ASSOCIATED STUDENTS, INCORPORATED
CALIFORNIA STATE UNIVERSITY, LOS ANGELES

ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER PROCEDURES INDEX

POLICY 400

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ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER OPENING PROCEDURES

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POLICY 401

1.0　　PURPOSE:
To establish procedures related to the opening of the A.S.I. Student Service Center ("SSC") during regular business hours.

2.0　　REFERENCES:
A.S.I. Daily Audit Procedures – See Policy 404
A.S.I. Cash Register Operation Procedures – See Policy 402
A.S.I. Movie Tickets Procedures – See Policy 407
A.S.I. Amusement Park Tickets Procedures – See Policy 411
A.S.I. Staff Telephone Procedures – See Policy 408
A.S.I. Stamps Procedures – See Policy 412

3.0　　POLICY:
The opening of A.S.I. Student Service Center ("SSC") is the responsibility of the Assistant Director, SSC Manager and Advisors. The Student Advisors shall ensure that the A.S.I, SSC is ready for opening to the public by 9:30 a.m. The alarm will be deactivated by the Assistant Director, the SSC Manager, Executive Director, the Programs Coordinator or the Building Manager of the University Student Union ("USU").

4.0　　DEFINITIONS:
Outer Door – the glass door leading from the outside patio directly into the A.S.I. Student Service Center.
Inner Door – the door leading from the inside of the University Student Union into the A.S.I. Student Service Center.

5.0　　PROCEDURES:
The opening SSC Manager or Student Advisor will come in and set up the SSC and prepare it for daily operation.
5.1　Upon arrival the Student Union Manager (ext. 3-2450), the Assistant Director or the SSC Manager will provide access to the SSC. The SSC Staff should arrive at 9:00 a.m. in order to prepare the SSC for operation to the public by 9:30 a.m.
　　5.1.1　Security Alarm. Once the door has been unlocked, the A.S.I. Staff has exactly one minute to disarm the security alarm
　　5.1.2　Prior to opening the doors to the general public the security camera should be loaded and activated by the Assistant Director, Executive Director, Programs Coordinator or the SSC Manager
　　5.1.3　The door will be opened to the general public by 9:30 a.m.
5.2　Unlock Storage Areas. The Assistant Director or the SSC Manager shall be responsible for unlocking the appropriate storage areas necessary to conduct business. The daily inventory procedures will be carried out each morning. This will include opening cash register and taking inventory of laptops, printers, movie tickets, amusement park tickets and stamps
　　5.2.IOpen Safe to remove keys and the cash and inventory boxes (cash register and general cabinet keys). Only the Assistant Director, Executive Director and Programs Coordinator shall have access to the safe
　　5.2.2　Unlock Secured Cabinets with general cabinet keys

5.3 Turn on all Equipment. Student Advisors shall be responsible for ensuring that all equipment in the A.S.I. SSC is running and available for use. Start up computers and all equipment. Evaluate and assess all SSC equipment for operating purposes only. Any non-operating equipment should be reported to the Assistant Director immediately. Check list includes:

5.3.1 Lights

5.3.2 Security Camera. Remove the prior days recording from security camera and secure it with the Assistant Director. The Assistant Director will be responsible for securing all previously recorded surveillances. Insert a new recording device and turn on the security camera

5.3.3 Copy Machine. Turn on the copy machine so that it can warm up and be ready for use upon opening the SSC doors for business

5.3.4 Laptop Rental Terminals. Each laptop rental terminal should be turned on and ready for use

5.3.5 Printers. Turn on printers and make sure that they are stocked with paper

5.3.6 Cash Register. The SSC Manager and advisors shall be responsible for the opening of the cash register. See Cash Register Procedures 402

5.4 Prepare Daily Audit Sheet. See Daily Audit Procedures 404

5.5 Check voicemail messages

5.6 All incoming mail/packages should be logged in and delivered upon receipt. No mail from the previous day should be left over night

5.7 Additional areas of the SSC that should be checked prior to opening.

5.7.1 Counter tops and literature racks should be clean and in order. Literature should be neatly arranged and easily accessible to the Students

5.7.2 Products should be stocked and organized for distribution, rental and sales

5.7.3 Make sure the floors of the SSC are clear of all litter. If the floor requires maintenance, please notify the Assistant Director

5.8 Twice a day or as the need arises, the glass windows and doors of the SSC should be cleaned; unless previously cleaned by the University Student Union.

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ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER CASH REGISTER OPERATION

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POLICY 402

1.0 PURPOSE:
To establish procedures for operation of the cash register in the A.S.I. Student Service Center ("SSC") during regular business hours.

2.0 REFERENCES:
A.S.I. Daily Audit Procedures – See Policy 404
A.S.I. Movie Ticket Procedures – See Policy 407
A.S.I. Laptop/Printer Rental Procedures – See Policy 405 – 405B
A.S.I. Locker Procedures – See Policy 406
A.S.I. Amusement Park Tickets Procedures – See Policy 411
A.S.I. Stamps Procedures – See Policy 412
A.S.I. Overages/Shortages Policy and Procedures – See Policy 414
A.S.I. Facsimile Procedures – See Policy 413

3.0 POLICY:
Each Student Advisor must have an employee code in order to access the cash register. Each Advisor or SSC Manager is authorized to operate the cash register in the A.S.I. ("SSC").

3.1 There are no refunds or exchanges for any A.S.I. cash transactions, regardless of the reason.

3.2 All sales must be properly documented immediately. An undocumented sales transaction is cause for immediate dismissal.

3.3 The cash register drawer must be closed after each transaction.

3.4 All Student Advisors and/or SSC Managers' will be responsible for the Cash Sales fund in the cash register, and contents of the Unsecured Cabinet while on the clock. The SSC Manager and Student Advisors are not permitted to count money in the cash drawer except for verification of the cash register Opening, mid-day balance and cash register release to next Student Advisor, and verification of final receipts in cash register Closing.

3.5 The Daily Audit Sheet and cash register receipts must balance. Any irregularities (out of balance) reflect inefficiency and may be cause for dismissal

3.6 Frequent violation of any of the above rules is grounds for immediate termination (See A.S.I. Overages/Shortages Policy 416)

4.0 DEFINITION:
Safe – The container unit used to secure all cash, movie tickets, and keys for overnight storage. Only the Executive Director, Assistant Director, and Programs Coordinator shall have access to the safe.
Cash Box – The container unit for the cash register change, key, and envelopes. The cash box will be stored in the safe overnight; and kept in the Unsecured Cabinet during regular business hours.
Unsecured Cabinet – The designated, unsecured place to store any valuable items. The Cashier is charged with all items located in this cabinet during the entire span of his/her shift.
Daily Audit Sheet. The record of all cash transactions in the A.S.I. SSC. All Student Advisors and the SSC Manager are responsible for accurate registration of items on this document (see Attachment I).

5.0   PROCEDURES:
    5.1   <u>Opening the cash register for Starting Bank</u>
          5.1.1   Acquire cash box from Assistant Director.
          5.1.2   Confirm amount of money found inside cash box totals $100.00.
          5.1.3   Place all money from cash box into cash register and separate bills/coins accordingly
          5.1.4   Close cash register drawer
          5.1.5   Get out "A.S.I. SSC Daily Audit" binder, take out new Daily Audit Sheet, and fill out Opening Section (See Attachment I). Make sure to include:
                5.1.5.1   Date and time
                5.1.5.2 Your Signature. This indicates that you have verified the $100.00 cash amount and assume responsibility over contents of the unsecured cabinet and cash register
                5.1.5.3. SSC Manager Signature. In the event this person is not available, you may obtain the signature of the Assistant Director as replacement. If the Assistant Director is not available, then the signatures of the A.S.I. Executive Director or Programs Coordinator are acceptable as replacement.
          5.1.6   Return all items to their place ready for sale, including:
- Cash box to Unsecured Cabinet
- "A.S.I. Student Service Center Daily Audit" binder to shelf

    5.2   <u>Cash Register Accountability</u>. At the end of each shift, The Student Advisor or SSC Manager must verify the amount of money remaining in the cash register before releasing it to the next Student Advisor for the next shift. The incoming Student Advisor must also verify the amount of money left at the onset of his/her shift.
          5.2.1   Outgoing Student Advisor or SSC Manager is responsible for verifying the Cash Sales fund at least 5 minutes prior to the end of his/her shift
                5.2.1.1 Press the ["X"] key on the cash register, and obtain balance upon the change of Student Advisors operating the cash register. Carefully count all money remaining in cash register. Close cash register drawer
                5.2.1.2 Remove receipt tape and place in "Receipt Tapes" envelope located in Unsecured cabinet
                5.2.1.3 Get "A.S.I. Student Service Center Daily Audit" binder, take out today's Daily Audit Sheet, and indicate the shift transfer by providing the initials of the outgoing and next Student Advisor'). Enter Student Advisor's total sales for their shift. Student Advisor will sign off and the SSC Manager or Assistant Director will verify sales totals.
                    5.2.1.3.4   Time and Date
                    5.2.1.3.5   Amount remaining in cash register
                    5.2.1.3.6   SSC Manager's Signature. This indicates that you have verified the cash amount and have released responsibility of the unsecured cabinet and cash register to the Assistant Director
                5.2.1.4 Turn over the "A.S.I. Student Service Center Daily Audit" binder and "Receipt Tapes" envelope to the SSC Manager
          5.2.2   Incoming Student Advisor and/or Manager is responsible for verifying the Cash Sales fund within the first 5 minutes of the start of his/her shift

    5.3   **Voids.** A void is a transaction that has been keyed into the cash register in error. When an Advisor believes that there is an error in the transactions and it needs to be voided from the transaction journal they must request verification from the Assistant Director, Executive Director or Programs Coordinator.
          5.3.1   The Student Advisor will keep a receipt of the original transaction
          5.3.2   All voided receipts are to be attached to the Daily Audit Sheet
          5.3.3   The SSC Manager, Assistant Director or Executive Director will verify all voided receipts by initially the transaction entered in error

    5.4   **Closing**. The evening shift Student Advisor or SSC Manager is responsible for verification of the final receipts for closing.
          5.4.1   Confirm that the Daily Audit Sheet has been completed (See Daily Audit Procedures). The cash register cannot be closed until all Sections have been properly filled out
          5.4.2   Close cash register

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    5.4.2.1 Press ["X"] to check for any discrepancies upon verification and accounting corrections

    5.4.2.2 Get cash register key, insert into top lock, and turn key to ["Z"]

  5.4.2.3 Press [amt tend /TOTAL] key

  5.4.2.4 Remove all sales proceeds from the cash register and secure daily beginning balance in the cash box. Secure cash sales proceeds of the day in designated University issued deposit bag with the Daily Transmittal and place in the safe. Close cash register drawer

  5.4.2.5 Turn key to {OFF} and remove from top lock

    5.4.2.3 Remove receipt tape and place in "Receipt Tapes" envelope located in Unsecured cabinet

 5.4.3 Get the "A.S.I. SSC Daily Audit" binder, and document all sales on today's Daily Audit Sheet, and complete the Closing Section. Make sure to include:

  5.4.3.1 Time and Date

  5.4.3.2 Amount remaining in cash register

  5.4.3.3. Remove $100.00 from cash register money[1], and place into cash box

  5.4.3.4 Your Initials

  5.4.3.5 Daily sales Proceeds. Daily sales proceeds are derived from the sales of each day, minus the beginning daily balance

  5.4.3.6 Total Sales Column.

    5.4.3.6.1 Copy the figures for this column from the Daily Audit Sheet – Part II Section, Total Sales columns

    5.4.3.6.2 Calculate total by adding all figures in this column

    5.4.3.6.3 Remove the amount of Total Sales and document the Daily Audit Sheet. For example, if the Total Sales for Movie Tickets was $42.50, then place $42.50 from the cash register money[1], in the University Designated deposit bag". Repeat this procedure for all products sold

    5.4.3.6.4 SSC Manager Signature. This indicates that you have verified the cash amounts, and have released responsibility of the unsecured cabinet and cash register to the Assistant Director

    5.4.3.6.5 Obtain Signature of SCC Manager. In the event this person is not available, you may obtain the signature of the Assistant Director, Executive Director, or Programs Coordinator as replacement signatures

    5.4.3.2 Return all items to the safe, including:

     • Cash box
     • Cash register key
     • Inventory and University Designated Deposit Bags ("money bags")
     • "A.S.I. Service Center Daily Audit" binder

5.5 **Sales**. During a sales transaction, a Student Advisor performing service to a customer will handle the entire transaction. (See A.S.I. Movie Ticket, Laptop /Printer, Locker Amusement park, stamps and facsimile Procedures). The SSC Manager or Student Advisor is responsible for cash input to the cash register, providing a receipt, and submitting change in order to complete a transaction.

 5.5.1 Prior to starting the transaction the SSC Manager or Student Advisor must enter the register code.

  * In the even that you make a mistake, press [Clear] at any time and begin the process again

  5.5.1.1 The serial or tracking number of all products must be entered in addition to the quantity of product being sold

  5.5.1.2 For each quantity, press the corresponding department key:

Product	Key #	Amount
Regal Movie Tickets	3	7.50
AMC Movie Tickets	4	7.50
Locker Rental	1	10.00
Locker Renewal	2	5.00

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Stamps Sales (single)	19	.41
Book of 10 Stamps	18	4.10
Laptop or Printer Rental	13	20.00
Laptop/Printer Combination Rental	14	30.00
Local Facsimile 1st pg	5	1.00
Local Facsimile 2nd pg.	5	.75
International Facsimile (Flat Rate)	20	$2.00
Universal Studios Tickets	6	42.00
Disneyland Tickets (Adults)	9	63.00
Disneyland Tickets (Child)	8	54.00
Disneyland Adult Tickets (2-fer)	9	64.00
Disneyland Child Tickets (2-fer)	8	54.00
6 Flags (Magic Mountain) Tickets	7	26.00
Knotts Scary Farm (Seasonal) Tickets	15	Varies

5.5.1.3 If purchasing movie tickets, get appropriate amount of tickets from sales binder

5.5.1.4 Close cash register drawer after each transaction

5.5.1.5 The Student Advisor or SSC Manager performing the transaction should provide the customer with tickets sold and any change due

5.5.1.6 Fill out the Sales Binder for the product being sold. This confirms that you have verified the total amount that was put into the cash register for that transaction. Return the Sales Binder to its original place, ready for sale

5.6 **Deposits**. The SCC Manager delegates the task of making deposits to the Student Advisor once all receipt amounts have been confirmed. All money received for any given day are deposited the next business day by 12:00 p.m. at the daily depository located next to the Cashier's office (Adm. 128)

5.6.1 The SCC Manager shall place all money and deposit transmittal forms in the University Designated Deposit bag ("money bag")

5.6.2 Student Advisors will take this money bag to the daily depository unit and drop it off

5.6.3 The following day, the money bag will be retrieved and returned to the ASI offices

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ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER CLOSING PROCEDURE

POLICY 403

1.0   PURPOSE:
To establish procedures related to the closing of the A.S.I. Student Service Center ("SSC") during regular business hours.

2.0   REFERENCES:
A.S.I. Daily Audit Procedures – See Policy 404
A.S.I. Cash Register Operation Procedures – See Policy 402
A.S.I. Movie Tickets Procedures – See Policy 407
A.S.I. Amusement Park Tickets Procedures – See Policy 411
A.S.I. Stamps Procedures – See Policy 412
A.S.I. Laptop/Rental Procedures – See Policy 405 – 405B

3.0   POLICY:
The Student Advisor or SSC Manager shall ensure that the A.S.I. Student Service Center is closed to the public by 6:30 p.m. Monday through Thursday and 5:00 p.m. on Fridays. The closing of the A.S.I. SSC is the responsibility of the SSC Manager and Student Advisor in the absence of the Assistant Director.

4.0   DEFINITIONS
Outer Door – the glass door leading from the outside patio directly into the A.S.I. Student Service Center.
Inner Door. The door leading from the inside of the University Student Union into the A.S.I. Student Service Center.

5.0   PROCEDURES
  5.1   Close Laptops. See Laptop Rental Procedures
  5.2   Complete Daily Audit Sheet by closing verifying the daily receipts against the ["Z"] register receipt
  5.3   Close Cash Register. SSC Manager and Student Advisors are responsible for the closing of the cash register before the end of his/her shift. See Cash Register Operation Procedures Policy 402
  5.4   Secure Storage areas. The SSC Manager (in the absence of the Assistant Director) shall be responsible for securing the appropriate storage areas overnight
      5.4.1   Lock unsecured cabinet with general cabinet key set
      5.4.2   Replace cash box and keys (cash register and general cabinet keys) and Close Safe. Only the Assistant Director, Executive Director and Programs Coordinator shall have access to the safe
  5.5   Turn off all equipment. Student Advisor and SCC Manager shall be responsible for ensuring that all equipment in the A.S.I. Student Service Center is turned off before leaving. The following is a list of items which need to be checked:
      5.5.1   Printer
      5.5.2   Computer terminals
      5.5.3   Copy machine
      5.5.4   Lights
  5.6   Lock Inner & Outer Doors. The SSC shall close at 6:30 p.m. Monday through Thursday and at 5:00 p.m. on Fridays. The SSC Manager or Advisors (in the absence of the Assistant Director) shall possess the keys, and make sure that the inner door is locked first. If the Assistant Director is not available to perform this task, then Student Advisors can call the Union Administrative Offices at ext. 3-2465 to close.
  5.7   Security Alarm. The A.S.I. Staff has exactly one minute to leave through the outer door after arming the security alarm.
          5.7.1.1   The alarm will be activated by the University Student Union ("USU") staff. The USU staff should be contacted 10 minutes prior to closing.

ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER DAILY AUDIT PROCEDURES

POLICY 404

1.0   PURPOSE:
To establish procedures for auditing cash transactions for A.S.I. Student Service Center ("SSC") during regular business hours.

2.0   REFERENCES:
A.S.I. Cash Register Operation Procedures – See Policy 402

3.0   POLICY:
The Assistant Director and the SSC Manager, in conjunction with Student Advisors, will audit all cash transactions at the end of the business day.

4.0   DEFINITIONS
Safe – The container unit used to secure all cash, movie tickets, and keys put away for overnight storage. Only the Executive Director, Assistant Director, and Programs Coordinator have access to the safe.
Cash Box – The container unit used to secure all valuables such as cash register change, key, and envelopes. The cash box will be stored in the safe overnight; and kept in the Unsecured Cabinet during regular business hours.
Unsecured Cabinet – The designated, unsecured place to store any valuable items. The SSC Manager or Advisors are charged with all items located in this cabinet during the entire span of his/her shift.
Daily Audit Sheet. The record of all cash transactions in the A.S.I. Student Service Center. All Student Advisors and the SSC Manager are responsible for accurate registration of items on this document (see Attachment I).

5.0   PROCEDURES
    5.1   Opening. Get "A.S.I. Student Service Center Daily Audit" binder, under Daily Audit tab, take out new Daily Audit Sheet, and fill out Part I – Reconciliation; Opening Section
        5.1.1   Date and time stamp
        5.1.2   Fill out number found column. In Unsecured Cabinet,
            The Daily Audit Sheets totals must coincide with the product stored in the sales binders for each product sold (i.e., movie tickets, amusement park tickets, etc.
        5.1.3   Your Initials
        5.1.4   Obtain initial of the SSC Manager. In the event that this person is unavailable, you may obtain the initials of the Assistant Director as replacement. If the Assistant Director is not available, then the initials of Executive Director or the Programs Coordinator are acceptable replacements
            Return items to their original place, ready for sale including:
            5.1.4.1   Return additional product such as sales binders to the safe.
            5.1.4.2   "A.S.I. SSC" binder to shelf
    5.2   Closing
        5.2.1   Daily Audit Sheet Closing.

5.2.1.1 For each column under the Product Quantity Section, tally up the figures and find the totals by column by referring to the Daily Audit Sheet and by verifying all transactions against cash register sales receipts

5.2.1.1.1 Ex: For the Regal or AMC column, find out how many Regal or AMC movie tickets were purchase today by adding all the numbers in this column

5.2.2 <u>Daily Audit Sheet</u> (See Movie Tickets Procedures). Get out "A.S.I. Student Service Center Daily Audit" binder, under Daily Audit tab take out today's Daily Audit Sheet, and fill out:

5.2.2.1 Part I – Reconciliation: Closing Section

5.2.2.1.1 Date and Time Stamp

5.2.2.1.2 Number Remaining column. In Unsecured cabinet,

5.2.2.1.2.1 The end of the day's total should reflect unsold and/or added product. Return sales binder to shelf and additional product to the safe

5.2.2.1.3 Your Initials

5.2.2.1.4 SSC Manager Initials. In the event that this person is unavailable, you may obtain the initials of the Assistant Director as replacement. If the Assistant Director is not available, then the initials of the Executive Director or the Programs Coordinator

5.2.2.2 Part II – Sales Calculation.

5.2.2.2.1 Quantity Sold column. This figure is calculated by referring to today's transactions entered into the cash register. For each product, add up the individual columns on Daily Audit Sheet and Daily Deposit Transmittal

5.2.2.2.1.1 Ex: if the figures in the Regal or AMC column total "20", then write in "20" for Regal or AMC

5.2.2.2.2 Total Sales column. This is calculated by multiplying the Quantity Sold column by the appropriate rate

5.2.2.2.2.1.1 Ex: If the Quantity Sold for "Movie Tickets" is 20, then multiply 20 x $7.50 = $150.00

20	x	$7.50	=	$150.00
Quantity Sold	Times	Rate	equals	Sales

5.2.2.2.3 Add up the Total Sales column, and enter this number in the space labeled "Transaction Total" on Daily Audit Sheet.

5.2.2.3 Part III – Profit Calculation

5.2.2.3.1 Quantity Sold column. This figure is calculated by referring to today's transactions entered into the cash register. For each product, add up the individual columns on the Daily Audit Sheet

5.2.2.3.1.1.1 Ex: if the figures in the Regal or AMC column total "20", then write in "20" for Regal or AMC

5.2.2.3.2 Total Profit column. This is calculated by multiplying the Quantity Sold column by the appropriate rate

Ex: If the Quantity Sold for "Movie Tickets" is 20, then multiply 20 x $7.50 = $150.00

20	x	$7.50	=	$150.00
Quantity Sold	Times	Rate	equals	Sales

5.2.2.3.3 Add up the Total Profit column, and enter this number in the spaced labeled "Total Sales" on Daily Audit Sheet

5.2.2.4 Date and Time Stamp

5.2.2.5 SCC Manager's Signature

5.2.2.6 SSC Manager's Signature. In the event that this person is unavailable, you may obtain the signature of the Assistant Director as replacement. If the Assistant Director is not

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available, then the signature of Executive Director or the Programs Coordinator are acceptable replacements

5.2.3   Return items to their place, including:

      5.2.3.1   Return product to the safe

      5.2.3.2   "A.S.I. Student Service Center" sales binder to safe. The cash register cannot be closed until the Daily Audit Sheet has been completed and handed over to the SSC Manager or Student Advisor. Secure and lock the cash register

ASSOCIATED STUDENTS, INCORPORATED
CALIFORNIA STATE UNIVERSITY, LOS ANGELES

ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER
LAPTOP RENTAL PROCEDURES

POLICY 405   Page 1 of 3

1.0   PURPOSE:
To establish procedures for Laptop Rentals for the A.S.I. Student Service Center "(SSC")" during regular scheduled business hours.

2.0   REFERENCES:
A.S.I. Cash Register Operation Procedures – See Policy 402
A.S.I. Daily Audit Procedures – Policy 404
A.S.I. Student Service Center "Opening" Procedures – See Policy 401
A.S.I. Student Service Center "Closing" Procedures – See Policy 403
A.S.I. Collections and Receivable Procedures – See Policy 220

3.0   POLICY:
The Associated Students, Inc. ("ASI") rents laptops at a price of $20.00 per week to students during regular business hours on a cash only basis. Any student returning a laptop or printer late will be charged a fee of $20.00 per day. Any student returning a laptop combination rental (laptop and printer) late will be charged a fee of $30.00 per day. Laptops are reconciled twice daily upon opening and closing of the A.S.I. Student Service Center. Audits of all cash transactions are performed three times daily ("Opening", "Mid-day" and at "Closing" – and deposits for cash received are made daily.

4.0   DEFINITIONS:
Academic Computer – The computers located on the side counter of the Student Service Center, for use when inputting customer/student information into the ATS Laptop/Printer Loaner Database.
Safe – The container unit used to secure for all valuables for overnight storage. Only the Assistant Director, Executive Director, and the Programs Coordinator have access to the safe.
Unsecured Cabinet – The designated, unsecured place to store any valuable items during regular business hours.

5.0 PROCEDURES:
    5.1 Laptop Accountability
        5.1.1   Laptop Inventory Report. This report is prepared by the SSC Manager and verified by the Assistant Director on a monthly basis.
            5.1.1.1 On the academic computer, go to the website address
                "http://www.calstatela.edu/orgs/asicsla/laptopavail" or desktop icon
            5.1.1.2 On the File menu, Print the frame
            5.1.1.3 Go back to the laptop loaner home page
                "http://www.calstatela.edu/orgs/asicsla/laptoploaner" or desktop icon
        5.1.2   Laptop Count. All laptops are counted at the beginning of the day. All excess laptops not scheduled for rental throughout the day are to be stored in the designated storage area
        5.1.3   No more than ten (10) appointments per day should be scheduled Monday through Thursday; and ten (10) on Fridays
    5.2 Appointments are required 24 hours before any student can rent out a laptop
        5.2.1   Appointments are arranged for next day rental service, and are made in half-hour intervals between the regularly schedules hours of operation. Same-day appointments are possible during

midterms (5th week), or the week before finals (10th week) – if, and only if, there are laptops available

5.2.2   There are absolutely no appointments made during finals week
5.2.3   Appointments are made based upon availability of laptops
5.2.4   Students may make appointments either by telephone, or in person
5.2.5   At the time of appointment, Student Advisors must:
  5.2.5.1   Inform the Student that they will need to bring 1) a valid ID (Drivers License, CA Identification Card, or Passport), 2) $20.00 cash for rental of the laptop and 3) a valid CSULA identification card
  5.2.5.2   Record the appointment day and time in the laptop/laptop appointment book in the 15 minute time intervals, write in the customer's name and phone number
  5.2.5.3   Confirm the appointment by issuing an appointment reminder
  5.2.5.4   Advise the customer of our policies regarding 1) 15 minute grace period for late pick-ups, 2) fees for late returns and 3) laptop rental contract obligations

5.3 Laptop Rental.
  5.3.1   Obtain the customer's valid ID and verify with name in laptop/printer appointment book
  5.3.2   Laptop check-out
    5.3.2.1   Set-up the laptop in the workstation, making sure to:
      5.3.2.1.1   Plug in power cord to electrical outlet
      5.3.2.1.2   Plug the laptop into the laptop port
      5.3.2.1.3   Turn on laptop
    5.3.2.2   On the academic computer, go to the website address
                "http://www.calstatela.edu/orgs/asicsla/laptoploaner" or desktop icon
      5.3.2.2.1 Follow as directed
      5.3.2.2.2 Make sure you print the following documents:
        5.3.2.2.2.1   Laptop Checkout Form
        5.3.2.2.2.2   Lease Receipt. Make a copy for the customer
  5.3.3   Paperwork.
    5.3.3.1   In the laptop carrying case, remove the folder kept inside
      5.3.3.1.1   Make a copy of customer's valid ID onto the first page of the Laptop Checkout Form
      5.3.3.1.2   Return all paperwork to the folder, and file in the Laptop file cabinet after the "Rented" tab (filed according to last 4-digits of asset tag number
    5.3.3.2   Place a continuous arrow through the date when the laptop is due for return
  5.3.4   Obtain $20.00 rental fee from the customer
    5.3.4.1   Conduct cash transaction. Return to the customer any change that may be due. Count the customers change out loud. Never place a customer's money on the counter, unless asked to do so by the customer

5.4 Laptop Returns.
  5.4.1   Laptop check-in:
    5.4.1.1   On the academic computer, go to the website address
                "http://www.calstatela.edu/orgs/asicsla/laptoploaner" or desktop icon
    5.4.1.2   Follow as directed
    5.4.1.3   Make sure you print the following documents:
      5.4.1.3.1   Laptop Return Form which indicates the return of the laptop
      5.4.1.3.2   Laptop Return Receipt which indicates the return date of the laptop. Make a copy of the receipt for the customer
  5.4.2   Paperwork.
    5.4.2.1   In the laptop file cabinet, remove the corresponding folder
      5.4.2.1.1   Return all paperwork to the folder, and file in the laptop file cabinet after the "Returned" tab (filed according to last name)

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5.4.3 Reimage Process. Upon return of the laptop the image and all remaining data saved onto the laptop should be removed immediately for the next renter

5.4.4 Past Due Laptops. In the event that a student returns a laptop past the date and/or time it is due, the student is required to pay a fine of $20.00 per day and a $30.00 per day fine for Combinations Rentals

    5.4.4.1 Late Payment

        5.4.4.1.1 Obtain the appropriate amount from computer generated contract (for example, if the person is 5 days late, multiply 5 x $20 = $100.00)

        5.4.4.1.2 Enter transaction into the cash register. Return to the customer any change due. Never place the customer's change on the counter, unless asked to do so by the customer. Make sure that you count the customer's change out loud

    5.4.4.2 Follow steps 5.4.1 and 5.4.2 above

    5.4.4.3 In the event we are unable to collect payment from Students at the time the laptop and/or printer are returned

5.5 Combination Rentals.

    5.5.1 The check out/in procedure for combination rentals (checking out of both laptop and the printer) is the same as the check out/in procedure for laptop and/or printer rentals. (See procedures 5.3 in the laptop and laptop rental sections)

    5.5.2 The cost of a combination rental is $30.00

    5.5.3 Combination rentals are rented for a period of (1) one week

    5.5.4 The cost for an overdue combination rental is $30.00 per day until returned

    5.5.5 Combination rentals are rented based on availability

5.6 Closing Laptop.

    5.6.1 Laptop Count. All laptops are counted at the beginning of the day. All excess laptops not scheduled for rental are to be secured in the designated storage area

        5.6.1.1 Secure all cabinets

5.7 Closing Audit. See A.S.I. Daily Audit Procedures. Sec. 5.2 - Closing

5.8 Deposits. The Student Service Center Manager delegates the task of making deposits to Student Advisors once dollar amounts have been confirmed. All proceeds received from Laptop Rentals are deposited daily

ASSOCIATED STUDENTS, INCORPORATED
CALIFORNIA STATE UNIVERSITY, LOS ANGELES

ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER LAPTOP RENTAL PROCEDURES
STUDENT GOVERNMENT AND CLUBS & ORGANIZATIONS

POLICY 405A

Page 1 of 3

1.0   PURPOSE:
To establish procedures for Laptop rentals for Board of Directors and Recognized Clubs and Organizations on Campus for A.S.I. Student Service Center ("SSC") during regular business hours.

2.0   REFERENCES:
A.S.I. Cash Register Operation Procedures – See Policy 402
A.S.I. Daily Audit Procedures – See Policy 404
A.S.I. Free Organization Services Procedures – See Policy 410

3.0   POLICY:
The Associated Students, Inc. rents laptops at no costs to ASI members and Clubs & Organizations for a period of three (3) days during regular business hours. In the event that a laptop is returned late there will be a late fee charged of $20.00 per day. Laptops are reconciled twice daily upon opening and closing of the A.S.I. Student Service Center. Audits of all transactions are performed and recorded at the closing of each day for auditing purposes.

4.0   DEFINITIONS:
Academic Computer – The computers located on the side counter of the Student Service Center, for use when inputting student information into the ATS Laptop Loaner Database.
Safe – The container unit used to secure all valuables for overnight storage. Only the Assistant Director, Executive Director, and Programs Coordinator have access to the safe.
Unsecured Cabinet – The designated, unsecured place to store any valuable items during regular business hours.

5.0 PROCEDURES:
    5.1 Appointments are required 24 hours before any student can rent out a laptop.
        5.1.1   Appointments are arranged for next day rental service, and are made in 15 minute intervals between the regularly schedules hours of operation. Same-day appointments are possible during midterms (5th week), or the week before finals (10th week) – if, and only if, there are enough laptops available
        5.1.2   There are absolutely no appointments made during finals week
        5.1.3   No more than ten (10) appointments per day should be scheduled Monday through Thursday; and ten (10) on Fridays.
        5.1.4   Students may make appointments either by telephone, or in person
        5.1.5   Appointments are made based upon availability of laptops
        At the time of appointment, Student Advisors and or SSC Manager must:
            5.1.5.1   Inform the Student that they will need to bring 1) a valid ID (Drivers License, CA Identification Card, or Passport), 2) a valid CSULA identification card and 3) proof of address for foreign students

5.1.5.2 Record the appointment day and time in the Laptop Appointment Book in the appropriate 15 minute time slot, write in the customer's name and phone number.

5.1.5.3 Confirm the appointment

5.1.5.4 Advise the customer of our policies regarding 1) 15 minute grace period for late pick-ups, 2) fees for late returns and 3) laptop rental contract obligations

5.2 Laptop Rental.

    5.2.1 Obtain the customer's valid ID and verify with name in appointment book

    5.2.2 Laptop check-out

        5.2.2.1 Set-up the laptop in the workstation, making sure to:

            5.2.2.1.1 Plug in power cord to electric outlet

            5.2.2.1.2   Plug the laptop into the laptop port

            5.2.2.1.3 Turn on laptop

        5.2.2.2 On the academic computer, go to the website address "http://www.calstatela.edu/orgs/asicsla/laptoploaner" or desktop icon

            5.2.2.2.1 Follow as directed

            5.2.2.2.2 Make sure you print the following documents:

                5.2.2.2.2.1   Laptop Checkout Form

                5.2.2.2.2.2   Lease Receipt. Make a copy for the customer

    5.2.3 Paperwork.

        5.2.3.1 In the laptop carrying case, remove the folder kept inside

            5.2.3.1.1 Make a copy of customer's valid ID onto the first page of the Laptop Checkout Form

            5.2.3.1.2 Return all paperwork to the folder, and file in the Laptop file cabinet after the "Rented" tab (filed according to last 4-digits of asset tag #)

5.3 Laptop Returns.

    5.3.1 Laptop check-in:

        5.3.1.1 On the academic computer, go to the website address "http://www.calstatela.edu/orgs/asicsla/laptoploaner" or desktop icon

        5.3.1.2 Follow as directed

        5.3.1.3 Make sure you print the following documents:

            5.3.1.3.1 Laptop Return Form

            5.3.1.3.2 Laptop Return Receipt. Make a copy for the customer

    5.3.2 Paperwork.

        5.3.2.1 In the Laptop file cabinet, remove the corresponding folder

            5.3.2.1.1 Return all paperwork to the folder, and file in the Laptop file cabinet after the "Returned" tab (filed according to last name)

    5.3.3 Reimage Process. Upon return of the laptop the image and all remaining data saved onto the laptop should be removed immediately for the next renter

    5.3.4 Past Due Laptop. In the event that a student returns a laptop past the date and/or time when it was due, they are subject to a fine of $20.00 per day and $30.00 per day for combination rentals

        5.3.4.1 Late Payment

            5.3.4.1.1 Obtain the appropriate amount from customer (for example, if the student is 5 days late, multiply 5 x $20= $100.00)

            5.3.4.1.2   Enter transaction into the cash register. Return to the customer any change due. Never put the customer's change on the counter, unless asked to do so by the customer. Make sure that you count the customer's change out loud.

        5.3.4.2 Follow steps 5.3.1 and 5.3.2 above

5.4 Closing Laptop.

    5.4.1 Laptop Count. All laptops are counted at the beginning of the day. All excess laptops not scheduled for rental are to be secured in the designated storage area

    5.4.2 Secure all cabinets

5.5 Closing Audit. See A.S.I. Daily Audit Procedures. Sec. 5.2 - Closing

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ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER
PRINTER RENTAL PROCEDURES

POLICY 405B

Page 1 of 3

1.0   PURPOSE:
To establish procedures for Printer Rentals for A.S.I. Student Service Center ("SSC") during regular business hours.

2.0   REFERENCES:
A.S.I. Cash Register Operation Procedures – See Policy 402
A.S.I. Daily Audit Procedures – See Policy 404
A.S.I. Student Service Center "Opening" Procedures – See Policy 401
A.S.I. Student Service Center "Closing" Procedures – See Policy 403

3.0   POLICY:
The Associated Students, Inc. rents printers at a price of $20.00 per week to students during regular business hours on a cash only basis. Any student returning a printer late will be charged a fee of $20.00 per day. Printers are reconciled twice daily upon opening and closing of the A.S.I. Student Service Center. Audits of all cash transactions are performed at the closing of each day – and deposits for cash received are made daily.

4.0   DEFINITIONS:
Academic Computer – The computers located on the side counter of the Student Service Center, for use when inputting customer information into the ATS Laptop/Printer Loaner Database.
Safe – The container unit used to secure all valuables for overnight storage. Only the Assistant Director, Executive Director and the Programs Coordinator have access to the safe.
Unsecured Cabinet – The designated, unsecured place to store any valuable items during regular business hours.

5.0 PROCEDURES:
    5.1 Printer Accountability
        5.1.1   Printer Inventory Report. This report is prepared by the SSC Manager and verified by the Assistant Director on a monthly basis.
            5.1.1.1   On the academic computer, go to the website address
                    "http://www.calstatela.edu/orgs/asicsla/laptopavail" or desktop icon
            5.1.1.2   On the File menu, Print the frame
            5.1.1.3   Go back to the laptop loaner home page
                    "http://www.calstatela.edu/orgs/asicsla/laptoploaner" or desktop icon
        5.1.2   Printer Count. All printers are counted at the beginning of the day. All excess printers not scheduled for rental throughout the day are to be stored in the designated storage area
    5.2 Appointments are required 24 hours before any student can rent out a printer
        5.2.1   Appointments are arranged for next day rental service, and are made in 15 minute intervals between the regularly schedules hours of operation. Same-day appointments are possible during midterms (5th week), or the week before finals (10th week) – if, and only if, there are printers available
        5.2.2   There are absolutely no appointments made during finals week

5.2.3   Appointments are made based upon availability of printers

5.2.4   No more than ten (10) appointments per day should be scheduled Monday through Thursday; and ten (10) on Fridays

5.2.5   Students may make appointments either by telephone, or in person

5.2.6   At the time of appointment, Student Advisors must:

    5.2.6.1   Inform the customer that they will need to bring 1) a valid ID (Drivers License, CA Identification Card, or Passport), 2) $20.00 cash for rental of the printer and 3) a valid CSULA identification card

    5.2.6.2   Record the appointment day and time in the laptop/printer appointment book in the 15 minute time intervals, write in the customer's name and phone number

    5.2.6.3   Confirm the appointment by issuing an appointment reminder

    5.2.6.4   Advise the customer of our policies regarding 1) 15 minute grace period for late pick-ups, 2) fees for late returns and 3) printer rental contract obligations

5.3 Printer Rental.

5.3.1   Obtain the customer's valid ID and verify with name in laptop/printer appointment book.

5.3.2   Printer check-out

    5.3.2.1   Set-up the printer in the workstation, making sure to:

        5.3.2.1.1   Plug in power cord

        5.3.2.1.2   Plug the printer into the laptop port

        5.3.2.1.3   Turn on printer

    5.3.2.2   On the academic computer, go to the website address "http://www.calstatela.edu/orgs/asicsla/laptoploaner" or desktop icon

        5.3.2.2.1 Follow as directed

        5.3.2.2.2 Make sure you print the following documents:

            5.3.2.2.2.1   Laptop Checkout Form

            5.3.2.2.2.2   Lease Receipt. Make a copy for the customer

5.3.3   Paperwork.

    5.3.3.1   In the printer carrying case, remove the folder kept inside.

        5.3.3.1.1   Make a copy of customer's valid ID onto the first page of the Laptop Checkout Form

        5.3.3.1.2   Return all paperwork to the folder, and file in the printer file cabinet after the "Rented" tab (filed according to last 4-digits of asset tag number

    5.3.3.2   Place a continuous arrow through the date when the printer is due for return

5.3.4   Obtain $20.00 rental fee from the customer

    5.3.4.1   Conduct cash transaction. Return to the customer any change that may be due. Count the customers change out loud. Never place a customer's money on the counter, unless asked to do so by the customer

5.4 Printer Returns.

5.4.1   Printer check -in:

    5.4.1.1   On the academic computer, go to the website address "http://www.calstatela.edu/orgs/asicsla/laptoploaner" or desktop icon

    5.4.1.2   Follow as directed. See Laptop Loaner Web Page Procedures

    5.4.1.3   Make sure you print the following documents:

        5.4.1.3.1   Printer Return Form which indicates the return of the printer

        5.4.1.3.2   Printer Return Receipt which indicates the turn of the printer. Make a copy of the receipt for the customer

5.4.2   Paperwork.

    5.4.2.1   In the printer file cabinet, remove the corresponding folder.

        5.4.2.1.1   Return all paperwork to the folder, and file in the printer file cabinet after the "Returned" tab (filed according to last name)

5.4.3   Cartridge Replacement. After a printer is returned, it must immediately be replenished with a fresh cartridge if needed before the end of the day

5.4.3.1 Check Printer Cartridge
      5.4.3.1.1   Check printer cartridge toner level
      5.4.3.1.2   If level of toner is acceptable to do not replace cartridge. The acceptable level is half full
      5.4.3.1.3   Should the level of the toner cartridge be below half full, replace cartridge

5.4.4   Past Due Printers. In the event that a student returns a printer past the date and/or time it is due, the student is subject to pay a fine of $20.00 per day unless it is a part of a combination rental

5.4.4.1 Late Payment
      5.4.4.1.1   Obtain the appropriate amount from customer (for example, if the person is 5 days late, multiply 5 x $20 = $100.00)
      5.4.4.1.2   Enter transaction into the cash register. Return to the customer any change due. Never place the customer's change on the counter, unless asked to do so by the customer. Make sure that you count the customer's change out loud

5.4.4.2 Follow steps 5.4.1 and 5.4.2 above

5.5 Combination Rentals.
5.5.1   The check out/in procedure for combination rentals (checking out of both laptop and printer) is the same as the check out/in procedure for laptop and printer rentals. (See procedures 5.3 in the printer and laptop rental sections of Policy 405)
5.5.2   The cost of a combination rental is $30.00
5.5.3   Combination rentals are rented for a period of (1) one week
5.5.4   The cost for an overdue combination rental is $30.00 per day until returned
5.5.5   Combination rentals are rented based on availability

5.6 Closing Printer.
5.6.1   Printer Count. All printers are counted at the beginning of the day. All excess printers not scheduled for rental throughout the day are to be stored in the designated storage area.
5.6.1.1 Secure all cabinets

5.7 Closing Audit. See A.S.I. Daily Audit Procedures. Sec. 5.2 - Closing

5.8 Deposits. The Student Service Center Manager delegates the task of making deposits to Student Advisors once dollar amounts have been confirmed. All proceeds received from Printer Rentals are deposited daily

ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER
LOCKER RENTAL PROCEDURES

POLICY 406

1.0   PURPOSE:
        To establish procedures for locker rentals for A.S.I. Student Service Center ("SSC") during regular business hours.

2.0   REFERENCES:
        A.S.I. Cash Register Operation Procedures – See Policy 402

3.0   POLICY:
        The Associated Students, Inc. rents out lockers located in King Hall, Library South, and basement level of the University-Student Union ("U-SU") on a quarter-by-quarter basis. The A.S.I. Student Service Center accepts cash only during regular business hours
        3.1   All lockers are reviewed quarterly, during the first week of each break
        3.2   Neither the A.S.I. nor the U-SU assumes responsibility for any articles lost or stolen
        3.3   All lockers not renewed by the renewal date will be forfeited. The A.S.I. Student Service Center will turnover the contents of lockers to the campus police. The campus police will hold contents for two (2) weeks
        3.4   Rental of all lockers requires a one-time $10.00 service fee that is non-refundable
        3.5   All combinations remain property of the A.S.I. and must be surrendered upon request A.S.I does not permit the use of personal locks
        3.6   Audits of all cash transactions are performed at the closing of each day – and deposits for cash received are made the next business day

4.0   DEFINITIONS
        Cash Box – The container unit for the $100.00 change from the cash register, movie tickets, and cash register envelopes. The cash box will be stored in the safe overnight; and kept in the Unsecured Cabinet during regular business hours.
        Receipt Log. The record of all cash transactions in the A.S.I. Student Service Center. All Student Advisors and SSC Manager are responsible for accurate registration of items on this document. See Attachment I.
        Renter – The customer requesting to rent a locker.
        A.S.I. Lockers – Those lockers located in King Hall and the Library South; which are owned by A.S.I. The files for each A.S.I. Lockers are kept in file cabinet located in the A.S.I. Student Service Center. The A.S.I. Locker files are organized in numerical order; with the rented lockers filed after the "RENTED" tab, and the empty/unclaimed lockers filed after the "NOT RENTED" tab.
        U-SU Lockers – Those lockers located on the basement level of the University-Student Union; which are operated by A.S.I. The files for each U-SU lockers are kept in the file cabinet located in the A.S.I. Student Service Center. The U-SU locker files are organized in numerical order; with the rented lockers filed after the "RENTED" tab, and the empty/unclaimed lockers filed after the "NOT RENTED" tab.

5.0   PROCEDURES
        5.1   Renting. Each locker request is treated as a single transaction, and separated from any further locker requests

5.1.1.1 Paperwork. All forms which need to be filled out are located in the cabinet

    5.1.1.1.1   Locker Rental Agreement. Get the next available locker folder, filed after the "NOT RENTED" tab. Have the customer fill out the Locker Rental Agreement. After customer completes all parts of his/her contact information, make sure the following items are filled out:

- Locker #
- Location
- Combination #
- Quarters Rented
- Renewal Date. This is determined as the Friday of finals week – for the last quarter rented
- Office Use Only Section

    5.1.1.1.2   Submit the locker rental agreement and folder to the SSC Manager for input into the Locker Reconciliation form on the computer (Filemaker Pro document)

5.1.1.2 Rental Payment

    5.1.1.2.1   Payment must be made in cash

    5.1.1.2.2   After the SSC Manager or Student Advisor inputs the amount, get the receipt and change (if any). Give all change to the customer, making sure to count out the change in front of him/her

5.1.1.3 Cash Register Procedures. See Cash Register Operation Procedures Policy 402

5.1.1.4 Assignment

    5.1.1.4.1   U-SU Lockers

        5.1.1.4.1.1   From the Unsecured Cabinet, get a combination lock and give to the Student

        5.1.1.4.1.2   Make sure to note the lock serial number the Locker Rental Agreement

    5.1.1.4.2   ASI Lockers

        5.1.1.4.2.1   Give the Combination slip inside the locker folder to the Student

5.3   Renewing a Locker. Each locker renewal is treated as a single transaction, and separated from any further locker requests. In order to renew a locker, the customer must know his/her locker number. If the locker number is unknown, then the customer will have that locker forfeited and will be assigned a new locker number at the initial rate of $10.00. A customer can only renew on the last quarter that he/she has prepaid for the locker rental.

    5.3.1   Renewal Payment

        5.3.1.1   Each time a locker is renewed a new contract must be filled out by the renter

        5.3.1.2   The costs to renew an ASI locker is $5.00..

    5.3.2   See Cash Register Procedures. Policy 402

    5.3.3   Paperwork. The forms which need to be filled out are located in the drawer of the cabinet (ASI Lockers on top, USU Lockers on bottom)

        5.3.3.1   Identification. To ensure that the person renewing is the owner of the locker, request a valid picture identification be shown to you. Identification may take the form of a CA Drivers License, CA Identification Card, CSULA EagleOne Card, Bus Pass, or Passport. Any other forms of identification must be verified by the Assistant Director prior to the initial rental and/or renewal

        5.3.3.2   Get the locker folder filed after the "RENTED" tab. Get a new Locker Rental Agreement and give to the customer to fill out. After customer completes all parts of his/her contact information, make sure the following items are filled out:

- Locker #
- Location
- Combination #

Associated Students, Inc. – Student Service Center Policies 400-414

- Quarters Rented.
- Renewal Date. This is determined as the Friday of finals week – for the last quarter rented
- Office Use Only Section

    5.3.3.3 Submit the locker rental agreement and folder to the SSC Manager for input onto the Locker Reconciliation form on the computer (Filemaker Pro document)

    5.3.3.4 Assignment

        5.3.3.4.1. For ASI Lockers: if the customer requests a copy of the Combination Slip, then provide the Student a copy.

        5.3.3.4.2. For USU Lockers: if the customer requests a copy of the Combination Slip, then submit him/her a copy

5.4   Locker Cancellation. Each locker cancellation is treated as a single transaction, and separated from any further locker requests. In order to cancel a locker, the customer must know his/her locker number. If the locker number is unknown, then the customer will have that locker forfeited at the end of the quarter, along with his/her deposit. A customer requesting a locker cancellation is not entitled to a refund of quarters that have been prepaid, regardless if he/she is going to use the locker or not

    5.4.1   Identification. To ensure that the person cancelling is the owner of the locker, request a valid picture identification be shown to you. Identification may take the form of a CA Drivers License, CA Identification Card, CSULA EagleOne Card, Bus Pass, or Passport. Any other forms of identification must be verified by the Assistant Director prior to initial rental and/or renewal..

    5.4.2   Submit the locker rental agreement and folder to the SCC Manager for input into the Locker Reconciliation form on the computer (Filemaker Pro document)

5.5   Quarterly Locker Review. This procedure is performed on the first Monday of each break by the SSC Manager

    5.5.1.1   Renewed Lockers. If a customer has renewed a locker, this will be indicated on each Laptop Rental Agreement

    5.5.1.2   Cancelled Lockers. If a customer has cancelled a locker, this will be indicated on each Laptop Rental Agreement

    5.5.1.3   Forfeited Lockers. All lockers not cancelled or forfeited by the Friday of final week will be forfeited

5.2   **Deposits**. The SSC Manager delegates the task of making deposits to Student Advisor once all Receipt Log amounts have been confirmed. All money received for any given day are deposited the next business day by 1200 p.m. at the daily depository located next to the Cashier's office (Adm. 128)

    5.2.1   The deposit must be verified by two SSC Staff members and the SCC Manager shall place all money and deposit transmittal forms in a designated University Issued deposit bags

    5.2.2   Student Advisors or the SSC Manager will take this money bag to the daily depository unit and drop it off

    5.2.3   The following day, the money bag will be retrieved and returned to the ASI office

ASSOCIATED STUDENTS, INCORPORATED
CALIFORNIA STATE UNIVERSITY, LOS ANGELES

ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER
MOVIE TICKET PROCEDURES

POLICY 407

1.0   PURPOSE:
To establish procedures for movie ticket sales for A.S.I Student Service Center ("SSC") during regular business hours.

2.0   REFERENCES:
A.S.I. Cash Register Operation Procedures – See Policy 402
A.S.I. Audit Procedures – See Policy 404
A.S.I. Student Service Center "Opening" Procedures – See Policy 401
A.S.I. Student Service Center "Closing" Procedures – See Policy 403

3.0   POLICY:
The Associated Students, Inc. shall sell movie tickets for Regal and AMC theatres at a discounted price of $7.50 each to students during regular business hours on a cash only basis. Movie Tickets are reconciled twice daily: upon opening and closing of the A.S.I. Student Service Center. Audits of all cash transactions are performed at the closing of each day – and deposits for cash received are made the next business day.
3.1   There are no refunds for any A.S.I. cash transactions, regardless of the reason

4.0   DEFINITIONS
Safe – The container unit used to secure all cash, movie tickets and keys for overnight storage. Only the Executive Director, Assistant Director, and Programs Coordinator(s) have access to the safe.
Cash Box – The container unit for the $100.00 change from the cash register, movie tickets, and cash register envelopes. The cash box will be stored in the safe overnight; and kept in the Unsecured Cabinet during regular business hours.
Unsecured Cabinet – The designated, unsecured place to store any valuable items. The Cashier is charged with all items located in this cabinet during the entire span of his/her shift.
Daily Audit Sheet. The record of all cash transactions in the A.S.I. Student Service Center. All Student Advisors and the SSC Manager are responsible for accurate registration of items on this document. See Attachment II.

5.0   PROCEDURES
5.1   Opening Movie Tickets. See Daily Audit Procedures, Sec. 5.1 – Opening

5.2 <u>Sales</u>

    5.2.1 Actions taken while customer is present
        5.2.1.1 Ask how many tickets the customer wants for which theater (Regal or AMC).
        5.2.1.2 Key into cash register:
- Movie Ticket I.D. number
- Total number of tickets purchased
- Product quantity. Deduct the amount of tickets from each respective ticket log

        5.2.1.3 Collect cash from the customer. Place cash in the cash register.
        5.2.1.4 Provide receipt, change if any, and movie tickets to the customer. Be sure to count cash out loud in front of customer

    5.2.2 Upon customer's departure, take out "Movie Ticket Audit" binder.
        5.2.2.1 Under appropriate movie theater tab, take out current Movie Tickets Log (see Attachment IV)
        5.2.2.2 Log appropriate information under each column, including:
- Date tickets sold
- Movie Ticket ID Number
- The SSC Manager or Student Advisor's Initial should be entered next to the tickets sold

    5.2.3 Return items to their original place, ready for sale including:
        5.2.3.1 Return "Movie Ticket Audit" binder to shelf

5.3 <u>Adding movie tickets once current supply runs out</u>
The Assistant Director and SSC Manager are responsible for tracking the amount of movie tickets for each theater. This procedure is to be done by the SSC Manager or the attending Student Advisor before the start of each business day at 9:00 a.m. and at the close of business, if and only if, the total number of tickets remaining for any given theater is 10 or less

    5.3.1 Get new supply of tickets for appropriate theater
    5.3.2 Get "A.S.I. Student Service Center" USB port, and open up the file saved as "Movie Tickets Log"
    5.3.3 Fill in the Date Tickets Added and Ticket #
    5.3.4 Print page, and save file on computer and USB port for back up purposes
    5.3.5 Get "Movie Ticket Audit" binder and go to the appropriate theater tab
    5.3.6 Add printed page under all other existing pages, so that the sheets are ordered chronologically in descending order
    5.3.7 Return items to their original place, ready for sale including:
        5.3.7.1 Return new supply of movie tickets to the safe
        5.3.7.2 "A.S.I. Student Service Center" USB port
        5.3.7.3 "Movie Ticket Audit" binder to shelf

5.4 <u>Closing Movie Tickets</u>. See Daily Audit Procedures, Policy 404 Sec. 5.2 - Closing

5.2 <u>Deposits</u>. The Assistant Director or the SSC Manager delegates the task of making deposits to Student Advisors once all Daily Audit amounts have been confirmed. All money received for any given day are deposited the next business day by 12:00 p.m. at the daily depository located next to the Cashier's office (Adm. 128)

    5.2.1 The SSC Manager or Student Advisor shall place all money and deposit transmittal forms in the designated University issued money bag
    5.2.2 Student Advisor will take this money bag to the daily depository unit and drop it off.
    5.2.3 The following day, the money bag will be retrieved and returned to the ASI office

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ASSOCIATED STUDENTS, INCORPORATED
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ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER
STAFF TELEPHONE PROCEDURES - **CONFIDENTIAL**
POLICY 408

1.0   PURPOSE:
To establish telephone procedures for the Staff's use of Associated Students, Inc. ("ASI") phones during regular business hours.

2.0   REFERENCES:

3.0   POLICY:
The Associated Students, Inc. provides incoming and outgoing telephone access to Staff and Student Government for the purpose of conducting business on behalf of A.S.I.

3.1   Staff is not allowed to make personal phone calls without permission. Under no circumstance should Staff use telephones for personal calls in the presence of a student awaiting service.

4.0   DEFINITIONS
Staff phone lines – all telephones located in the ASI Administrative Offices and Student Service Center ("SSC"). These phones are reserved for use by authorized Staff only. No Student Directors are permitted to make incoming/outgoing phone calls from these telephone lines.
Executive phone lines – all telephones located in the Offices of the President, VPA, VPAG, VPAF and Secretary/Treasurer. For security purposes, these phones are reserved for use by the Executive Officers.
Student Director phone lines – all telephones located in the ASI member work areas. These phones are reserved for use primarily by Student Directors and appointed members (including the Executive Officers), and accessed by Staff if necessary.
Extensions and IC-Codes – the direct connection to specific telephones within the A.S.I. Offices. See Attachment I

5.0   PROCEDURES
5.1   Answering Phones. Be polite, speak clearly, and say "Associated Students, Inc. Student Service Center this is (your name). How can I help you?"
5.2   Putting a caller on Hold. It is important that a caller not be placed on hold more than one minute. If it is necessary to put a caller on hold longer than a minute, the person answering the phone must pick up the line again and inform the caller that he/she will need to be on hold a few minutes longer. To put a caller on hold, press the [HOLD] button and the line should blink. To pick up a line on hold, press the button corresponding to the blinking arrow and speak
5.3   Intercom. This feature is used to either dial another A.S.I. phone, or to screen incoming calls. To use this feature, make sure caller is online and
5.3.1   Press [IC], and then the appropriate IC-Code
5.3.2   Speak to other party

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5.4   <u>Transferring calls</u>.   Making sure caller is online,

     5.4.1   Press [TRANSFER]

     5.4.2   Press [3] and the appropriate 4-digit extension (3 - _ _ _ _)

     5.4.3   When the other party picks-up the line, inform him/her who is calling

     5.4.4   Press [TRANSFER} again.

     5.4.5   Hang up the phone

5.5   <u>Check voicemail</u>.   See Attachment II – Help Directory

     5.5.1   Dial [3-7800]

     5.5.2   Press [#]

     5.5.3   Dial [3-XXXX]

     5.5.4   Dial [XXXX] (Security Code)

     5.5.5   Press [5] to listen to messages

     5.5.6   After all messages have been heard, press [9][9]

     5.5.7   Make sure that all messages that were listened to are written and distributed to the appropriate persons

5.6   Taking Messages.   If a person is unavailable, the calling party may be transferred to his/her voicemail.   For those A.S.I. members without personal voicemail, take a complete message on a message pad.   Messages are distributed into the mailboxes as soon as possible

     5.6.1   Information Required:

         5.6.1.1   Name of caller

         5.6.1.2   Time and date of call

         5.6.1.3   Telephone number of caller

         5.6.1.4   Reason for the call

         5.6.1.5   Initials of the staff member taking the message

5.7   Message clarity.   All messages should be taken in a clear and concise manner using legal hand writing.

Staff Phone Procedures
Attachment I
Extension/IC-Code List

Position	Extension	IC-Code
President	3-4792	22
Vice President for Administration	3-4787	30
Vice President for Academic Governance	3-4784	40
Secretary/Treasurer	3-4773	N/A
Vice President for Finance	3-4777	20
Back Office/Reps	3-4786/4776	23
Executive Director	3-5858	21
Assistant Director	3-4788	25
Programs Coordinator	3-4785	26
Student Service Center	3-4780 to 4781	24
Fax Machine	3-6415	N/A

II.   Help Directory
    1. Dial [3-7800]
    2. Press [#]
    3. Press [3] and the appropriate 4-digit extension (3 - _ _ _ _) of the voice mailbox you wish to access
    4. Dial Security Code (See Attachment II)
    5. Options:

[0]	Help	
[5]	Listen to messages	
	[3]	Erase Message
	[7]	Save Message
	[8]	Date/Time Stamp
[4]	Greeting	
	[2]	Turn off greeting
	[5]	Listen to Greeting
	[6]	Change Greeting
	[#]	Finish greeting change
[6]	Record a message	
	[*][*]	Erase recorded message
[1][6]	Options to customize	
	[1]	Message waiting
	[2]	Security Code change
	[3]	Set off-sight pager number
	[5]	Personal Assistance #
	[6]	Personal Distribution List
	[7]	Future messages
	[8]	Record Name to mailbox
		[#] End name recording

ASSOCIATED STUDENTS, INCORPORATED
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ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER MAILBOX PROCEDURES

POLICY 409

1.0 PURPOSE:
To establish procedures for ASI mailbox organization and maintenance for A.S.I. Student Service Center ("SSC") during regular business hours.

2.0 REFERENCES:

3.0 POLICY:
The Associated Students, Inc. provides free mailbox services for ASI Board of Directors, Senators, Commissioners, and Professional Staff.
3.1 The ASI SSC will manage the distribution of mail, and maintenance of mailboxes throughout the year
3.2 Mailboxes are updated quarterly as needed

4.0 DEFINITION:
Recognition – ASI Board of Directors, Senators, Commissioners are formally recognized by ASI when they have been deemed eligible by the Registrars Office. All provisions for recognition are handled through ASI.

5.0 PROCEDURE
5.1 **Student Government and/or Professional Staff mailboxes**
5.1.1 Mailboxes will be provided to those ASI members within a week of appointment or election process
5.1.2 ASI Student Staff will make mailbox labels, and ensure that a mailbox is provided within one week thereafter
5.1.3 Mailbox requests are processed by the Administrative Assistant upon notification of newly appointed or elected members by the A.S.I. Secretary/Treasurer
5.2 **Mail distribution**. The ASI Staff receives, logs, and distributes mail on a daily basis.
5.2.1 The SSC Manager or Student Advisor will date stamp and enter all mail on the mail receipt log upon receipt
5.2.2 A log is kept for each piece of mail denoting the sender and the addressee as indicated
5.2.3 Student Advisors or the SSC Manager will sort and distribute all mail before 1:00 p.m. each day

ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER
FREE SERVICES FOR CLUBS & ORGANIZATIONS
PROCEDURES

POLICY 410

1.0   PURPOSE:
        To establish procedures for Free Student Clubs & Organization Services for A.S.I. Student Service Center ("SSC") during regular business hours.

2.0   REFERENCES:
        A.S.I. Funding Policy – See Policy 206
        A.S.I. Laptop/Rental – See Policy 405 – 405A

3.0   POLICY:
        3.1   The Associated Students, Inc. provides free services for recognized Student clubs & organizations
                3.1.1   All free services provided by the ASI must be logged out on a master record maintained by the SSC
                3.1.2   Student clubs & organizations are not allowed to "tag-team", or consume their share of services in advance. There will be no using up of next month's quantity in the present month
                3.1.3   ASI maintains the right to refuse copying, the supply of banner paper and/or balloon services to student clubs & organizations if such media contains derogatory or inappropriate content
                          3.1.3.1   Stipulations
                                      3.1.3.1.1   ASI will not make copies of student clubs & organization operational documents (i.e., minutes, agendas, textbook or class related materials etc.)
                                      3.1.3.1.2   ASI will only provide copies and/or banner paper for the purpose of marketing student club & organization programs and events
                                      3.1.3.1.3   All potential posting originals to be copied must contain the statement "printed on ASI paper". If such statement is not contained on a flyer, an ASI staff member will stamp the verbiage onto the postings for the student club & organization before copies or banner paper are provided
        3.2   The USU Center for Student Involvement ("CSI") is responsible for providing ASI with the most recent Clubs & Organization list. If an organization is not listed, then confirmation of recognition must be provided either through verbal or written communication by a U-SU CSI Staff member, directly to an ASI SSC Staff member

4.0   DEFINITION:
        Recognition – Student clubs & organizations are formally recognized by ASI if they are listed on the most updated Club & Organization List provided by the U-SU CSI. All provisions for recognition are handled through the same office.

5.0   PROCEDURE
    5.1 <u>Copies</u>. ASI allows student organizations to make 100 copies per month
        5.1.1   Student Organizations must come into the ASI SSC and fill out the Copier Log Sheet
        5.1.2   The ASI SSC will provide copies no later than 24-hours after a request is made
        5.1.3   Based on availability, ASI may provide copies on colored paper if requested by student clubs & organizations
    5.2 Banner Paper. ASI provides student clubs & organizations with no more than 2 sheets of banner paper per month
        5.2.1   Based on availability, ASI provides white banner paper upon request of the student clubs & organizations
        5.2.2   Banner paper is not to exceed 3 feet. In length
        5.2.3   **Balloons**. ASI provides student clubs & organizations with 15- minute access to ASI's helium tank per month
        5.2.4   Student clubs & organizations must come to the ASI SSC and set an appointment to coordinate helium access
    5.3   See ASI Funding Policy
    5.4   See Laptop/Printer Rental Policies

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ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER
AMUSEMENT PARK TICKETS PROCEDURES

POLICY 411

Page 1 of 2

1.0   PURPOSE:
To establish procedures for the sale of amusement park tickets for A.S.I. Student Service Center ("SSC") during regular business hours.

2.0   REFERENCES:
A.S.I. Cash Register Operation Procedures - See Policy 402
A.S.I. Daily Audit Procedures - See Policy 404
A.S.I. Student Service Center "Opening" Procedures - See Policy 401
A.S.I. Student Service Center "Closing" Procedures - See Policy 403

3.0   POLICY:
The Associated Students, Inc. sells amusement park tickets for Disneyland, 6 Flags, Universal Studios and seasonal Knotts Scary Farm tickets. Audits of all cash transactions are performed at the closing of each day – and deposits for the day's proceeds are received and made daily.

4.0   DEFINITIONS:
Safe – The container unit used to secure all cash, tickets and keys for overnight storage. Only the Assistant Director, Executive Director, and Programs Coordinator have access to the safe.
Unsecured Cabinet – The designated, unsecured place to store any valuable items. For security purposes, this is a location hidden from the public, and is located under the cash register.

5.0 PROCEDURES:
    5.1 Opening Amusement Park Tickets.   See Daily Audit Procedures, Sec. 5.1 – Opening
    5.2 Sales
        5.2.1   Actions taken while customer is present
            5.2.1.1 Determine quantity of tickets per amusement park vendor to be purchased by customer
            5.2.1.2 Key in the amount of the purchase on the cash register and obtain the corresponding dollar amount from customer
            5.2.1.3 Return any change to the customer if applicable. Never place the customer's money on the counter unless asked to do so by customer
            5.2.1.4 Complete the transaction by giving the customer the amusement park tickets purchased
        5.2.2   Prior to customer departure retrieve the amusement park binder and fill in the appropriate information, including:
            • Date amusement park ticket sold
            • Serial number located on the amusement park tickets
            • SCC Manager's or Student Advisor's initials
        5.2.3   Return the amusement park binder to its original position for next sale
    5.3 Adding amusement park tickets

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The SSC Manager and/or the Student Advisors are responsible for tracking the quantity of amusement park tickets kept in sales binder. The additional supply of amusement park tickets will be kept in the safe until needed to replenish the sales binder. Stamp sales quantities are tracked by the SSC Manager and/or the Student Advisor before the start of each business day

    5.3.1   Obtain a new supply of amusement park tickets. 25 tickets for each amusement park should be in the binder at all time except for 6 Flags the quantity is 50. The remaining supply of amusement park tickets should be in the safe

    5.3.2   Receipt of new amusement park tickets is to be logged onto the Daily Audit sheet for that day

    5.3.3   Fill in the date amusement park tickets are added to inventory on Daily Audit sheet

    5.3.4   Retrieve the amusement park binder for each vendor and enter the serial number of each ticket added to sales binder in consecutive order

    5.3.5   Return items to their original place, ready for sale including:

        5.3.5.1   Additional supply of amusement park tickets should be secured in the safe

        5.3.5.2   Amusement park log to sales folder

5.4 Closing Amusement Park Sales. See Daily Audit Procedures, Sec. 5.2 – Closing

5.5 <u>Deposits</u>. The SSC Manager or Student Advisor will complete Daily Audit sheet and prepare Deposit Transmittal once all receipt amounts have been confirmed. All money received for any given day is deposited daily in the Cashier's office (Adm. 128)

    5.5.1   The SSC Manager or Student Advisor places all money and deposit transmittal forms in a designated University issued money bag

    5.5.2   SSC Managers and/or Student Advisors takes the money bag to the daily depository unit and drop it off acquiring the required signatures

    5.5.3   The following day, the money bag will be retrieved and returned to the ASI office

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ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER
Stamp Sales Procedures

POLICY 412

Page 1 of 2

1.0   PURPOSE:
To establish procedures for Stamps Sales for A.S.I. Student Service Center ("SSC") during regular business hours.

2.0   REFERENCES:
A.S.I. Cash Register Operation Procedures – See Policy 402
A.S.I. Daily Audit Procedures – See Policy 404
A.S.I. Student Service Center "Opening" Procedures – See Policy 401
A.S.I. Student Service Center "Closing" Procedures – See Policy 403

3.0   POLICY:
The Associated Students, Inc. sells stamps for $0.41 for each individual stamp and $4.10 for a book of ten (10) stamps on a cash only basis. Audits of all cash transactions are performed at the closing of each day – and deposits for the day's proceeds are received and made daily.

4.0   DEFINITIONS:
Safe – The container unit used to secure all valuables for overnight storage. Only the Assistant Director, Executive Director, and Programs Coordinator have access to the safe.
Unsecured Cabinet – The designated, unsecured place to store any valuable items. For security purposes, this is a location hidden from the public, and is located under the cash register.

5.0   PROCEDURES:
    5.1   Opening Stamps.   See Daily Audit Procedures, Sec. 5.1 – Opening
    5.2   Sales
        5.2.1   Actions taken while customer is present
            5.2.1.1   Determine quantity of stamps to be purchased by customer
            5.2.1.2   Key in the amount of the purchase on the cash register and obtain the corresponding dollar amount from customer
            5.2.1.3   Return any change to the customer is applicable. Never place the customer's money on the counter unless asked to do so by customer
            5.2.1.4   Complete the transaction by giving the customer the stamps purchased
        5.2.2   Upon customer departure retrieve stamp log in sheet and fill in the appropriate information, including:
            • Date stamp sold
            • Serial number located on the stamps
            • SCC Manager's or Student Advisor's initials
        5.2.3   Return the stamp log in sheet to it original position for next sale

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5.3   Adding stamps once current supply runs out

The SSC Manager and/or the Student Advisors are responsible for tracking the quantity of stamps kept in sales binder. The additional supply of stamps will be kept in the safe until needed to replenish the sales binder. Stamp sales quantities are tracked by the SSC Manager and/or the Student Advisor before the start of each business day

     5.3.1   Obtain a new supply of stamps 50 single and/or 25 books of ten (10) from the safe

     5.3.2   Receipt of new stamps is to be logged onto the Daily Audit sheet for that day

     5.3.3   Fill in the date stamps are added to inventory on Daily Audit sheet

     5.3.4   Retrieve the stamp log in sheet and enter the serial number of each stamp in consecutive order

     5.3.5   Return items to their original place, ready for sale including:

          5.3.5.1   Additional supply of stamps should be secured in the safe

          5.3.5.2   Stamp log to sales folder

5.4   Closing Stamp Sales. See Daily Audit Procedures, Sec. 5.2 – Closing

5.5   <u>Deposits</u>. The SSC Manager or Student Advisor will complete Daily Audit sheet and prepare Deposit Transmittal once all receipt amounts have been confirmed. All money received for any given day is deposited daily in the Cashier's office (Adm. 128)

     5.5.1   The SSC Manager or Student Advisor places all money and deposit transmittal forms in a designated University issued money bag

     5.5.2   SSC Managers and/or Student Advisors takes the money bag to the daily depository unit and drop it off acquiring the required signatures

     5.5.3   The following day, the money bag will be retrieved and returned to the ASI office

ASSOCIATED STUDENTS, INCORPORATED
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ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER
FACSIMILE SERVICE PROCEDURES

POLICY 413

1.0 PURPOSE:
To establish procedures for the sale of Facsimile Services for A.S.I. Student Service Center ("SSC") during regular business hours.

2.0 REFERENCES:
A.S.I. Cash Register Operation Procedures
A.S.I. Daily Audit Procedures
A.S.I. Student Service Center "Opening" Procedures – See Policy 401
A.S.I. Student Service Center "Closing" Procedures – See Policy 403

3.0 POLICY:
The Associated Students, Inc. provides facsimile services at $1.00 for the first page and $.75 for each additional page for local faxes and a flat $2.00 for international faxes per page. Audits of all cash transactions are performed at the closing of each day – and deposits for the day's proceeds are received and made daily.

4.0 DEFINITIONS:
Safe – The container unit used to secure all valuables for overnight storage. Only the Assistant Director, Executive Director, and Programs Coordinator have access to the safe.
Unsecured Cabinet – The designated, unsecured place to store any valuable items. For security purposes, this is a location hidden from the public, and is located under the cash register.

5.0 PROCEDURES:
    5.1 Opening Fax Machine.
        5.1.1 Make sure that the fax machine is on and is ready for operation (i.e. toner is legible and paper stocked for service
    5.2 Sales
        5.2.1 Actions taken while customer is present
            5.2.1.1 Determine quantity of pages being faxed by customer
            5.2.1.2 Key in the amount of the purchase on the cash register and obtain the corresponding dollar amount from customer
            5.2.1.3 Return any change to the customer if applicable. Never place the customer's money on the counter unless asked to do so by customer
            5.2.1.4 Complete the transaction by giving the customer the confirmation page of the fax sent
    5.3 Deposits. The SSC Manager or Student Advisor will complete Daily Audit Sheet and prepare Deposit Transmittal once all receipt amounts have been confirmed. All money received for any given day is deposited daily in the Cashier's office (Adm. 128)
        5.3.1 The SSC Manager or Student Advisor places all money and deposit transmittal forms in a designated University issued money bag
        5.3.2 SSC Managers and/or Student Advisors takes the money bag to the daily depository unit and drop it off acquiring the required signatures
        5.3.3 The following day, the money bag will be retrieved and returned to the ASI office
    5.4 At the end of the day please make sure that the fax machine has been refilled with paper and the toner is visible for the following business day

ASSOCIATED STUDENTS, INCORPORATED
CALIFORNIA STATE UNIVERSITY, LOS ANGELES

ADMINISTRATIVE MANUAL

STUDENT SERVICE CENTER
Cash Handling - OVERAGE/SHORTAGE PROCEDURES

POLICY 414

1.0   PURPOSE:
To establish procedures for an Overage/Shortage policy for A.S.I. Student Service Center ("SSC") during regular scheduled business hours.

2.0   REFERENCES:
A.S.I. Cash Register Operation Procedures – See Policy 402
A.S.I. Daily Audit Procedures – See Policy 404
A.S.I. Movie Ticket Sales Procedures – See Policy 407
A.S.I. Amusement Park Ticket Sales Procedures – See Policy 411
A.S.I. Facsimile Sales Procedures – See Policy 413
A.S.I. Stamp Sales Procedures – See Policy 412
A.S.I. Laptop/Printer Sales Procedures – See Policies 405 – 405B
A.S.I. Locker Rental Procedures – See Policy 406
A.S.I. Student Service Center "Opening" Procedures – See Policy 401
A.S.I. Student Service Center "Closing" Procedures – See Policy 403

3.0   POLICY:
To deter the re-occurrence or excessive cash overage/shortage by A.S.I. SSC to written warning, immediate suspension, and/or including termination.

4.0   DEFINITIONS:
Safe – The container unit used to secure all valuables for overnight storage. Only the Assistant Director, Executive Director and the Programs Coordinator have access to the safe.
Unsecured Cabinet – The designated, unsecured place to store any valuable items during regular business hours.
Daily Audit Sheet. The record of all cash transactions in the A.S.I. Student Service Center. All Student Advisors and the SSC Manager are responsible for accurate registration of items on this document (see Attachment II).

5.0   PROCEDURES:
5.1 The Service Center Manager will complete a Daily Audit Sheet for each days deposit and shall report any variances within 24 hours of the date of the Daily Audit reconciliation to the Assistant Director
5.2 The Assistant Director will review each Daily Audit Sheet within one day of receipt from the SSC Manager and verify the overage/shortage per shift and by Advisor

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5.3 The SSC Manager will report all overage/shortages exceeding the limits described below to the Assistant Director within one day after the date of over/short reconciliation

    5.3.1   Overage/Shortage Limit per advisor/shift is $5.00

    5.3.2   1st occurrence-verbal warning and review of cash handling procedures

    5.3.3   2nd occurrence- written warning

    5.3.4   3rd occurrence-suspension

    5.3.5   4th occurrence- further disciplinary action up to and including termination

    5.3.6   Any losses exceeding $5.00 up to $10.00 will be subject to immediate written warning

    5.3.7   Any losses in excess of $10.00 up to $20.00 will be subject to immediate suspension

    5.3.8   All losses exceeding $20.00 will be subject to disciplinary action up to and including termination

6.0   The Assistant Director will inform any attendant exceeding the limit of such on their shift immediately following the date over/short reconciliation.

7.0   CASH ACCOUNTABILITY:

    7.1   Overage/Shortage figures will be maintained on each employee and reviewed with the employee during their 6-month performance appraisal

    7.2   Records of losses exceeding $5 will be maintained and reviewed for up to one year from the time of first occurrence

    7.3   A cumulative report will be part of the Assistant Director's monthly report to the Executive Director that will be due the 15th of each month

    7.4   Overage/shortage discrepancies are to be rectified through the monthly reconciliation report reconciled by the SSC Manager and verified by the Assistant Director

    7.5   Upon rectifying discrepancies the reconciliation report must be forward to Business Financial Services to make the appropriate accounting changes

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