

NOTICE OF REVISION/CHANGE

TO

POLICY AND PROCEDURE MEMORANDUM #39

SUBJECT: REVENUE COLLECTION

TO: ALL POLICY & PROCEDURE MEMORANDUM HOLDERS

EFFECTIVE DATE: MAY 28, 1986; REVISED JUNE 21, 2002; REVISED OCTOBER 20, 2003;
REVISED OCTOBER 3, 2011; REVISED DECEMBER 26, 2012

REVISION DATE: JANUARY 3, 2013

This revision concerns updated forms 'Office of State Parks Park Office – Refund Request' (Exhibit I) located on page 18 and 'DCRT Office of State Parks Cash Control Approval Request' (Exhibit M) on page 23 of your current PPM #39 that was inadvertently submitted incorrectly. Please disregard the previous exhibits for the correct ones contained herein. All previous information contained in PPM #39 revised December 26, 2012 remains as is.



Assistant Secretary

This is revision No. 5 of this PPM with an original date of May 28, 1986.

IMPORTANT:

Insert this revision notice in PPM file preceding all other information on this subject to maintain a current document file.

POLICY AND PROCEDURE MEMORANDUM NO. 39

SUBJECT: REVENUE COLLECTION

TO: ALL POLICY AND PROCEDURE MEMORANDUM HOLDERS

EFFECTIVE DATE: MAY 28, 1986

POLICY:

The Office of State Parks collects and reports revenue from site entrance, camping, cabins, group camps and other miscellaneous functions. All Office of State Parks fees collected and visitation figures are recorded by the Outdoor Recreation Management System (ORMS).

The revenue collection process is critical as it supports the repetitive work routines with the capture, recording, and communication of data pertained to the decision making process. All financial responsibilities at each site are the ultimate responsibility of the site manager.

PROCEDURE:

A. Types of collections which are deposited:

1. Cash - No foreign currency is acceptable. If visitor does not have anything smaller than a \$50.00 bill and change is not available, ask that the person to get smaller bills.
2. Personal Checks/Counter Checks - Only in-state checks drawn on in-state banks are acceptable and only for the amount of the visit. The check must have complete address, telephone number, and driver's license number.
3. Travel Checks - The visitor must sign in the presence of (witness) cashier and bottom signature must match top signature. Beginning July 1, 2013, the Office of State Parks will no longer accept travel checks as a form of payment.
4. Business Checks - Accepted only in the amount of the visitor's charge.
5. Money Orders - Accepted as long as I.D. is furnished. Money orders may be accepted for more than the cost of the visit as long as cash is available for change.

B. Types of collections which are not deposited:

1. Credit Cards (MasterCard, VISA, American Express and Discover) - Accepted only for the amount of the visit.
2. Louisiana State Parks Gift Cards and Gift Certificates.

C. Types of collections which are not accepted:

1. Bank Drafts
2. Foreign Currency
3. Out of State Checks
4. Travel checks after June 30, 2013

- D. ORMS Software - All Office of State Parks fees collected and visitation figures will be recorded by the ORMS (Field Manager, Operations Manager & Store Manager entries).

Mechanisms for Collection of Fees -

1. Cash Register – a written request submitted to the Reservation Center Director through the chain of command must be approved in advance for the temporary use of the cash register for day-use fee collection and merchandise for resale ONLY (Exhibit A).
 - a. Shift Report -
 - i. Before starting each shift, the Cashier should perform a daily “Z” as per instructions for cash register.
 - ii. Record beginning cash and process your transactions for **revenue and visitation** according to the cash register instructions provided for your park. **Each visitor must have receipt with cash collected recorded. Cash register revenue must be placed into cash register drawer.** A visual inspection should be made after each entry is made on the register. Both the viewer on the register and the tape should be checked.
 - iii. The Cashier should verify his/her cash just before the shift ends, leaving enough time to correct errors. In order to verify the cash, subtotal the cash register. Verify cash in drawer. Cashier is to compare cash and checks to his or her subtotal tape. Amounts must match. If this does not balance, the Cashier should find the error at this time and make corrections in revenue and visitation. Additional transactions may be entered after the Cashier has verified his/her cash. The Cashier is not responsible for covering the overage or shortage, but records are kept and disciplinary action is taken if applicable.
 - iv. At the end of each shift, the clerk will perform a “Z” (grand total to clear out the cash register) on the cash register and input this total (**both revenue and visitation**) into Field Manager or Store Manager. Transfer the revenue from the cash register till to the POS cash drawer. Attach the cash register tape to the Field Manager financial session report.
 - b. Merchandise for Resale – follow instructions as per PPM#9 MERCHANDISE FOR RESALE, Section E. Accounting.
2. Self - Service Pay Station - When, in the opinion of the park manager, manpower is not available for fee collection, the self-service collection method will be used according to the following procedure:

The process of self-service collection will only be used in severe cases of personnel shortages with the approval of the administrative office on Self Service Pay Station Request Form (Exhibit B). It will not be used as an alternative to Field Manager/Store Manager for convenience sake.

The system will never be used during the summer season without written permission from the administrative office, preferably use will be only during mid-week (Monday through Thursday) and during the winter season (October 1 through March 31).

 - a. A fee box with a supply of envelopes and instructions will be provided to you. The placement of the box will be determined by the District Manager for each site.

- b. The method will only be for day use, boat launch (Bayou Segnette SP), and camping. All other fees will be collected through the POS computer to include cabins, boat rental lodges, shelters, group camps, etc. Arrangements will be made through altered schedules by office personnel to accommodate the collection of the above mentioned fees.
 - c. During the period of use, all areas will be spot checked by observing permits in both the day use and camping areas. Citations will be written to all violators.
 - d. Managers will be personally responsible for removing fees from collection boxes at least once per week. Receipts from the collection box will be removed in time to be included in the weekly report for that period. The manager is to fill out the Pay Station Recap Form (Exhibit C) and record each transaction into Field Manager/Store Manager. Each collection is to be used as one shift and the total of the recap is to match the total of the financial session summary report.
 - e. All envelope receipts are to be arranged in numerical order and attached to the recap sheet. Both the envelope receipts and attached recap sheet are to be attached to the shift summary report which includes these transactions.
 - f. All of the above source material [envelopes, recap sheet and shift summary report (Exhibit D)] are to be submitted with the weekly income report.
3. Point of Sale (POS) Computer-
- a. Startup Procedures are followed according to the ORMS Field Manager Training Manuel provided to your park.
 - b. Process your transactions for **revenue and visitation** according to the Field Manager/Store Manager instructions provided in the ORMS Field Manager Training Manuel provided to your park.
 - c. Fast Reservation Check-In Procedure. Each site manager will evaluate the amount of check-ins and the time needed to perform those check-ins to determine whether or not the Fast Reservation Check-in Procedure is needed for a site. This procedure is used to alleviate the congestion and waiting time of park visitors at entrance stations during periods of peak reservation use.
 - i. If, in the manager's opinion the fast reservation procedure is needed, a written request must be submitted, in advance to the Reservation Center Director through the chain of command (Exhibit E).
 - ii. Once approved, the site will be provided with an Incoming Campers Report (Daily Facility Management Report). On duty park employee is to ascertain whether or not visitors have paid in full for their reservation. Because prepaid check-ins can be handled most expeditiously, those persons will be allowed entrance first.
 - iii. An on duty state park employee will then check the Incoming Campers Report (Daily Facility Management [DAR] Report). Upon arrival of each vehicle, the employee will verify the visitor's advance reservation. A visitor that has a reservation will be asked to sign a Reservation Arrival Form (Exhibit F), stating that they agree to return to the office to pay the remainder of their balance. Once the Reservation Arrival Form has been signed, the visitor will be given a copy and allowed to go to their site, or in the case of cabin, lodge or group camp users, the facility key will be given to the visitors.

- iv. A copy of all Reservation Arrival Forms should be kept in a pending folder until the visitor returns the next day to pay their balance. When the visitor returns, remove their form from the folder, indicate the date paid, and the clerk taking the payment will sign the form and file in the completed file.
 - v. If a visitor has not returned by 1:00 p.m. the next day to pay their balance, a ranger should go to the site and inform the visitor to come to the office and pay.
 - vi. If a visitor should leave without paying, this form should be mailed to the Reservation Center. The Reservation Center will notify the visitor that they owe a balance and the visitor will not be allowed to make future reservations until the balance is paid.
- d. Each cashier MUST verify the amount in the cash drawer just before the end of the shift, leaving enough time to correct errors. If shift is out of balance, the cashier MUST find the error at this time and make corrections. Additional transactions may be entered after Cashier has verified the final cash balance. If the shift is out of balance the Cashier is not to close the shift. The Cashier is to contact the Site Manager to resolve the problem. If the Site Manager is not available, the clerk is to contact the help desk. If for any reason, the shift cannot be balanced at the time, a valid reason MUST be provided in the Daily Financial Session Summary Report. All adjustments to Daily Financial Session Summary Reports MUST be approved by the Cashier's immediate supervisor. Copies of the adjusted Daily Financial Session Summary Report and Deposit Summary Report (FIN-DEP-006) MUST be sent to the District Manager and to the Call Center, Attention: Accountant.
- *TIP – Cashier should periodically verify collections during shift for any errors.
- e. Perform Nightly Closing Procedures according to the ORMS Field Manager Training Manuel provided for your park.
 - f. The beginning cash is handled according to procedures outlined in the approved Cash Control Approval Request (C-24) for the site.
 - g. Funds, Financial Session Summary Report (Exhibit D) and necessary backup from the closing shift are to be enclosed in a 9 x 12 envelope, filling out the front of the envelope (Exhibit G) and placed into the top section of the safe.
4. Call Center -
- a. Pick up checks and money orders from the post office.
 - b. Determine which reservation or reservations checks and money orders are to be applied.
 - c. List the checks and money orders on the computer control sheet by customer, reservation number, method of payment, and date received.
 - d. Post checks and money orders received the day before to the Central Reservation System and make the deposit at the bank.
5. Refunds – Refunds are to be processed in accordance to PPM #6 Reservation Changes and Refunds.

6. Voided Payments -

- a. Voided payment is only used when the wrong payment method is chosen or a walk-in reservation needs to be voided the same day the walk-in was entered.
- b. Refer to the ORMS Field Manager Training Manual provided for your park.
- c. Complete a Voided Payment Form (Exhibit J) for each voided payment.

7. Reservation Change - Field Level Only

- a. A visitor may transfer from site to site only after checking in.
- b. Refer to the ORMS Field Manager Training Manual provided for your park.

8. Weekly Report/Deposit

- a. All weeks except for the last week of the fiscal year, which will end June 30 and starts July 1, will end on Sunday and start on Monday. Only on June 30 will you end the month on a day other than a Sunday.
- b. All collections made by the Office of State Parks are to be collected by one party (cashier) and verified and initialed or signed by a second party (manager or, on larger parks, clerk). On the larger parks, the manager's verification and signature would be a third party.
 - i. First Party - Cashier that collects all funds, makes refunds, records on Park Office/POS computers and prepares operator financial session summary reports certifying funds.
 - ii. Second Party - Clerk on larger parks (if applicable) or manager on smaller areas verifies and reconciles operator financial session summary reports, deposits or any other documents concerning funds collected, voided or refunded. Manager or his/her designee prepares weekly deposit documents.
 - iii. Third Party - (if applicable) verifies all records concerning cash management.

The envelope is put in top section of the safe until the following day when a second party (manager or on larger parks clerk) verifies and signs or initials the envelope and shift summary report. When only the Manager is approved to check shift summary reports and the Manager is off for two days and not available to check the shift summary reports, these may be checked when the Manager returns. There should be two shift summary reports or a maximum of four, if there are two shifts per day, maintained in the top of the safe until such time that the Manager is available to move them to the bottom.

- c. The site manager or designee will reconcile shifts daily. Managers **must not** share their DBA logon password. If a clerk reconciles shifts and prepares the deposit, they must e-mail a request to inventory@crt.la.gov for additional permission added to their personal logon ID for that clerk. **This logon will be used only to reconcile shifts and make deposits.** To work the entrance gate, the regular logon is to be used. The site manager or designee will record shift summary totals on Recap of Operator Shift Summary Reports Totals Cash, Checks, Travel Checks (Exhibit K) and Recap of Daily Operator Summary Report Close Totals Credit Card Transactions (Exhibit L).

- d. If a problem exists, the manager of the park and the cashier responsible for the shift where the error occurred are to resolve the problem, make any necessary adjustments, and write up a justification for the adjustment. Any adjusted Daily Financial Session Reports MUST be sent immediately to the District Manager and Call Center Accountant. Once the funds and report have been verified, the funds are clipped to the report and transferred to the bottom part of the safe until deposited. Only the manager should have access to the bottom part of the safe. If anyone but the manager is to have access to the bottom of the safe, written permission must first be obtained from the Administrative Office (Exhibit M).
- e. Generate deposit documents in Field Manager any time between Sunday after the last shift and Wednesday of the same week except at the end of the year, which would be on June 30 or July 1.
- f. Once all shifts are reconciled and revenues balance, the site manager or designee will create a deposit according to the Park Office/POS instructions provided for your park. Print a deposit document (Exhibit N) and the "total" on your deposit document should equal the total recorded on the Recap of Operator Shift Summary Reports (Exhibit K) unless the Cashier was over or short and the transaction was justified and appropriately noted and initialed. Any adjusted Park Deposit Report MUST be sent immediately to the District Manager and Call Center Accountant. The deposit for the weekly reporting period must be made by the Wednesday (during banking hours) following the reporting period except when a deposit must be made on the last day of the fiscal year (June 30) annually, unless Wednesday falls on a holiday and banks are closed, then Tuesday (during banking hours) and reports mailed to the Office of Management and Finance and the Reservation Center by Wednesday afternoon, or if a holiday, on Thursday. The deposit copy should have bank's stamp certifying teller's receipt and date of receipt. A copy of the certified deposit slip is to be kept at your park along with a copy of your weekly report. All deposits must have currency, total amount of checks received and total on the front of the deposit. All reports, cash, checks, and credit cards must be matched identically as collected. Each individual check received with visitor's name and amount must be listed on the back of the deposit slip.
- g. Only day deposits are allowed, and only one or two individuals from each site should be allowed to make deposits. The manager is to notify the Administrative Office of individuals allowed to make deposits for their site via Cash Control Approval Request process (Exhibit M) or at least annually and whenever there is a change.
- h. Funds are deposited once per week. Annually, each manager is to establish in writing (Exhibit M) a maximum and an average amount of checks and cash that will be kept in the safe on a weekly basis. Each park is to resubmit a completed Cash Control Approval Request Form to the Administrative Office within five (5) days of any changes. If a wage or unclassified employee is involved with weekly reports, deposits, or entrance to the top part of the safe, a signed C 24 stating the employee's name and position must be approved before the employee undertakes the duty. A wage or unclassified employee is never allowed to enter the bottom of the safe. Please note on the C 24 if the employee is a wage or unclassified employee. If any changes occur and the employee becomes classified, a Form C 24 showing a change or revision must be sent to the Administrative Office within five days of the change. This form may be reproduced on a copier in its original form but under no circumstances will it be retyped in any manner. Crime insurance will be obtained for this amount. If necessary, written permission can be obtained to make more than one deposit per week.

9. Reports to be submitted to the Office of Management & Finance each Monday by Field Manager Users (Exhibit O). The packet of information must include:
 - a. Daily Financial Session Summary Reports signed and dated by the clerk and stamped by the authorized person who reconciled each shift. For each day there is no Financial Session created, the CRS-21 No Financial Session Created (Exhibit T) form must be submitted.
 - b. Recap of Weekly Operator Shift Summary Reports (CRS-2) must be signed by the manager.
 - c. Recap of Credit Card Transactions (CRS-3) signed by the manager.
 - d. Daily Credit Card By Status (PO_CB1 found in the reporting module).
 - e. The Deposit Summary Report (FIN-DEP-006) signed by the manager.
 - f. Copies of the deposit ticket provided to the bank.
10. Reports to be Submitted to the Reservation Center each Monday by Field Manager Users (Exhibit P)
 - a. Recap of Weekly Operator Shift Summary Reports (CRS-2) signed by the manager.
 - b. Recap of Credit Card Transactions (CRS-3) signed by the manager.
 - c. Park Office - Refund Request (CRS-1) forms for the week.
 - i. Refunds paid at park
 - ii. Refunds to be paid by Administrative Office
 - d. CRS-4 forms for each voided payment (Exhibit J).
 - e. CRS-12 Reservation Arrival Forms (If Fast Check-In Procedure was used).
 - f. CRS-18 Weekly Sales of Annual Permits.
 - g. CRS-19 Walk-In Reservation Forms (If Fast Walk-In Procedure was used.
 - h. Copies of Deposit ticket given to the bank.
 - i. Copy of Deposit Summary Report (FIN-DEP-006) signed by site manager.
 - j. Park Deposit Report (FIN-DEP-014) in the Resource Manager Application. Refer to the Resource Manager Guide.
11. Reports to be submitted to the Office of Management & Finance each Monday by Store Manager Users (Exhibit Q).
 - a. Daily Financial Session Summary Reports signed and dated by the clerk. Also stamped by the authorized person who reconciled each shift. For each day there is no Financial Session created, CRS-21 No Financial Session Created (Exhibit T) form must be submitted.
 - b. Recap of Weekly Operator Shift Summary Reports (CRS-2) signed by the manager.
 - c. Recap of Credit Card Transactions (CRS-3) signed by the manager.

- d. Weekly Credit Card by Status (Payment Detail Report-FIN-PAY-001 in the Resource Manager application) Refer to Resource Manager Guide provided for your park.
 - e. Deposit Summary Report (FEN-DEP-006) signed by the manager.
 - f. Copies of the deposit ticket provided to the bank.
 - g. Daily Credit Card by Status (Payment Detail Report-FIN-PAY-001 in the Resource Manager application). Refer to Resource Manager Guide provided for your park. Original individual signed receipts must be stapled to this report for each day.
 - h. Park Deposit Report (FIN-DEP-014) in the Resource Manager Application. Refer to Resource Manager Guide.
 - i. Daily Central Deposit Report (FIN-DEP-015) in the Resource Manager application. Refer to Resource Manager Guide.
12. Reports to be Submitted to the Reservation Center each Monday by Store Manager Users (Exhibit R)
- a. Recap of Weekly Operator Shift Summary Reports (CRS-2) signed by the manager.
 - b. Park Office - Refund Request (CRS-1) forms for the week.
 - c. CRS-4 forms for each voided payment.
 - d. Recap of Credit Card Transactions (CRS-3) Signed by the manager.
 - e. Copies of the deposit ticket given to the bank.
 - f. Voided Payments Report (PO_VD1 in the reporting module of POS).
 - g. CRS-18 Weekly Sales of Annual Permits
 - h. Copy of Deposit Summary Report (FIN-DEP-006) signed by site manager.
 - i. Park Deposit Report (FIN-DEP-014). In the Resource Manager Application. Refer to the Resource Guide.

CRS-10

EXHIBIT A

**DCRT/OFFICE OF STATE PARKS
CASH REGISTER REQUEST**

Cash registers are used for day-use fee collection and merchandise for resale use **only**. All use must be approved in advance and on file in both the Administrative Office and site. This form is to be filled out annually on July 1st. This form is to be routed through the chain of command to the Administrative Office for approval.

_____ requests use of the cash register for _____
Park

_____ for the period of _____
Month Day Year

through _____
Month Day Year

Manager

Date

District Manager

Date

Administrative Approval

Date

C-23
7-95

EXHIBIT B

**DCRT OFFICE OF STATE PARKS
SELF-SERVICE PAY STATION REQUEST**

Self-service pay stations are used when manpower is not available for fee collectors. The system will be used only during midweek (Monday - Thursday) during the Summer season, and during the Winter season (October 1 - March 31) unless special permission is received. All use must be on file in the Administrative Office.

_____ requests use of a self service fee station on
_____ Park

_____ for the period _____
_____ Days of Week _____ Month _____ Day _____ Year

through _____
_____ Month _____ Day _____ Year

Manager

Date

Administrative Approval

Date

Fill out information above and send in updated information as needed.

EXHIBIT D

FINANCIAL SESSION SUMMARY REPORT

Financial Session Summary Report (FIN-DEP-004)

Run Date and Time: Dec 21 2012 11:47:35 AM CST

Location: 240602 CENTRAL OFFICE

Station/User: Dumas,Reginald

Fin Session ID: 175998892

Fin Session Open Date/Time: 11/27/2012 11:03:32

Status: Open

Fin Session Close Date/Time:

Payment Type	# of Payments	# of Refunds	Total Payments	Total Refunds	Change Tendered on Non Cash Dep.	Adjustments	Total On Hand
BANK DEPOSITS							
Cash							
Cash							\$0.00
Total BANK DEPOSITS							\$0.00
CENTRAL DEPOSITS							
Credit Card							
Visa	1		\$10.00				\$10.00
Non Depositable							
GC-Promo	2		\$480.00				\$480.00
Total CENTRAL DEPOSITS							\$490.00
Total Deposits							\$490.00
	Date	Name	Signature				
Signature 1	-----	-----	-----				
Signature 2	-----	-----	-----				

CRS-13

EXHIBIT E

OFFICE OF STATE PARKS
Request to use Fast Reservation Check In Procedure

The fast reservation check in procedure is to be used only when a park is experiencing long check in lines. All use must be approved in advance and on file in both the Administrative Office and site. This form is to be filled out annually on July 1st. This form is to be routed through the chain of command to the Administrative Office for approval.

_____ requests to use the Fast Reservation Check-In Procedure.
Park

This procedure will be used only when we have _____ or more visitors in line.

Manager

Date

District Manager

Date

Administrative Approval

Date

CRS-12
6/5/02

EXHIBIT F

Reservation Arrival Form

For

Park

I arrived at _____ on _____ at
Park Date

_____ a.m./p.m.

Reservation No. _____

Number of Persons _____

Site/Cabin/Lodge Number _____

Due to the long line at check-in, I agree to return tomorrow to pay my balance of
\$ _____

Signature of Visitor

Date

Balance was paid on _____
Date

Clerk _____

PARK _____

NOTE - CROSS OUT ENTIRE LINE WHEN RECEIVED AND REUSE UNTIL ALL LINES ARE FULL

[illegible]

CRS-5
6/5/02

EXHIBIT H

Office of State Parks Reservation Cancellation

Park _____ Date _____

Reservation Number: _____

Date of Cancellation

Was cancellation due to a No Show? ☐ Yes ☐ No

Notice of cancellation came from? ☐ Yes ☐ No

Did this cancellation result in a refund? ☐ Yes ☐ No

If yes, was a refund request done? ☐ Yes ☐ No

Comments _____

Clerk _____ Date _____

Park Manager _____ Date _____

Attach original receipt from the receipt printer showing reservation has been cancelled.

EXHIBIT I

OSF-C24
9.12

Fiscal Year: _____ Submission: Initial _____ Revised _____

DCRT OFFICE OF STATE PARKS
CASH CONTROL APPROVAL REQUEST

Administrative approval is requested to utilize the following cash control procedures at _____ (State Park, Historic Site) effective upon date of approval:

1. Overnight storage of starting cash (state amount, describe procedures, who has access, who verifies):

2. Storage of petty cash not used as starting cash (state amount, describe procedures, who has access, who verifies):

3. An average of \$ _____ and a maximum of \$ _____ cash and checks are kept in the safe on a weekly basis.
4. _____ (specify no more than one individual or "No One") has access to enter the bottom of the safe in the manager's absence.
5. _____ and _____ has access to enter the top of the safe. (No more than two (2) individuals should have access to top of safe)
6. Person or Persons who prepare the weekly revenue report:

_____ or _____
7. Person or persons who make weekly (daylight only) deposits:

_____ or _____

Manager

Date _____

Administrative Approval

Date _____

Initial request for each fiscal year must be received and approved by the Administrative Office by June 15th.
If any information above changes, a revised form must be sent to the Administrative Office within five (5) days of the change.

CRS-4
6/5/02

EXHIBIT J

**Office of State Parks
Voided Payment for Field Manager**

Park _____ Date _____

Master Document Number _____ Amount _____

Customer ID No. _____

Payment Method _____

Reason for the voided payment _____

☐ New Transaction was required ☐ No new transaction was required

New Transaction No. _____

Clerk Signature

Date

Park Manager Signature

Date

Attach original payment receipt from the receipt printer.

EXHIBIT K

Office of State Parks
Recap of Operator Shift Summary Reports Totals
Cash, Checks, Travel Checks

Park: _____

Date	Operator	Cash	Checks	Travel Checks	Daily Totals	Total to Date
Monday						
					\$	\$
Tuesday						
					\$	\$
Wednesday						
					\$	\$
Thursday						
					\$	\$
Friday						
					\$	\$
Saturday						
					\$	\$
Sunday						
					\$	\$

Totals for the Week

\$	\$	\$	\$
----	----	----	----

Totals Adjustments for the week

Total Actual Deposit

\$	\$	\$	\$
----	----	----	----

Supervisor_____

CRS-3
Revised 6/5/02

EXHIBIT L

Office of State Parks
Recap of Daily Operator Summary Report Totals
Credit Card Transactions

Park: _____

Date	Operator	Visa Net Collected	Daily Total	Master Card Net Collected	Daily Total
Monday					
			\$		\$
Tuesday					
			\$		\$
Wednesday					
			\$		\$
Thursday					
			\$		\$
Friday					
			\$		\$
Saturday					
			\$		\$
Sunday					
			\$		\$

Total Credit Card Transactions	\$	\$
Credit Batch Summary for the Week	\$	\$

Supervisor Signature _____

Date _____

EXHIBIT M

OSP-C24
9-12

Fiscal Year: _____ Submission: Initial _____ Revised _____

**DCRT OFFICE OF STATE PARKS
CASH CONTROL APPROVAL REQUEST**

Administrative approval is requested to utilize the following cash control procedures at _____
(State Park, Historic Site) effective upon date of approval:

1. Overnight storage of starting cash (state amount, describe procedures, who has access, who verifies):

2. Storage of petty cash not used as starting cash (state amount, describe procedures, who has access, who verifies):

3. An average of \$ _____ and a maximum of \$ _____ cash and checks are kept in the safe on a weekly basis.
4. _____ [specify no more than one individual or "No One"] has access to enter the bottom of the safe in the manager's absence.
5. _____ and _____ has access to enter the top of the safe. (No more than two (2) individuals should have access to top of safe)
6. Person or Persons who prepare the weekly revenue report:

_____ or _____
7. Person or persons who make weekly (daylight only) deposits:

_____ or _____

_____ Manager	_____ Date
_____ Administrative Approval	_____ Date

Initial request for each fiscal year must be received and approved by the Administrative Office by June 15th.
If any information above changes, a revised form must be sent to the Administrative Office within five (5) days of the change.

If any information above changes, a revised form must be sent to the Administrative Office within five (5) days of the change.

EXHIBIT N

INSERT YOUR SITE’S DEPOSIT DOCUMENT HERE

CRS-6
Revised 4/2/08

EXHIBIT O

**Reports to be Submitted to Management & Finance each Monday
Field Manager Users**

- 1. Daily Financial Session Summary Reports signed and dated by the clerk, stamped and signed by the authorized person who has reconciled the shifts. Refer to pages 190-198 in Field Managers Guide.
- 2. Recap of Weekly Operator Shift Summary Reports (CRS-2) signed by the manager.
- 3. Recap of Credit Card Transactions (CRS-3) signed by the manager.
- 4. Daily Credit Card By Status (Payment Detail Report – FIN – PAY – 001 - in the Resource Manager) Refer to page 133 (Resource Manager Guide) Original individual signed receipts **must be** stapled to this report each day.
- 5. Weekly Credit Card By Status (Payment Detail Report – FIN – PAY – 001 – in the Resource Manager) Refer to page 133 (Resource Manager Guide).
- 6. Deposit Summary Report (FIN – DEP – 006) signed by the manager.
- 7. Copies of the deposit ticket given to the bank.
- 8. Park Deposit Report (FIN – DEP – 014) in the Resource Manager, Refer to page 116 (Resource Manager Guide).
- 9. Daily Central Deposit Report (FIN-DEP-015) in the Resource Manager for credit card receipts, Refer to page 31 (Resource Manager Guide).

I certify that all the above referenced data for the week ending _____ has been mailed to the Office of Management and Finance.

Park

Park Manager

Date

CRS-7
Revised 8/13/10

EXHIBIT P

**Reports to be Submitted to the Reservation Center each Monday
Field Manager Users**

The following reports are to be mailed to: **Office of State Parks
Reservation Center
P. O. Box 44265
Baton Rouge, LA 70804**

- 1. Recap of Weekly Operator Shift Summary Reports (CRS-2) signed by the manager.
- 2. Recap of Credit Card Transactions (CRS-3) signed by the manager.
- 3. Park Office - Refund Request (CRS-1) forms for the week
 - A. Refunds paid at the park
 - B. Refunds to be paid by Administrative Office
- 4. CRS-18 Weekly Sales of Annual Permits. Copies of each permit issued each week.
- 5. CRS-12 Reservation Arrival Forms (If Fast Check-In Procedure was used)
- 6. CRS-19 Walk-In Reservation Arrival Forms (If Fast Walk-In Procedure was used)
- 7. CRS-4 forms for each voided payment
- 8. Copies of the deposit ticket was given to the bank.
- 9. Copy of Deposit Summary Report (FIN-DEP-006) signed by the site manager.
- 10. Park Deposit Report (FIN-DEP-014). In the Resource Manager Application. Refer to the Resource Manager Guide.

I certify that all the above referenced data for the week ending _____ has
been mail to the Reservation Center.

Park

Park Manager Signature

Date

EXHIBIT Q

**Reports to be Submitted to Management & Finance each Monday
Store Manager Users**

1. Daily Financial Session Summary Reports signed and dated by the clerk. Also stamped and signed by the authorized person who reconciled each shift. Refer to pages 190-198 (Field Manager Guide)
2. Recap of Weekly Operator Shift Summary Reports (CRS-2) signed by the manager.
3. Recap of Credit Card By Status (Payment Detail Report – FIN – PAY – 001 – in the Resource Manager) Refer to page 133 Resource Manager Guide).
4. Weekly Credit Card By Status (Payment Detail Report – FIN – PAY – 001 – in the Resource Manager) Refer to page 133 (Resource Manager Guide).
5. Deposit Summary Report (FIN – DEP – 006) signed by the manager.
6. Copies of the deposit ticket given to the bank.
7. Daily Credit Card By Status (Payment Detail Report – FIN – PAY – 001 – in the Resource Manager) Refer to page 133 (Resource Manager Guide). **Original** individual signed receipts **must be** stapled to this report for each day.
8. Park Deposit Report (FIN – DEP – 014) in the Resource Manager. Refer to page 116 (Resource Manager Guide).
9. Daily Central Deposit Report (FIN – DEP – 015) in the Resource Manager for credit card receipts. (If applicable) Refer to page 31 (Resource Manager Guide).

I certify that all the above referenced data for the week ending _____ has been mailed to the Office of Management and Finance.

Site

Park Manager Signature

Date

CRS-9
Revised 8/13/10

EXHIBIT R

**Reports to be Submitted to the Reservation Center each Monday
Store Manager Users**

The following reports are to be mailed to: Office of State Parks
 Reservation Center
 P. O. Box 44265
 Baton Rouge, LA 70804

- 1. Recap of Weekly Operator Shift Summary Reports (CRS-2) signed by the manager.
- 2. Park Office - Refund Request (CRS-1) forms for the week. Refunds paid at the park.
- 3. Recap of Credit Card Transactions (CSR-3) signed by the manager.
- 4. CRS-18 Weekly Sales of Annual Permits. Copies of each permit issued this week.
- 5. CRS-4 forms for each voided payment.
- 6. Copies of the deposit ticket given to the bank.
- 7. Voided Payments Report (PO_VD1 in the reporting module of POS).
- 8. Copy of Deposit Summary Report (FIN-DEP-006) signed by the site manager.
- 9. Park Deposit Report (FIN-DEP-014). In the Resource Manager Application. Refer to the Resource Manager Guide.

I certify that all the above referenced data for the week ending _____ has
been mail to the Reservation Center.

Site

Park Manager Signature

Date

EXHIBIT S

MANAGER'S REVENUE CHECK POINTS

1. Daily

- A. Make sure the POS and cash register (if authorized to use) drawers are closed after each transaction.
- B. Make sure all incorrect POS and cash register (if authorized to use) receipts are corrected immediately.
- C. Make sure all visitors are given a receipt showing funds collected.
- D. Verify revenue with Financial Session Summary Reports. If this does not balance, the Cashier should find the error at this time and make corrections in revenue and visitation. Additional transactions may be entered after the Cashier has verified his/her cash. **If the shift is short \$5.00 or more the Cashier is not to close the shift.** The Cashier is to contact the Site Manager to resolve the problem.
- E. Verify that all "refunds by park" are processed correctly.
- F. Make sure Daily Financial Session Summary Reports are signed and dated by clerk. Also stamped and signed by the authorized person whom reconciled each shift.
- G. Make sure Cashier has included all backup documents with Financial Session Summary Report.
- H. Make sure Voided Payment form (CRS-4) are properly completed for all voided payments.
- I. Make sure Manager or his/her designee has reconciled all shifts, a minimum of twice weekly. Make sure all shifts are rubber stamped, signed and dated.

2. Weekly

- A. Verify that all Financial Session Summary Reports and all revenue add up to totals for the week on the Recap of Operator Shift Summary Reports Totals Cash, Checks, Travel Checks (CRS-2) with any adjustments for the week, and the report is signed by the manager.
- B. When deposit is made verify that bank teller's certification and date is on the deposit slips.
- C. Make sure your total Voided Payments forms match the Voided Payments for the week.
- D. Make sure you have a properly completed Refund Request form for each "Refunds paid at the park" and/or "Refunds to be paid by Administrative Office".
- E. Verify that the cash and checks on deposit slips match with deposit document except for overages/shortages.
- F. Make sure that all checks are listed on the deposit slips.
- G. Verify that Credit Card totals match with Recap of Daily Operator Summary Report.
- H. Close Totals Credit Card Transactions (CRS-3), and the report is signed by the manager.
- I. Make sure all Reservations Cancellation forms (CRS-5) are completed.

The Deposit Document (Exhibit N) is generated. Before weekly reports are mailed, the following forms are to be completed with necessary documents attached and signed by the park manager:

- 1. Reports to be submitted to Management & Finance each Monday Field Management Users (Exhibit O).
 - A. Daily Financial Session Summary Reports signed and dated by the clerk. Also stamped by the authorized person who reconciled each shift. For each day there is no Financial Session created, CRS-21 No Financial Session Created (Exhibit T) form must be submitted
 - B. Recap of Weekly Operator Shift Summary Reports (CRS-2) signed by the manager.

- C. Recap of Credit Card Transactions (CRS-3) signed by the manager.
 - D. Daily Credit Card By Status (Payment Detail Report FIN – PAY – 001)
 - E. Weekly Credit Card by Status (Payment Detail Report FIN – PAY – 001,
 - F. Deposit Summary Report (FIN – DEP – 006) signed by the manager.
 - G. Park Deposit Report (FIN-DEP-014) in the Resource Manager Application.
 - H. Daily Central Deposit Report (FIN-DEP-015) in the Resource Manager Application
 - I. Copies of the deposit ticket given to the bank.
2. Reports to be Submitted to the Reservation Center each Monday Field Manager Users (Exhibit P)
- A. Recap of Weekly Operator Shift Summary Reports (CRS-2) signed by the manager.
 - B. Recap of Credit Card Transactions (CRS-3) signed by manager.
 - C. Park Office - Refund request (CRS-1) forms for the week.
 - 1) Refunds paid at park
 - 2) Refunds to be paid by Administrative Office
 - D. CRS-4 forms for each voided payment.
 - E. CRS-18 Weekly Sales of Annual Permits (copies of each permit issued)
 - F. CRS-12 Reservation Arrival Forms (If Fast Check-In Procedure was used)
 - G. CRS-19 Walk-in Reservation Form (If Fast Check-in Procedure was used)
 - H. Copies of the deposit ticket given at the bank.
3. Reports to be Submitted to Management & Finance each Monday POS Users (Exhibit Q)
- A. Daily Financial Session Summary Reports signed and dated by the clerk. Also stamped by the authorized person who reconciled each shift. For each day there is no Financial Session created. CRS-21 No Financial Session Created (Exhibit T) form must be submitted.
 - B. Recap of Weekly Operator Shift Summary Reports (CRS-2) signed by the manager.
 - C. Recap of credit card transaction (CRS-3) signed by the manager.
 - D. Weekly Credit Card By Status (Payment Detail Report FIN-PAY-001) in Resource Manager Application.
 - E. Deposit Summary Report (FIN-DEP-006) signed by the manager
 - F. Daily Credit Card by Status (Payment Detail Report FIN-PAY-001) in Resource Manager Application.
 - G. Park Deposit Report (FIN-DEP-014) in Resource Manager Application.
 - H. Daily Central Deposit Report (FIN-DEP-015) in Resource Manager for credit card receipts.
 - I. Copies of the deposit ticket given to the bank
4. Reports to be Submitted to the Reservation Center each Monday POS Users (Exhibit R)
- A. Recap of Weekly Operator Shift Summary Reports (CRS-2) signed by the manager.
 - B. Refund Request (CRS-1) forms for the week. Refunds paid at the park.
 - C. CRS-4 forms for each voided payment.
 - D. Recap of Credit Card Transaction (CRS-3) signed by the manager.
 - E. CRS-18 Weekly Sales of Annual Permits (copies of each permit).
 - F. Copies of the deposit ticket given to the bank.

EXHIBIT T

NO FINANCIAL SESSION CREATED

I _____ did not perform any monetary transactions during my shift
Cashier Name

on _____ between the hours of _____
Date Hours Worked

No Financial Session (Shift Report) was created in Field Manager.

Cashier Signature

Supervisor Signature