the copy room and you and your Lead will count your drawer total (write down the quantity of each denomination for close out screen)
2. Put your Cash quantities into RecTrac and select Next.
3. Enter your Check totals. Verify you are not over or short, and post shift. (if you are **OVER OR SHORT** then you will need to write an explanation of what happened on your EOS Close Out page with your batch #, date and sign and date, and notify your lead. **Leads** you will need to let the MOD and your supervisor know that your shift's count was over/short and by what amount)
4. The EOS Close Out page will print.
5. If you had a deposit, then fold your paperwork in half with the deposit inside and place it in your shift bag. If you did not have a deposit, write "**No Deposit**" on your EOS Close Out page and place it in the shift bag.
6. After the last person has placed their deposit in their shift bag, then drop the bag into the safe (NEVER leave the deposit bag unattended)

LEADS CLOSING PROCEDURES

1. Follow steps 1-5 of the Batching Out Procedures.
2. Batch back into RecTrac and leave your starting amount at \$0.00
3. Go to your Management>System Management>End of Shift Change.
4. Highlight all of the drawers starting with the #3 (300's are the Das Rec batches) for the date you are consolidating.
5. Click the "Consolidate Batch" button at the bottom of your screen.
6. Print all three pages as they pop-up.
7. Collect all the deposit bags for that day and count each deposit checking it against their EOS Close Out page.
8. Look up your Pay Code 01 (check) and 02 (cash) amounts on your consolidated report located on the Consolidated EOS Close Out page and that amount will equal your total deposit for the night.
9. After you count out your total deposit and the second person counts out the deposit, fill out your deposit slip, deposit bag and record the Bag #, Deposit bag #, and your last Batch # on the Cash Report.
10. Make a copy of the 3 pages and staple the yellow deposit receipt to the copy with the wet signature for finance. We will keep the second copy of the cash report with the pink receipt, deposit bag tag, and all the receipts for that day stapled to it.
11. Place Finance's Cash Report in the Out Box, sign the Bank Deposit Log, then drop your deposit bag into the safe on the right.
12. Count each cash drawer and make sure all 3 drawers are at \$100 (even if you didn't use the third drawer) Then ensure at least two of the drawers have a minimum of 15 \$1 bills, 1 \$20 bill, and then \$5s and \$10s of any quantity. Place all three drawers back into the safe and the deposit bags on the counter.

