# 2 Money Handling Procedures

## How to Get a Manager Check-Off

A check off is not currently required.

## Procedure Details

We always discourage participants from bringing payments to the course, but sometimes it us unavoidable. If participants ever have questions about how much they owe on a contract, or if they will be charged if they have fewer participants, direct those questions to the office.

## ***Situation 1***

Collecting Money during Office Hours (M-F 9:00 – 5:30 during the semester, M-F 9:00 – 4:00 during winter and summer break):

* If the participants are a Sac State group that are paying for themselves (usually these are RPTA groups) you can either send them to the office to pay, call the office to see if anyone can come pick up the money and process it in the office, or you can process their money on the course (see *processing payments* below).
  + Please make sure you are comparing names on waivers to the names on the list provided to make sure everyone has paid.
* If the participants have a contract and are paying a lump sum, you may call the office to have someone come pick up the money, take it back to the office for processing, and then return to the course with a receipt for the client.

## ***Situation 2***

Collecting Money When the Office is Closed:

* You will be required to process any money you collect at the course if the office is closed.  We only accept cash or checks at the course.  If someone has a credit card, they can call the office on the next business day and pay over the phone (only an option for groups that have a contract, not for students that are paying individually).
  + If you get any questions from clients about how much they owe on a contract, all you need to tell them is to call the office on the next business day.  Please do not ever tell them that they don’t have to pay for something.
  + For participants that are paying their own fees (like RPTA classes) the cost can be found on the list of participant names that will be provided for you. All of these participants must pay before participating.
* Processing Payments:
  + Collect and count the money (or checks).
  + Place in envelop and seal (do this once you know all money for the day has been collected)
  + Hand write a receipt.  The receipt book can be found in the filing cabinet.
  + On the envelope please write the following:
    - Name of group
    - Name of participant (only if they are paying individually like an RPTA class)
    - Date of program
    - Amount and type of money (e.g.  $35 in cash, $70 in checks)
  + If you forget what all to put on the envelope, just think “there is no such thing as too much information”
  + Place envelope in the green bin in the rope shed, on the far left side, down at the bottom.
  + Call, email, or text Challenge Center Manager/Program Assistant to let them know to grab it the next business day.

Always document on the Program Summary any conversations or transactions that took place regarding money. Examples:  “Client left check for $540”, “Client will call on Monday to pay via credit card”, “2 participants paid, $35 each”