



SevenPeaks

Cash Control Management Manual

Department Information

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Electronic Records

Documents/Spreadsheets

This section is designed to help you to understand the documents and excel spreadsheets that are used in Cash Control. The most often used spreadsheet is the “**Beginning Balances**”. This can be found in the SharePoint folder for Cash Control under the SLC Amusement Park folder. It is also located on both computers in Cash Control, and has been pinned to the Task Bar’s icon (right click on the excel icon, all the pinned documents are at the top of the list).

Enter in the counted amounts next to the denomination and the rest self calculates. Make sure the document is not being saved with the numbers entered in when closing the document so it can be re-used. If any of the bag amounts change (or the amount carried in the vault), the worksheet will need to be adjusted to reflect it. Simply change the amount of bills or coin rolls in each bag if needed; the total will automatically calculate.

If the amount in the vault changes, the formula in cell I21 will need to change. It needs to look like this: “=H21-19500” . Simply replace the “19500” with the amount in the vault and everything will be fixed.

Along with this, the **Vault Balancing** sheet is used when balancing the vault. You will want to copy over the amounts on the Beginning Balances worksheet, as well as including any amounts taken from, or added to, the deposit to make the vault perfect in the ‘notes’ section.

Another basic document used every day is the **Over/Short Log**. There is a template for this on SharePoint, as well as on both computers. You will need to manually enter in each employee name for both GI and Food departments (including supervisors and managers). Each column is formatted to change colors based on what is entered into the “\$\$\$” column, green being for perfect tills (or tills off by less than \$1). Yellow for warnings, and red for probations. The formatting for these columns can be tedious to put in if it is broken, as each value has to be entered in separately by using “Conditional Formatting” while highlighting the column. If these values need to be altered, highlight the entire column, select ‘Conditional Formatting’, and go to ‘Highlight Cells Rules’. Choose either ‘greater than’ or ‘less than’, put in the value, and add a custom effect so you can choose the color desired. After entering in the values, return to ‘Conditional Formatting’, then ‘Highlight Cells Rules’, and choose ‘Text that contains’, write in ‘Perfect’ and select the color so that it all works properly.

When using the Over/Short Log, be sure to record when warnings or probations have been written for employees by selecting the amount they were off and inserting a comment on it. This makes it easier to track who has already been written a warning/probation.

In addition to this, there is a **Warning/Probation Log** that you will be occasionally asked to send to Human Resources. This is also located on SharePoint. Enter the information for those written warnings/probations. This is best done at the same time as you write them out.

There is also a **Sharkie Buck Log**, which is used to help keep track of who gets a Sharkie Buck for their tills. Again, this is found on SharePoint. You will need to manually enter in all the cashiers into this list, along with their department. I found it effective to highlight the supervisors in a different color to help with writing the Sharkie Bucks. You simply record the Organized, Disorganized, and Perfect tills that cashiers have in this list by putting the date they had it in the list. It takes two organized tills to get a Sharkie Buck, but only one perfect. If they receive a disorganized till, they need to cancel it out with either two organized tills or a perfect till. When you write out a Sharkie Buck (or cancel the disorganized till), simply delete the date(s) that were inserted.

Cashier Till Sheets, found on SharePoint, are what we put into the bags as we make them. These are used primarily in our counting of the bags when they have been returned. Cashiers simply need to remember to put their name, the date, and their signature on the paper. The greyed out section is for Cash Control, where we can record the counting of each bag. On the right-hand side of the paper just above the “cc comments” you will see a few words. These are circled as tasks are completed:

- Organized – if the till was Organized, you circle this
- Disorganized – If the till was not organized, this is circled
- Perfect – If the cashier was not over or short by any amount, this is circled
- Totaled – Circle this once the till is totaled in the Point of Sale system.
- Sharkie Buck list – Circle once they have been entered into the list
- Over/Short – Circle this when they have been entered into the Over/Short log

In addition to this, the “cc comments” box is used mostly to write the deposit amount for each till, which is obtained by taking the total amount counted (bills plus coin) and subtracting how much was in the original bag. Bag amounts are at the top of each till sheet, and should be circled when the bags are made and verified (Verified is initialed by the verifier).

The final main document you will need is the **Daily Till Sign Out Sheet**, found on SharePoint. There are four sheets in this document, you will primarily need the Front Office and Food Services sheets – these go together. You will use this to keep track of the tills that are out and when they were returned. The Register Number is so you can assign them their Cash Drawer and Receipt Printer along with their computer. This is covered more in the Aluvii section.

Computer Information

In Cash Control, there are two computers. Typically, the one next to the vault is the manager's computer, while the other is used primarily by employees. To login, the user name is cashcontrol.spslc . The password for the account is forced to change every couple months, and should be recorded in the Manager binder as it does. If this is your first time signing in this season, it will likely require a password change (unless there is not internet connectivity). Make sure your new password has special characters as well as numbers in it. (ex. P@\$w0rd1234)

In previous years, the email for the manager has been cashcontrol.slc@sevenpeaks.com while the email for the rest of the department is cashcontrolstaff.slc@sevenpeaks.com . Make sure your employees use only the departmental email, as they shouldn't be seeing all the emails that come through your own. The passwords for both of these emails should be recorded in the Manager Binder, as these are also subject to change. There are a few emails we send every day, though these are subject to change from upper-management at any time.

Over/Short Log – This needs to be emailed to both the Guest Interactions manager and the Food Service managers (and assistant managers if they have one) each day. They use it to update their ESRs (Employee Status Reports). Send this after you have done the morning count and filled it out.

Daily Report – This email is sent to the GM, the Admin Assistant, the Director of Waterparks and their Assistant, as well as the owners. Make sure you check with the GM at the beginning of the season to see if anyone else needs to be added onto this email. Attach the Deposit Slip scan to this. The information contained in this email changes, but is typically the Deposit for that day and the final Gate-count.

Till Sheets – The Till Sheets need to be scanned in and sent each day. This will go to Human Resources each day.

Deposit Slip – Make sure you scan this before sealing the deposit bag. This also goes to Human Resources each day. Attach this scan to your Daily Report email as well.

Communication Binder

The Communication Binder is used to leave important information for your employees. Notes are left for employees to read and to sign, showing they have seen it. It also contains the Deposit Log, used to record the deposit for the morning and afternoon counts (see *Counting Process* section), as well as a Gate-count record. Use this at your discretion.

Cash Storage

The Vault

There are two safes in Cash Control; the Vault and the Day Safe. The Vault is the much larger safe located next to the manager computer. The Vault is where the majority of the money in Cash Control is stored. It is recommended to change the password for the Vault each season, however check with your GM before doing so. To **open the Vault**, enter in the six digit combination. The lock will then confirm a valid entry with a double signal, after which you have four seconds to turn the handle. The door can then be opened. Be sure that the key for the Vault has been turned or it will not open. If the wrong code is entered in four times, the keypad will become inactive for five minutes. If entered incorrectly again another five minute period will ensue until the correct code is entered.

Changing the Vault code is a simple process:

1. Enter “zero” six times.
2. Enter the existing six digit combination one time (the GM has this if you do not know it)
3. Enter your *new* six digit combination two times
4. If a mistake is made, wait thirty seconds and repeat steps 1-3
5. Test lock operation several times before closing the door

To **change the battery** for the vault, slide the keypad housing up and carefully pull it away to avoid damaging the wiring. Replace the battery with another 9-Volt Energizer battery. Replace the keypad carefully. *NOTE: The battery MUST be an Energizer, other battery types will not fit properly!*

The Vault is organized with several shelves:

- **Used Tills** – These are tills that have been returned and are waiting to be counted
- **Coins** – This is where the rolled coin trays will go. The till tray for loose change and bills fits on top of the coins.
- **Bills** – The strapped and bundled bills go here.
- **New Tills** – These are tills that have not gone out yet, and are ready to be taken by cashiers.
- **Bottom shelf** – Typically this is where unopen boxes of coin rolls will go.

The Vault can only be opened with two employees in the room at the same time. An employee can also open the Vault if a manager is in the office with them. The only individuals who can open the Vault alone are the Cash Control Manager and the General Manager (or any of the owners/ Upper-Management). There are no other exceptions to this rule.

The Day-Safe

The Day-safe in Cash Control is located under the counter near the door to the office. This safe's purpose is to hold money for change runs to help separate possible errors from affecting the Vault Balancing (see *money counting* section). The open deposit bag is also contained in here, put in the drawer. The Vault key will go in the same drawer when Cash Control is closed.

Day-Safe Breakdown:

| | |
|---------------------|----------------|
| 4 rolls of: | Quarters= \$40 |
| | Dimes= \$20 |
| | Nickels= \$8 |
| | Pennies= \$2 |
| 3 bundles of \$1's= | \$300 |
| 2 straps of \$5's= | \$200 |
| 1 strap of \$10's= | \$250 |
| | Total = \$820 |

The Day-Safe can be opened with only one employee in the room. It is recommended to leave till bags in the safe for an employee if they are going to be alone for a while to allow them to hand out till bags.

To **change the combination** for the Day-Safe, open it first using the code. (Note: the code will be surrounded by the pound symbol: #). While the screen is still blue, hit the star (*) key and enter the desired new combination. Press the pound (#) symbol again. The new combination is now registered. With the door still open, confirm that the combination works.

Till Bags

There are six different Till Bags used in the park. These are all color-coded for the ease of both Cash Control and Cashiers. These bags are used to conceal the money for cashiers when they walk through the park to their station. The Till Bag breakdown sheet can be found on SharePoint, as well as in the Master Copy folder in Cash Control.

The bags are as follows:

- Front Office (\$150) - Blue
- Food (\$225) - Red
- Parking (\$300) – Red and Yellow
- Ticket Booth/Gift Shop AM (\$350) - Green
- Tube Rental AM (\$250) - Pink
- Tube Rental PM (\$400) – Pink and Yellow

You also have unmarked till bags in Cash Control. These are used to conceal money when transporting to the Bank or for doing drops and change runs (see *Change Runs and Drops* section).

Cash Drawer Keys

The keys for all of the cash drawers in the park are located in Cash Control in the box labeled 'Keys'. Each register has a lock with numbers on each side. On the left hand side of the lock there should be a four digit number. The keys in Cash Control are labelled with the last two digits of that four digit number. If the number rubs off, each key is also engraved with the entire four digit number. Typically the numbers should be re-written in sharpie at the start of each season, as it makes sorting and find keys much easier.

Coin Trays

There are coin trays for each denomination that are used to assist in organization and counting of coins. The amounts for each tray are listed below:

Pennies: \$10

Nickels: \$20

Dimes: \$100

Quarters: \$100

These amounts are also listed on the side of each tray.

The Counting Process

Counting Tills

Counting the returned tills is one of the primary jobs of Cash Control. There are two times during the work day that tills will be counted: once in the morning when employees first arrive, and once in the afternoon when several till bags have been returned. The afternoon count time can be adjusted based on when cashiers are returning their tills.

The basic process of counting is as follows:

1. Count the bags using the Coin and Bill counting machines (see equipment manual).
2. Count the wristbands returned in the Tube Rental bags as they are counted.
3. Roll the coins using the coin roller, strap and bundle bills using the bill counter (see equipment manual).
4. Use the “Beginning Balances” worksheet to determine the amount to *keep* for the vault.
5. Add up the deposits listed on each till sheet.
6. Using the number from the Beginning Balances worksheet, add up money from the counted tills to keep for the vault. This is best done by taking the Beginning Balances number and subtracting denominations, starting with the lowest. Generally the order is as follows:
 - a. Loose coins > Pennies > Nickels > Dimes > Quarters > Ones > Fives > Tens > Twenties
(Note: *Only count until you have less remaining than a strap, then use loose bills to equal the difference.*)
7. Count the remaining money – this is the deposit. Determine whether it is over, short, or perfect and record it on the deposit log (typically found in the Communication Binder, see *Documents/Spreadsheets* section).
8. Place the Deposit money in a separate bag and put it in the upper drawer of the Day-Safe.

(Note: *all manuals for Cash Control machines/equipment are located in the file cabinet next to the vault*)

Balancing the Vault

After counting the returned till bags, the next step is balancing the Vault. This is done after each counting, both the morning and evening. It is during this step that you will return the Day-Safe breakdown amounts to normal, making sure it has the denominations it needs (see *The Day-Safe* section).

Begin by pulling all of the bills and coins out of the vault (leave the unopen coin boxes in the vault). The simplest way to count the bills is by placing bundles on top of one another to make them even numbers. Put five bundles of ones together each, this way each stack will be \$500. Fives should be two bundles per stack (\$1000). Bundles of tens and twenties should each be alone. If a stack is short of the desired number of bundles, turn it a different direction than the others to make sure you know it has less in it. Straps that are not in a bundle should be separate. Place the coin roll trays on top of each other, separated by denomination. Pull up the Beginning Balances worksheet to enter in the Vault information as you count it.

Run the coins through the coin counting machine, then check to see if any coins can be rolled. If they can, do so. After rolling coins, run the loose ones through the machine again- this number goes next to MCC. Strap any bills that can be strapped. Run the remaining bills through the bill counter – this number goes next to MCB. Enter each bill denomination in the appropriate cell. Double check the Day-Safe and enter the amount into the appropriate cell. (Note: do not include the Deposit bag in this counting.)

Pull out the Daily Till Sign-out Sheet that is in use for the day and input any of the bags that are still out in the Beginning Balances. Then check the Vault for any leftover till bags and add those to the tills that are out. (Note: also include any uncounted bags that are still in the vault). Once all of these are entered, the total box will display the amount, along with a number next to it. It will read 0.00 if it is perfect, otherwise it will display how much short or over it is, along with a message next to it. Record all this on the Vault Balancing sheet.

Making Till Bags

It is recommended to make the new till bags right after Balancing the Vault. This is always done by two people (or the Cash Control Manager, who can work alone). One employee makes the bag, while the other verifies it. Typically each employee will make half of the bags to speed up the process. Once verified, the bags are placed in the Vault on the New Till shelf. After all are made, place all remaining money in the Vault.

Make this many bags for typical days (Holiday weekends will need more, this amount varies).

| | For a Weekday (Mon-Thurs) | For the Weekend (Fri, Sat) |
|-------------|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| AM Counting | Food: 2 Parking: 1 Gift Shop PM: 1 Tubes PM: 3 | Food: 4 Parking: 2 Gift Shop PM: 1 Tubes PM: 4 |
| PM Counting | Front Office: 8 Food: 8 Parking: 1 Ticket Booth/Gift Shop AM: 2 Tubes AM: 4 | Front Office: 10 Food: 9 Parking: 2 Ticket Booth/Gift Shop AM: 3 Tubes AM: 4 |

(Note: These are the amounts of tills to make after the AM or PM *counting*, meaning make them after you count.)

Till Bag Breakdown

Front Office: 2 of each coin roll: Pennies (\$1) Nickels (\$2) Dimes (\$10) Quarters (\$20)
1 Strap of ones (\$25) 10 fives (\$50) 4 tens (\$40)

Food: 2 of each coin roll: Pennies (\$1) Nickels (\$2) Dimes (\$10) Quarters (\$20)
2 Straps of ones (\$50) 1 Strap of fives (\$100) 4 tens (\$40)

Parking: 1 Bundle of ones (\$100) 1 Strap of fives (\$100) 6 tens (\$60) 2 Twenties (\$40)

Ticket Booth/GiftShop AM: 2 of each coin roll: Pennies (\$1) Nickels (\$2) Dimes (\$10) Quarters (\$20)
2 Straps of ones (\$50) 1 Strap and 1 five (\$105) 10 tens (\$100) 3 Twenties (\$60)

Gift Shop PM: 2 of each coin roll: Pennies (\$1) Nickels (\$2) Dimes (\$10) Quarters (\$20)
2 Straps of ones (\$50) 1 Strap and 1 five (\$105) 1 Strap of tens (\$250) 3 Twenties (\$60)

Tubes AM: 1 Bundle of ones (\$100) 10 fives (\$50) 10 Tens (\$100)

Tubes PM: 2 Bundles of ones (\$200) 1 Strap of fives (\$100) 10 Tens (\$100)

Bill Straps and Bundles

| Bill | Amount of a Strap | Bills in a Strap | Amount of a Bundle | Straps in a Bundle |
|----------|-------------------|------------------|--------------------|--------------------|
| Ones | \$25 | 25 | \$100 | 4 |
| Fives | \$100 | 20 | \$500 | 5 |
| Tens | \$250 | 25 | \$1000 | 4 |
| Twenties | \$500 | 25 | \$2000 | 4 |
| Fifties | \$1000 | 20 | \$10,000 | 10 |

Coin Rolls

| Coin | Amount of a Roll | Coins in a Roll |
|----------|------------------|-----------------|
| Pennies | \$0.50 | 50 |
| Nickels | \$2.00 | 40 |
| Dimes | \$5.00 | 50 |
| Quarters | \$10.00 | 40 |

Point of Sale: Aluvii

The website to access Aluvii is <https://sevenpeaks.aluvii.com/employee> .

Till Creation

On Aluvii, most work will be done on the Cash Control Module, located on the left hand side navigation menu. To create a till (sometimes referred to as a 'float'), you simply need to click on the 'Create Till' button. Assign it a Till Type, making sure the type begins with the location (SLC for Salt Lake, Provo for Provo, etc.). This is done to be able to filter the open tills so only the ones for your location are displayed. Next, assign it a location, followed by the Department the till is for. Client Gateway will be the Register the Cashier is on, make sure they know where they are going to be. Once the Register is assigned, click Add Device. Select the box under Device Name and assign the Cash Drawer. Add another device to assign the Receipt Printer.

After the Register and Devices are assigned, go to the bottom of the page and select 'Load Template'. Make sure you select the proper Till Type for your location, then select the template needed. This will automatically load the till bag amounts. You may also enter these in manually in the spreadsheet, beware that this is the amount of bills, not the value of them when you enter them in (i.e. putting '10' for the fives will assign \$50 to the till).

(Note: you can also select 'Create Multiple Tills' and adjust the number, this will populate the open tills with copies of the till you create.)

After this is done, click "Save & Create Till" in the bottom right corner. Once the Till is created, find it in the 'Open Tills' window, and double click (or select and click 'Manage Till') to open it back up. You will then assign an employee to the till by searching their name (click on the box and begin typing). Once the proper employee is assigned, click "Save and Update Till". The Till is now created and assigned.

Change Runs and Drops

For change runs, take the money from the Day-Safe and put it in an unmarked till bag. Take it out to the location of the change run, and remove money equal to the value that is being given (i.e. If they are receiving \$25 in ones, take \$25 back, such as a five and a twenty). Upon returning to Cash Control, select their till and modify it, removing the money you brought back to Cash Control and adding what was left with the Cashier. Select 'Save and Update Till'. Put the money you brought back in the

Day-Safe on top of whatever was taken (i.e. if two rolls of pennies were taken, put the dollar on top of the pennies). This is done to track what needs to be replaced in the Day-Safe during Vault Balancing.

Drops are done when a Cashier reaches over \$1000 extra in their till than what they started with (i.e. a cashier starts with \$350, a drop is needed when the till reaches \$1,350). Take an unmarked till bag out to the location and remove all the large bills from the register (have them pop it for you). No hundred or fifty dollar bills should be left, leave 3-5 twenty dollar bills. Count the amount that was taken and write it on two pieces of receipt paper, sign each one. The cashier will also sign each paper – leave one with the cashier and take the other. Put the paper and the bills in the unmarked till bag and return to Cash Control. Find the cashier in the open tills window and modify their bill count to reflect the removed bills. Put the till bag in the Vault with the other bags waiting to be counted. Be sure to include any drop in the deposit when counting tills!

Closing Tills

After a Till has been received, its status should be changed to 'Pending Count'. This is done by selecting the till in the 'Open Tills' window and modifying it – selecting the status drop-down menu and setting it to 'Pending Count'. This will lock that till's status, and allow the employee to be attached to other tills (this is sometimes needed if a cashier works again before their previous till is closed).

To close the till after it has been counted, select the till and click on 'Close Till'. There are three ways to close the till here. First, there is the 'Easy Close' box that can be checked, where the total amount of the counted till can be entered. Simply input it and click off the box, followed by clicking 'Close Till' in the bottom right corner of the window.

The other two ways require entering in amounts for individual denominations. You can either enter in the number of bills/coins, or enter in their value (separate columns). This option can be used to see the total amount returned compared to the amount expected, shown at the bottom of those columns. Once all denominations are entered, select 'Close Till'.

After the till has been closed, you can then navigate to the '**Closed Till Report**' button directly below the 'Open Tills' window. This will display all the employees who have recently had their tills closed. Sort the window by the 'Till Type' and enter in your location code ('SLC' for Salt Lake, 'Provo' for Provo, etc.) and select filter. This will display only tills for your location. This can also be further sorted by filtering the closing date if wished.

The 'Closed Till Report' window will display the amount expected, amount returned, the balance and the result for each employee. This is the data that will be entered into the Over/Short Log.

HR Management

Occasionally, you will need to change permissions for employees on Aluvii. This is done through the Human Resources (HR) Management Module. This is also where employees can be given an Aluvii account login. To create a login for an employee, simply click '**Add Employee**' and fill out the appropriate boxes. If the employee does not have an address, put in the park's. If they do not have a phone number, put in Jobs number: 801-375-3650.

After an account has been created, search for them by applying a filter to the 'Employee Name' column (click on the small arrow next to it). Highlight the employee, and then from the drop-down menu next to 'Employee Task', select 'Edit Employee'. Go to 'Login Activities' and assign them the appropriate Modules and Registers (check with your General Manager if you are unsure).

To forcibly **change a password** on Aluvii, simply go to 'Account Information' on the 'Edit Employee' option, and enter in the new password twice. The password must have an upper-case letter, a lower-case letter, a number, and a special character for the system to accept it (ex. P@sswOrd1234).

If an employee receives the error 'Account is Deactivated', select the 'Edit Employee' option for their account and check the box entitled 'Active Employee'. This should solve the problem.

All changes on an employee's account are automatically saved upon exiting the 'Edit Employee' window, and the HR Management Module will refresh to reflect said changes. The only employees who should have access to HR Management for their Login Activities are Managers.

If an employee has duplicate Aluvii accounts, filter by their name – it will pull up all accounts with the same name. Whichever account has the 'Last Accessed' column filled out is the correct account, and the others can be set to 'Deleted'. To do this, highlight the desired account, and select 'Edit Account' from the drop-down menu. Check the box for 'Deleted', and exit out of the window to automatically update it. This can always be reversed by unchecking the 'Deleted' box.

Hardware Management

The Hardware Management Module on Aluvii is used to assign devices to computers. Primarily Cash Control uses it to pop a till or lookup a computer. To do this, select the module and find the computer desired. If the computer does not have an active link this means it is either turned off or the Aluvii PG (Peripheral Gateway) Service needs to be started/restarted. This is done on the computer with the issue. Bring up the Windows Task Manager (CTRL + Shift + Esc) and select the 'Services' tab. Organize it alphabetically, and search for the 'AluviiPG' service. Right click on this and hit 'Stop Service' if the service is active. After it confirms as stopped, right click on it again and select 'Start Service'. This essentially reboots the detection software.

After restarting the AluviiPG service, refresh the Hardware Management page and find the computer. If the link is still inactive, scroll back to the top of the page and select 'Update All Client Names'. This will take a few minutes – wait for it to finish loading. After this the link for the computer should appear active again.

On an active link, when you select a computer, it will display the devices that are assigned on it. You have the option to open the till drawer or print off a test receipt. If either of these are unassigned, they will be listed under the 'Unassigned Serial Port Devices' as COM1, COM2, etc. To **assign a device**, click on one of these COM ports, give it a name that reflects what computer is it on (ex. Assigning a cash drawer on SLC Food 6, name it Cash Drawer F6). Then select the type of device from the drop-down menu. You may also give the device a description, but it is not required. Typically on most registers, COM1 has been set as the cash drawer, and COM2 as the receipt printer. COM ports higher than those are typically extra devices that do not need to be assigned through Aluvii.

Policies

Money

When there is money out in Cash Control there must always be two employees present in the office at a time (the only exception is the manager). There can be one Cash Control employee and a manager from elsewhere in the park (typically this should be either the General Manager or the Admin Assistant, however any manager is allowed). The only money allowed outside of the vault without two employees at a time should be in till bags.

When counting tills or balancing the vault, no employee should leave the office for any reason other than an emergency. If asked to leave the office by upper management, put all money away before leaving Cash Control.

Personnel and Belongings

Only certain employees are allowed inside Cash Control. Cashiers and supervisors are only allowed in the employee counting room (the room on the other side of the wall). They are *not* allowed in the Cash Control Office. The only employees authorized to come into the office are Cash Control employees, Managers, Security, and Maintenance. However, there *must* be a Cash Control employee in the room with someone from Security or Maintenance.

Purses, bags, and wallets are not allowed in Cash Control by *any* employee. This includes the Cash Control employees. Cashiers must be asked to leave bags outside when they come in. Employees can store these items in the employee lockers (located in the outdoor employee break room), or, if authorized by the General Manager, they may be allowed to store them in the Front Office.

Water bottles are allowed, however they must be easily seen through, meaning no solid bottles. If they are too dark to easily see through, please ask the employee to leave it outside. Food is not allowed in Cash Control. Cashier cell phones are also not allowed inside Cash Control. Cash Control employees may bring their phones, but should not use them except to contact the manager for questions.

Do not allow lifeguards or park service inside cash control at any time, with the only exception being an EMT for an emergency located inside Cash Control. In Provo, inventory items are stored in Cash Control, and employees may be allowed to enter to obtain these items. In Salt Lake, inventory items are located in the Front Office, and employees should be directed there.

Till Imbalances

Till imbalances can be either a warning or a probation, which is determined by the severity of the amount over or short. The chart below details on how to determine whether the imbalance is a warning or a probation.

| Over/Short Amount | Consequence |
|------------------------|-----------------------------|
| \$0.00 | PERFECT till = Sharkie Buck |
| \$0.01 - \$0.99 | No consequence |
| \$1.00 - \$4.99 | Warning Notice & ESR |
| \$5.00 + | Probation Strike & ESR |

According to the chart, perfect tills are exactly on and those employees receive a Sharkie Buck. Management has allowed some leniency in till imbalances by having no consequence for imbalances that are between \$0.01 and \$0.99, but if employees are habitually off on their tills (e.g. they are off on their till by \$0.99 EVERY day), they may receive written warnings or be placed on probation. Employees who are over/short on their tills by \$1.00 - \$4.99 receive a written warning that goes in their file and affects future decisions such as bonuses, good standing, continued employment, etc. Employees who are off by more than \$4.99 on their tills are subject to a probation strike for each imbalance exceeding that amount. They receive a probation notice in their file and a pay deduction equal to 60 minutes of work. Probations affect future decisions the same as written warnings do.

Every once in a while there are employees who have very large till imbalances. While these employees will be placed on probation like anyone else would be, they may also become ineligible to cashier if they have too many large till imbalances, according to the chart below.

| Over/Short Amount | # Infractions | Consequence |
|-------------------|---------------|------------------------|
| \$25.00 + | 5 times | Cannot cashier anymore |
| \$50.00 + | 2 times | Cannot cashier anymore |

If the cashier is over or short by more than \$100 once they cannot cashier anymore. These tills must be thoroughly looked into.

Daily Schedule

Below is the daily checklist for a typical day in Cash Control. Make sure employees sign in as they come in to help keep track of their work time. Also ensure items are checked off as they are completed.

CASH CONTROL DAILY CHECKLIST

Day of the week (circle one): M T W TH F S DATE: _____

CC1 Employee: _____ ARRIVE TIME _____ LEAVE TIME _____

CC2 Employee: _____ ARRIVE TIME _____ LEAVE TIME _____

CC3 Employee: _____ ARRIVE TIME _____ LEAVE TIME _____

CC4 Employee: _____ ARRIVE TIME _____ LEAVE TIME _____

ARRIVAL: ___ Turn on lights and both computers

8:30 am ___ Read Communication Binder

8:40 am ___ Make sure all floats have been closed from the previous day

8:45 am ___ Retrieve Vault Key from the day safe

8:50 am ___ Begin counting PM Tills (Manager leaves for meeting on Mondays 9:00-10:00am)

10:40 am ___ Calculate the beginning balance and deposit

11:00 am ___ Balance the vault (make sure it equals \$19,500)

11:20 am ___ Make PM bags

11:40 am ___ Calculate the total Seven Peaks Salt Lake deposit. Complete the Deposit Tracking form and a Deposit Slip and place the deposit in the bag.

12:00 pm ___ Total all floats from the previous day. If there are any questionable floats, make a note on the Over/Short Log.

12:15 pm ___ Fill out the Cashier Over/Short Log. Second Employee audits the over/short log with the float report

12:15 pm ___ Update Cashier Sharkie Buck list located in the Cash Control folder

1:00 pm ___ Email the Over/Short Log to the GI and Assistant GI managers as well as the Food Manager

1:00 pm ___ Scan till sheets and deposit slip

1:00 pm ___ CC1 employee lunch, CC3 employee arrives and reads communication binder

1:30 pm ___ CC2 Employee leaves

1:45 pm ___ Email scanned till sheets and deposit slip

2:00 pm ___ Drop and Change run to ticket booth, tubes, Dippin' Dots, and Food

2:30 pm ___ Audit tubes wristbands from day before

2:45 pm ___ Shred used vouchers and coupons

3:00 pm Daily Chore

___ Write Sharkie Bucks

Friday - ___ Move all receipts into Receipt Box (put them in chronological order)

3:15 pm ___ Extra: _____

3:15 pm ___ Till Imbalances from today

3:30 pm ___ Remove trash and vacuum

3:30 pm ___ Dust counter-tops, top shelves, and clean window

3:30 pm ___ Drop and Change run to ticket booth, tubes, Dippin' Dots, and Food (necessary on Weekends)

4:00 pm ___ CC4 Employee arrives and reads communication binder, CC3 employee lunch. CC1 employee leaves.

5:00 pm ___ Begin counting returned AM tills

6:30 pm ___ Calculate the beginning balance and deposit. Put deposit in the day safe.

7:00 pm ___ Balance the Vault (make sure it equals \$19,500)

7:30 pm ___ Make tills for the AM Shift

7:45 pm ___ Update Sharkie buck list and Cashier Over/Short log.

8:00 pm ___ Collect PM Tills (call all radios for tills at 8:15pm if have not been returned them to Cash Control)

8:15 pm ___ Get the final Gatecount total from security, email this and the total deposit for the day.

8:20 pm ___ Close all floats for the day

8:25 pm ___ Clean up, lock up

8:50 pm ___ Turn in checklist and Daily Till Sheet into folder, replace with fresh ones.

8:50 pm ___ Drop vault key into day safe

GO HOME! ☺

Bank Runs

Once a week a bank run will need to be done to change out large bills. Roughly a third of the money given in the vault will be desired in one dollar bills as those tend to go out very quickly. Two boxes of each coin should also be maintained as much as possible to account for how much goes out in a week. To set up the run, call the bank by Friday each week to set up a pick-up for Tuesday or Wednesday the following week. Typically Chase Bank (Central Bank for Provo) is used to do these change runs – the number and address for the bank should be written down in the Manager Binder.

When calling the bank, know what amounts are desired in order to tell them. Let them know you are with SevenPeaks and wish to place a change order for the following week, then give them the denomination amounts desired. Be sure to write this amount down for you and your employees. When going to the bank for the run, take the exact total to exchange. For example, if \$4,000 ones were ordered along with a box of quarters (\$500), take a total of \$4,500 with you to the bank. Take the amount out of twenties and fives as these are the most common currency received in Cash Control. You may also consider taking tens if the vault has many of these. Be sure to conceal the money in an unmarked bag.

Be certain to take the SevenPeaks account number with you to the bank as they will ask for it. This can be found on a deposit slip, or written in the Manager Binder. When transporting money to and from the bank, use an employee's car and be sure the money is not easily visible through a window. Do not stop anywhere other than the bank or the waterpark – go straight there and back. Upon returning to Cash Control, strap and bundle the bills and put it all in the vault.