

## INTERNAL CONTROLS FOR CASH RECEIPTING OF DPS REVENUE

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All items receipted by DPS, exclusive of parking tickets, will be processed through the MUNIS cash register by batch method. Each transaction will require the entry of the individual's initials when entering the transaction and there will be a detailed audit trail in MUNIS. In addition, MUNIS will be used to bill for various services through General Billing. A centralized billing location will allow DPS to be aware of all services being billed for and be able to track delinquencies to various reports, such as aging reports.

### **Specific Internal Controls:**

*Collection of fees such as property maintenance, false alarms, towing surcharge, dumpster, right of way (ROW), NAVY PILOT, Fire Watch Services, Police Services, Restitution, Code Violations, insurance recoveries, Accident and Incident Reports etc. - MUNIS*

- The cash drawer shall be removed from the safe after the vault has been accessed. Access to the vault shall be limited to only necessary personnel and door shall remain shut at all times. The combination to the vault shall be limited to the DPS staff handling funds. When any one of those employees separates from the City, the combination shall be changed.
- At the start of each day the employee shall count and note the amount in the drawer as the starting bank and ensure it matches the amount from the previous night. (See below for an example of verification and documentation of the cash drawer.)
- All items remitted by DPS, exclusive of parking tickets, shall be processed through the MUNIS register.
- All customers shall be issued a receipt.
- A sign shall be posted in the office notifying customers that they will be issued a receipt.
- A review shall be done to ensure the Dumpster and ROW applications are complete. After approval has been received, if required, the permit shall be printed. Payment will be processed at the time of acceptance. The applicant will be issued the permit and a receipt. A copy of the application shall be retained with the batch, to assist in cashing out of drawer. After cashing out is completed, copy must be retained by DPS for the required time period with batch number noted.
- An application will be completed for accident and incident reports and remitted to the ID Officer. The ID Officer will prepare the necessary report, place it in an envelope and send it up to DPS for collection of payment. The applicant will pick up the report from DPS upon payment and proof of identity.
- For payments received which were originally invoiced through general billing, a copy of the invoice shall be retained by DPS with the batch number noted.

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- Any supporting documentation shall be retained with the register, such as a copy of the invoice, application, etc., in order to assist in verification of the drawer each night. After verification of the drawer, it must be retained by DPS with batch number noted.
- At the end of each day the register shall be closed out and verified. The cash drawer balance should be the same as the morning and the amount of remaining funds should match the cash register tape. (See below for an example of verification and documentation of the cash drawer and also Cashing Out the Cash Register Procedures.)
- Items unable to be processed each day due to insufficient information, or for other reasons, shall be locked in the vault each night.
- In the event the system is down, or under other circumstances, a hand receipt can be issued from a preprinted receipt book. The receipt shall include, employee name, date, received from, dollar amount, and method of payment. The funds shall be held in the vault until it can be processed in MUNIS.

*Example of Verification and Documentation of the cash drawer*

07/17/12 Starting drawer

\$1.00	#	Quarters	#
\$5.00	#	Dimes	#
\$10.00	#	Nickels	#
		Pennies	#

Grand Total:

07/17/12 Ending drawer

\$1.00	#	Quarters	#
\$5.00	#	Dimes	#
\$10.00	#	Nickels	#
		Pennies	#

Grand Total:

DPS staff shall use a verification process when closing out each register at the end of the business day.

**Creating a payment batch in MUNIS – miscellaneous receipting only**

- Add a batch by clicking on the add icon. Enter in the date, department number of 4000, and select a receipt option.
- Select the miscellaneous receipt button.
- Select the add (+) icon.
- Enter department number 4000, name of person paid by, comment and charge code.
- Enter a description if necessary.
- Enter the charge amount, amount being paid. Do not change the cash account.
- The Org/Object/Project will default in. Review to ensure it is correct and then select accept.

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- Complete the receipt information by selecting payment method and enter check number if applicable. At additional payment reference, enter your initials. Change the receipt option if necessary and accept.

**Cashing Out the Cash Register**

- The cash register shall be cashed out on a daily basis.
- A payment proof shall be printed.
- The totals for each charge code shall be verified by totaling up the supporting documentation for each charge type to ensure accuracy.
- The total checks and cash shall be verified.
- The balance in the cash drawer shall be counted and reconciled as noted above in the collection of fees procedures.
- Once all items are verified, the employee will sign and date, with MM/DD/YY, the payment proof. Any discrepancies shall be noted and rectified.
- The batch shall be released.
- A copy of the proof and documentation will be retained in the DPS office. Documentation shall be retained with batch number noted.
- The original proof and funds will be turned over to the Finance office on a daily basis. Supporting documentation will be made available for inspection and audit by the Finance office upon request.
- The cash drawer shall be locked in the vault each night.
- Finance will stamp received and initial.
- The Finance Office will do a final verification prior to depositing the funds with the bank.
- Finance will post the batch and retain the proof and documentation with all others in the Finance Office for the number of years required by record retention.

***Parking Tickets - Complus***

- Payment of Parking tickets can be made online, by telephone, mail or in person at the DPS office.
- Payments made to Complus by telephone or internet are updated in Complus on a daily basis. A check for the appropriate amount is remitted to DPS on a weekly basis with a report detailing the date paid, time, amount, violation, total paid, number of tickets paid, method of payment and grand totals. When the report is received it shall be stamped received and initialed. The report, check, and deposit memo shall be delivered to Finance for bank deposit and reconciliation to the daily general ledger files upon receipt. Memo to Finance shall include name, date, number and amount of checks; period the check covers and notation that the checks shall not be processed through the MUNIS register. A copy of the report shall be provided to the Director Finance on a weekly basis.
- Payments made by mail are opened daily. Initials and date shall be made on the hand written ticket. The tickets are scanned in Complus, amount entered and information verified to ensure correct ticket payment is being processed. A receipt is printed but not retained. If a payment is submitted to DPS without a ticket, it is mailed back with a request for the ticket or license plate number.

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- Payments made in person are accepted immediately. They shall be initialed, and method of payment and amount noted. The tickets are scanned in Complus, amount entered and information verified to ensure correct ticket payment is being processed. A receipt is printed and given to the customer. If the person does not have the ticket, they need the license plate number for DPS to process the payment.
- Each night the batch shall be closed and verified. Select the totals screen. The cash and check total shall appear and the Batch Total Report shall be printed. Add the cash and check in the drawer and verify they match. Verify the bank matches as documented above in Verification and Documentation of the cash drawer.
- Any discrepancies shall be noted and rectified.
- Once all items are verified, the employee will sign and date, with MM/DD/YY, the Batch Total Report.
- DPS shall retain a copy of the Batch Total Report and retain the supporting parking tickets.
- The Batch Total Report and payments shall be delivered to Finance for Deposit on a nightly basis.
- Finance will stamp received and initial.
- The Finance Office will do a final verification prior to depositing the funds with the bank
- Finance will retain the proof and documentation with all others in the Finance Office for the number of years required by record retention.
- In the event the system is down, or under other circumstances, a hand receipt can be issued on a preprinted receipt book. The receipt shall include, employee name, date, received from, dollar amount, and method of payment. The funds shall be held in the vault until it can be processed in Complus.
- On a weekly basis DPS will provide the Director of Finance with the hand held reports, manual ticket entry reports, and dismissal reports to assist in posting the daily activity to the general ledger.
- On a monthly basis DPS will provide the Director of Finance a copy the Aging Report from Complus.

***Letters of good conduct, finger prints and photos***

- People living out of the area request the majority of the letters of good conduct. Therefore, the fee will be mailed in with the request to the ID Officer. The ID Officer will prepare and mail the letter and remit the fees directly to Finance for deposit into Police Services, A054-42260.
- Fingerprint fees will be paid by taxicab drivers and by certain employment applicants of the City. They will be collected by the ID Officer upon completion of the appropriate application and remitted to the Finance Office to be applied to the fingerprint revenue line A044-41520.
- Fingerprints may also be done for outside parties, such as teachers. The fee will be collected by the ID Officer and deposited with Finance to the Public Safety, Other revenue line A044-41588.

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- Photo fees for accident and investigation scenes will be collected by the ID Officer upon completion of the appropriate paperwork and remitted to Finance for deposit into Public Safety, Other revenue line A044-41588.
- A receipt from a pre printed three-part receipt book shall be given to each customer. It shall include date, amount, method of payment, service provided, applicant name and employee name. One part will be given to the applicant, one to Finance and the third retained by the Police Department.
- All fees collected by the ID Officer shall be remitted to Finance on a daily basis via memorandum as described in the Finance Policy and Procedures Manual. Attached will be one part of the pre-printed receipt to support each item being remitted, organized by charge code. A copy of the deposit memorandum shall be given to DPS.
- Finance will verify the amount of deposit, process through the register and leave a MUNIS receipt in the DPS box in the Finance office.
- DPS shall staple the receipt to their copy of the deposit memorandum.

### General Billing – MUNIS

Items to be included in general billing are fire watch services, police services, if any, towing surcharge, alarm fees, NAVY PILOT, COPS in School, code violations, and any other fees which need to be invoiced.

For instructions on creating a general billing invoice, refer to the “How to do General Billing Document” on the public drive under Finance. In addition:

Creation of invoices:

- ~~Before an invoice is created in General Billing, DPS shall receive the appropriate documentation such as a copy of a contract for services, tow record, alarm record, violation record, etc.~~
- ~~Next, create a customer number at customer file maintenance, if one does not already exist, and enter in the pertinent information such as name, address, etc.~~
- ~~After the customer number is created, an invoice can be created at invoice entry and proof. (General Billing instructions are available on the public drive.) This will require using the proper AR and charge codes, which can be obtained from Finance. All payments shall be payable to the Commissioner of Finance.~~
- ~~Upon completion of invoice entry, verify the information is correct and check totals at batch screen to verify number of invoices and dollar amount. It is important to double check all information to ensure the proper amount is billed to the correct customer before mailing.~~
- ~~To print invoices go to print invoices. Enter in the invoice number range from invoice entry proof and print on plain paper. Prior to mailing, review invoices to ensure they are correct. If an error is found, either perform the appropriate maintenance or cancel the invoice.~~
- Duplicate invoices can be printed and reports can be generated detailing who is delinquent, how many days past due, and by general ledger account.
- Delinquent accounts shall follow the City’s receivable collection policy unless collection method is required under local law, charter, etc.

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- Copies of the invoices should be retained where any DPS employee accepting payment can access. Processing payment in MUNIS cash receipting is simpler if the invoice is available.
- Copies of all general billing invoice maintenance postings will be provided to the Director of Finance.

Processing payment for a general billing invoice:

- If a payment entry batch is not already created, add a batch by clicking on the Add icon. Enter in the date, department number of 4000, and select a receipt option.
- Select Find and enter in the invoice number at Bill number. Then select accept.
- Review the invoice that is brought up to determine it is correct. When certain, select apply payment.
- Complete the receipt information by selecting payment method and enter check number if applicable. At additional payment reference, enter your initials. Change the receipt option if necessary and accept.

**General Controls:**

**Donation of City Goods or Services**

There shall be no donation of City goods or services unless previously approved by the City Council. For instance, Police or Fire Services can not be provided to an organization free of charge with out prior approval by the City Council. All goods and services shall be charged according to the fees established by the City Council.

**Donations Received by City**

All donations received by DPS shall be accepted by the City Council in accordance with City's Gifts and Donation Policy.

**Annual Fees**

All fees shall be adopted annually by the City Council. Any changes during the year should be brought to the Council prior to implementation.

**Budget Amendments**

Any funds received by DPS, which require a budget amendment, shall be put in the DPS register and an amendment request submitted to the Deputy Commissioner of Finance in accordance with the Budget Amendment policy.

**Addition of New Revenue**

Additional revenue DPS wishes to institute shall be brought forth to the Finance Office first to establish and adopt procedures, controls, fees, etc.

**Sale of Property**

The annual bike sale and periodic vehicle sales shall be conducted through property room site, as well as any other surplus or unneeded assets of DPS.

**Restitution**

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The Commissioner of Public Safety should attempt to set up a process with the City Court regarding proper notification of restitution. DPS needs to know when it is declared by the court, amount, and when payment is due. DPS has encountered difficulties accepting restitution since they currently receive little or no documentation.

**Contracts**

DPS will work with the City Attorney's office to review periodically the necessary contracts for various services.

Please note in cases where reports are to be submitted and/or reviewed by the Commissioner of Public Safety, the Commissioner can appoint a designee but must still be responsible to ensure the tasks are completed.