POINT OF SALE & CASH HANDLING

8-1 Purpose and need for Policy.
The goal in handling payments to the City of Evansville is to ensure strong fiscal management practices and proper control over receipts. This policy outlines procedures for managing payments, ensuring accountability, and minimizing risks of errors, theft, and/or fraud. Key elements include separating duties, safeguarding cash, and maintaining accurate records. The purpose is to ensure the secure and efficient handling of cash, protect assets, and prevent fraud.

8-2 Accepting Payments.
When a City employee receives payment from a member of the public, the transaction must be treated as important. It may be a routine payment, but to account for it properly, the employee has to be focused on the task. Distractions, like conversations with co-workers, should be avoided while interacting with the customers. Time spent dealing with the payment correctly will pay off when it is time to complete the reconciliation.

First: At the beginning of the transaction, the City employee should indicate to the customer the amount of payment due.
Second: The next step varies based on the method of payment.
1. Cash
   a. When the customer presents the cash for payment, it should be placed on the counter.
   b. If the amount presented is more than the amount due, the employee should retrieve the appropriate change from the cash drawer.
   c. The customer should be handed their change and the customer's payment shall be placed in the drawer.
   d. All cash $20 or higher should be checked with a counterfeit pen.
   e. Aquatic Center employees should immediately drop $50s and $100s into the safe after checking bills with a counterfeit marker.
   f. Drawer balances in excess of $250 should have any excess cash dropped directly into the safe throughout the day .
2. Check or Money Order
   a. Verify that the date on the check is the current day or the previous day's date. (You should not accept a post-dated check. All checks will be deposited on the same day as received, so by accepting a post-dated check, you will subject the customer to the potential of a rejected check.)
   b. All checks should be made payable to the City of Evansville or Evansville Water & Light.
   c. Verify the numerical and written amount on the check match.
   d. Verify that the check is signed and the signature matches the name on the check.
   e. Restrictively endorse the check.
   f. Place the check in the cash drawer.
   g. Do not accept third-party checks (checks issued to the person making a payment and endorsed over to the City).
   h. Do not cash City employees' personal checks (including your own).
3. Credit/Debit Card
   a. Verify that the card is not expired.

    b. Verify that the signature on the card matches the signature the citizen gave you on the transaction slip. If the card is not signed or the signature does not match, request a picture ID. Verify that the individual pictured on the ID is the citizen making the payment. If in doubt, deny the transaction.

    c. Enter the transaction in the department's payment software and have the citizen sign the transaction slip.

    d. Before swiping any cards, look at the card terminal to make sure no "card swipers" or other tampering has occurred while staff was away from the POS system.

Third: Generate a receipt. Generating the receipt ensures that the payment is entered into the Department's accounting software. It is essential to offer the customer a receipt. The customer may decline to take it, but it needs to be offered.

8-3 Safekeeping.
City employees have an obligation to always keep City assets safe and the City of Evansville promotes safekeeping best practices to ensure the security of City monies.

Consideration should be given to the amount of cash and checks that are routinely on hand and the level of security warranted based on the potential for risk. A Department's needs for safekeeping may be different for business hours as opposed to non-business hours. For example, a department may need to keep cash readily on hand in order to interact with customers during the day but should lock the receipts safely away from the main counter at night.

8-4 Security Measures.
1. Unsecured cash, checks, and credit card information should not be left unattended at any time.
2. A safe, locked drawer, or secured cash box should be used to safeguard cash, checks, and credit card information.
3. The secure storage device should not be visible to the general public.
4. Keys and combinations to safekeeping areas should be maintained away from the same physical location. Keys should be marked "do not duplicate."

8-5 Access.
1. Access to safekeeping places should be restricted to necessary employees.
2. Management should maintain a list, in a secure location, of which employees have access to safekeeping places.
3. Upon termination of employees that have access to safekeeping areas, keys shall be collected, and combinations/locks shall be changed.

8-6 Robbery.
1. Cooperate with the robber's explicit instructions, remain as calm as possible, do not offer the robber any additional funds beyond what they ask for, and do not make any attempts to thwart the robbery attempt.
2. If safe to do so, discretely pay close attention to any identifying features of the robber including height, hair, eyes, etc.
3. If safe to do so, pay attention to what the robber says and what they touch.

4. If safe to do so, pay attention to the robber's method of travel and direction of departure.
5. After the robber leaves, lock any doors and/or windows and retreat to a secure location. If possible, try not to touch anything the robber may have touched.
6. Call Police (911) and inform management of the incident.
7. Remain calm while waiting for the police and ask any witnesses to stay nearby, avoid discussion of any of the events, as what one person says can alter what another person thinks that they may have seen or heard.

8-7 Reconciling and Preparing Deposits.
After receiving payments from customers during the business day, it is important to reconcile cash on hand to the amount recorded through cash registers, computers, or receipts daily.. This process is important both to validate that the amount being prepared for deposit is accurate and to note any discrepancies that may be occurring in the collection process. Reconciliation must be done in full view of a camera or a witness (18 years of age or older). Two people must verify the amount going into the deposit bag (one must be 18 years of age or older) and both will initial the deposit slip. After payments are successfully reconciled, the deposit must be prepared to transport to City Hall or a City-approved financial institution. Reconciliation should always occur in an area that is not visible by the public. Ideally, when a Department or building has a sufficient number of employees to segregate these duties, the reconciliation should be performed by an employee that has no other cash handling responsibilities.

8-8 Overages/Shortages.
1. Any overages or shortages shall be investigated and resolved during the reconciliation process. If an overage or shortage is not resolved, it shall be reported to the City Treasurer. It shall be recorded to the appropriate general ledger account and documentation shall be maintained.
2. Employees shall not add to or subtract from any overages or shortages from the deposit amount
3. Employees shall never use personal funds to balance City funds.
4. Slush funds of overages/shortages are not allowed.

8-9 Management Responsibility.
Management should:
1. Periodically review and document their review of the reconciliations.
2. Periodically perform and document unannounced cash counts and reconciliations.
3. Retain proof of reconciliations.
4. Review, resolve, and document overages/shortages.
5. Identify any trends to determine whether recurring problems may be the result of carelessness, need for additional training, or theft.
6. Determine and communicate consequences for significant and/or recurring overages/shortages.

8-10 Deposits.
1. Cash receipts should be deposited intact and not used for petty cash disbursements, check cashing or other purposes.
2. All deposits should be documented on a deposit slip.
3. Deposits should be made on a timely basis.

8-11 Deposit Corrections.
It is the policy of the City to ensure that deposits are done correctly. If a deposit correction slip is received from a financial institution, the City Treasurer and City Clerk shall be notified immediately.

8-12 Transporting Deposits.
After the funds have been prepared for deposit, the deposit shall be transported to City Hall or a City-approved financial institution. Due to the multitude of City locations that accept payments, and the dissimilar level of materiality involved, discretion should be exercised in determining the frequency and method by which payments will be deposited for each department.

8-13 Deposit Frequency/Scheduling.
1. Deposits should be made daily.
2. At a minimum, deposits should be made on a weekly basis, regardless of materiality.
3. If a scheduled deposit needs to be delayed due to extenuating circumstances, contact the City Treasurer.

BILLING & PETTY CASH

9-1 Billing.
Billing procedures for utilities should comply with the *Utility Account Policy Handbook*. ACH payments from vendors shall be approved by the City Treasurer sparingly. Any unauthorized vendors that do not have prior permission to deposit money into an account can be denied access through the Positive Pay process.

9-2 Petty Cash.
The City maintains the following petty cash policies and procedures:
1. Petty cash funds are for infrequent or emergency use. All other requests for funds shall go through the Accounts Payable process identified above in Section 3-1 to 3-3.
2. Under no circumstances can petty cash be used for personal expenses or loans.
3. Authorized users of petty cash are the City Administrator, City Treasurer and City Clerk.
4. When funds are taken out of petty cash, a slip must be filled out (they are kept in the cash box) stating what the funds are for, the amount taken and have an authorized signature. If the City Administrator or City Clerk uses petty cash funds, notify the City Treasurer.
5. When petty cash is used for start-up money for an event, return the amount taken to petty cash when the event concludes.
6. Petty cash shall be balanced monthly only by any of the authorized users.

SECURITY & CYBERSECURITY

10-1 Purpose.

Provide guidance to elected officials and staff on the proper methods of maintaining security and cybersecurity practices consistent with standard practices, insurance, and auditor recommendations.

10-2 Policy.

It is the policy of the City to reduce security risks by limiting access and monitoring critical systems:

1. Access to any server rooms shall be restricted and monitored.
2. All digital data shall be backed up both on and offsite daily.
3. Employees should maintain digital data pursuant to state and local retention policies.
4. General office areas, offices, storage, or archive areas not accessible by the public are considered restricted and should remain locked with access limited to authorized City Staff. All confidential materials and systems should be locked or password protected within these areas.
5. Any authorized staff granted access to restricted areas shall have signed the acknowledgment form for applicable parts of this handbook, signed the acknowledgement form for the Personnel Policies and Employee Handbook, and passed a financial and criminal background check.
6. Physical keys to any City buildings should not be given to non-City employees. Master keys to buildings and systems should be kept in a secure area, monitored by supervisors. All keys should be marked "do not duplicate".
7. Employees issued access codes and fobs for City Buildings shall not share those fobs or codes with any other person or employee.
8. Nonemployees should be escorted by authorized staff if passing through a restricted area.
9. Building access outside of work hours is restricted by management and monitored.
10. All electronic equipment purchases shall be completed through City Vendors and authorized by Department Heads or City Administrator/Finance Director.
11. Only authorized devices, City managed devices, or City equipment can access City Restricted networks.
12. Any security threat perceived or actual should be promptly reported to a Supervisor.

EMPLOYEE ACKNOWLEDGEMENT FORM

I hereby acknowledge the following:

1. I have received the following sections of City of Evansville Fiscal Policy Handbook, updated April 8th, 2025 and Effective April 21st, 2025 (check the box for the policy you have received):
   - ☐ FUND BALANCE
   - ☐ PURCHASING
   - ☐ ACCOUNTS PAYABLE APPROVAL PROCESS
   - ☐ DEBT MANAGEMENT POLICY
   - ☐ PAYROLL APPROVAL PROCESS
   - ☐ POST ISSUANCE COMPLAINCE
   - ☐ INVESTMENT
   - ☐ POINT OF SALE & CASH HANDLING
   - ☐ BILLING & PETTY CASH
   - ☐ SECURITY & CYBERSECURITY

2. I have had the opportunity to review the policies and the opportunity to ask for clarification of any requirements.

Signed: _____ Date: _____