
**Cash Handling Reviews
Bookings and Information
City Wide Services Branch
Community Services Department**

February 3, 2003

Introduction

Cash Handling Reviews determine whether cash resources are handled in a manner consistent with established City requirements and to assess the adequacy and effectiveness of internal controls at each handling location. Cash Handling Reviews consist of an objective review and evaluation of the cash (including credit cards, debit cards and cheques) handling practices and procedures relating to receiving, transporting, storing, depositing, recording and safeguarding City money.

The City Auditor in conjunction with Corporate Services, Finance Branch selected six cash handling sites for review in 2002. Sites were selected based on a number of criteria including estimated revenue; volume of transactions processed; cash handling risk; date of previous reviews or audits, if any, undertaken in the area; and history of problems and control weaknesses identified. Based on these criteria, Bookings and Information was selected for review.

Background

The Bookings and Information Section of City Wide Services Branch, Community Services provides and administers booking services for City sports, recreation and room facilities. Revenues for the section amounted to \$5.1 million in 2002 of which \$4.7 million were attributed to arena rentals.

Review Objective

The OCA's objective in conducting these audits was to assess the adequacy and effectiveness of the internal controls over cash handling.

Summary of Results

The OCA has no findings to report. Our review indicated that cash controls at the Bookings and Information section are strong. In particular we noted good segregation of duties and strong monitoring of cashier activity.

Conclusion

In all cash reviews conducted by the OCA, the OCA's goal is to provide assistance in helping the Administration to strengthen internal controls and to improve methods of prevention and detection of fraud.

We wish to thank the staff at the Bookings and Information Branch Community Services department for their cooperation, effort and support during this review.