RICHMOND VIRGINIA PROCEDURE	SECTION: 10.6.a SUBJECT: Cash Control and Cash Register

Each location authorized to collect cash is responsible for exercising internal controls consistent with approved procedures.

Procedure

It is the policy of Richmond Public Library to adhere to all policies and procedures issued by the City of Richmond related to the handling of cash. The following procedures apply to staff at all library locations.

Cash Register

All payment transactions for fines and fees must be processed on a STS or Electronic Cash Register. Staff will no longer enter payment transactions manually on Workflows to update patron records on SIRSI without prior approval from the Branch Manager or Circulation Supervisor. The STS software has been programmed to automatically update the patron records on SIRSI. A receipt is required for all payments and donations.

Electronic Cash Register - If electronic cash registers are still being used at your branch library, complete the following steps:

- **Startup**
    - Insert key in switch and turn to "R" position.
    - Place cash tray with start-up funds in the cash register drawer.

- **Regular Payment Transactions-Fines and fees in SIRSI**
    - Enter the amount patron is paying in Workflows. Select the payment method as either cash or check.
    - Ring the payment in cash register on the proper key corresponding with the payment category.
    - Give patron the register receipt and a copy of the Lost and Damaged Receipt.

- **Other Payment Transactions- replacement library cards, notary, book sales, faxes, printouts, diskette, deposit card, fee card, room rental, donations, and etc.**
    - Ring the payment on the proper key corresponding with payment category.
    - Give cash register receipt to patron.

- **Refunds**
    - Ring the amount in the cash register on the Refund Key.
    - Complete the Refund Form and include date, amount of refund, patron's name, library card number, reason for refund, and obtain patron signature.
    - Give patron the refund amount, register receipt and a copy of the Refund Form. Send original Refund Form to Circulation Dept. with Cash Report.
    - Note on patron's record in workflows, the title, item ID# and date of refund.

- Returned Checks
  - Circulation Manager will add a $20.00 service fee plus the amount of the returned check to the patron's account on SIRSI. The returned check is kept on file at the Main Circulation Department.
  - Notify check writer of the returned check and service fee for returned checks. The amount of the returned check and service fee must be collected in cash or money order.

- Closing the Electronic Cash Register
  - When closing daily "**X**" out the register, this runs the sales report of the daily activities for the register to date. Starting on Tuesday to reconcile X report to the cash drawer, subtract the startup fund, then add up the remaining cash and checks which should equal the amount on the X sales report. Each subsequent closeout through Monday, you will add the cash and checks from the drawer excluding the start-up, to the cash and checks in the safe. The total amount of cash and checks on hand should now equal the total on the "X report.
  - At the beginning of each day, you will open with the startup money in the cash register.

- Reconciliation
  - Reconcile the Cash Report with Workflow's Daily Cash Report. (Mandatory)
    Check workflows daily cash report each day, for example the total amount of overdue fines, lost and damaged, enhanced, and unique should equal the total amounts of the cash and checks on the workflows daily cash report for your workstation.

- <u>Electronic Register and STS Registers</u>
  - Count the money *daily/weekly.*
  - Have Branch Manager or designee recount.
  - On Tuesday morning branches with the electronic register "**Z**" out the register and the total amount should reflect the amounts for Tuesday through Monday. All transaction amounts calculated on the "X" tape should match the journal tape **(Z)** amount.
  - On Tuesday morning branches with the STS Registers print the Sales by Product report for the week (Tuesday through Monday).
  - If an error occurs during the week, fill out the Error Correction Slip. Overages and shortages must be documented on the Daily Cash Report each day when the money is counted. Branch Manager should verify the overage and shortage amount. If the loss appears due to theft or embezzlement, the Library Director or a designee should be notified immediately. The Director will immediately notify the City of Richmond Police, Finance Director and the City Auditor.
  - If Error Correction Slips have not been filled out, figure out what caused the error and fill out an Error Correction Slip. Two signatures are required on the Error Correction Slip.
  - On Tuesday morning print the Sales by Product report for the week (Tuesday through Monday).
  - Enter transaction amount by category (e.g., Fines, Enhanced, Fee, etc) on the Cash Report Form.
  - The three-part Cash Report Form must be completed. Copy the amounts from the Z tape and the Sales by Product Report to the Cash Report to summarize what has been collected by category for the week. One copy is retained at the location and two copies (white and yellow) are sent to the Circulation Department with other documentation.
  - Both parties (Library Assistant III and Branch Manager) should sign the Cash Report.
  - When both staff members are in agreement with the count, fill out a deposit slip for the City Funds, and write branch name on the Deposit Slip.

- Both parties must sign the deposit slip. *Each location will retained the green deposit slip copy for the file.* **The White, Pink and Yellow copies will be sent to the bank.**
- Both parties should sign the Cash Report.
- Put the deposit in the bank deposit bag and lock the bag.
- Secure all cash and checks in bank deposit bag in a safe, file cabinet, or desk drawer.
- Fill out the Messenger Report (see attachment). Messenger Report must be signed by branch staff and messenger/courier.
- Messenger/Courier will deliver the bank deposit bags to the drop box at Wells Fargo Bank.
- Place the White and Yellow copies of the Cash Report in the envelope addressed to the Library Customer Service Coordinator.
- Attach the Pink copy to the X and Z cash register tapes for the week.
- Retain the Pink copy for the Branch file copy.
- Send cash report envelope to Library Customer Service Coordinator via messenger/courier.
- All receipts will be kept in a bank deposit bag and secured in a locked safe, desk drawer, or file cabinet.
- Remove and date the journal tape for the week.

2) STS Cash Registers
a) Startup
- To startup PC, enter Username and Password, and click okay
- Click on STS Icon, minimize screen until ready to use
- When ready to process payment transactions, bring up the STS screen
- Enter Pin Number (case sensitive) to access the New Sale Screen

b) Regular Payment Transactions
- Click on Library Functions
- Click on ILS Payment (F6)
- Scan Patron Card
  Note: If patron doesn't have a library card with them, ask for a picture ID. To obtain the patron's card number, go to Workflow Screen and enter patron's name. Key in the card number, then Click okay.
- Click on Select All
- Click on Continue
- Click on Checkout. Payment method screen will appear.
- Click on Cash or Check payment
- Click on Enter
- Click on Payment Complete. Cash drawer will open.
- Accept Payment and give Receipt to patron
- Click on Extra Receipt if payment is for Unique, Enhanced, or Lost & Damaged fines. Place extra receipt in cash drawer for cash register closeout.
- Click on New Sale

c) Other Payment Transactions – replacement library cards, notary, book sales, faxes, printouts, diskette, deposit card, fee card, room rental, donations, and etc.

- Go to SKU field, click on menu drop down button
- Click on Item type
- Tab to Price and enter amount
- Tab to Quantity and enter number of items
- Click on OK. Make sure the SKU description in comment section is correct
- Click on Cash or Check
- Click on OK
- Click on Payment Complete
- Click on New Sale

d) Partial Payments Transactions

- Same as regular payment transaction
- Click on Partial Payment
- Key in the amount being paid
- Click on Apply to Top of the List
- Click on OK
- Click on Continue
- Click on Checkout
- Click on Cash or Check
- Click on OK
- Click on Payment Complete
- Click on New Sale

e) Invalid Record Format Transactions

- Go to STS
- Go to drop down menu
- Select description
- Click on Unique Mgmt for (Unique payments)
- Click on Lost & damaged for (lost book payments)

f) Change Transactions (to open cash drawer)

- Click on Utilities (F10)
- Click on Open Drawer (F3)
- Click on Ok (drawer will open)
- Give correct change to patron
- Click on ESC Close
- Click on Cancel Sale – are you sure you want to cancel this sale
- Click on Yes
- Click on New Sale

g) Refund Transactions
- Click on Return (F5)
- Go to SKU Subscription Dropdown and select Refund Key
- Tab to Price and enter refund amount
- Click on Ok
- Click on Item in display box
- Click on Comment field
- Type title and barcode # for returned item in comment field
- Click on Ok
- Click on Checkout (F3)
- Click on Cash
- Click on Ok
- Click on Payment Complete
- Refund Slip Window opens
- Key in Customer Information (name, address, library card#)
- Click on Print (F9)
- Click on Close (F10)
- Sign Refund Slip (customer, manager, 2nd employee signature)
- Print Extra Receipt and attach to Refund Slip for Daily Drawer Closeout
- Note on patron's record in workflows, the title, item ID# and date of refund.

h) Daily Drawer Closeout
- Click on Utilities (F10)
- Click on Open Drawer (F3)
- Reason: Select Drawer Closeout
- Click on Ok (drawer will open)
- Click on Closeout Drawer (F4)
- Click on Cash Count (F2)
- Enter total number of denominations (i.e., 20s-enter, 10s-enter, 5s-enter, and etc.)
- Click on Print (F10) for Cash Count Report Receipt Printout (F10)
- Click on OK
- Click on Check Sum
- Click on Print (F10) for Check Summary Receipt Printout
- Click on Close
- Click on F9 (Calculate Totals)
- Click on F10 (Finished)
- Drawer Closeout Report shows up
- Click on Close
- Secure all cash and checks in bank deposit bag in a safe, file cabinet, or desk drawer.
- Click on Utilities (F10) – Manager Functions Screen appears
- Click on Send Transactions (F5) – Data upload message appears
- Click on Ok – Data Transfer screen appears. Confirm current date in display box
- Click on Send Now
- Click on X Close – Manager Functions Screen appears
- Click on Close

- Click on Other Functions (F1) – Support Menu appears
- Click on Reports (F4) – Reports Screen appears
- Click on Sales by Product (F5)
- Enter current date for From and To (click on calendar to right and select dates)
- Print Sales by Product Receipt Report.
  - This report shows the specific product and sale amount.
  - Report total should match your drawer count.
- Click on Close
- Click on Cancel Sale (Yes)
- Closeout STS Program

i) Sales by Product Receipt Report
- Reconcile total for cash draw with the Daily Cash Count, Daily Drawer Closeout and Sales by Product Receipt Reports.
- Reconcile totals on daily Sales by Product Receipt Report with SIRSI/Workflow Daily Cash Report
- Manual Adjustments
  - Subtract book sales and donations from the report total.
  - If you have receipts for Unique, Enhanced, or Lost and Damage payments, subtract these amounts from the Fines and Fees total, and record on Sales by Product Receipt Report.

3) STS Reports
- Daily Sales
- Sales by Sales Person
- Sales by Time of Day
- Open Drawer
- Cash Count
- Drawer Closeout

4) How to Print STS Reports
- Click on Other Functions (F1)
- Click on Reports (F4)
- Select Report
- Select Date (use previous days date). Use the calendar function to select the desired date.
- Click on Print (F2)

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