

Cash Handling Manual



TULSA  PARKS

This manual is designed to assist you in carrying out your responsibilities and meeting our expectations as a Cash Handler. Keep it nearby for reference.

Primary responsibilities:

Section 1 - Positive customer relations

Section 2 - Receiving money and making change

Section 3 - Daily operations to balance receipts and attendance totals

Section 4 - Sound loss prevention and emergency procedures

Expectations:

- Work is accurate, with few errors
- Work is performed efficiently and cost effectively
- Work is consistent with stated policies
- Show initiative arising from a desire to excel and to contribute to the Tulsa Parks and the City's goals

Section 1

POSITIVE CUSTOMER RELATIONS

Employees who handle cash for the City of Tulsa do so in addition to many other responsibilities. They may handle cash, wait on customers, answer the phone, etc. No matter where you work in the City, it is important to remember that there is no such thing as “JUST A CASH HANDLER OR CASHIER”. As far as most citizens are concerned, **YOU ARE THE CITY!** You are their first and maybe only contact with the City. When citizens or customers arrive, answer them expertly. When a customer leaves, you are the one they will remember.

Customer service is a frequently used phase in City government. But what does customer service mean to City cash handlers? Excellent customer service is a transaction with a customer that is accurate, timely and courteous. Insuring accuracy means that the fees are correct. To make your job easier, make every effort to eliminate errors prior to any exchange of money. If a mistake occurs, do your best to find out what happened and what to do so it doesn't happen again.

Customer service is an element woven through all aspects of this training and our work as public sector employees. Positive customer service makes your work easier and less stressful. When we don't have to spend time dealing with negative responses from our customers, we have more time for our other job functions.

It's important as a service provider to learn how others want to be treated or the updated version of the Golden Rule which states, “Do unto others as they wish to be done unto.” When you have an angry or unpleasant customer, try to soothe their frustration by acknowledging their feelings and try to remedy the situation as quickly as possible. Choose your language carefully, avoiding phrases such as “you have to,” or “you should have.” You are successful when an angry customer is treated courteously and leaves feeling satisfied.

Remember, you may have to be flexible to provide great customer service!

Good customer service makes your job easier and helps to conclude a customer's business quickly and effectively.

Section 2

RECEIVING MONEY AND MAKING CHANGE

As City Cash Handlers you need to be familiar with recognizing several types of financial transactions and be able to distinguish the negotiable elements of each one.

We will only go over the types of financial transactions you are likely to encounter during this pool season.

Recognizing Coin and Currency

Accept only US Coins and Currency. Be sure that penny you take isn't Canadian!

Be mindful that dollar coins and quarters are similar in size and shape and can be easily mistaken for one another.



- Susan B. Anthony dollar...VERY similar in size and appearance to a Quarter.



- An example of a Presidential Dollar.

- Below is a Sacagawea dollar (with two different reverse sides). Both of these are also similar in size to a Quarter but differ in appearance.





Look at a bill and make special notice of the following:

The value amount of each bill is numerical posted in all four corners on both sides.

The value is written out across the bottom of the face side.

The Federal Reserve seal appears to the left of the portrait. The Treasury seal appears to the right of the portrait, embossed over the written dollar amount.

The unique serial number of the bill appears on both sides of the face of the bill.

Currency alteration is sometimes done by taking a genuine bill and tearing off a corner or two of a small bill such as a \$1 or a \$5 bill and then replacing these corners with the corners of a larger bill such as a \$10, \$20, or \$50 bill. The original larger denomination bill is still redeemed at full value as mutilated money with one or more corners missing. We recommend that you count the money looking at the face on the bill not at the denomination in the corner.

Only accept bills that are at least 3/5 (60%) intact and includes the full portrait.

You are not to accept bills so large that in making change you would return more than \$20. In most cases, this means you will not be accepting bills over \$20.

Types of Checks

A check is a substitute for paying with cash and is a “promise to pay” from one person or entity to another person or entity. Certain information must be included on the check so that it can be routed correctly.

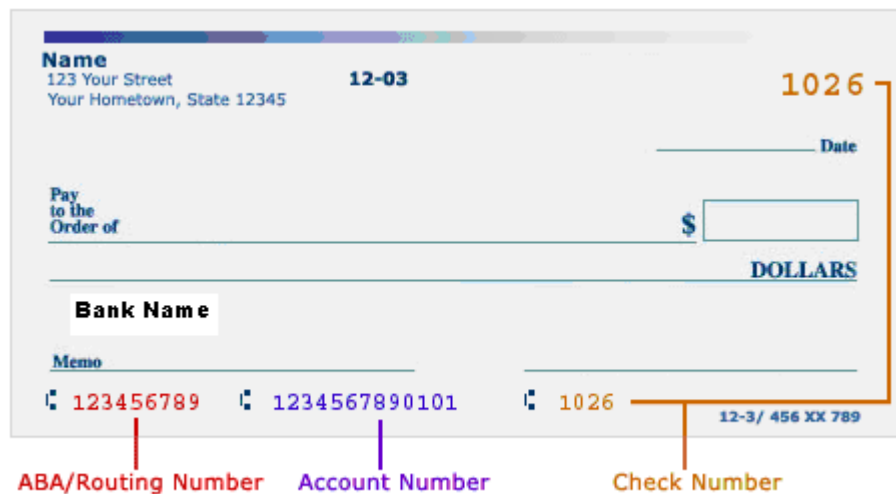
Personal checks:

- Cash back may not be given for a personal check transaction...constitutes an unlawful loan of City funds.
- City employee’s personal checks cannot be cashed.
- Do not accept second party checks (checks made out to another individual and endorsed on the back.)
- Made out to the “City of Tulsa”.

Company checks:

- Similar to personal checks.
- May have stubs or copies attached. You may receive a company check for group rate party.
- Notice if there needs to be double signatures on the check or if the check says, “not valid over \$_____.”

Check Negotiability



- Must have a current date. Not to be “stale” nor “post” dated.
 - A stale dated check is dated 180 days in the past.
 - A post dated check is a check dated anytime in the future.
- Payee...“City of Tulsa”
- Name and address of the account holder should be preprinted on the front of the check. Do not accept a check without this preprinted information.

- Dollar amount must appear twice...spelled out and printed numerically.
- Name of the bank should be printed on the check.
- Check must be signed by the maker or drawer. In the case of personal checks, the signature must match the name preprinted on the face of the check. At this time there is no citywide policy requiring identification from the public; however, if the check is from out-of-town or has a low check number, you should ask for identification (driver's license) and write the driver's license number and date of birth on the face of the check.
- Confirm that the numerical amount agrees with the written amount. Be especially alert for alterations within the numbers or the written portion of the check. (Example: \$5.00 altered to \$55.00).
- Check made for the exact amount of sale. Don't get caught in the sale plus cash back scheme. If this check is returned, the extra cash back is considered an unlawful loan of City funds.
- Be aware of newer accounts. Generally, a higher number of returned checks are lower sequence numbers (below 1000) or starter checks without numbers. By paying attention to a check's appearance, you can often detect a bad check before accepting it as payment.

There is a clear distinction between a "shortage" and a "loss". The key difference is determined by the cash handler's ability to obtain physical custody of the money and how a person safeguards the money.

- A **shortage** is an unintentional collection error such as a change-making error. The cashier either did not collect enough money from the customer or gave back less money.
- An **overage** occurs when a cash handler collects too much money and cannot immediately return the excess to a specific customer.
- A **loss** occurs when a cash handler has obtained physical custody of the money and then, due to reasons such as negligence, act of God, or an unlawful action, cannot deposit money.

Examples of negligence are leaving money unattended or not following departmental procedures so money is lost or stolen.

Deposit bags will be picked up by park staff and checked for accuracy.

Counting Currency

Think about how the clerk at the grocery store or the teller at your bank gives back change. Do they count it back to you or just drop it into your hand? Do you take a moment to count your change or do you just drop it into a wallet or purse?

The important things to remember about counting change back to the customer are:

- **No bill is double counted**
- **Recount the change to come up with the same total twice**

This means that you will always count a stack of currency at least two times. As a cash handler you should establish a set routine for how you count cash and then use that method consistently.

Hand-to-Hand Method

After you press the **CA/AT/NS** or the **CHK** Key on the cash register, the register will tell you the correct amount of change to give the customer. Verify that this total is correct.

If correct, count the change to give the customer into your hand first, starting with the smallest denomination of currency first, then to the largest. This is your first count.

Next, transfer one bill at a time from your hand to the customer's hand as you count it. Check each bill as you count to verify correct denomination. This is your second count. If this total doesn't agree with your first count, repeat the process.

Hand-to-Table Method

This is the same as the hand-to-hand method except instead of placing the currency in the customer's hand you place it on the table or counter as you count it. Make the hand-to-table count your second count.

Section 3

DAILY OPERATIONS TO BALANCE RECEIPTS AND ATTENDANCE TOTALS

Opening Activity

Before you are ready to accept cash at the beginning of the work day, you will need to complete certain tasks. These tasks will vary according to the facility but may include some of the following:

Open cash box and take out start-up funds (\$50 for McClure & \$25 for all other pools). Keep the key to the cash box in a safe place, not in the key hole. On the cash register, turn control switch to "REG" and press the "CA/AT/NS" button...the drawer will open.

Arrange coin and currency in a consistent manner, placing the smallest amount of currency closest to you and the largest denomination farthest from you. This set-up helps prevent putting a bill in the wrong slot. The important thing to consider is that you set up your cash drawer in a consistent manner.

All bills should be face up and go in the same direction.

Verify the dollar amount of your beginning cash is \$25 (\$50 for McClure).

Arrange supplies and equipment. Before you begin accepting payments, it helps to make sure you have all supplies needed to accomplish the job and that all equipment is in working condition.

Tape beginning ticket to the Daily Attendance Sheet.

Closing Activity

At the end of your work day, document all the City money you received. This involves the balancing of your cash drawer, running a "Z" report on the cash register and removing ending cash to a safe or vault and reporting all cash received. Where cash is concerned, maintaining your accountability and integrity is of vital importance.

Balancing Cash Drawer

At the end of your shift, you need to account for all increases and decreases of cash in your cash drawer. This process is referred to as "balancing," or the accounting of all City funds received that day. Balancing involves adding of currency, coins and checks, determining the dollar total received with the total transactions ("Z" cash register report and Pool Cashier report). These two dollar amounts should be the same. To protect your safety, your balancing should occur out of public view in a location away from the collection area.

As a cash handler, you have your own method for balancing your drawer; however, there are several common steps:

- Remove all currency, coins and checks from the cash drawer. Count your currency and list by denomination on a daily cash count sheet. You should count the money as many times as it takes to get the same total twice.
- Bills should be stacked with denominations together, facing the same way and with the largest denomination on the bottom.
- Leave coins loose.
- Cash handlers should not allow others, except patrons, to cash in large amounts of change (such as pennies). This increases the risk of error when counting.
- Cash handlers should then “buy” from the remaining cash on hand (start up money) to bring the change fund back to the preferred mix of currency denominations as determined by your facility. If there is not enough money to buy back change, contact the Park Manager in charge of your pool to get your change. The start-up money should not leave the site.

Refund Policy

- No cash refunds will be given.
- If the pool must be closed for inclement weather, the patron will be given a 1-day pool pass. Passes should not exceed the number of paid admissions.
- Day campers and pool pass holders will not be given 1-day passes because they are not part of the paid admission.

Disciplinary Action

- Accuracy and completeness in paperwork and counting is obviously of vital importance.
- We hope your position with the City of Tulsa pool season is fulfilling and fun, but if errors occur, they will be tracked and reported to your supervisors.
- Your supervisor will review the procedures and make sure that you understand the procedure.
- After counseling, if errors continue to occur, a written warning will be issued.
- If errors occur after this, you may be terminated.

CASH MANAGEMENT PROCEDURES

Cashier/Manager

Take out the cash box from the secure area and unlock. Remove \$25 (\$50 for McClure) start-up funds from lock box to verify. If not correct, notify supervisor and document the amount long/short.

Move control switch to "REG". Press "CA/AT/NS" button to open, arrange start-up money.

Collect admission fees from each patron, "ring up" each sale for individuals and groups (step-by-step instructions using Sharp XE-102 Cash Registers begins on page 12)

At days end, count receipts in register, subtract start-up money, run an X report* and compare the bottom 'NT' total of X report to register receipts less start-up. Reviewing the journal tape may help identify errors if the two totals do not agree.

Bundle currency in denominations and have bills face same way. Paperclip checks together.

Print "Z" report** and tape to pool cashier report securely. Include the rest of the tape inside the deposit bag.

Enter "Amount Attached" which represents the total of cash in drawer less start-up money). If this amount doesn't agree to "Total Gross Amount" enter the difference on the "Difference" line. Sign and date Pool Cashier Report.

Tape your first and last tickets for non-paying customers in the spaces indicated (children 3 & under, day campers, pool passes, etc.)

Put the receipts, the original pool cashier report & all the 1-day passes in the deposit bag and secure it. Write the date and pool name on the outside of the deposit bag.

Record the date and bag number being deposited on the Lock Bag Tracking Form, then initial.

Place the deposit bag in the safe.

Place the start-up money in the lock box, lock it, and put box and keys in a secure area.

On cash register, press CA/AT/NS to open drawer. Lift slightly and remove drawer; store in a safe place for the evening. Turn control switch to "Off".

*To issue an X report, turn the mode switch to the X/Flash position and press the CA/AT/NS key once.

** To issue a Z report, turn the mode switch to the Z/PGM position and press the CA/AT/NS key once.

Park Staff

- Pick up deposit bag(s) from the safe.

- Sign off on Lock Bag Tracking Form.

- Transport deposit bags to the Community Center.

- Prepare bag(s) for finance courier pick-up.

- Record the date and number(s) of the bags being brought in to be counted.

- Bring out supplies when requested :
 - * Ink cartridge
 - * Register tape
 - * Deposit bags

CASH REGISTER OPERATING INSTRUCTIONS

[SHARP MODEL XE-A102]

Entering Sales and Making Change

1. Insert key into the mode switch and turn it to the REG position.
2. Press the large, blue **2⁶** Key once for each admission
3. Press the **# / SBTL** Key once to display the amount due
4. Enter the amount received from the customer
5. To conclude the transaction
 - Paying by CASH - Press the **CA/AT/NS** Key once
 - Paying by Check - Press the **CHK** Key once
6. After pressing either key in step #5, the change due will be displayed and the cash drawer will open.
7. Accept payment/make change then close the drawer.

Multiple Entries

When accepting payment from large groups, use the cash register's multiplication feature instead of pressing the blue **2⁶** Key repeatedly for each admission.

To enter two or more admissions follow these instructions in place of step 2:

2a. Enter the number of admissions

2b. Press the **@/TM** Key once

2c. Press the large, blue **2⁶** Key once

Continue with step 3.

Corrections

- Entered Number
 - * When you enter an incorrect number, delete it by pressing **CL** immediately after the entry.
- Last Entry
 - * If you make a mistake when making a **2⁶** or Multiplication **@/TM** Entry, you can correct by pressing **VOID**.
- Void Mode
 - * This function allows you to reverse the entries made in an incorrect receipt. The entries are subtracted from each totalizer and added to a void totalizer.
 - * To use this function, turn the mode switch to the VOID position.

If the above does not correct an entry, circle the incorrect entry on the tape, re-enter correctly and back the incorrect entry out from your daily totals on your Daily Receipts and Attendance Report. In addition, there needs to be a written description of what happened and the amounts involved.

Reading and Resetting of Sales

X Report

This report, when taken in the X/Flash mode, prints the accumulated information of sales. Taking an X report is a good way to do a mid-day check on daily sales. You can take X reports any number of times, because they do not affect the cash register's memory.

- To issue an X report, turn the mode switch to the X/Flash position and press the **CA/AT/NS** Key once

Z Report

The contents of Z reports are the same as those of X reports, but issuance of a Z report resets all the transaction totals to zero.

- To issue a Z report, turn the mode switch to the Z/PGM position and press the **CA/AT/NS** Key once.

WHAT TO DO WHEN YOUR CASH REGISTER LOOSES ITS PROGRAMING

If your cash register is unplugged overnight or if there is a power outage, your programmed price may be lost.

Follow your instruction sheet on programming the cash register (reproduced on next page); this normally gets you back up in operation.

If you are unable to get the register programmed at the beginning of the day:

- Notify Pool Assistant
- If further assistance is needed, call the aquatic phone.
- Begin a hand tally of patrons. Refer to your Pool Cashier Report form and note you will need a tally column for Paid, 10-punch Pass, Season Pass and Day Camps.
- Make change from your cash box. Safeguard the cash box so it is not easily accessible.
- You will not be able to run a Z report. Still use the Pool Cashier Report form.
- Fill out the right hand side of the form, # of sales, dollar amounts, just as you would normally and send the hand tally sheet along with the report.
- Send a note along with the deposit explaining what happened.

If your register goes down mid-day:

If you are unable to re-program, part of your sales will be on the register tape and part will be hand tallied.

- Pull the partial tape from the register.
- Attach partial tape to the Pool Cashier Report form
- Tally by hand just as you would in the above example
- Use both the cash register tape attendance records and your hand tally records to combine the # of sales when filling out the report. Include the hand tally sheet with the report.
- Send a note along with the deposit explaining what happened.

REGISTER PROGRAMING#

Batteries should backup your cash register if you temporarily lose power, however if the batteries fail and your cash register loses its program, take the following steps:

- **Reinitialize Cash Register:**

- * Be sure the cash register is unplugged
- * Remove the paper roll (if present) to gain access to the battery compartment and then remove any batteries from compartment.
- * Insert a mode key into the mode switch and turn it to the REG position.
- * Insert the plug into the AC outlet. A buzzer may sound three times at this point.
- * Install three new AA batteries in the battery compartment
- * Reinstall the paper roll

- **Set Time:**

- * Turn the mode switch to the Z/PGM position and enter the time in 4 digits (“hhmm” format) using the 24 hour system.

Example: 3:25 PM would be entered as “1525”

- * Press the # / SBTL Key once to continue programming.

- **Set Date:**

- * Remaining in the Z/PGM mode, enter the date in 6 digits using month-day-year format.

Example: July 4, 2012 would be entered as “070412”

- * Press the # / SBTL Key TWICE to exit time and date programming.

- **Setting the Entrance Fee:**

- Full Price

- * Turn the mode OFF then to the Z/PGM mode
- * Enter “200” (McClure) or “100” (Lacy/Reed)
- * Press the large, blue 2 ⁶ Key once
- * Press the # / SBTL Key TWICE to exit program

- ½ Price

- * Turn the mode OFF then to the Z/PGM mode
- * Enter “100” (McClure) or “50” (Lacy/Reed)
- * Press the large, blue 1 ⁵ Key once
- * Press the # / SBTL Key TWICE to exit program

To resume entering sales, turn the mode switch to the REG position.

TULSA PARKS - 2013 POOL SEASON

DAILY RECEIPTS AND ATTENDANCE REPORT

DEPARTMENT	(attach Z report register tape here)	RATE	NUMBER OF SALES (ATTENDANCE)				
REGULAR		(Lacy/Reed)					
2 - ADMISSION		⊙ at \$1.00 each	_____				
		⊙ at .50 each	_____				
½ PRICE		(McClure)					
1 - ADMISSION		⊙ at \$2.00 each	_____				
		⊙ at \$1.00 each	_____				
		TOTAL	\$ _____				
		AMOUNT ATTACHED	(-) \$ _____				
		DIFFERENCE (LONG/SHORT)	(=) \$ _____				
<p>No Cash Transaction...Tickets:</p> <ul style="list-style-type: none"> • Park Day Camps • Lacy Splash Pad • One-Day Pass • Pool Pass 		<div style="border: 2px solid black; background-color: #FFDAB9; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center;">TAPE ENDING TICKET(S) FROM EACH ROLL OF TICKETS USED HERE</p> </div> <div style="border: 2px solid black; background-color: #FFFF00; padding: 10px;"> <p style="text-align: center;">TAPE BEGINING TICKET(S) FROM EACH ROLL OF TICKETS USED HERE</p> </div>					
		POOL NAME: (circle one)	Lacy McClure Reed				
		DATE:	_____				
		SIGNATURE: (pool staff)	_____				
		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #D3D3D3;">Administrative Use Only</th> </tr> </thead> <tbody> <tr> <td>Long/Short:</td> </tr> <tr> <td>Verified By:</td> </tr> <tr> <td>Date:</td> </tr> </tbody> </table>		Administrative Use Only	Long/Short:	Verified By:	Date:
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Section 4

SOUND LOSS PREVENTION AND EMERGENCY PROCEDURES

SECURITY AND ROBBERY PREVENTION

Due to the actual experience of co-workers, we now pay careful attention to this section and emphasize the word “**prevention.**” We want you to feel safe at your facility and safe in taking money from the public and depositing the funds.

Being more aware of what makes a facility vulnerable to a potential robbery will help you prevent such an occurrence. As a City cash handler, robbery is the most threatening situation you might experience.

Tips from the Crime Prevention Unit:

- The potential robber wants to confront as few people as possible, so numerous people in and around your facility will discourage him/her.
- Be aware of suspicious people milling in or around the location. Talk with suspicious people because they are distracted by conversation.
- If money is taken to another location, do not carry a visible bank bag. This is an invitation to a potential robber that there is money in the bag.
- Vary your routine if you take money to other locations on a regular basis.
- Be discreet about the cash you have in your drawer or on hand.
- Never leave a cash box or cash register unattended or unlocked.
- Never lose sight of your cash box or cash register unless it is secured.
- Do not keep excessive cash in your cash drawer. If you periodically have a day in which you take in larger than usual sums of cash, run an X report, count the cash and remove from your drawer or cash box and put it in your safe (if there is one on the premises).
- Never allow unauthorized persons in the cashier area.
- The opening and closing of the daily operations is the most vulnerable time for a robbery.
- Do not allow customers into the facility during pre-opening or after closing.

Robbery Situation

During the Robbery:

- The average robbery takes 90 seconds from start to finish...so be prepared to react quickly!
- Even if you do not see a weapon, assume there is one.
- **Be polite and accommodating.** A nervous, highly anxious person is committing the robbery. The calmer you are, the calmer the robber will remain. Maintain an ongoing dialogue with the robber. Explain every movement to him or her such as, "Now I'm pressing this button to open the drawer..." Avoid making any quick movements that might further agitate the robber. Always do exactly what the robber asks – no more and no less. If the robber asks for all your larger bills \$10 and over, do not give him/her your one's and coins.
- **Attempt no heroics!** Sometimes in the news you'll hear about a bank robbery where a teller attempted heroics and after the robbery the teller was fired. The reason is because this person probably did not follow bank procedure and may have put the lives of innocent people in jeopardy. Do everything possible to get the robber out of the facility as quickly and calmly as possible. Your objective is not to stop the robbery, but to help the police identify the individual(s).
- **Observe, but don't stare.** Try to remember distinguishing features of the robber (height, weight, gender, scars, skin color, hair color and length, tattoos, piercings, etc.). You will be asked to describe the robber at a later date by completing a Police Department report. If you observe anything, try to notice eyeglasses, jewelry, and other distinguishing characteristics. Listen to the robber's voice, inflections, names, and slang.

After the Robbery:

- Once the robber has left the facility, lock the facility, your cashier window, and notify your supervisor about the robbery.
- Call 8-911 and stay on the line until the police arrive. They will need to know your address, what happened, who you are, and where your facility is located.
- Speak to no one, other than City officials, until you have completed the holdup description form. If witnesses talk to each other, they may become confused about the robber's description; however, the Tulsa Police Department may ask you to take the names and addresses of those who witnessed the robbery.

OTHER EMERGENCY PROCEDURES

Your facility should have emergency procedures and drills in case of fire or natural disaster. Ask your supervisor or manager what emergency procedures are to be followed at your specific facility. Know where all exits are at your facility.

In the event of a fire, secure all money by locking your cash register and vacate the building as soon as possible. In the situation of a fire, protecting human life is of greater importance than safekeeping City funds. If there is adequate time, secure the money in the safe and then vacate the building.