

Cash Handling

Section A – Collection Operations

The Cash Handling Handbook is to be provided to all entrance station and other cash collection personnel to ensure collections are handled efficiently, consistently, and in accordance with appropriate rules and regulations.

01 Serving Visitors

The individual on duty in an entrance station represents not only that particular unit, but also the entire California State Park System. Entrance station staff must be neat, courteous, efficient, well informed and dressed in the proper, prescribed uniform.

The entrance station provides the opportunity for a good first impression, which is extremely important. The station must be kept clean, both inside and out. A minimum number of signs should greet the visitor and hand-written notices should always be avoided. Desk and shelves must be free of dust and clutter. Floors shall be kept clean and free of obstructions that could cause a fall or injury. The area adjacent to the entrance station should be neat and clean at all times. Before opening the station, all supplies and equipment should be in place.

1. Be alert to approaching cars or visitors, and be available at the window when they arrive.
2. Greet the visitor with a sincere smile and a suitable salutation such as “Good Morning” or “Good Afternoon.” Assist the visitor as necessary; furnish information and take time to answer questions thoroughly. If you do not have time or knowledge to answer a specific question, refer the visitor to an appropriate alternate source of information. Keep traffic flowing past the station, avoiding unnecessary delay.
3. In dealing with complaints, be tactful and courteous. Handle the complaint immediately, either personally or by referral to the duty Ranger as circumstances and policy dictate. It is important to properly handle complaints, emphasizing good customer service. Many issues can be resolved if properly handled in the beginning, saving staff time and re-enforcing a positive feeling for California State Parks.
4. Treat visitors as you would like to be treated if you were in their place. Listen to them empathetically; discover their problems and desires and endeavor to satisfy them. Using an empathic approach and sharing in their discovery will encourage future support for California State Parks, which is vital to our future.

It is imperative that all persons handling cash and/or collecting fees do so with accuracy and attention to detail. Do not allow the pressure of heavy visitor flow to cause you to become careless. While speed is important in processing visitors, it is second to accuracy.

02 Collecting Fees

- *Insert current DPR fee schedule (DPR539A) & Unit-specific fee schedule & Info such as free day use, courtesy passes, etc.*

- *Insert copies of all current Departmental Notices regulating fees and passes.*

Making change can be a major source of error. Following the same steps each time is important and thinking about each step should help reduce the number of errors. The following steps are suggested to minimize loss through errors in making change.

- Tell the visitor how much money is required: “Six dollars, please.”
- When the visitor hands you a larger denomination, call out the amount: “Six dollars out of twenty.”
- DO NOT mix the bill into the cash drawer until the transaction is complete. Lay it on the drawer or shelf. The idea is to be able to point to the bill tendered in the event the visitor disputes the amount tendered.
- Take out the correct change. When giving it to the visitor, count out loud: “Six dollars out of twenty. Seven, eight, nine, ten, and ten makes twenty.”
- After the visitor has departed, place the bill in the cash drawer and close the drawer.

Always give the visitor a ticket or cash register receipt (dated with the current day’s date) at the same time with each transaction, either at the beginning or end, to avoid the “Did I give a ticket...?” syndrome! Following this procedure, as elementary as it sounds, will reduce chances of error.

The ticket or pass acts as the individual’s receipt. **THESE MUST BE TAPED TO THE VEHICLE WINDOW.** Every vehicle passing through an entrance station should bear some type of pass, decal, or receipt. If in a historical monument, the purchaser will keep the receipt and produce it if requested. Day tickets are generally not refundable. **CONTACT A STATE PARK PEACE OFFICER IF THERE IS ANY UNUSUAL CIRCUMSTANCE.**

A current day use ticket/receipt or a receipt of a currently registered camper can be used at any other unit of the State Park System that charges a vehicle fee for that day, if space is available (see Section 16).

Opening and Closing

Remember - when beginning a shift:

- Count out the change in the drawer to ensure it is correct.
- Record the beginning ticket, receipt and permit numbers on the DPR156/156CR Receipt Accountability Worksheet (DAM 0620.51).
- Secure the change fund in the cash drawer.
- Maintain control of the change fund at all times.

Remember - when ending a shift:

- Count out the change fund.
- Enter ending ticket, pass and receipt numbers and total the number issued.
- Place funds in the safe and secure tickets, passes and receipts.

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Insert Unit-specific checklist here.

DPR 453 - Receipt and Camp Registration: Field staff may carry a series of 453's, along with a change fund to issue park visitors a camping receipt, register them into a site and maintain a record of occupied sites for the kiosk camp board. Upon completion of field collection procedures, the person conducting field collections should update any camp records, complete a DPR 156 to account for the funds collected and complete a bank deposit. The DPR 453's and change fund should then be returned to a safe or other suitable secured location.

B: DPR 176 – Cash Collection Receipt: Field staff may carry a book of DPR 176's, with or without the addition of a change fund, to provide park visitors with a receipt for fees collected. This method requires additional information from the park visitor than may be useful for camping registration, but it provides an accountable receipt that can be maintained by the park visitor during their stay. Again, the person conducting the field collections should return all fees collected to one location, complete a DPR 156 and a bank deposit. The DPR 176 and any change fund moneys should be secured at the completion of the assignment.

Distribution WHITE—Customer GOLDENROD—Accounting PINK—Retain		State of California—The Resources Agency DEPARTMENT OF PARKS AND RECREATION		No 00001
CASH COLLECTION RECEIPT				
<i>Park Unit Number</i>	<i>Park Name</i>	<i>Date of Transaction</i>		
Unit No.	Unit Name	Date		
Received from: <i>Visitor's name</i>				
Address: <i>Visitor's Address</i>				City:
For: <i>Reason for payment(s)</i>				
				\$
				\$
				\$
				\$
				\$
Received by: <i>Park Employee Name</i>				Total \$
DPR 176 (REV. 9/94)				94 85568

C: DPR 302 - Iron Ranger Envelopes: The DPR 302, Iron Ranger Collection Envelope may be used to collect camping, day use, and other fees through the “honor system” in locations where staffing is minimal, before or after the normal check station hours, during the off-season periods at certain locations, etc. This method of collection assists in capturing fees that would be difficult, if not impossible to collect with existing staff.

1. NAME 2. DATE 3. VEHICLE LIC. NO. 4. STATE 5. CAMPERITE NO. 6. NO. OF NIGHTS CAMPERITE - Complete this section and Boxes 1 - 6 Above <input type="checkbox"/> Dog <input type="checkbox"/> Other Lic. No. _____ Amount Enclosed \$ _____ DAY USERS - Complete this section only <input type="checkbox"/> Day Use <input type="checkbox"/> Boat/Day Use <input type="checkbox"/> Dog <input type="checkbox"/> Other Purchase Date _____ Amount Enclosed \$ _____ or Annual Permit No. _____ <small>DPR 302 (Rev. 2/82)</small>		No 425002 California Department of Parks and Recreation  PERMIT Date _____ Amount Paid \$ _____ or Annual Permit No. _____ <input type="checkbox"/> Camping <input type="checkbox"/> Campsite No. _____ Camping Valid for _____ Nights. CAMPERITE CHECK OUT 2 P.M. <input type="checkbox"/> Day Use <input type="checkbox"/> Boat/Day Use <input type="checkbox"/> Other DAY USE VALID DATE OF PURCHASE ONLY No 425002 Detach this stub and display on driver's side of ashboard clearly visible from outside vehicle.
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D. Iron Ranger Accountability Worksheet

The intent of this document is to maintain unit accountability of Iron Ranger Envelopes dispensed and collected in the field. This internal accountability form is attached to the DPR 156.

IRON RANGER ENVELOPE ACCOUNTABILITY WORKSHEET

PARK UNIT: _____ **UNIT NUMBER:** _____ **DATE:** ____/____/____

Date On Envelope	Envelope Number	Fees Received For:	Amount Recorded		Amount Received	
				Total Accountability:		

Employee Signature

Date

04 Automated Pay Stations

Automated Pay Stations are being developed for park use. Information will be included in the future under this section.

Rev. 12/02

05 Miscellaneous Cash Receipts (DPR 176)

With the advent of the cash register, a receipt can be given for everything. Every visitor should be given a receipt every time money is collected. When there is no other way to give a receipt, use a DPR 176, Miscellaneous Cash Receipt.

The Miscellaneous Cash Receipt is used to account for cash and checks received when there is no other means available such as the DPR 453 or tickets (Day Use, Senior Citizen Day Use, Dog, etc.) that allow a buyer to receive a receipt.

The DPR 176 is a three-part form. The original goes to the customer; the goldenrod will be attached and retained with the DPR 156/156CR, the same as the DPR 453s, and the pink copy will be retained in the receipt book. Used books will be retained at District for audit purposes. The DPR 176 is an accountable document and should be kept in a secure location.

Possible uses within the Districts may include:

- Firewood, ice, map sales.
- Group picnic sales.
- Recycling.
- Emergency gas sales.
- Special Event fees/permits.
- Miscellaneous revenue, i.e.: coins from fountain.

Do not issue DPR 176 for Annual Passes where the pass itself becomes a proof of purchase.

06 Miscellaneous Collections (shower fees, firewood, ice, maps, etc.)

Shower Collections

- Enter collection number on log at entrance station and on DPR 156/156CR.
- Record meter reading next to corresponding shower number. Record both continuous meter reading and current meter readings on DPR 156/156CR.
- Record meter readings in the shower log in shower alley.
- Collect coins in locking bank bag.
- Count out money and complete shower log.
- Record amount collected on DPR 156/156CR.

Shower Log

Date	Employee	Time	Meter Readings		\$ Amount	Initial

Firewood Sales

Each storage location has an inventory log to record additions or removal of wood bundles or ice.

- Record the number of boxes/bundles of wood or bags of ice removed from storage area and complete the Wood/Ice Storage Log.

Wood/Ice Storage Log

Date	Beginning	Additions	Removals	Ending	Initials
4/4/00	0	100		100	CVP
4/6/00	100		20	80	PDQ

Wood/Ice Accountability Log

- Entrance station personnel using cash registers must enter firewood or ice sales by using the appropriate key on the cash register.
- Complete and turn in DPR 156/156CR as directed by Supervising State Park Peace Officer or designee.
- Complete the Wood/Ice Accountability Log.
- The Supervising State Park Peace Officer will conduct audits of camp host and park aid wood and ice collections periodically.

Date	Beginning #	Ending #	# Sold	Accountable Amount	Initials
4/4/00	23	13	10	10	KFB

07 Cooperating Association Cash Handling

Public Resources Code 513 provides that DPR employees may assist in the sale of publications or other educational/interpretive materials provided by cooperating associations. Staff may sell items and therefore complete the accountability worksheet for the funds collected. The collected funds and accountability are to be turned over to the cooperating association (i.e. via a drop safe or equivalent). DPR employees are not to be involved in preparing or transporting bank deposits or maintaining cooperating association accountability records.

Cooperating association sales must be kept separate from state receipts; they are not to be commingled with kiosk receipts. Shortages/overages are not to be balanced with cooperating association funds. When cooperating association's funds are secured, they should be placed in a separate, association-owned safe.

08 Refunds (DAM 0620.2)

The DPR 327, Cash Refund Receipt, is used to record cash payments of funds previously collected. For example, a non-reservation camper who pays for several nights but stays fewer nights is entitled to a cash refund for the difference. This receipt is not used for reservation refunds.

You must collect the receipt or ticket in order to process a refund. Fill out all the information requested in the refund book (DPR 327). The receipt number refers to the numbers taken from the unused tickets or cash register receipt that is printed under the time keyed in. Have the visitor sign the DPR 327. Give the visitor the amount to be refunded. The visitor does not receive a copy of the completed DPR 327.

STATE OF CALIFORNIA—THE RESOURCES AGENCY DEPARTMENT OF PARKS AND RECREATION		Serial No. _____
CASH REFUND RECEIPT (USE FOR ALL REFUNDS)		Date <u>Date of Transaction</u>
Received from <u>Name of Park Unit</u>		Park \$ <u>Amount</u>
For <u>Reason for refund</u>	_____	
Complete items below if refund is for camping fees:		
Campsite No. _____	Date From _____	To _____ (____ Days)
Paid on Document Number(s) <u>Ticket or receipt number</u>	_____	
<u>Name of employee</u> Issued by (Signature)	<u>Visitor's signature</u> Received by (Signature)	
	<u>Visitor's address</u> Street Address	
Copy—Not a Valid Receipt		
DPR-327 (REV 9/94) 84 85589	City _____	State _____

DPR 327

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Enter the refund on the DPR 156/156CR, Receipt Accountability Work Sheet. Attach the tickets/cash register receipt to the DPR 327 and retain both copies of the form for unit records. Attach the receipt and top copy of the DPR 327 to the DPR 156/156CR. The duplicate copy of the DPR 327 remains in the book. Used books are transferred to District and stored for four years.

If an error is made in filling out a Refund Receipt (DPR 327), the employee voids the receipt, retains both copies in the book, and issues a new Refund Receipt. No alteration of amounts or dates is permissible.

09 Voids

If an error is made in filling out any accountable document, i.e., Campsite Registration (DPR 453), Refund Receipt (DPR 327), Miscellaneous Cash Receipt (DPR 176), or Deposit Slips, the employee will void the receipt and issue a new one. No alteration of amounts or dates is permissible. The employee marks all copies of voided receipts plainly and sends the original with the DPR 156/156CR.

If an error is made on a deposit slip, void and attach the TRIP copy to the Report of Collection (ROC) and send to Cashiering. Destruct according to Audit Office procedures.

If an error is made on a cash register and a receipt has been printed by the cash register, the employee will follow the cash register void procedure as the next transaction. This procedure will vary from park to park due to the wide variety of cash registers currently being used within the Department.

When an Annual Pass is returned for a replacement, punched improperly at the kiosk or otherwise rendered unfit for use or sale, the kiosk operator should punch out all the months on the pass. This will render it unusable in the field; in the event it becomes lost or separated from the 156 paperwork.

10 Daily Accountability – Use of DPR 156 – Receipt Accountability Worksheet

The DPR 156, Receipt Accountability Worksheet, establishes accountability for money collected during a shift without a cash register. It is primarily used when fees are collected using tickets, or the DPR 453 – Receipt and Camp Registration. When the cash register malfunctions, use this manual procedure to account for money collected.

Refer to the Sample for the correct procedure in filling out the DPR 156. The form must be completed in ink, and it must be neat and legible.

- A. Enter the park unit name and number. Enter location if applicable.
- B. Print the name. Place the beginning and ending time span in the “shift” blank. Enter the correct date.
- C. When beginning your shift, double check that the previous shift correctly entered the beginning numbers for the day use tickets. Note any discrepancies to an on-duty Supervisor.
- D. When closing out at the end of the shift, enter the number of the last item sold/issued (subtract 1 from the next ticket number sold).
- E. Enter the total number issued (if none put “O”). An easy way to correctly get this number is to subtract column A from column B and add 1.
- F. Multiply the number issued times the value of the single ticket.

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PRINT OR TYPE

RECEIPT ACCOUNTABILITY WORK SHEET

DPR 156 (Rev. 4/86)(Excel 3/16/1999)
(Excluding Cash Purchase and Change Funds)

Return to Department Accounting Section only
when there is a shortage. A letter of explanation
must be attached if shortage is over \$10.

Park Name _____ Park No. _____ Location _____
Employee's Name _____ Shift _____ Date _____

ISSUED FOR FROM **NUMBERED** **INCLUDING** **NO. ISSUED** **AMOUNT**

Overnight Facilities DPR 453'S (Dollar Amount Only) -----

_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
			Subtotal	_____

Refund ----- DPR 327 _____ **Less Refund** (_____)

Subtotal _____

Day Use ----- Tickets _____

Split Amounts For combination
Tickets and Passes Between
DAY USE and BOATING

Ann. Passes _____
Type _____
Type _____

DPR 453'S (Dollar Amount Only) -----

DPR 176, Misc. Sales
(buses, group day use,
horses, etc.) _____

Boating ----- Tickets _____

Ann. Passes _____
Type _____

DPR 453's (Dollar Amount Only) -----

Fuel _____

Publications (Total from Reverse) -----

Concessions _____

Other _____

DPR 453 Serial Nos. _____ to _____ (incl.) **TOTAL ACCOUNTABILITY** _____
(All DPR 453's issued during shift, including camping, day use, boating, etc.)

ACTUAL FUNDS COLLECTED _____
 Over
 Short _____

Prepared by _____
Signature *Date*

Approved by _____
Signature *Date*
(over)

ACTUAL FUNDS DEPOSITED _____

PUBLICATION SALES

TITLE	NUMBER SOLD	PRICE PER COPY	AMOUNT COLLECTED
			\$

DEPOSIT WORK SHEET

BANK/TRAV. CHECK NO.	ABA NO.	AMOUNT
TOTAL		\$

CURRENCY

X\$ 1 = \$ _____

X 2 = _____

X 5 = _____

X 10 = _____

X 20 = _____

X 50 = _____

X 100 = _____

\$

COINS

X \$ 01 = \$ _____

X 05 = _____

X 10 = _____

X 25 = _____

X 50 = _____

X \$1.00 = _____

\$

DEPOSIT:

CURRENCY _____

COINS _____

CHECKS _____

TOTAL \$

DEPOSIT COMPILED BY _____ DEPOSIT SLIP NO./BAG NO. _____

TRANSPORTED TO BANK BY _____

- G. Where indicated on the DPR 156, note how many of the State Park Maps and publications were sold, price per copy, and total amount collected. Enter both totals on the front side.
- H. Total the "Amount" column and put this figure in the "Total Accountability" blank. This is how much money you are supposed to have.
- I. After making your change fund, count your remaining money, utilizing the currency counting and check listing sections on the back of the DPR 156 (list the company issuing the check, its number, and its amount for all travelers checks accepted) Enter total amount in the "Actual Funds Collected" and the "Actual Funds Deposited" blanks.
- J. If the amount collected is greater than the amount you are supposed to have, mark the "Over" box and note how much the overage is.
- K. If the amount collected is less than the amount you are supposed to have, mark the "Short" box and note how much the shortage is. For shortages, you must do a duplicate copy in ink of the DPR 156 and sign it. Shortages of \$1.00 or more require both the preparer and supervisor's signature. Shortages of \$10.00 or more require an attached memo of explanation.
- L. Note: If you are over or short be sure to carefully check over your work. Some possible places to check for error are:
- M. Check the previous DPR 156 and make sure the beginning numbers are correct.
- N. The ending numbers.
- O. The math.
- P. Possible places where money may have been misplaced: safe, tray, money drawer, pocket, floors.
- Q. Sign and date the form, and make a second copy if there is a shortage. If shortage is \$10.00 or more, submit two copies of the DPR 156, along with a mini memo explaining the shortage and how to prevent further occurrences, with the ROC to the Cashiering Unit.
- R. Prepare a DPR 156 for the next shift by noting the beginning numbers.
- S. Complete reverse as required listing the deposit slip number.
- T. Route to a reviewer.

Cash Register Operation – Use of DPR 156CR – Receipt Accountability Worksheet

Note to District: Insert Unit specific cash register operation procedures and daily accountability procedure for cash out.

RECEIPT ACCOUNTABILITY WORK SHEET - CASH REGISTER

DATE _____

PARK NAME		DISTRICT NO.	PARK NO.	LOCATION	
EMPLOYEE'S NAME		Start	SHIFT	End	CASH REGISTER NO.
1. Ending Group Total	\$	Z-OUT NO.		8. Refunds	# AMOUNT \$
2. Beginning Group Total	\$	Z-OUT NO.		9. Voids	# AMOUNT \$
3. Total Sales	\$			10. No Sales	#
Less Adjustments (*)		(*)Reason For Shortages and Adjustments:			
4. (if not included on Z-Out tape)	\$				
5. Total Accountability	\$				
Total Funds Collected/					
6. Deposited (from reverse)	\$				
7. Amount	\$				
<input type="checkbox"/> Over <input type="checkbox"/> Short (*)					

IN SPACE BELOW, ATTACH Z-OUT TAPE AND RECEIPTS FOR "REFUNDS," "VOIDS," "NO SALES," ETC.

PREPARED BY		APPROVED BY	
Signature	Date	Signature	Date

PUBLICATION SALES			
TITLE	TALLY OF NUMBER SOLD	PRICE PER COPY	AMOUNT COLLECTED

ITEMS ISSUED			
FROM	INCLUDING	NO. ISSUED	AMOUNT
DPR 453s			
Other:			
Other:			
Day Use Pass			
2nd Vehicle Day Use Pass			
Boat/Day Use Pass			
Boat Only Pass			
DPR 327, Refund (enter amount in Item 8 on front)			

FUNDS COLLECTED/DEPOSIT WORK SHEET				
CHECKS			CURRENCY	
Name	ABA #	Amount		
			X \$ 1 =	
			X 2 =	
			X 5 =	
			X 10 =	
			X 20 =	
			X 50 =	
			X 100 =	
			TOTAL CURRENCY	\$ <input type="text"/>
			COINS	
			X \$.01 =	
			X .05 =	
			X .10 =	
			X .25 =	
			X .50 =	
			X 1.00 =	
			TOTAL COINS	\$ <input type="text"/>
			TOTAL AMOUNT OF FUNDS COLLECTED/DEPOSITED	
			TOTAL CURRENCY	\$ <input type="text"/>
			TOTAL COINS	\$ <input type="text"/>
			TOTAL CHECKS	\$ <input type="text"/>
			TOTAL FUNDS COLLECTED/DEPOSITED	\$ <input type="text"/>
			<i>(enter total in Item 8 on front)</i>	
DEPOSIT SLIP NO. →			ROC NO. →	

DPR 156CR (Back)

The DPR 156CR, Statement of Business, establishes accountability for money collected using a cash register. Refer to the Sample DPR 156CR for the correct accountability procedure. When closing out on your shift, count out the change fund. This amount will stay in the cash drawer for the next shift, or will be put in the safe if you are closing for the night. All receipts will be transferred with the DPR 156CR to the office. Once out of public view, you are ready to determine the accountability.

Check that all travelers' checks are properly stamped on front and back, and that the bank name and ABA number are entered on the back of the 156CR in the space provided. Count the currency and coins and enter on the 156CR. Give the money and checks to the Supervisor or designee to count. On the front of the 156CR, note the total of sales from the Department Reports and enter on line 14.

Refunds – DPR 327, if a cash refund is issued during your shift, enter the refund amount above Line 14 on the DPR 156CR. Enter the amount of total sales from Line 3 above the refund amount. Subtract the refunded amount from the total sale amount, and place that adjusted amount on the total sales, Line 14.

Follow voiding procedures as built into the register. If a void is not run through the register, then follow this voiding procedure:

- A. To void a receipt, write **VOID** across the front.
- B. On the back note the reason for the void and initial it.
- C. Place the register receipt marked “void” and the original register receipt in the register drawer, stapled together.
- D. To void the audit tape, match the transaction number on the receipt with the transaction number on the tape and write “void” across that line.
- E. Show any voided transactions on Line 9, and subtract this amount from Line 14 to determine Cash Called For, Line 16.
- F. Enter amount of cash on hand on Line 17. If Line 17 does not equal Line 16, indicate the amount of overage or shortage on Line 18. Circle the word “over” or “short” as applicable.
- G. Sign and date on “Prepared By” line.
- H. Verify all kiosk ticket and pass inventories on the DPR 156CR.
- I. Attach the necessary supporting documents to the DPR 156CR.
 - Detail tape.
 - Department total receipts.
 - Opening receipts.
 - Mid-day check receipts (if any).
 - Voided receipts.
 - Refund forms (DPR 327 – both yellow and white copies, with the receipt stapled to both).

11 Shortages and Overages

Funds collected are recorded on a DPR 156/156CR. If a shortage of \$1.00 to \$9.99 is found during preparation of the DPR 156/156CR, a brief explanation is needed and the District Superintendent's signature (or designate) is required. If the shortage is \$10.00 or more, a concise memorandum shall be attached to the DPR156/156CR explaining the reason for the shortage and the action being taken to prevent such occurrences in the future. All DPR 156/156CR's with shortages for \$10.00 or more, must be attached to the ROC and submitted in duplicate with the appropriate signature to the Cashiering Unit. Shortages under \$10.00 do not need to be sent to Cashiering. Overages are to be recorded on the DPR 156/156CR and reviewed by a Supervisor before paperwork is filed.

12 Multiple Cash Handlers/Employee Breaks

Insert District/Unit specific accountability control procedures to ensure the intent of DAM Section 0620.2 is met.

The employee is responsible for all cash collected for receipts sold during their shift. It is imperative that their responsibility is not jeopardized during their normally planned breaks. Acceptable methods of maintaining control of accountability during employee breaks include:

- Closing out their accountability work sheet and removing their cash from the cash drawer. It can be reconciled or opened again upon their return. The person giving the break must then open up an accountability work sheet during this time and close out upon the employee's return (both employees use same sequence of receipts).
- The fee-collecting employee removes all cash and receipts from the cash drawer and locks them up until their return. The person giving the break brings their own receipts and accountability work sheet and uses the original change fund during the break (each employee uses a different sequence of receipts). Two separate change funds may also be utilized.
- Two separate cash registers with separate operating keys may be used. One for the usual fee collector, one for the employee providing the break. Each will require separate work sheets at the end of the shift or break. One change fund may be transferred between the two.
- The procedures outlined above are preferred to maintain fund accountability. In some isolated cases a modified procedure may be necessary. At minimum, each employee who handles daily receipts in a single operation must sign the DPR 156/156CR.

13 Change Funds

To establish a change fund, increase or decrease a change fund, assign a change fund custodian, or return a dormant change fund refer to DAM 0610.1 – 0610.16.

14 Cash Drawer Limits

An employee should only keep enough cash in the drawer to make adequate change, based on the amount of visitation. Excess cash should be removed and secured in a locked drawer or safe to minimize risk and exposure. When removing cash for this purpose, it should always be done out of public view and when operationally feasible. **Under no circumstance should funds ever be placed on your person, in your clothing or stored with your personal belongings.** Monitor change funds to maintain adequate change. Ask visitors for correct change or smaller bills to avoid an excessive number of large bills.

15 Accepting Checks

Acceptance of Checks (DAM 0620.1)

When collecting fees and charges, units may accept personal checks, traveler's checks, cashier's checks, and bank drafts drawn against foreign funds as outlined below.

Personal Checks (DAM 0620.11)

SAM 8023 allows State agencies to deny acceptance of personal checks when:

- the services cannot be withdrawn if the check is dishonored.
- the individual previously gave a check, which was dishonored.
- When the check is drawn on a financial institution outside of the United States.

Checks may be accepted for services if they include preprinted information, and are collected from visitors displaying proper identification. Checks may only be accepted for the exact cost of the service provided. Checks are to be made payable to the California Department of Parks and Recreation. Second party checks will not be accepted. Verify that the check is completed properly with correct date, amount, and signature. Before accepting a check, record the individual's driver's license or DMV identification number and include what the check is being used to purchase (i.e. Boat Pass #4455). Compare the face of the person with the picture on the license. Make sure the current address and telephone number are included on the check. The bank of issue and the ABA number is to be recorded on the DPR 156/156CR.

A unit may also accept checks from organized groups or well established corporations (such as the Sierra Club, Campfire Girls, major corporations, etc.) in payment of fees for day use and overnight accommodations, as well as other park charges. SAM 8030.1 forbids the Department to cash checks for any State employee.

Traveler's Checks (DAM 0620.12)

A unit may accept traveler's checks in payment of all fees and charges collected by the Department. When an employee accepts a traveler's check, he/she enters the name of the company issuing the check, check number, and amount on the DPR 156/156CR. Traveler's checks should be listed on the deposit slip as a check. If a traveler's check is lost or dishonored, this information enables the Department to seek reimbursement.

Checks Drawn Against Foreign Funds (DAM 0620.13)

Before cashing a traveler's check, cashier's check, or bank draft drawn against foreign funds, the employee should contact a local bank to determine the current rate of exchange so that necessary adjustments for the difference in value between foreign and United States currency may be made. For example, if an employee is cashing a \$10 traveler's check drawn against Canadian funds and the bank advises him/her that the current rate of exchange for a Canadian dollar is 96 cents, the employee must deduct 4 cents on each dollar or 40 cents on the \$10 traveler's check. Consequently, the \$10 traveler's check drawn against Canadian funds would be worth \$9.60 in U.S. currency. This practice should be undertaken whenever operationally feasible.

Foreign currency should be deposited separately if required by the bank and the exchange rate must be determined in order to ascertain the actual amount of the deposit in US Dollars.

Employees must refer any person desiring to cash more than the equivalent of \$50 in U.S. currency to the local bank.

Endorsement of Checks (DAM 0620.14)

All checks accepted by the Department shall be stamped with an endorsement stamp prior to deposit. Each unit receiving and depositing checks shall have its own endorsement stamp. Endorsement stamps shall be in the following format:

FOR DEPOSIT ONLY
(Account No., Bank Name and Branch No.)
California State Treasurer
Department of Parks and Recreation
(Park Name - Park Unit No.)
Absence of Prior Endorsement Guaranteed

Rubber endorsement stamps can now be purchased through outside vendors. For further information on endorsement stamp usage, see SAM 8034.

When endorsing the check with the endorsement stamp, use the top 1½" of the back only. The "top" is the end on the left when the check is face up.

16 Upgrades and Transfers

Day Use Ticket Transferability and Upgrade Policy

Where practical, park units will allow ticket upgrades, collecting money for the higher priced entry fee and issuing either an additional ticket, cash register receipt or DPR 453, Receipt and Camp Registration form, as specified in unit procedures. The Department's color-coded day use parking tickets and Pay Station receipts are acceptable for ticket transfers and upgrades. Since iron ranger envelope tickets stubs are not validated receipts, they are not acceptable for either transfer or upgrade for accountability reasons, unless the actual payment can be confirmed through other methods.

Converting Day Use To Camping (DOM 1400)

This is the normal and preferred procedure for converting day use to camping. Local procedures may vary based on the type of cash register equipment used. When the day user wishes to camp for the night, do the following:

- A. Collect the day use ticket from the visitor requesting to camp.
- B. Check the day use ticket for a current valid date.
- C. Complete a DPR 453 at the regular camping rate.
- D. Deduct the cost of the day use ticket/receipt.
- E. Collect the balance from the visitor and issue a receipt.
- F. Attach the day use ticket to the goldenrod copy of the DPR 453.

Credit may be applied using any current day use receipt including senior, disabled, boat, etc.

When a day user wishes to spend the night as an extra vehicle in an already paid campsite, fill out the DPR 453 for extra vehicle rate, and total on the extra vehicle line. Write in a credit for day use, and staple their day use ticket to the goldenrod copy of the DPR 453.

Annual passes cannot be applied toward any camping fees.

17 Exceptions to Fees

State Hospital Patients - Ref. DOM Chapter 1400 – Section 1422.82

In accordance with Section 5010 of the Public Resources Code, the Director has found that it is not practicable to collect day use fees from State Hospitals, which bring their patients to units in the State Park System, when, such use can be arranged in advance.

Under the following conditions, the day use fees for State Hospital attendants and patients will not be collected:

- The State Hospital will first contact the park unit Supervising Peace Officer or designee to arrange a date and time when such a proposed visit can be made.
- The group must have appropriate hospital supervision, the number of attendants being based on the needs of the patients.

School Groups Ref. DOM Chapter 1400 (1422.81)

Section 5010.2 of the Public Resources Code provides that the Department shall not collect admission fees from a school group for day use of a State Park. It further provides that school groups will come under this no fee policy when the school outing or field trip is educational in nature and under the direction of school personnel and when prior arrangements and reservations have been made. This policy applies to all park units except Hearst San Simeon State Historic Monument.

Day use fees are not charged for school groups (K through 12) provided reservations have been made. Careful advance planning, involving both the teacher and park personnel, is vital for achievement of a maximum educational experience. Educational groups shall make reservations by using Form DPR 124, School Group Reservation Request.

Reservations must be made at least 15 days in advance of the proposed date of visit to allow preparation and scheduling by park personnel. The request shall be submitted in duplicate to the unit where the visit is proposed, and must be signed by the head teacher or the principal of the school, which the students attend. One copy of the form is retained at district, the other at the unit or kiosk. If more than one school is sending students on a proposed tour, the principal from each school must submit a request. The Department reserves the right to combine tours when necessary. School groups shall be accompanied by enough school-appointed adults or teachers to maintain order and their escorts and teachers shall accompany the students while on a tour of the unit. The Department reserves the right to set daily capacity limits for school groups.

Insert unit-specific school group procedures here.

Submit in duplicate

State of California The Resources Agency
DEPARTMENT OF PARKS AND RECREATION

SCHOOL GROUP RESERVATION REQUEST

DAY USE ONLY

This form must be submitted in duplicate to the park you are planning to visit. The second copy, when endorsed by the Ranger, will be returned to you and will serve as your record of the reservation and your group's admission to the park.

Park Unit _____ Arrive by Auto _____ Bus _____

Proposed Date of Visit _____ Name of School or Group _____

Alternate Date _____

Time of Visit _____ Address _____

Alternate Time _____

Age/Grade of Children _____ Person in Charge _____

No. of Children _____ Adults _____ Phone _____

Day use fees are not charged for school groups (K through 12) provided reservations have been made. Careful advance planning, involving both teacher and park personnel, is vital for achievement of a maximum educational experience.

Reservations must be made 15 days in advance of the proposed date of your visit to allow preparation and scheduling by park personnel. The request shall be submitted in duplicate to the unit where the visit is proposed, and must be signed by the principal of the school, which the students attend. If more than one school is sending students on a proposed tour, the principal from each school must submit a request. The Department reserves the right to combine tours when necessary. School groups shall be accompanied by enough school-appointed adult escorts or teachers to maintain order, and their escorts or teachers shall accompany the students while on the tour.

No day-use admission fees will be charged for school groups (K through 12), accompanying teachers or adult leaders when reservations have been made.

Camping is not included under this program, Group camping information, including fee schedules, should be obtained from the park as far in advance as possible, as only limited facilities are available.

CERTIFICATION

The above-described visit is an official school outing or field trip and will be under the direction of school personnel.

Signed _____
Principal of School

FOR PARK USE ONLY

We are pleased to confirm your planned group visit for _____ at _____
Date Time

We regret that the time you requested for a group visit is not available.

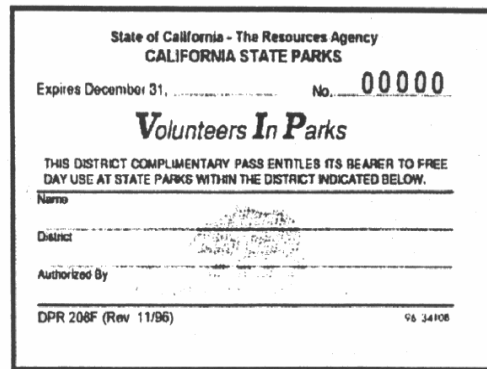
COMMENTS

Volunteer Passes

Active volunteers may be issued VIP Passes which allow the bearer free day use either within the District or Statewide (except for specified units). These volunteer passes are non-transferable so when a volunteer presents the pass for free entry, a valid form of identification should also be shown to ensure it belongs to the bearer. Volunteer passes are recorded as free day use on the DPR449.



Statewide Volunteer Pass DPR 208E



District Volunteer Pass DPR 208F

Complimentary Passes

Complimentary passes for free day use or free camping and day use are issued by designated managers in special circumstances when there is some direct benefit to the Department. Passes may be restricted to one unit or expanded to the entire State; they are valid from one day to one year. Authorization for issuing these passes is limited to the Director and the Deputy Director, Park Operations for Statewide use; the Northern, Central, Southern, and OHMVR Division Chiefs for use within their geographic areas; and the District Superintendents for use within their respective Districts. The only exception is that when honoring cooperating association board members, District Superintendents may issue a Statewide complimentary day use pass (see below).

These passes are accountable documents, and are pre-numbered. Legibly complete all portions of the pass, including the recipient's name. The specific park unit(s) or District(s) or "Statewide" must be entered on the pass, in the space following "District." Write the expiration date so it is easily readable from a busy entrance station. To be valid, the passes must be personally signed by designated management staff. Authority to sign these passes may not be delegated.

The Complimentary Pass is not transferable, and is valid only for the time frame and locations listed. Fee collection staff should request to see valid identification to verify that the user of the pass is its recipient. Complimentary passes are recorded as free day use on the DPR 449.

COMPLIMENTARY PASS

Pass No.: 0000

THIS COMPLIMENTARY PASS ENTITLES ITS BEARER TO FREE DAY USE
AND CAMPING ON A FIRST COME, FIRST SERVED BASIS AT STATE
PARK OPERATED UNITS WITHIN THE DISTRICT(S) INDICATED BELOW.

NAME: _____

DISTRICT: _____

FROM _____ **TO** _____

STARTING DATE EXPIRATION DATE

AUTHORIZED SIGNATURE TITLE

State of California -- The Resources Agency
Department of Parks and Recreation

DPR 903B (New 9094)

Complimentary Pass DPR 909B

C058534

DEC 26 1998

**CALIFORNIA
STATE PARKS
FOUNDATION**

Free Day-Use Pass

*Valid for Admission to
All State-Operated Parks
Where the Regular
Vehicle Fee is Collected,
Except OHV Parks.*

GIVE THIS COUPON TO PARK STAFF
UPON ENTRY

SIGNATURE

68751
MEMBERSHIP

Henry Cowell
PARK

10/99
EXPIRES

VOID WHERE PROHIBITED

Promotional Passes and Tickets:

The Department participates in promotions with organizations such as the California State Parks Foundation. These organizations may issue annual passes and/or free entry tickets to members or customers. Promotional tickets allow for a single use and are collected upon entry. Passes allow for annual usage. Mark all free entry on the tally and count them in as free day use on the Visitor Attendance DPR 449.

Promotional tickets should be collected from the user and a stamped "pass" should be issued (similar to a courtesy pass). Also stamp the back of the ticket with the date. This entry should be entered on the DPR 449 as free day use.

MAY IS STATE PARKS MONTH

VISIT CALIFORNIA STATE PARKS IN 3-D
DISCOVERY · DIVERSITY · DESTINY

Present this FREE coupon for normal day use admission to participating California State Parks throughout the month of May 1999. (Excluding Memorial Day weekend, May 29, 30 and 31.)

Limit one coupon per family or vehicle.

FREE ADMISSION



FREE ADMISSION

Used promotional tickets are no longer sent to Sacramento. These tickets are retained for four years for audit purposes.

It is no longer required to have the number of used passes recorded on the Report of Collections (DPR 197).

Annual Day Use Pass

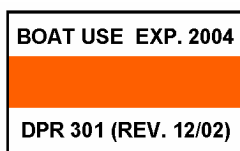
The Annual Day Use pass is good for one passenger vehicle entry and parking at all State operated units of the California State Park System where fees are collected. These passes take the form of a hangtag that may be hung on the rearview mirror or placed in plain view on the dash. The hangtag may be used with any vehicle including rental cars. Security of the hangtag rests with the owner. If the hangtag is lost or stolen, the owner must purchase another hangtag at full price as with any other commodity.

The pass expires at the end of the month; one year after the pass was issued. When selling an annual day use pass, punch out the appropriate month.



Boat Use Pass

The Boat Use pass is good for one boat/vessel including trailer parking where such facilities are provided, within State-operated units of the State Park System except Off-Highway Vehicle units. Golden Bear Pass holders who also own a boat and want the added value of a pass for launching their vessel predominantly use this pass. Personal Watercraft owners who may possess or bring into the park more than one boat/vessel with their vehicle use these passes.



The Boat Use pass is an accountable sticker that is purchased and affixed to the Annual Day Use Pass (when purchased at the same time as the pass) or to the separate Annual Boat Sticker Card (when purchased separately and for

Golden Bear Pass owners).



If Annual Boat Passes are purchased with the Annual Day Use Pass, affix them below the date. If more than two boat passes are purchased, affix the additional stickers over the word ANNUAL. Next year's annual pass will have six places for stickers. If the purchaser already has an annual pass or is a Golden Bear Pass owner, affix the stickers to an Annual Boat Use Pass Card (DPR300) in the boxes provided. Affix the stickers and punch out the current month before issuing the passes.



Motorcycle Pass

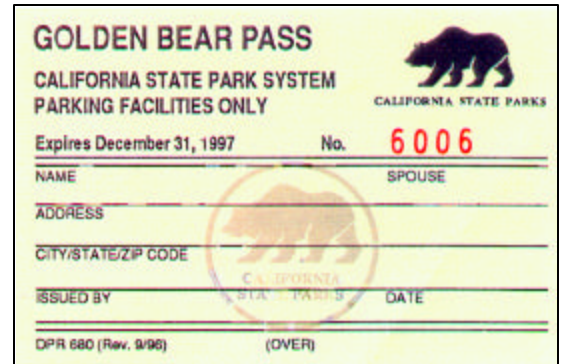
The motorcycle pass permits entry of one motorcycle for day use and parking at all State operated units of the California State Park System where fees are collected.

The pass should be affixed directly to the lower left fork of the motorcycle, visible to kiosk personnel upon entry.

Golden Bear Passes

The Golden Bear pass entitles the bearer and spouse to use of all parking facilities any day of the week, including holidays, if space is available, at all State operated units of the California State Park System where fees are collected. Persons are eligible to purchase the pass if they are:

1. receiving Aid to the Aged, Blind, or Disabled; or
2. any person 62 years of age or over with a monthly net income of at or below the specified limit (changes each year and is specified on the application form) or if married, a combined monthly net income that is at or below the specified limit; or
3. receiving Aid to Families with Dependent Children.



GOLDEN BEAR PASS
CALIFORNIA STATE PARK SYSTEM
PARKING FACILITIES ONLY

Expires December 31, 1997 No. **6006**

NAME _____ SPOUSE _____

ADDRESS _____

CITY/STATE/ZIP CODE _____

ISSUED BY _____ DATE _____

DPR 680 (Rev. 9/96) (OVER)

The cost of the pass is \$5.00 and is valid on an annual basis from January 1 through December 31. It is not valid for overnight camping or other supplemental fees such as tour fees, swimming pool fees or boat facilities, or at units charging a per-person entry fee. California residency is not required.

Disabled Discount Pass

Qualified disabled persons are eligible to receive a Disabled Discount Pass for a one-time fee of \$3.50. The pass entitles its bearer to a 50% discount for use of all basic facilities (including day use parking and camping) at any unit of the California State Park System where fees are collected. The discount does not apply to Hearst San Simeon SHM, fees under \$3.00 or supplementary fees. If the day use fee is \$1 or \$2, the pass does not apply. There is no age limitation or California residency requirement.



DISABLED DISCOUNT PASS

Individual
 Group

NO. **29270**

NAME _____

ADDRESS _____

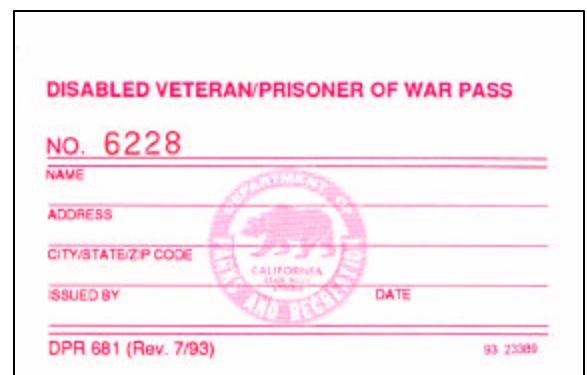
CITY/STATE/ZIP CODE _____

ISSUED BY _____ DATE _____

DPR 818 (Rev. 9/94) (OVER)

Disabled Veteran/Prisoner of War Pass

Qualified war veterans are eligible to receive a Disabled Veteran/Prisoner of War Pass for a one-time fee of \$3.50, which entitles the holder to the use of all basic State Park System operated facilities, including boat launching, at no further charge. It is not valid for supplemental fees such as additional motor vehicles, horses, dogs, or reservation fees.



DISABLED VETERAN/PRISONER OF WAR PASS

NO. **6228**

NAME _____

ADDRESS _____

CITY/STATE/ZIP CODE _____

ISSUED BY _____ DATE _____

DPR 681 (Rev. 7/93) 93 23389

To qualify for the pass, the veteran must complete the Disabled Veteran/Prisoner of War Pass Program application (DPR 619) and mail the application to the address listed. Proof of California residency, proof of wartime veteran or POW status, proof of disability rated at 50% or greater or 100% for reasons of employability and a check or money order for \$3.50 must accompany the application.

Pass Purchases

Persons purchasing a Golden Bear or Disabled Discount pass must complete the application form and provide evidence they meet one of the criteria listed on the application. Park staff should request a valid form of photo identification to match qualifying paperwork with the applicant's name and address. Once eligibility requirements are verified, park staff fills out the applicant's name and address on the card, completes the bottom portion of the form indicating date and pass number issued, collects the fee and issues the card. A spouse's name may also be written on the face of the card. A second card may be sold to the spouse, if they also meet the same qualifying criteria. The pass application should be kept with the DPR 156 paperwork for the shift.

Pass holders should be advised that upon entering a park, they might be asked to present photo identification along with their card to verify ownership. Use or possession of someone else's pass could result in citation and revocation of the pass.

When the park entrance is not staffed, Pass holders should be instructed to display their card face down on the dashboard of their locked vehicle. By placing the card face down, the cards are still recognizable to park staff, while not displaying personal information that could potentially expose them to criminal intent.

Park Entry

When the kiosk is staffed, the pass holder should present their pass and a valid photo ID upon entry. Kiosk staff should collect any supplementary fees and either issue a dated receipt from a cash register, a dated DPR 53, or instruct the park visitor to leave the pass face down on the dashboard.

Camping

Kiosk staff may issue either a dated DPR 53, a DPR 453 or register receipt for the period registered to camp. Collect any supplementary fees as necessary. Note: all occupancy limits are still in effect.

Limited Use Golden Bear Pass

The Limited Use Golden Bear pass permits use of parking facilities. It is not valid between the Friday immediately preceding Memorial Day through Labor Day.

Persons are eligible to purchase the pass if they are 62 years of age or over.

There is no application process. Park staff should request a valid form of photo identification to verify purchaser meets age requirement. Once eligibility is verified, park staff fills out the applicant's name and address on the card, collects the fee and issues the card.

Rev. 12/02

The cost of the pass is \$20.00 and is valid on an annual basis from January 1 through December 31. It is not valid for overnight camping or other supplemental fees such as tour fees, swimming

pool fees or boat facilities, or at units charging a per-person entry fee. Make sure the purchaser understands the limitations, as this pass is not valid during the peak season.

18 Theft/Loss Prevention (DAM 0640)

All burglaries, robberies, thefts or embezzlements involving State assets and State property, actual or suspected, must be reported as soon as possible to the District Superintendent. The District Superintendent will insure a report of the incident is completed and will take appropriate action. If an employee is a suspect in the incident, the District Superintendent will notify the Superintendent of Public Safety. State Park Peace Officers must insure that the appropriate immediate action is taken in the event of a crime. The local law enforcement agency will be notified in cases where an employee is not a suspect.

The District Superintendent sends a copy of the Public Safety Report (DPR 385) to the Audits Office. If the crime involves the loss of cash, the District Superintendent also sends a copy of the DPR 385 to the Accounting Section.

Employees having custody of money or other valuables must exercise normal care in safeguarding them. To minimize break-ins, burglaries, and losses of cash property, the following procedures and security measures should be observed:

- Cash should be kept in a locked safe or under lock and key when not in use.
- Safe combination should not be available or identifiable as such in the same room or vicinity.
- Cash should be counted privately, where outsiders cannot see it.
- The public should not be permitted in kiosks or rooms where cash is handled. Such kiosks or rooms should be kept locked at all times.
- Cash drawers should not be reachable from the outside through an open window or door.
- Property of value, particularly the type subject to burglary, should not be left in plain sight, presenting an invitation for someone to break in. Consideration should be given to removing such property from remote or isolated areas, depending on the nature and use of the property.
- Cash on hand in excess of immediate needs should be deposited as soon as practical.

Failure to observe proper cash handling procedures or other reasonable precautions may result in disciplinary action and personal liability for losses incurred, as determined by a thorough and appropriate investigation.

Rev. 12/02

19 Special Situations:

Robbery – What to do

- Keep it short and smooth - Handle the entire procedure as if you were making a sale to a customer.
- Obey the robber's orders - Robbers seldom hurt people who cooperate with them.
- When safe to do so, Call 911. Remain on the line until told to hang up. Ensure a State Park Peace Officer has been notified. Call your supervisor as soon as possible.

- Note robber's description while waiting for State Park Peace Officers. List all "distinguishing" features.
- Protect the crime scene. Discontinue business until law enforcement officers have completed their investigation.

Robbery – What NOT to do

- Argue with the robber
- Fight the robber
- Use weapons
- Chase or follow the robber
- Touch or disturb any evidence

Remember: Your safety and the safety of others is the most important thing.

Burglary

Notify State Park dispatch and request a State Park Peace Officer. Secure the scene. Do not enter the building, disturb or touch anything at the crime scene.

A State Park Peace Officer will investigate, write a report and take any other appropriate action. Notification of concurrent jurisdiction is advisable.

Theft

If a theft is suspected, notify a Supervising State Park Peace Officer immediately. District Superintendents or their designees will audit the cash handling procedures by spot audit and review for loss. If at any time you suspect a loss of money report it so it may be investigated.

20 Power Failures

The best way to be prepared for a power failure is to have a supply of accountable receipts stored in units that operate a cash register.

Immediately after the onset of a power failure:

- Remove all cash (except change fund) from cash register and safely store it.
- Confirm the beginning receipt numbers on the DPR 156/156CR.
- Conduct your transactions using accountable receipts and change fund. Balance funds at the end of your shift using the DPR 156/156CR.

When the power is restored and the information becomes available, close out the cash register. The cash removed from the cash register should balance with the cash register totals. If the power fails during a transaction, it may not be recorded. Note the type of transaction and amount if this occurs.

Mechanical cash registers may still be operated during a power failure with the use of a crank key; however, the ability to close out may not exist.

Electronic (computer) cash registers usually store the existing information on an internal chip. This information may be retrieved after the power is restored.