

POLICY ON CASH HANDLING AND MANAGEMENT

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DEFINITIONS

For purposes of this policy, the terms used are defined as follows:

Term	Definition	Chapter
Cash	Payment for goods or services or a gift or contribution to ASI that is received in any one of the following forms: currency, coin, check, money order, traveler’s check, electronic funds transfer, credit card transaction, or debit card transaction	Cash Handling
Cash collection points	Departments or other units that receive and handle cash on a regular basis	Cash Handling
Deposit	The deposit of cash with the A.S. Business Office, or in the case of credit or debit card payments, deposit directly into the appropriate bank account under the rules established by the Business Office	Cash Handling
Gift or contribution	An unconditional transfer of cash or other assets to ASI, or cancellation of a liability of ASI	Cash Handling
Petty cash	Tangible cash that is stored for use in purchasing or in the reimbursement of inexpensive out-of-pocket expenditures. When maintained on an IMPREST BASIS, the exact amount of expenditures from the fund is replaced periodically.	Cash Handling
Cash receipts	A payment for goods or services or a gift or contribution to ASI that is received in any one of the following forms: currency, coin, check, money order, travelers check, electronic funds transfer, credit card transaction, or debit card transaction	Cash Management
Deposit	The delivery of cash to the ASI Business Office.	Cash Management
Disbursements	Payment by cash or check.	Cash Management
Idle funds	Cash that is not required for current operations	Cash Management
Working capital	Current assets minus current liabilities. Also called net current assets or current capital.	Cash Management
Campus Community	Students, faculty, staff and bona fide guests of the CSULB campus	Theme Park Ticket Sales
Campus Sales	The direct sales of goods or services to students, staff and faculty which is conducted for the convenience of the campus community and in support of the mission of the USU and ASI	Theme Park Ticket Sales
Consignment Tickets	Tickets sold on behalf of another party with the provision that payment is expected only on completed sales and that unsold items may be returned to the party consigning them	Theme Park Ticket Sales
Sales Associate	Staff working at the Information Center	Theme Park Ticket Sales
Theme Parks	Local entertainment recreational facilities and/or parks such as Disneyland, Knott’s Berry Farm, Universal Studios, Sea World, Long Beach Aquarium, Magic Mountain and Lego Land	Theme Park Ticket Sales

CASH HANDLING

BACKGROUND AND PURPOSE

All ASI units that handle cash must have both an awareness of and show a commitment to strong internal controls for cash receipts that prevent mishandling of funds and safeguard against loss. Strong internal controls also protect employees from inappropriate charges of mishandling funds by defining responsibilities in the cash handling process. This policy outlines the rules and procedures employed by the Associated Students, Incorporated for the proper handling of cash as that term is defined below, including the responsibilities of ASI employees in the cash handling process. These rules and procedures are intended to maximize ASI's cash flow and aid in preventing and/or detecting cash loss. Managers of those units handling cash are responsible for establishing and maintaining the proper environment of internal controls.

POLICY STATEMENT

It is the policy of the Associated Students, Incorporated to establish immediate control over all cash and checks received and to ensure their prompt deposit to ASI's bank accounts. Cash receipts shall be protected from misappropriation. Physical access to cash receipts and cash receipt records shall be limited to authorized personnel. Only ASI employees (full or part time) are permitted to handle cash as defined under this policy and in accordance with the procedures outlined below. This policy applies to all ASI personnel who handle cash during the processing of any transaction, or who retain, store, and/or safeguard cash prior to its deposit with the A.S. Business Office.

1.0 CONDITIONS FOR EMPLOYMENT IN CASH HANDLING ENVIRONMENT

Individuals who are hired into positions that handle large amounts of cash will be fingerprinted and have an appropriate background check conducted prior to employment. Desk manuals will be provided for all personnel who handle cash to provide step-by-step instructions on cash handling and vault operations. The desk manuals will be used as a training tool for all new employees who will be handling cash. A formal training certificate must be placed in the employee's personnel file providing evidence of completion of training after 50 hours of on the job training.

2.0 CASH COLLECTIONS

All cash must be collected at the A.S. Business Office front counter by a Customer Service Representative except as noted below under "Cash Collection Points." In the absence of a Customer Service Representative, a Business Office staff member without vault cashing responsibilities shall be assigned to the front desk to perform this duty.

If received in person, cash collections will be recorded on a sequentially pre-numbered, multiple-copy receipt. If received by mail (checks), payments will be entered immediately into a payment log. All gifts and/or contributions in excess of \$3,000 must be forwarded to the CSULB Foundation immediately upon receipt.

All receipts must identify the office making the deposit. The Customer Service Representative receiving the cash must sign or initial the receipt. All checks must be restrictively endorsed immediately upon receipt.

Reductions of recorded cash (e.g., voids and refunds) must be approved in writing by the Business Services Coordinator and supported by documentation. All voided receipts will be retained and filed numerically with the other receipts.

The sequence of pre-numbered cash receipts must be accounted for and follow-up done on any missing documents. Stacks of new receipts to be placed in use must be accounted for to ensure that the numerical sequence with the prior stack is maintained.

Cash drawers will be balanced daily by the Customer Service Representatives. The funds and supporting documentation will be handed to the Business Services Coordinator for deposit into the vault.

2.1 RECEIPT OF CASH BY MAIL

All payments by mail must be received in the A.S. Business Office. Any department that in error receives a payment by mail must forward that payment immediately to the Business Office.

Opening of mail will be assigned to an employee with responsibilities independent of access to files or documents pertaining to accounts receivable or cash accounts. Mail will be opened by the Customer Service Representative(s), who will prepare a detailed listing of cash and checks received each day. This listing must include the name, amount, invoice number (if applicable), and date. This list will be totaled each day.

All checks should be made payable to "Associated Students, Incorporated." The Customer Service Representative(s) will restrictively endorse all checks immediately upon receipt.

2.1.1 UNIDENTIFIED CASH

If cash received cannot be identified and/or applied to the appropriate general ledger account, the cash will be deposited to a suspense account and a copy of any remittance advice (check, money order, correspondence, etc.) will be forwarded to the appropriate division Director to assist in identifying the proper deposition of the funds.

2.2 CASH COLLECTION POINTS

Cash collection points are defined as departments or other units that receive and handle cash on a regular basis. Departments that wish to be designated as cash collection points must make a request to the Director of Administrative Services and demonstrate the ability to follow appropriate cash handling procedures. Departments or units that handle cash receipts on an occasional basis are also required to follow procedures and guidelines that apply to cash collection points.

2.2.1 DEPARTMENT REQUIREMENTS

In order to qualify as a cash collection point, a department must meet the following minimum requirements:

1. The department must have a cash register. All cash received must be recorded through the cash register. If use of a cash register is not feasible, the department must provide a pre-numbered receipt form issued to the customer with a duplicate copy retained by the cash collection point.
2. Departments that wish to accept debit cards and/or credit cards must request point-of-sale terminals through the Director of Administrative Services and complete a Payment Card Account Application. The department will be responsible for all installation charges and any service charges.
3. The department head must request that the Human Resources Department perform a criminal background check before any full time and designated employee are permitted to handle cash. There should be no outstanding or unexplained items resulting from these background checks.
4. The department must restrict access to cash at all times. The department must have the physical capability to properly safeguard cash from fire and theft.
5. Departments will only accept personal checks when presented with photo identification. Departments may not accept counter checks/starter checks or checks with an expiration date (credit card checks). If a check

is returned by a financial institution for any reason, the check writer will be assessed a fee to offset bank charges. Customers with more than one returned check in a fiscal year shall lose their check-writing privileges with the ASI. Debts remaining unpaid as a result of returned checks may also result in criminal prosecution of the responsible party under California Penal Code Section 476a.b.

6. If the department accepts checks, checks must be restrictively endorsed immediately upon receipt. The department must contact the A.S. Business Office for an endorsement stamp.
7. The department must have staff available to meet with the A.S. Business Services Coordinator to reconcile cash received to the cash register or to the pre-numbered receipts on a daily basis or on an alternate schedule as agreed with the ASI Accounting Manager.
8. The department may not pay expenses from cash receipts nor cash checks from income collections. It will be the department head's responsibility to ensure that any amount deposited with the Business Services Coordinator includes all monies received.
9. The department supervisor must approve reductions of recorded cash (e.g., voids and refunds) in writing, preferably with cashier present, and provide supporting documentation for all voids and refunds. All voided receipts will be retained and filed numerically with the other receipts.
10. The department must have its own written procedures tailored to its specific organization that include, but are not limited to, the following:
 - o Segregation of duties (see below)
 - o Written cash collection or cash register procedures (if applicable)
 - o Forms control, including pre-numbered tickets/receipts (if applicable)
 - o Physical security

Each department must send its procedures to the Director of Administrative Services. For assistance in developing departmental procedures, departments can contact the A.S. Business Office.

Departmental procedures will be reviewed, signed, and dated by the department head indicating compliance with the ASI's Cash Handling Policy.

2.2.2 MONITORING THE CASH COLLECTION PROCESS

Managers not directly involved with the cash receipt process will be responsible for periodically:

- Reviewing the nature and extent of overages and shortages
- Comparing actual deposits recorded with expected receipts
- Reviewing daily cash activity reconciliation
- Evaluating internal controls to ensure that reasonable controls exist to safeguard cash, and that employees understand and follow them
- Notifying the Director of Administrative Services of any deposit or recording of deposits discrepancy that can not be readily explained and/or corrected
- In the event of a loss or theft of funds, immediately notifying the Director of Administrative Services and University Police

2.3 SEGREGATION OF DUTIES

Departments handling cash must separate, to the greatest extent possible, all duties related to cash handling. A system of checks and balances must be put in place in which tasks are performed by different individuals in order to assure adequate controls. Departments must separate the components of cash handling (collecting, depositing, and reconciling) so that one individual does not have responsibility for more than one component. Small departments must separate the handling of the actual cash from the reconciliation of the cash. Ideally, the department head or his/her designee will not handle or have access to cash.

The department head will contact the A.S. Business Office with any questions regarding the development of or adequacy of mitigating controls. Internal audits will be conducted to periodically review the adequacy of the controls.

3.0 CASH OVER/SHORT

All cash overages and shortages must be documented by individual cash drawer on a daily basis and documented with that day's activities. Shortages may be covered by overages within the following guidelines provided that adequate internal controls are in place. Any single shortage of \$100 or more must be reported to the Director of Administrative Services immediately. Any combined daily shortage over \$250 must be reported immediately to the Director of Administrative Services, the Executive Director and the University Director of Internal Auditing.

- Daily shortages of less than \$5 per individual cash drawer may be covered by department overages.
- Regardless of amount, if the shortage is the result of a suspected or documented theft, the shortage must be reported immediately in writing to the Director of Administrative Services, the Executive Director and the University Director of Internal Auditing for investigation.

3.1 DISCIPLINARY ACTION

Failure of an employee to follow internal controls is considered negligence and could be considered misconduct resulting in disciplinary action. Employees who handle cash are expected to be careful and accurate and to reconcile their funds each day without overages or shortages. Nonetheless, ASI recognizes the possibility that differences may occur from time-to-time, and has developed the following disciplinary protocol:

- If an employee exceeds a cumulative cash over/short total of \$100 or more in any month, the employee will be reported to department manager and an investigation will ensue.

The department supervisor must document each disciplinary action in writing under the advisement of the Human Resources Office.

Any exception to be the above actions must be approved in writing by the Human Resources Manager, the Director of Administrative Services, and the Executive Director.

4.0 SAFEGUARDING AND STORING CASH

Cash funds must never be left unattended and access must be restricted to the cashier or the person in a department acting as a cashier. During hours of operation, coins, currency, and checks must be secured to restrict access. At other times, coins, currency, and checks shall be stored in a safe or other locked secure place until they are deposited. For departments with computerized point-of-sale registers, each cashier will be assigned a register

code/password and will be held are accountable for his/her transactions. For those areas without computerized point-of-sale registers, each cashier should be assigned his/her own cash drawer.

4.1 BUSINESS OFFICE SECURITY

Access to the Business Office shall be limited to authorized personnel, subject to the approval of the Director of Administrative Services. Customer Service Representatives shall lock all cash in their cash drawers whenever they leave the immediate area. Drawer keys shall be secured by the Customer Service Representative.

4.1.1 VAULT SECURITY

The combination to the vault shall be known to three people only. A secured record will be maintained in the Director of Administrative Services' office showing the date the combination last was changed and the names of persons knowing the present combination.

Keys to areas where cash is safeguarded must be adequately controlled. The vault door and the gate door will be re-keyed and the alarm system PIN changed whenever there is a change in personnel. Replacement keys will not be issued without proper management approval.

All monies and money counting machinery must be kept in the vault at all times. The Business Services Coordinator's door will be locked whenever cash is being counted.

4.1.2 VAULT ACCESS

ASI personnel authorized to enter the Vault are the Director of Administrative Services, the Accounting Manager, and the Business Services Coordinator and the Business Services Coordinator's designated back up. Any other individual desiring materials from the vault must request such from an authorized individual.

4.1.3 CASH LEVELS

Levels of cash on hand in the vault shall be maintained at a level to meet corporate needs for cashing and petty cash reimbursement purposes. During summer months, levels should be decreased to a level approved by the Director of Administrative Services to correspond to the decrease in activity.

4.1.4 VAULT BALANCING

The vault must be balanced regularly. Vault counts and balancing will be performed monthly or as needed and documentation will be approved by the Accounting Manager. The document must be retained for audit purposes.

4.2 USE OF SALES

Under certain conditions, departments that serve as cash collections points may acquire and use combination safes for the safekeeping and security of cash. The combinations of all safes must be filed under seal with the Director of Administrative Services. These records are subject to audit and periodic location checks will be conducted by the Business Office.

Acquisition of new safes should be reported immediately by the department to the Director of Administrative Services via a sealed envelope containing the combination with the following information typed on the outside of the envelope:

- ASI tag number (if applicable);
- Brand name and serial number of safe;
- Location of safe or vault;
- Name of individuals with access to the combination; and
- Date information is being provided.

Multiple safe combinations and descriptions should not be included in the same envelope. Safe combinations must be changed if a department experiences theft, employee turnover of individuals having access to the combination, or any other security concern. Requests to change safe or vault combinations should be made only by the Director of Administrative Services.

If a safe or vault is moved from one location to another, the Director of Administrative Services must be informed immediately. The notification must provide the description of the safe and the location change but should not include the safe or vault combination.

5.0 DEPOSITING CASH

The full amount of all cash collected, including cash collected by departments, shall be deposited with the Business Services Coordinator in the A.S. Business Office. Cash collected may never be used to make disbursements or refunds, and deductions may not be made to pay expenses, to put on reserve for small cash purchases, or for any other reason. Under no circumstances may expenses be paid from this collected currency.

5.1 CASH COLLECTED AT THE BUSINESS OFFICE

Cash collected at the Business Office service counter, including records of credit or debit card payments deposited directly to the bank, shall be delivered directly to the Business Services Coordinator by close of business daily for counting, reconciliation, and deposit into the appropriate ASI accounts. Cash received in the after hours drop box shall be recorded with the receipts for the following business day and delivered to the Business Services Coordinator accordingly.

5.2 CASH FROM COLLECTION POINTS

Departments acting as cash collection points must deposit cash intact with the Business Services Coordinator no later than 3:30 p.m. of the day following the day of receipt. The Business Services Coordinator shall record each transfer of cash collection from a cash collection point (e.g. recreation, retail, and services area). All cash deposits must be counted under dual custody. It is suggested that a deposit or deposits be made earlier in the day whenever possible.

Whenever the cash accumulated by a department reaches \$2,000 or more, the cash must be counted and secured in a departmental safe until deposited as specified above.

When depositing cash, the individual making the deposit shall wait for the Business Services Coordinator to completely process the cash receipt transaction. Once the cash deposit is counted, a receipt shall be given to the person making the deposit. The department should retain copies of these receipts for a period of three (3) years.

5.2.1 TRANSPORTING CASH

Facilities outside the USU should use caution when transporting cash from one facility to the other. It is recommended that individuals transporting cash to the USU alternate their routines by using different routes to the USU and varying the times at which they make deposits. It is recommended that campus police be called to escort these individuals when a large amount of cash is being transported.

6.0 BANK DEPOSITS

Bank deposits shall be prepared in the presence of one additional employee. The Business Services Coordinator and Accounting Manager shall verify deposits and place them in a safe in the vault. Bags shall be sealed under double custody prior to deposit to the bank.

Deposit slips, deposit log, and daily cash summaries shall be signed by management.

Bank deposits should be made daily. All bank deposits will be accompanied by appropriate documentation, such as a numbered deposit slip. All deliveries to the bank will be made in person by an authorized representative of the Business Office.

Notices from the bank of deposit overages/shortages will be mailed to the Accounting Manager. Discrepancies shall be investigated by the Director of Administrative Services and Accounting Analyst. Recurring errors shall be addressed with the Business Services Coordinator and serve as the basis for retraining and/or employee counseling.

7.0 RECORDING CASH TO GENERAL LEDGER

Individuals with cash handling responsibilities will not have access to post to the general ledger. Duties shall be segregated to ensure that the Business Services Coordinator cannot post to the general ledger and that only the Accounting Manager can post cash deposits to the general ledger.

The mathematical accuracy of cash summaries used as basis for general ledger entries must be verified. The Accounting Manager will compare the daily cash receipts to the journal to confirm accurate date entry, and sign the copy of the deposit slip, confirming collections reported.

All journal entries affecting cash deposits or cash accounts shall be reviewed and approved by the Director of Administrative Services. Journal entries prepared by the Director of Administrative Services must be approved by the Executive Director.

8.0 CHECKS RETURNED BY BANK

Checks returned by ASI's depository bank for non-sufficient funds (NSF), stop payments, or closed accounts result in additional service fees to ASI. Individuals whose checks are returned for any of the reasons above will be assessed a return check fee as set by the A.S. Business Office. Persons with two or more returned checks in a fiscal year may no longer be permitted to present personal checks to ASI as a form of payment. When checks are returned for NSF, stop payments, or closed accounts, the departments that accepted the checks will be debited for the check amount.

9.0 PETTY CASH FUNDS

Petty cash funds must be separately maintained from vault change funds. A cash count and verification of change and petty cash funds for which cashiers and cash handling employees are accountable will be performed on a periodic basis by someone other than the fund custodian. Verification of cash balances must be performed in the presence of the petty cash custodian and must be documented. For petty cash funds maintained on an imprest basis, the Business Services Coordinator shall prepare an RPP, attaching the log of disbursements and the supporting

vouchers, whenever the fund needs to be replenished. Any differences between the check request to bring the fund up to the imprest amount and total disbursements made will be reviewed and a justification prepared. Fund disbursements will be recorded to the General Ledger when the fund is replenished.

Cash handlers may not exchange checks for currency to make change.

10.0 LOST & FOUND

There are two designated Lost & Found locations for the ASI, the USU Information Center and the Student Recreation & Wellness Center Front Desk. In instances where cash is turned in to one of these locations, the departmental Supervisor or designee will count and verify the cash and secure it in a departmental safe until it is deposited at the ASI Business Office the following business day.

11.0 EXCEPTIONS

It is understood that unique situations within individual departments may require exceptions to this policy. Any such exceptions must be included in a department's written procedures and must be approved by the Director of Administrative Services and Executive Director.

It is also understood that unique situations within individual departments may require a limited and/or short-term exception to this policy. Such exceptions must be approved by the Director of Administrative Services. All such exceptions must be restricted to specific dates or events and must be approved in advance of such dates or events.

12.0 ADMINISTRATION

The Director of Administrative Services is responsible for the administration, revision, interpretation, and application of this policy. The policy will be reviewed triennially and revised as needed, unless earlier revisions are necessitated by changes the regulations of CSULB or the California State University Office of the Chancellor.

CASH MANAGEMENT

BACKGROUND AND PURPOSE

Cash is required to pay for all assets and services purchased by the Associated Students, Incorporated (ASI) and to meet future obligations as they come due. The disbursement of cash is a regular occurrence and a sufficient level of cash should be kept available to meet these requirements. The ASI Policy on Cash Management is intended to provide guidance on the management of cash balances consistent with ASI's Policy on Investments.

POLICY STATEMENT

It is the policy of the ASI to maintain an effective system of cash management that anticipates cash needs and plans adequately to satisfy them. Banking, cash management, and short-term investment activity will be the responsibility of the Executive Director and the Director of Administrative Service and is to be implemented according to the following regulations.

13.0 EXPEDITING CASH RECEIPTS

The time lag between the provision of goods and services and the deposit of funds in payment for them shall be minimized to the greatest extent possible through adherence to the following practices.

- Invoices shall be prepared and issued as close as possible to the date on which goods or services were provided, and in all instances posted to the same month in which the goods or services were provided
- All customer remittances shall be sent to the following address:

Associated Students, Inc. Business Office
ATTENTION: Accounts Receivable
1212 Bellflower Boulevard, Suite 229
Long Beach, CA 90815-4199

No other ASI office is authorized to receive customer remittances by mail. Refer to ASI's Policy on Cash Receipts.

- Departments providing goods or services may offer early payment discount terms to promote quicker customer payment, subject to the review and approval of the ASI Director of Administrative Services and ASI Executive Director.

14.0 BANK DEPOSITS

Receipts of all ASI funds will be deposited directly into accounts established at ASI's primary bank under the authorization of the CSULB Associate Vice President for Financial Management or designee. If necessitated by the location of the bank, ASI shall use a contracted armored car carrier to make bank deliveries. The Business Services Coordinator shall deposit all cash sales and check payments on a daily basis.

Wherever possible, ASI will request that payee remittances be made by electronic funds transfer (EFT) to the appropriate ASI bank account.

14.1 MAXIMIZING RETURN ON IDLE FUNDS

Cash not required for operations shall be invested in accordance with ASI's Policy on Investments.

15.0 COLLECTION PRACTICES

The Accounts Receivable Technician shall review accounts receivable regularly and continuously for past due balances. Delinquent accounts shall be contacted and collection proceedings initiated promptly, pursuant to ASI's accounting policies.

16.0 DEFERRING DISBURSEMENTS

Cash disbursements will be made at the latest acceptable time, provided vendor relationships are not adversely affected. Early payment discounts will be taken whenever possible.

17.0 BANK ACCOUNT RECONCILIATION

Adequate steps will be taken to confirm the accuracy of bank balances shown in the general ledger.

17.1 PREPARING BANK ACCOUNT RECONCILIATIONS

The Accounting Analyst shall reconcile the bank balances reflected on the monthly bank statements to the general ledger balance on a monthly basis. Data from cash receipts and cash disbursement journals will be compared with

details reported on the bank statement. Discrepancies will be listed for investigation. The Accounting Analyst shall receive the bank statements directly from the bank and retain them until the reconciliations are completed. Reconciliation of bank statements for a particular month shall be completed prior to the end of the following month.

17.2 DETERMINATION OF RECONCILING ITEMS

Discrepancies between general ledger cash balances and closing balances reported on bank statements must be investigated in all cases where:

- Unmatched data in cash receipts and disbursement journals fail to clear the bank within a reasonable period of time
- Unmatched items on bank statements are unanticipated or appear erroneous to the Accounting Analyst
- Data in cash receipts and disbursement journals do not match corresponding entries on the bank statement

17.3 REVIEW OF BANK ACCOUNT RECONCILIATIONS

Bank reconciliations and correcting adjustments to general ledger cash balances shall be reviewed and approved by the ASI Accounting Manager prior to the end of the following month. The ASI Accounting Analyst shall provide the bank reconciliations to the Associate Vice President of Financial Management or designee for review and approval on a monthly basis.

18.0 ADMINISTRATION

The Accounting Manager and Director of Administrative Services are responsible for the administration, revision, interpretation, and application of this policy. The policy will be reviewed no less than every five years and revised as needed unless earlier revisions are necessitated by changes in Generally Accepted Accounting Principles (GAAP), the provisions of the Government Accounting Standards Board (GASB), or regulations of CSULB or the California State University Office of the Chancellor.

THEME PARK TICKET SALES

BACKGROUND AND PURPOSE

The University Student Union Information Center offers discounted theme park tickets to currently enrolled CSULB students, staff, faculty, and alumni with appropriate identification. In conjunction with the Associated Students, Incorporated (ASI) Business Office, the Information Center also sells tickets to student events as a service to recognized student organizations.

The purpose of this policy is to ensure the proper handling, control, sale, and reconciliation of tickets provided to ASI for sale on a consignment basis.

POLICY STATEMENT

It is the policy of the ASI to establish accountability and security for the receipt and sales of theme park tickets. All such sales will be conducted in accordance with these established guidelines. The ASI Business Office will perform random internal audits on all related functions of cash and ticket sales and formalized training shall be mandatory for all staff affiliated with ticket sales. Training will be conducted by the USU Commercial Services Coordinator or designee(s) at the beginning of each semester and or when a new employee is hired.

19.0 THEME PARK CONSIGNMENT TICKET CONTRACTS

It is the role of the Commercial Services Coordinator or designee(s) to arrange contact with a representative from each of the theme park agencies. An arranged meeting or phone conversation must be held to discuss ticket contract, cost of tickets, promotional materials, payment for tickets, and any other related issues dealing with ticket sales.

Once the ticket contract is received and reviewed by the Commercial Services Coordinator or designee and the Associate Executive Director or designee, the contract will be signed in accordance with applicable ASI procurement policies. These individuals are the only personnel authorized to sign contractual agreements.

It is the responsibility of the Commercial Services Coordinator or designee and the Associate Executive Director to return the completed contract to the appropriate theme park representative.

20.0 RECEIPT OF TICKETS

Tickets generally arrive via UPS in a box or package. All tickets shall be delivered directly to the ASI Business Office. The Vault Teller will place the unopened package in the vault.

20.1 TICKET VERIFICATION

The Commercial Services Coordinator or designee shall verify in the presence of the Vault Teller all tickets received and match the serial numbers according to the ticket order form enclosed with the tickets. The Vault Teller will utilize the beginning and ending serial numbers when logging in tickets, specify the amount of the ticket and indicate the full date (day, month, year) on the Check Out/Return Form. The Vault Teller will be responsible for keeping auditable records of these forms. Illegible writing and confusing side notes should be avoided on the form.

Upon confirming ticket fulfillment, the order form shall be signed by both the Commercial Services Coordinator or designee and the Vault Teller and faxed immediately to the theme park agency verifying receipt of tickets.

20.2 CHECKING TICKETS IN/OUT

The Commercial Services Coordinator or designee will check out the appropriate block of tickets to be sold at the Information Center and the remaining tickets will be secured in the vault. This process shall be required each time tickets are removed from the vault to be sold at the Information Center. Only Commercial Services Coordinator or designees are authorized to check in and out tickets. It is required that a separate log sheet be kept by the Vault Teller for each theme park contract for documenting tickets.

21.0 SALES OF TICKETS

At the beginning of each business day, the Commercial Services Coordinator or designee shall verify with the Sales Associate all tickets prior to their sale. A ticket form itemizing all ticket brands will be available at the Information Center and will be used by both opening and closing staff. Once the tickets have been verified using the appropriate ticket number, both Commercial Services Coordinator or designee and Sales Associate will sign the form and place it inside the moneybag that is kept in a drawer at the Information Center.

All tickets shall be placed in a secure and safe location near the register where only Sales Associates, Commercial Services Coordinator or designees, and the Associate Executive Director have access.

The cash register shall be pre-programmed by the Commercial Services Coordinator or designee(s) with the appropriate key name and/or number for each theme park ticket. The ASI Business Office will reference each key (theme park) with a clearing account number for depositing and posting sales daily.

21.1 RECORDING TICKET SALES

Tickets are to be sold in numeric sequence for the price indicated and logged into the appropriate logbook. The Sales Associate will acknowledge the sale by documenting the ticket number, transaction number, and the amount the ticket was sold for and by signing their initials in the space provided on the log sheet. Each theme park shall have its own logbook for tracking ticket sales. If an error is made during a sales transaction, the Sales Associate shall correctly fill out the "void slip" and place it in the register.

21.2 HANDLING DISCREPANCIES

If at anytime there is a discrepancy while selling tickets (tickets not in numeric order, tickets sold out of sequence, etc.) the Sales Associate shall contact a Commercial Services Coordinator or designee immediately and discontinue selling tickets until problem is resolved.

21.3 MAXIMUM CASH LEVEL

The amount of cash held in the register at the Information Center should never exceed fifteen hundred dollars (\$1,500.00). The Sales Associate is to contact the Commercial Services Coordinator or designee to have funds in excess of this amount placed in the safe or given to the Vault Teller during normal business hours.

21.4 CLOSING PROCEDURES

At the end of the business day, the evening Commercial Services Coordinator or designee and the Sales Associate shall verify and balance the tickets sold for the day utilizing the same form from the opening shift. Deducting the ending ticket number from the beginning ticket number provides the amount of tickets sold for the day. When closing out the register, the summary sheet itemizes each theme park ticket and shows how many tickets were entered into the register for the day. The receipt tape and the ticket form should match in order to balance tickets sold with cash received. Once this task is completed, the form is signed by both the Commercial Services Coordinator or designee and the Sales Associate and placed in the moneybag along with the cash and register tape.

The moneybag shall be kept in the Commercial Services safe until the following business day morning and brought in to the ASI Business Office for balancing. The keys shall be placed in the Commercial Services Coordinator or designee's office and tickets are placed in the safe located in the Commercial Services Coordinator or designee's office. Only authorized personnel (Commercial Services Coordinator or designees and USU Associate Director) shall have access to this safe.

21.5 TICKET SALES TRAINING

An operating manual will be kept at the Information Center at all times outlining opening and closing procedures, register and cash handling procedures, documentation of logging in and out tickets, procedures for selling tickets, and a contact list of employees available for assistance. All staff responsible for working at the Information Center will be required to attend a mandatory training session on ticket sales. Each staff member will sign documentation stating that they have completed training and a copy will be placed in the employee's personnel file.

22.0 NON THEME PARK TICKET SALES

Tickets sold on a consignment basis for parties other than theme parks are referenced under ASI's Policy on Fundraising and Development, Regulation 3.2 "Admission Charges." This applies primarily to ticket sales services provided by the Information Center for ASI-funded student events.

23.0 RECONCILIATION OF TICKETS

The Vault Teller and Commercial Services Coordinator or designee(s) shall track ticket sales by monitoring what is being posted daily for accurate record keeping. A copy of the entries shall be provided to the Commercial Services Coordinator or designee each day. If there are any discrepancies, a journal entry must be submitted to correct any posting errors to balance all ticket accounts.

If upon reconciliation of tickets, the appropriate amount of funds is not in the theme park clearing account and or tickets do not balance according to sales, immediate action to discover and correct the discrepancy must take place prior to requesting a check for payment to the theme park agency.

At year-end reconciliation, all tickets not sold must also be returned to the appropriate theme park by certified mail. It is recommended that copies of all records shall remain in a file folder located in the Commercial Services Coordinator's office and the ASI Business Office.

24.0 PAYMENT PROCESSING

The Administrative Services Supervisor and the Associate Executive Director shall be the only signatories authorized to process a Check Request in payment to a theme park agency. In the absence of the Associate Executive Director, the Administrative Services Supervisor shall have this authority.

After a check has been processed, the Commercial Services Coordinator or designee shall personally pick up the check from the ASI Business Office. Prior to mailing the payment to the theme park agency, a copy of the original ticket order form must accompany the check.

25.0 RE-ORDERING THEME PARK TICKETS

Depending on the theme park ticket agency, tickets need to be reconciled at least quarterly or when tickets have been "sold out" prior to re-ordering more tickets. At the end of each calendar year all theme park clearing accounts must be reconciled to a balance of zero before negotiating and renewing any theme park contracts. It is also required that written documentation from each theme park be provided at the end of each calendar year showing that the ASI's contractual obligations have been met and that ASI has been cleared from any further financial obligations.

The Commercial Services Coordinator or designee must fill out the appropriate re-order form or follow the procedures of the independent theme park agency to order additional tickets. The Associate Executive Director must also review, authorize, and sign any documentation being forwarded to the theme park agency.

Some theme park agencies do not offer consignment orders and tickets must be pre-purchased. The same process applies regarding contractual agreements and authorizations. It is at the discretion of the Associate Executive Director to determine payment of such tickets in consultation with the Commercial Services Coordinator or designees. The use of corporate credit cards for such purposes is prohibited. All such purchases shall be handled as a direct payment utilizing the Check Request process.

FORMS

The following forms are to be used in the execution of this policy.

Form Name	Purpose	Responsible Office	Approved By	Timeline for Submission
Check Request Form	To request a check or purchase order	ASI Business Office	Authorized budget area signatory	Submit at least four business days before desired date of disbursement
Ticket and Cash Handling Training Memorandum	To document the training of staff who handle tickets & cash	USU Commercial Services	Commercial Services Coordinator or Administrative Services Supervisor	Must be submitted prior to employee engaging in cash handling or ticket sales