



## Standard Operating Procedure

Title: End of Day Process

Effective Date: February 2, 2021

Author: Dara Eng

**Note to Committee:** A sample Standard Operating Procedure was requested by a committee member to inform discussion on recommendation #3. Personal information (names, accounts numbers) has been removed from this SOP.

<b>Objective/Scope:</b>	The end of day process is to account all transactions processed by Customer Service Representatives and self-service options. The process totals the incoming revenue received by cash, checks, credit cards and online payments. Documentation of the totals are recorded and submitted to the Finance department for auditing and record management purposes.
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### Process for EOD at City Hall - Annex:

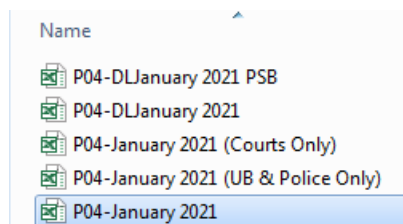
When receiving deposit at the cashier booth in a locked bag from Finance, Parks, Permits, and Animal Control:

- I. The deliverer signs the log confirming delivery and the CSR signs the log as receiver. This log remains in the cashier's booth.
- II. The deposit is put into a locked cabinet at the countdown station in the cashier booth. A CSR II or higher will confirm total at end of day process.

End of Day Process Start:

- I. At 3:30 PM, a CSR II or higher verifies:
  - a. Deposit bag total received by from Finance, Parks, Permits, and/or Animal Control.
  - b. CSR's cash, check and credit card deposit. (*See SOP for Cashier Reconciliation*)
- II. All cash, checks and credit card totals are documented on the spreadsheet located in the City Hall folder:


 ▶ Network ▶ COPFS ▶ City Hall ▶ Finance - UB's Daily Cash Reports ▶ FY 2021 ▶ JANUARY



- III. Type in the quantity of bills, checks, coins and credit card payments for each column.
- Type the CSR's name located in the same cell as Utility Billing after the forward slash. This row will be used to provide the cash/check/credit card revenue.
  - Type in the quantity of each bill under the column it belongs to.
  - Coins are combined and totaled in the same cell.
  - Checks are combined and totaled in the same cell.
  - Credit Cards are combined and totaled in the same cell.
  - Verify the total revenue typed matches with the total from the department's sheet.

CITY OF PEARLAND DAILY CASH REPORTS														1/28/
Departments	Coins	1	2	5	10	20	50	100	Total Cash	Checks	Ck Opt out	Total Cash & All Cks	Credit Card	Total Revenue
Animal Shelter/1.27.21									-			-	170.00	170.00
Animal Shelter/WebLic									-			-		-
Animal Shelter/									-			-		-
<b>Animal Shelter Totals</b>	-	0	0	0	0	0	0	0	-	-	-	-	170.00	170.00
Comm Dev/									-			-	820.00	820.00
Comm Dev/									-	7,038.47		7,038.47	1,185.50	8,223.97
Comm Dev/									-			-	785.00	785.00
Comm Dev/									-			-		-
Comm Dev/									-			-		-
Comm Dev/TRAKIT									-			-	4,821.00	4,821.00
Comm Dev/									-			-		-
<b>Comm Dev Totals</b>	-	0	0	0	0	0	0	0	-	7,038.47	-	7,038.47	7,611.50	14,649.97
Parks/1.25.21		4		1		1	1		79.00	100.00		179.00	838.85	1,017.85
Parks/1.27.21	0.50			1	1	1			35.00			35.50	321.50	357.00
<b>Parks Totals</b>	0.50	4	0	10	10	40	50	0	114.00	100.00	-	214.50	1,160.35	1,374.85
Utility Billing/									-	450.00		450.00	500.00	950.00
Utility Billing/									-	635.00		635.00	1,915.34	2,550.34
Utility Billing/ TRAKIT	0.50	2		1	1	21			437.00			437.50		437.50
Utility Billing/	0.72			1		11		1	325.00	974.44		1,300.16	1,005.00	2,305.16
Utility Billing/									-			-		-
Utility Billing/ R2G									-			-		-
Utility Billing/ Ebox (BP)									-			-		-
Utility Billing/ IVR									-			-		-
Utility Billing/Esuites									-			-		-
Utility Billing/Mail									-			-		-
Utility Billing/Lockbox									-			-		-
Utility Billing/ACH Bk Draft									-			-		-
									-			-		-
									-			-		-
<b>Utility Billing Totals</b>	1.22	2	0	10	10	640	0	100	762.00	2,059.44	-	2,822.66	3,420.34	6,243.00

- IV. Checks are scanned into Wells Fargo account to deposit. (see *SOP for Scanning Checks into Wells Fargo Account*) Checks are saved at the office. See Step VIII.
- V. A deposit slip is required for each department's deposit.

**DEPOSIT TICKET**  
Wells Fargo Bank, N.A.  
Texas

DATE \_\_\_\_\_

DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL  
INCLUDE ADDING MACHINE TAPE LISTING

CURRENCY COUNT	
X 100	
X 50	
X 20	
X 10	
X 5	
X 2	
X 1	
TOTAL CURRENCY	

TOTAL CURRENCY	DOLLARS	CENTS
TOTAL CURRENCY		
TOTAL COIN		
TOTAL FROM OTHER SIDE		

CITY OF PEARLAND  
PEARLAND, TX 77881-5418

1  
2  
3  
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25  
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27  
28

TOTAL DEPOSIT

TOTAL \$ \_\_\_\_\_

← PLEASE ENTER TOTAL HERE

- VI. Fill in the slip as follows:
  - a. Write current date.
  - b. Write in the quantity of each bill under the row it belongs to.
  - c. Write in full dollar total next to **Total Currency**.
  - d. Write in the total amount of coins for column **Total Coin**.

**DEPOSIT TICKET**  
Wells Fargo Bank, N.A.  
Texas

DATE \_\_\_\_\_

DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL  
INCLUDE ADDING MACHINE TAPE LISTING

CURRENCY COUNT	
X 100	
X 50	
X 20	
X 10	
X 5	
X 2	
X 1	
TOTAL CURRENCY	

TOTAL CURRENCY	DOLLARS	CENTS
TOTAL CURRENCY		
TOTAL COIN		

CITY OF PEARLAND  
3518

- e. Beginning with number 1, write the total amount in checks to be sent as a deposit to the bank, if any. Checks are deposited through Wells Fargo's account and physically kept at the office for two months before shredding. If there is a discrepancy on the check, the bank will notify Finance to pull the check and deposit as an OPT-Out option. (see SOP for OPT-Out Checks)
- f. Write in the total amount of cash and checks in the boxes on the bottom left of the deposit slip.

		DOLLARS	CENTS
TOTAL CURRENCY			
TOTAL COIN			
TOTAL FROM OTHER SIDE			
1			
2			
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26			
TOTAL \$			
PLEASE ENTER TOTAL HERE			

CITY OF PEARLAND  
 3819 LIBERTY DR  
 PEARLAND, TX 77581-5416

FROM ACCOUNT NUMBER ONLY USE A VOIDED CHECK  
 TOTAL DEPOSIT

\$

- VII. Write the deposit amount on the log for Dunbar/Brinks to pick up the next day.
- VIII. The cash deposit is put into the safe and all signed verification documents are turned in to Finance the next day. There are two copies of the verification sheet:
  - a. One physical copy of the verification sheet is submitted to Finance
  - b. Second copy is wrapped around the checks which will be stored for two months. The checks are saved in a locked cabinet in the cashier booth and destroyed after two months.
- IX. Final step – The deposit bags are stored in the safe for bank to pick up next day.

## Process for EOD at PSB:

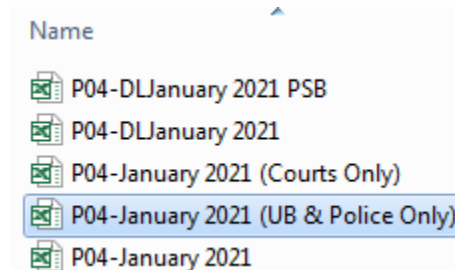
When receiving deposit at the cashier booth in a locked bag from Police:

- III. The deliverer signs the log confirming delivery and the CSR signs the log as receiver. This log remains in the cashier's booth.
- IV. The deposit is put into a locked cabinet at the countdown station in the cashier booth. A CSR II or higher will confirm total at end of day process.

End of Day Process Start:

- X. At 3:30 PM, a CSR II or higher verifies:
  - a. Deposit bag total received by from Finance, Parks, Permits, and/or Animal Control.
  - b. CSR's cash, check and credit card deposit. (*See SOP for Cashier Reconciliation*)
- XI. All cash, checks and credit card totals are documented on the spreadsheet located in the City Hall folder:

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- XII. Type in the quantity of bills, checks, coins and credit card payments for each column.
  - a. Type the CSR's name located in the same cell as Utility Billing after the forward slash. This row will be used to provide the cash/check/credit card revenue.
  - b. Type in the quantity of each bill under the column it belongs to.
  - c. Coins are combined and totaled in the same cell.
  - d. Checks are combined and totaled in the same cell.
  - e. Credit Cards are combined and totaled in the same cell.
  - f. Verify the total revenue typed matches with the total from the department's sheet.

CITY OF PEARLAND DAILY CASH REPORT														1/29/
Departments	Coins	1	2	5	10	20	50	100	Total Cash	Checks	Ck Dep	Total Cash Deposit	Credit Card	Total Revenue
Police/1.27-1.28.21									-	204.91		204.91	20.00	224.91
Police/LOCKBOX									-			-		-
Police Totals	-								-	204.91	-	204.91	20.00	224.91
Utility Billing/	0.14	3		1		1	1	4	478.00	312.88		791.02	24,600.57	25,391.59
Utility Billing/	0.05	3			1	4			93.00	401.52		494.57	588.54	1,083.11
Utility Billing/	0.57	1				2		10	1,041.00	1,049.12		2,090.69	1,978.94	4,069.63
Utility Billing/									-			-		-
Utility Billing/									-			-		-
Utility Billing/									-			-		-
Utility Billing/									-			-		-
Utility Billing/Opt Out									-			-		-
Utility Billing/									-			-		-
Utility Billing/									-			-		-
Utility Billing Totals	0.76								1,612.00	1,763.52	-	3,376.28	27,168.05	30,544.33

- XIII. Checks are scanned into Wells Fargo account to deposit. (see SOP for Scanning Checks into Wells Fargo Account) Checks are saved at the office. See Step VIII.
- XIV. A deposit slip is required for each department's deposit.

- XV. Fill in the slip as follows:
  - a. Write current date.
  - b. Write in the quantity of each bill under the row it belongs to.
  - c. Write in full dollar total next to **Total Currency**.
  - d. Write in the total amount of coins for column **Total Coin**.

**DEPOSIT TICKET**  
Wells Fargo Bank, N.A.  
Texas

**WELLS FARGO**

**DATE**

DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL  
INCLUDE ADDING MACHINE TAPE LISTING

CURRENCY COUNT	
X 100	
X 50	
X 20	
X 10	
X 5	
X 2	
X 1	
TOTAL CURRENCY	

	DOLLARS	CENTS
TOTAL CURRENCY		
TOTAL COIN		

CITY OF PEARLAND  
3519 LIBERTY DR  
PEARLAND, TX 77581-5416

- e. Beginning with number 1, write the total amount in checks to be sent as a deposit to the bank, if any. Checks are deposited through Wells Fargo's account and physically kept at the office for two months before shredding. If there is a discrepancy on the check, the bank will notify Finance to pull the check and deposit as an OPT-Out option. (see SOP for OPT-Out Checks)
- f. Write in the total amount of cash and checks in the boxes on the bottom left of the deposit slip.

	DOLLARS	CENTS
TOTAL CURRENCY		
TOTAL COIN		
TOTAL FROM OTHER SIDE		
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23		
24		
25		
26		
TOTAL \$		

TOTAL DEPOSIT

PLEASE ENTER TOTAL HERE

CITY OF PEARLAND  
3519 LIBERTY DR  
PEARLAND, TX 77581-5416

- XVI. Write the deposit amount on the log for Dunbar/Brinks to pick up the next day.
- XVII. The cash deposit is put into the safe and all signed verification documents are turned in to Finance the next day. There are two copies of the verification sheet:
  - a. One physical copy of the verification sheet is submitted to Finance

- b. Second copy is wrapped around the checks which will be stored for two months. The checks are saved in a locked cabinet in the cashier booth and destroyed after two months.

XVIII. Final step – The deposit bags are stored in the safe for bank to pick up next day.

**Process Map (if applicable):** N/A

**Related SOP(s):**

<i>Title:</i>	<i>Scanning Checks into Wells Fargo Account</i>
<i>Effective Date</i>	
<i>Author</i>	<i>Dara Eng</i>
<i>Title:</i>	<i>OPT-Out Checks</i>
<i>Effective Date</i>	
<i>Author</i>	<i>Dara Eng</i>

**Related Documents/Forms:** N/A