

I. Closing Customer Service

If a participant has been checked in for training they will be allowed to finish all training for the day if time permits. Management or an immediate supervisor can override this procedure. End of the day deposits should BEGIN being processed at least fifteen minutes prior to the end of the business day. This alleviates corrections or amendments due to invoicing, lost badges, and retests that are needed.

File all credit card authorization forms and routing slips for the day in the locked cabinet.

Baytown will Mail/Email/Fax all Credit Card Authorization form receipts

Refill all supplies- fax machine paper, printer paper, badge print ribbon, badge stock, badge clips, etc.

Deposit

The Nederland office will follow all procedures below in regards to the deposit.

The Baytown office will follow the procedures to complete the deposit and the original deposit slip, cash, and checks are then given to supervisor to be placed in locked cabinet or delivered to bank.

The completed daily cash drawer report with all associated paperwork is filed in a locked cabinet until the next business day. The morning of the next business day an email with the previous day's daily cash drawer report is to be emailed to the Accounting Department. The daily cash drawer report with all associated paperwork is then placed back into the locked cabinet until Friday. All original documents will be delivered to the Accounting Department weekly.

- a. Verify that copies of credit card receipts and checks have been made. *Do not make copies of ISTC employee's personal checks.*
- b. Click the "Reports" tab in ATLAS and select "Receipts by payment type report" on the left.
- c. Make sure the dates are correct and choose location.
- d. Click "Export to PDF" and click the downloaded PDF icon at the bottom left of the screen to open the PDF file and print the Report
- e. Open your cash drawer via the Receipts program in the Miscellaneous tab by choosing the "Open cash drawer" option and typing in "counting cash for deposit", choosing 'cash', putting your amount as \$0, and clicking 'print'.
- f. Look on your report from instruction **H** and see how much money you have in cash. Remove that EXACT amount and put it in an envelope.
 - If you have a personal check, subtract the amount from cash on your Receipts by payment type sheet and add it to the checks section.
 - Look for refunds. If there are refunds, highlight the note and then subtract the refunded amount from the cash total.
 - Count the rest of the cash in the drawer and make sure it is \$200. If it is not \$200, take money out of the deposit envelope and put it in the drawer to make it \$200.
- g. Remove 1 deposit slip from the booklet and write the cash amount in the 'Currency' section.
- h. Look on your report from instruction **H** and see how much money you have in checks. Make sure it adds up to the amount of checks you have.
 - If you have a personal check, add the amount of the check to the total check amount.
- i. Write in checks on the deposit slip. Write the check number in the numbered spots and write the check amount in the corresponding space. Make sure you include personal checks.

- j. Write the total amount of all cash and checks at the bottom and on the left side of the slip in the appropriate spot.
- k. Make a copy of the deposit slip. If there is a personal check, copy it along with the deposit slip.
- l. Look on your report from instruction **H** and see how much money you have in credit cards. Make sure your receipts and that amount add up.
- m. Compare the report from instruction **H** and the receipt report from the credit card machine and make sure the totals add up.
- n. Add up the Cash, Check, and Credit Card totals. Make sure that it matches the total you have on the report from instruction **H**.
 - If you had to subtract a refund from cash, you will subtract that amount from this total as well.
- o. Fill out your 'Daily Cash Drawer Report' and put everything together in the following order:
 1. Envelope with cash, checks, and credit cards, and cc machine printout
 2. Daily Cash Drawer Report and deposit slip copy and report from computer
 3. Original Credit Card Authorizations and copies of Credit Card Authorizations
- p. Write \$200 PM in the black log book kept in the Customer Service area and initial
- q. Place finished deposit in designated locked cabinet

If the deposit is over/under the totals listed on the Receipts Report, all receipts will be checked again. If the fund does not balance a second employee must try to balance. All resources should be verified prior to leaving an unbalanced transaction. If the issue cannot be found, it will be indicated on the Daily Cash Drawer Report.

If a daily deposit cannot be balanced, a written account of the issue along with a copy of the Daily Cash Drawer Report and Receipts by Payment Type report must be emailed to the Vice President of Operations, Accounting Department, CFO, and CEO. This written report must include the name of the two customer service representative who verified balancing the drawer and the amount of shortage/overage. The report should be submitted before leaving for the day.

After all participants have left the building

Verify with CBT Lab personnel that all participants have completed training. If you have participants left in check-out with a Checked-in status, no-show the courses not taken and check them out. If a participant left in check-out is COD and has not finished all courses, no-show the courses not taken and refund the payment for the courses not taken if the original payment was on a Credit Card Authorization form. If any other form of payment was used, create a credit note in the Payment Receipts program for Accounting.

- a. All remaining participants should be no-showed at the end of the business day using the following procedures:
 1. Log into In ATLAS and select Customer Service. Make sure all participants that are listed as Checked In or Check Out are checked out. Click the No Show button and enter the date Choose the location and click No show

To close the building

The closing employee from customer service and CBT lab will leave together from the building. Check front and back doors to the customer service area confirming that they are locked and secured.