

STATUS OF IMPLEMENTATION – AUDIT SERVICES DIVISION REPORT RECOMMENDATIONS

Audit Report Title: Parks Cash Count: Parks Made Strides in Fixing Issues We Found This Summer; A Lack of a Credit Card Interface Continues to be Problematic

File Number: 23-923
Status Report Date: July 2024

Audit Issued: October 2023
Department: Parks

Open Recommendations

Recommendation #2	
Recommendation – October 2023 <i>Parks provide a report with an updated status of the automated revenue recording process and the timeliness of the posting of revenue to the County's Financial System with the first Audit follow-up report to the County Board.</i>	
Deadlines Established Y/N?	N/A
Date	Management Comments:
Current – July 2024	Parks Update: Through June 2024 Parks is meeting reporting deadlines for revenue to be uploaded into the County's financial system.
Audit report response – Oct 2023	As of October 2023, Parks has posted and approved revenues from January to August 2023 utilizing the automated process. Parks intends to post October and November 2023 revenues in November 2023 and December 2023 revenues in December 2023. At that point, Parks will be current on postings and will post revenues in the month in which they occur.

Recommendation #5	
Recommendation – October 2023 <i>Parks consider the addition of the handling of beverage cart and Snack Shack inventory to its Cash Handling Manual and explore standardizing the tracking of inventory based upon the form already in use at Currie and Greenfield Park.</i>	
Deadlines Established Y/N?	Yes
Date	Management Comments:
Current – July 2024	Parks Update: The beverage cart and snack shack inventory has been added to the cash handling manual. Audit Services Division: We were unable to verify these procedures within the cash handling manual provided to us. Consequently, this item remains open for future follow-up.

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Audit report response – Oct 2023	Parks will add the beverage cart and Snack Shack inventory to it's Cash Handling Manual in 2023 with the goal of universal utilization of the form in 2024. This will be part of the 2024 trainings.
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Newly Closed Recommendations

Recommendation #1	
Recommendation - October 2023 <i>Parks continue to explore obtaining an interface to automate the entry of credit card sales into the Parks' POS system and provide an update with the first Audit follow-up report to the County Board.</i>	
Deadlines Established Y/N? Yes	
Date	Management Comments:
Current – July 2024	Parks Update: Paytrac is the payment integration system between Parks point of sale and credit card processing. Paytrac has been implemented at all sites with stand-alone workstations. Locations which are not yet integrated include golf beverage carts and facilities with pending internet upgrades. Parks is working on additional tech solutions to integrate the golf beverage carts.
Audit report response – Oct 2023	An amendment to the contract with Vermont Systems, provider of point-of-sale system for Parks, is forthcoming for action in the December cycle of the County Board. Parks will be adding the credit card integration, PayTrac, into the existing point-of-sale system, RecTrac. Implementation will begin in 2024 with the hope of having all sites completed by mid-2024.

Recommendation #3	
Recommendation - October 2023 <i>Parks provide a report with an updated status of the new tip payment process with the first Audit follow-up report to the County Board.</i>	
Deadlines Established Y/N? Yes	
Date	Management Comments:
Current – July 2024	Parks Update: Parks continues to execute the process instituted in September of 2023 for credit card tips to be paid on bi-weekly paychecks.

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Audit report response – Oct 2023	As of September 17, 2023, Parks has implemented the new tip payment process through payroll. Parks reconciles tip revenues on a weekly basis and provides a file to Central Payroll for both credit card/check and cash tips. Parks employees are now paid credit card and check tips on a bi-weekly basis along with being taxed for cash tips.
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Recommendation #4	
Recommendation – October 2023 <i>Parks provide additional training to staff on the policies within the Cash Handling Manual with specific attention to items where we found staff not in compliance. In addition, provide an update on the potential implementation of a signature acknowledging receipt of and training on the Manual by staff for the summer 2024 season with the first Audit follow-up report to the County Board.</i>	
Deadlines Established Y/N?	Yes
Date	Management Comments:
Current – July 2024	Parks Update: Training manuals were created for all sites by Parks Finance staff. A booklet was put together with the training materials along with a copy of the new updated cash handling manual and delivered to each site. Training materials were uploaded to Dayforce for staff at sites to review and sign off on. Parks staff has held in-person orientations as each site was integrated and has provided additional in-person training sessions during or as follow-up to Parks Finance audits.
Audit report response – Oct 2023	In 2024, Parks will be implementing a new training manual which will include a copy of the cash handling manual within. Trainings will be scheduled with the site managers and will be attended by Parks Finance personnel. Trainings will be provided to employees with a focus on items that were found not in compliance by the Audit Report. Each site will conduct training for all employees. Upon completion, each employee at each site will sign off on a tracking sheet for that site acknowledging completion of the training. Parks Finance will track compliance and keep copies of all completed sign off sheets.

Previously Closed Recommendations

None