

# PRO SHOP POS TRANSACTION POLICY



## GOLF DIVISION Salt Lake City Corporation Effective May 1, 2023

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# **POLICY: GOLF DIVISION PRO SHOP POS TRANSACTION POLICY**

## ***Purpose***

This policy describes the handling, receipting, depositing, and reporting of all POS transactions in the Golf Course Pro Shops of the Salt Lake City Golf Division. POS transactions include checks (certain restrictions apply), gift certificates, gift cards, rainchecks, customer accounts and credit card transactions.

## ***Audience***

This policy applies to all Golf Division employees who perform POS transactions in the Golf Division's Pro Shops or Golf Administration Office.

## ***Introduction***

The accurate recording of transactions in the POS system is very important. Historical practices shall not constitute justification for deviation from the procedures and guidelines presented in this document. The material in this document supersedes all previous policies and procedures.

**Failure to follow these policies and procedures may result in disciplinary action.**

## ***Permissible Forms of Payment***

The Golf Division accepts the following forms of payment through the point-of-sale system.

- Visa
- Mastercard
- American Express
- Discover
- Debit
- Apple Pay
- Google Pay
- Salt Lake City gift cards
- Unexpired Golf issued certificates
- Driving range tokens
- Unused punch passes
- Rainchecks
- Credit Book (customer accounts)

Due to the restrictions placed by Salt Lake City Finance, paper cash or coinage is not to be accepted as payment or gratuity for employee services related to the day-to-day operation of the golf course. If, for whatever reason, cash is left by a customer, who cannot be contacted to return, the employee should immediately notify their supervisor, who will then notify the Golf Division Financial Analyst or Division Director in order to make the necessary accommodations to deposit the cash.

Private golf lesson fees should not be transacted in the golf shop point of sale system. Please refer to the Salt Lake City Golf Division Lesson Policy for more information.

## **RESPONSIBILITIES**

### ***Golf Professional Responsibilities***

Golf Professionals are responsible for overseeing all POS transactions conducted in the Golf Division's Pro Shops. Golf Professionals are responsible for training their staff and assuring that the appropriate policies and procedures are strictly followed by every employee for whom they have supervisory responsibility. All POS activities should be accurately reported and handled using proper internal controls.

### ***Pro Shop Employee Responsibilities***

Each Golf Division Pro Shop employee who performs POS transactions is responsible for following all the policies and procedures outlined in this document and for maintaining the safety and security of the City's funds.

### ***Golf Administration Responsibilities***

Golf Administration will review the daily reports from each course and reconcile them to the financial settlements to determine if further reconciliation is needed. Transactions adjustments will be made as necessary. Golf Administration will facilitate the recording of all POS transactions in the City's accounting system.

## **SAFETY AND SECURITY**

### ***Security and Safety Measures***

Safes must be kept locked at all times, except during immediate use, and located in a secure area. Safe combinations should be changed whenever there is employee turnover, to preclude access to checks by non-authorized individuals. Building keys and alarm codes may also need to be changed at the direction of the Golf Division Director, Associate Golf Director or Golf Division Financial Analyst. During non-business hours, checks must be secured in the safe.

Whenever funds are discovered to be missing or presumed to be missing, the Golf Professional or the Assistant Golf Professional should report this immediately to the Golf Director to facilitate the appropriate investigation.

### ***Information Security***

Each individual operating the Golf Division's POS will login with a unique personal user-ID and a unique password. Chosen passwords should be kept confidential.

User-IDs may not be utilized by anyone but the individuals to whom they have been issued. Users must not allow others to perform any activity with their user-IDs. Similarly, users must not perform any activity with user-IDs belonging to other users.

Each individual operating the POS system is responsible for all daily activities performed with their personal user-ID, including entry errors. All POS transactions are intended to be identified

to a specific individual to establish accountability. Actions or attempts which negate individual accountability in processing transactions may be cause for disciplinary action.

## **OPENING PROCEDURES**

At the start of business and at each shift change, the employee responsible for operating the POS system will log on using their personal user-ID.

Open the register with a zero balance. If you are logging in after a shift change you will select the already open register to continue with transactions.

### ***Recording Transactions***

All transactions should be accurately recorded through the POS system at the time of sale, according to the appropriate payment type (i.e., credit card, raincheck, gift certificate, gift card, customer account, etc.). All complimentary golf rounds must be documented in accordance with the Golf Division's complimentary rounds policy. Every employee transaction should be recorded in the POS system by another employee with their user-ID.

## **CLOSING PROCEDURES**

Closing pro-shop employee will record checks, if any, in the POS system when closing a register at the end of day. Place all checks in the safe. Golf Professional or Assistant will prepare the checks for deposit.

Close the register by clicking sales in the POS system and then selecting Close Register. If you have a check to enter you will be prompted to record it in the check field. Then you will click submit count. After you click submit counts you will verify your closing totals and click save counts.

The following supporting documentation is to be sent into the Golf Administration office monthly:

- Paper gift certificates

## **CHECKS**

Any checks received will be recorded into the POS system and stamped by the end of the business day with the City endorsement (refer to policy 2.02.01, Cash Receipts). Checks are accepted for the following transactions: Tournament Groups and School Teams.

All checks must be deposited in the City's designated depository bank, within three business days after the receipt of funds (Utah Code, Section 51-4-1). The copy of the deposit and deposit receipt will be sent into the Golf Accountant after completion of the deposit.

1. On the deposit slip in the "Checks" area list each check separately and total if there are more than one check. Initial next to the total on the side of the deposit slip validating the total amount indicated.

## **CREDIT CARD POLICY**

All credit card transactions should be accurately recorded in accordance with the appropriate type of payment through the POS system at the time the sale occurs.

While using customer facing payment devices, staff will not need to handle customer's credit card. POS system will walk you through the steps to complete the sale. Hand-keying payment information should be avoided as it can bypass security features built into the chip/card and leave more room for human error.

You must ask for customer's government-issued ID to verify the customer's name and signature match the ID for any *retail purchases over \$200*. Look at the picture and customer to verify the ID is for that customer.

A customer's government-issued ID must be held as collateral for *high-end rental clubs*. While in possession of the government-issued ID the Golf staff should ensure the security of personal information. After return of the high-end rental clubs the government-issued ID can be returned to the customer.