Town of Greenwich

Findings and Recommendations

Internal Audit of Dorothy Hamill Skating Rink

I. Town of Greenwich – Dorothy Hamill Skating Rink Audit - Table of Contents

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II. Town of Greenwich – Dorothy Hamill Skating Rink Audit - Project Overview

Project Overview

A. Background

The Town of Greenwich (hereinafter referred to as “the Town”) engaged blumshapiro to provide internal audit services related to the operations of the Dorothy Hamill Skating Rink. blumshapiro performed a review of the revenue collection streams, payment collection types, daily collection and reporting processes, and reconciliations in place as it pertains to managing these funds. The annual process of residency validation (for use of the Rink) was also reviewed. Our services specifically included the following:

1. Reviewed the documented processes and controls of the Dorothy Hamill skating rink revenues
2. Identified revenue streams of the various skating rink fees for the facility
3. Reviewed current automated systems used to support the skating rink
4. Confirmed regulations and procedures used to validate residency for skating rink use
5. Tested monthly financial transactions for various services and revenue types
6. Documented findings and operational/control gaps observed

B. Project Approach & Tasks

This review included the following project tasks:

- Reviewed Current Processes and Operations
- Confirmed Current Technologies
- Confirmed Roles and Responsibilities of Staff
- Tested Transactions for 2018-2019 and 2019-2020 Fiscal Years
- Developed Findings and Recommendations
- Documented audit conclusion regarding financial and operational controls: “Satisfactory,” “Needs Improvement,” or “Unsatisfactory”
- Management Review and Approval

C. Acknowledgements/Commendations

blumshapiro would like to thank the Town Treasury and Parks and Recreation/Rink staff for their participation, support, responsiveness, on-going dialogue, and feedback during this project.
Rink Operations Overview

Below is a description of the Dorothy Hamill Skating Rink operations:

1. Rink operating months/hours
   a. The rink typically opens in September of each year through mid-March
      i. During the spring/summer months, the rink is converted to turf playing fields which can be rented
   b. Rink hours vary with a mix of public sessions and ice rentals

2. Rink staff
   a. The Rink has one (1) full-time equivalent and one (1) permanent part time person
   b. During the skating season, there are approximately 50 Rink employees (part-time/seasonal staff)
      i. An employee handbook is in place for Rink staff
   c. It was noted that, typically, the Seasonal Recreation Leader and/or Part-Time Account Clerk are the individuals who handle cash for the Rink

3. Revenue-generation for the Rink
   a. The Rink offers a number of programs and services, each with their own fee, including:
      i. Daily admission for public sessions
      ii. Skate rental tickets
      iii. Rentals for “ice time” (this was noted to be the most significant form of revenue for the Rink)
      iv. Skating lesson programs
      v. Hockey programs
   b. During the FY2020, the Rink had budgeted revenues of $469,600 and had actual revenue of $504,971.50
   c. The top 5 users of the Rink in FY2020, based on total revenues, were:
      i. Greenwich Skating Club
      ii. Greenwich Cardinals Youth Hockey
III. Town of Greenwich – Dorothy Hamill Skating Rink Audit - Rink Operations Overview

iii. Greenwich High School
iv. School Eagle Hill Rink
v. GHS Boys Hockey Booster Club

4. Rink Technology Systems
   a. RecTrac Parks and Recreation software is used by the Rink to handle program signups and registrations as well as to collect payments
      i. The Rink’s onsite Point-of-Sale (POS) system is also provided by/integrated with the RecTrac software
   b. The recording of finances/revenues collected by the Rink are maintained in the Town’s financial management system, MUNIS
   c. At this time, there is no automated integration/interface between RecTrac and MUNIS
      i. This capability does exist and the Town is aware and has plans to automate the two (2) systems in the future
      ii. Currently, the Rink runs a report out of RecTrac that identifies the journal entry “upload” for pulling Rink revenues into MUNIS (the journal entry is manually entered at this time)
      iii. Account numbers for the various revenue streams (e.g. skating lessons) are identical between MUNIS and RecTrac. There are eight (8) different MUNIS accounts associated with the rink including:
         1. Rental for Town Facilities (Ice)
         2. Rental of Turf
         3. Skate Sharpening
         4. Skate Rentals
         5. Concession/Food Service
         6. Admission
         7. Instruction for Ice Hockey
         8. Instruction for Figure Skating
III. Town of Greenwich – Dorothy Hamill Skating Rink Audit - Rink Operations Overview

5. Rink payment/Collection types
   a. Rink rental payments can be made prior to “ice time” or use of the facility. In addition, private user groups are invoiced each month for the prior month's use of the facility.
      i. Private user groups facility reservations are made by the rink staff after a signed contract and Certificate of Insurance and other requirements are met.
   b. Online payments are processed via RecTrac
      i. Residents can register for hockey or skating lessons online with a credit card or via mailed in check
      ii. Online tickets for ice skating has recently been implemented by the Town (last season)
      iii. Public skating time can be paid for onsite with cash, checks, or credit card as well as online via credit card
   c. Funds for rink activities are deposited to JP Morgan Chase Bank

6. Resident Validation Process
   a. The Town Parks and Recreation Department has a thorough process that is performed annually (every 3 years for Seniors) to confirm residency before customers can access/register for recreational programs
      i. Approximately 45,000 user accounts exist in RecTrac. Parks and Recreation staff set these accounts to “nonresident” each year and then activate them one by one as account holders validate their Greenwich residency
      ii. Residents can upload their identification (2 forms required for the primary account holder, 1 form required for all additional family members) directly to RecTrac online
         • They can present forms of ID in person to the Town, or mail forms in
   b. The process workflow for residency validation is included in the Appendix of this report
III. Town of Greenwich – Dorothy Hamill Skating Rink Audit - Rink Operations Overview

7. Reconciliation Processes
   a. On both a weekly and monthly basis, RecTrac and MUNIS are reconciled between Parks and Recreation, Dorothy Hamill Rink and Town Finance/Treasury
   b. At the end of each day, rink staff print a general ledger (GL) report out of RecTrac (this report includes all daily revenues collected). This report is later (daily or weekly) provided to Finance/Treasury along with the bank deposit slip(s)
      i. The Revenue Clerk (within the Treasury Department) later uses this report to manually enter the revenues into MUNIS, on a weekly basis
      ii. The Treasury Clerk reconciles the Parks and Recreation bank account/cash account and MUNIS, on a monthly basis
         1. The Treasurer reviews and signs off on the monthly reconciliation
   c. For credit cards, the Treasury Department runs a daily report from JP Morgan Chase to view all Greenwich credit card activity Town-wide. The pages showing activity pertaining to Parks and Recreation are extracted and provided to the Parks and Recreation Customer Service Supervisor for review and confirmation of activity
      i. The Rink confirms their JP Morgan credit card activity against RecTrac daily revenue reports and notifies their approval to the Customer Service Supervisor
      ii. The Customer Service Supervisor relays the confirmation to Treasury by signing and returning all credit card/revenue reports
   d. The reconciliation process workflows are included in the Appendix of this report

8. Bank Deposits
   a. Per interview with rink staff, bank deposits are done “when needed;” if it is busy or if collections are over $500 in a day, they will bring the deposit to the bank
   b. Per the Town Circular #9609 (dated February 1996), all departments/divisions within the Town are required to deposit collections of cash, checks, and money orders which equal or exceed $500, daily. Collections less than $500 may be held until receipts accumulate to $500 or on Fridays of each week.
iii. Town of Greenwich – Dorothy Hamill Skating Rink Audit - Rink Operations Overview

i. It was noted that the rink staff handle their own bank deposits and often do so more frequently than weekly

c. All copies of bank deposit slips are provided to the Town Treasury Department
IV. Town of Greenwich – Dorothy Hamill Skating Rink Audit – Findings & Recommendations

Overall Audit Conclusion
blumshapiro determined an overall audit rating of “Satisfactory” for the Dorothy Hamill Skating Rink audit for the Town of Greenwich. blumshapiro did note some minor exceptions related to document signoffs.

Control Findings and Recommendations
blumshapiro identified and reviewed several financial and operational controls regarding rink operations. The below findings and recommendations were noted in conjunction with our analysis.

1. Finding – MUNIS user access rights were reviewed and seem appropriate
   a. blum performed a review of user access rights and permissions within MUNIS as it relates to the skating rink accounts. The following users were identified:
      i. Joseph Siciliano – Director - Parks and Recreation
      ii. Tom Greco – Assistant Director – Parks and Recreation
      iii. Kim Ambrosecchia – Business Operations Supervisor – Parks and Recreation
      iv. Diana Theirry – Account Clerk/Accounts Payable – Parks and Recreation
      v. Anita Wood – Customer Service Supervisor – Parks and Recreation
      vi. Lenore Caserta – Director’s Assistant – Parks and Recreation
      vii. Molly Nason – Account Clerk/Accounts Receivables – Parks and Recreation (also handles payroll issues for Parks and Recreation)
      viii. Stephen Weigner – Administrative Staff Assistant - Parks and Recreation (also handles payroll issues for Parks and Recreation)
   b. GL rights and abilities within the rink accounts for the staff above appear reasonable

1. Recommendation – None, control is adequate
IV. Town of Greenwich – Dorothy Hamill Skating Rink Audit – Findings & Recommendations

2. **Finding** – Lack of formal documented policy and procedures

   a. During the process walkthroughs, blumshapiro noted the rink did not have detailed documented policy and procedures manual related to the revenue collections process or daily operations. Various forms do exist and are used to process and track financial transactions. However, no formal policy and procedures manual was available that identifies all the policies, procedures, protocols and controls that should be followed.

2. **Recommendation** – Develop and document a comprehensive policy and procedures manual

   a. We recommend that a documented policy and procedure manual be developed to provide a roadmap of processes, responsibilities and key controls to be adhered to by the rink personnel for the purposes of accountability and training of employees. Although existing staff may have a reasonable idea of what is required in the daily operations of the rink, it will be difficult to ensure consistency and accuracy of responsibilities and key controls if they are not documented. A documented, comprehensive manual will provide both the rink and Parks & Recreation management team with the policy and procedures necessary to ensure all key control activities are adhered to and task responsibilities assigned to appropriate key personnel.
Skating Rink Controls Testing

As part of this audit, blumshapiro tested the activities within Skating Rink operations for the 2018-2019 and 2019-2020 fiscal years. For each control, blum assessed the control for effectiveness and provided an audit conclusion of “Satisfactory,” “Needs Improvement,” or “Unsatisfactory.” Summary test results are below:

<table>
<thead>
<tr>
<th>Conclusion Rating</th>
<th>Rating Calculation/Logic</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfactory</strong></td>
<td>75-100% of the samples selected for testing passed the test criteria with no exceptions</td>
</tr>
<tr>
<td><strong>Needs Improvement</strong></td>
<td>50% or more of the samples selected for testing passed the test criteria with exceptions</td>
</tr>
<tr>
<td><strong>Unsatisfactory</strong></td>
<td>50% or more of the samples selected for testing did not pass test criteria; exceptions were noted</td>
</tr>
<tr>
<td><strong>Inconclusive</strong></td>
<td>Audit test files and/or supporting documents were not available during testing; unable to conclude on testing results</td>
</tr>
<tr>
<td><strong>Not Applicable</strong></td>
<td>Testing was not applicable for the selected control</td>
</tr>
</tbody>
</table>

Summary test results are on the following pages. Tests include:

1. Revenue Collection 2018-2019 and 2019-2020
2. Credit Card Revenue Reconciliation 2018-2019 and 2019-2020
3. Revenue Reconciliation 2018-2019 and 2020
# V. Town of Greenwich – Dorothy Hamill Skating Rink Audit – Audit Testing

## 1. REVENUE COLLECTION

<table>
<thead>
<tr>
<th>#</th>
<th>Control Test</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2018-2019</td>
</tr>
<tr>
<td>RVC.1</td>
<td>Skating Rink staff runs a GL report out of RecTrac on a daily basis or as cash is collected and reconciles the balance, purchases and payment types to the end of day POS Cash Register receipt.</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>RVC.2</td>
<td>Skating Rink staff runs a POS Sales Receipts out of RecTrac and uses the report to populate the manual Daily Revenue Report to keep track of ticket numbers and ticket sales.</td>
<td>Satisfactory</td>
</tr>
</tbody>
</table>
V. Town of Greenwich – Dorothy Hamill Skating Rink Audit – Audit Testing

Summary findings for 2018-2019 Revenue Collection

Eight (8) weeks were selected for testing and included the following: September 17, 2018; October 14, 2018; October 21, 2018; October 29, 2018; November 18, 2018; December 9, 2018; December 16, 2018 and January 13, 2019. Of the eight (8) weeks:

a. Eight (8) RecTrac GL Distribution reports agreed to the end of day POS Cash Register receipt verifying the completeness and accuracy of the revenue recorded in RecTrac (RVC.1)

b. Eight (8) RecTrac GL Distribution reports agreed to the POS Sales Receipt report, verifying the completeness and accuracy of ticket numbers sold and revenues collected (RVC.2)

Summary findings for 2019-2020 Revenue Collection

Eight (8) weeks were selected for testing and included the following: September 22, 2019; September 29, 2019; December 8, 2019; December 22, 2019; December 29, 2020; January 5, 2020; January 12, 2020 and February 26, 2020. Of the eight (8) weeks:

a. Eight (8) RecTrac GL Distribution reports agreed to the end of day POS Cash Register receipt verifying the completeness and accuracy of the revenue recorded in RecTrac (RVC.1)

b. Eight (8) RecTrac GL Distribution reports agreed to the POS Sales Receipt report, verifying the completeness and accuracy of ticket numbers sold and revenues collected (RVC.2)
2. CREDIT CARD REVENUE RECONCILIATION

<table>
<thead>
<tr>
<th>#</th>
<th>Control Test</th>
<th>2018-2019</th>
<th>2020-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCR.1</td>
<td>Each Division reviews their JP Morgan activity against RecTrac GL Distribution Report credit card activity and verify the balance agrees prior to Treasury for inputting into MUNIS.</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>CCR.2</td>
<td>Revenue Clerk enters the skating rink revenues into MUNIS by collection type/account.</td>
<td>Satisfactory</td>
<td>Satisfactory</td>
</tr>
</tbody>
</table>

Summary findings for 2018-2019 Credit Card Revenue Reconciliation

Eight (8) weeks were selected for testing and included the following: September 2, 2018; September 14, 2018; October 15, 2018; October 21, 2018; November 18, 2018; December 2, 2018; December 20, 2018 and January 14, 2019. Of the eight (8) weeks:

a. Seven (7) weekly credit card deposit balances identified on the JP Morgan Chase bank statement as a Skating Rink transaction agreed to the RecTrac GL Distribution Report credit card activity, without exception (CCR.1)
V. Town of Greenwich – Dorothy Hamill Skating Rink Audit – Audit Testing

i. One (1) weekly credit card deposit related to a chargeback. Supporting documentation for the chargeback balance in RecTrac was not provided. However, a spreadsheet detailing chargebacks agreed to the amount per the bank statement and MUNIS. Therefore, this selection will pass with an exception.

b. Eight (8) weekly credit card deposits were entered into MUNIS completely and accurately (CCR.2)

c. There were no variances or unexplained differences between RecTrac, MUNIS and the JP Morgan Chase bank statement (CCR.2)

Summary findings for 2019-2020 Credit Card Revenue Reconciliation

Eight (8) weeks were selected for testing and included the following: September 1, 2019; October 6, 2019; October 19, 2019; December 8, 2019; December 22, 2019; January 5, 2020; January 12, 2020 and February 29, 2020. Of the eight (8) weeks:

a. Seven (7) weekly credit card deposit balances identified on the JP Morgan Chase bank statement as a Skating Rink transaction agreed to the RecTrac GL Distribution Report credit card activity, without exception (CCR.1)

i. One (1) weekly credit card deposit related to a transaction of $0.24 for the selected week. The applicable RecTrac and MUNIS support was not provided. Therefore, we were unable to conclude the result of this selection. However, since the balance of the weekly credit card deposit is immaterial this selection was considered not applicable.

b. Seven (7) weekly credit card deposits were entered into MUNIS completely and accurately (CCR.2)

i. As noted above, one (1) weekly credit card deposit related to a transaction of $0.24 for the selected week. The applicable RecTrac and MUNIS support was not provided. Therefore, were unable to conclude the result of this selection. However, since the balance of the weekly credit card deposit is immaterial this selection was considered not applicable.

c. There were no variances or unexplained differences between RecTrac, MUNIS and the JP Morgan Chase bank statement (CCR.2)
### 3. REVENUE RECONCILIATION – WEEKLY

<table>
<thead>
<tr>
<th>#</th>
<th>Control Test</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>REC.1</td>
<td>Using the GL report/Revenue reports, Revenue Clerk verifies that the deposit amount reflected on the bank deposit slip matches report totals.</td>
<td>Satisfactory</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Satisfactory</td>
</tr>
<tr>
<td>REC.2</td>
<td>Any daily collections over $500 must be deposited the next day.</td>
<td>Satisfactory</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Satisfactory</td>
</tr>
<tr>
<td>REC.3</td>
<td>Revenue Clerk enters the skating rink revenues into MUNIS by collection type/account, on a weekly basis.</td>
<td>Satisfactory</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Satisfactory</td>
</tr>
</tbody>
</table>
V. Town of Greenwich – Dorothy Hamill Skating Rink Audit – Audit Testing

Summary findings for 2018-2019 Revenue Reconciliations – Weekly

Eight (8) weeks were selected for testing and included the following: September 2, 2018; October 21, 2018; November 18, 2018; December 2, 2018; January 20, 2018; February 17, 2019; March 10, 2019 and April 7, 2019. Of the eight (8) weeks:

a. Six (6) weekly deposits selected for testing agreed between the manual Daily Revenue Report, RecTrac Revenue Report, and the JP Morgan Chase deposit slip (REC.1)
   i. Two (2) weekly deposit selected did not include the manual Daily Revenue Report (9/3/2018 and 4/7/2019). Therefore, we were unable to conclude that revenues recorded in RecTrac were complete and accurate. However, RecTrac and the deposit slips agreed, without exception. Therefore, these selections will result in a pass with an exception.

b. Eight (8) deposits were completely and accurately recorded in the JP Morgan Chase bank statement (REC.1)

c. Seven (7) daily collections were greater than $500. Of the seven (7) greater than $500, six (6) were deposited timely (REC.2)
   i. Of the seven (7) daily collection greater than $500, one (1) daily collection, for Monday, 12/3/2018 for $1,904 was not deposited until Friday, 12/6/2018, which is four (4) days later. Therefore, this resulted in an exception.
   ii. Further, one (1) daily collection was less than $500, therefore, this test was not applicable.

d. Eight (8) deposits were completely and accurately recorded in MUNIS (REC.3)

e. There were no variances or unexplained differences between RecTrac, MUNIS and the JP Morgan Chase deposit slip and bank balance (REC.3)
Summary findings for 2019-2020 Revenue Reconciliations – Weekly

Eight (8) weeks were selected for testing and included the following: September 1, 2019; October 13, 2019; December 29, 2019; January 5, 2020; January 26, 2020; February 9, 2020; February 23, 2020 and March 8, 2020. Of the eight (8) weeks:

a. Five (5) deposits agreed between the manual Daily Revenue Report, RecTrac Revenue Report, and the JP Morgan Chase deposit slip (REC.1)
   i. For three (3) selected weeks, the manual Daily Revenue Reports were not provided for testing. Therefore, we were unable to conclude that revenue recorded in RecTrac was complete and accurate. However, RecTrac and the deposit slip agreed, without exception. Therefore, these selections will result in a pass with an exception. Additionally, this will not result in a “Needs Improvement” due to the “Satisfactory” testing result achieved in the compensating control, the daily Revenue Collection reconciliation.

b. Eight (8) deposits were completely and accurately recorded in the JP Morgan Chase bank statement (REC.1)

c. Eight (8) daily collections were greater than $500. Of the eight (8) greater than $500, seven (7) were deposited timely, the next day (REC.2)
   i. Of the eight (8) daily collection greater than $500, one (1) daily collection was not deposited timely. The daily collection for Wednesday, 9/4/2019 of $2,632.50 was not deposited until Friday, 9/6/2019, which is two (2) days later.

d. Eight (8) deposits were completely and accurately recorded in MUNIS (REC.3)

e. There were no variances or unexplained differences between RecTrac, MUNIS and the JP Morgan Chase deposit slip and bank balance (REC.3)
## 4. REVENUE RECONCILIATION – MONTHLY

<table>
<thead>
<tr>
<th>#</th>
<th>Control Test</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2018-2019</td>
</tr>
<tr>
<td>REC.4</td>
<td>Treasury Clerk reconciles the Parks and Recreation bank account (cash account) and MUNIS, on a monthly basis.</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>REC.5</td>
<td>Treasurer reviews the reconciliation and signs off.</td>
<td>Needs Improvement</td>
</tr>
</tbody>
</table>

### Summary findings for 2018-2019 Revenue Reconciliations – Monthly

Four (4) months were selected for testing and included the following: July 2018, September 2018, January 2019 and March 2019. Of the four (4) months:

a. Four (4) bank reconciliations were complete and accurate and agreed to MUNIS, without exception (REC.4)

b. Two (2) bank reconciliations were signed timely, no later than the last business day of the subsequent month, as evidence of review (REC.5)

Two (2) bank reconciliations tested, July 2018 and September 2018 had no signatures on the Monthly Bank Reconciliations coversheet as evidence of review. However, a post-it-note was attached to the Monthly Bank Reconciliation coversheets stating, "Kathleen was the Treasurer". This does not qualify as a sign off as evidence of review, therefore an exception is noted.
Summary findings for 2019-2020 Revenue Reconciliations – Monthly

Four (4) months were selected for testing and included the following: October 2019, February 2020, March 2020 and April 2020. Of the four (4) months:

a. Four (4) bank reconciliations were complete and accurate and agreed to MUNIS, without exception (REC.4)

b. Three (3) bank reconciliations were signed timely, no later than the last business day of the subsequent month, as evidence of review (REC.5)

i. One (1) bank reconciliation, for March 1, 2020 was signed May 5, 2020. Although evidence of review was obtained via sign-off on the Monthly Bank Reconciliation coversheet, the signed-off occurred one (1) week past the end of the subsequent month. Therefore, this will pass with an exception.
Management Comments

The following responses were provided by Blaize Levitan, Assistant Director, Parks and Recreation, Town of Greenwich, after review of this audit report.

1. **Finding #2 – Lack of formal documented policy and procedures**
   a. **Management Response**: The Parks and Recreation Department acknowledges the lack of formal documented policy and procedures finding in the Dorothy Hamill Skating Rink Audit report. Per the recommendation, we will collect and review existing forms and policies, and develop a single comprehensive Policy and Procedure Manual for the Rink that identifies all policies, protocols, and controls related to the revenue collections process and daily operations.

The following responses were provided by Natasha Yemets, Treasurer, Town of Greenwich, after review of this audit report.

1. **Monthly bank reconciliations are expected to be completed and reviewed/signed off by 25th but no later than the last day of the subsequent month**
   a. **Management Response**: It usually takes approximately two (2) weeks after the month-end to collect and post all revenues in MUNIS and a couple additional days to prepare and complete the bank reconciliations. As soon as the bank reconciliations are completed by the Treasury Clerk, they are reviewed and signed off by the Treasurer by the 25th of the subsequent month. The timeliness of completing, reviewing, and signing off on the bank reconciliations is dependent on the timeliness of the Town’s Departments submitting revenue reports to Treasury. Therefore, the bank reconciliations can be completed, reviewed and signed off a little earlier or a little later during the subsequent month, but not later than the last day of the subsequent month.

2. **Two (2) bank reconciliations tested, July 2018 and September 2018 had no signatures on the Monthly Bank Reconciliations coversheet as evidence of review.**
   a. **Management Response**: As of March 2019, Natasha Yemets replaced the previous Treasurer, Kathleen Murphy. Since March 2019, Natasha made certain all monthly reconciliations were reviewed and signed off on a regular basis.
V. Town of Greenwich – Dorothy Hamill Skating Rink Audit – Audit Testing

3. One (1) bank reconciliation, for March 1, 2020 was signed May 5, 2020.
   a. **Management Response:** From March 18, 2020 and for most of April 2020, the Town Hall was on a complete shut down due to the coronavirus pandemic. There were very few essential employees that were allowed access to the Town Hall during that time. Both the Revenue Clerk and the Treasury Clerk were on a quarantine and it took several weeks until they got remote access to work from home. This is the main reason why the March 2020 reconciliation was not reviewed until May 2020.
VI. Town of Greenwich – Dorothy Hamill Skating Rink Audit – Appendix

Appendix A – Interview List

The following staff was directly involved in providing information for the Skating Rink Audit. The blumshapiro team thanks all who participated for their time, knowledge and efforts. The individuals that participated included:

Rink Interview List

<table>
<thead>
<tr>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tom Greco – Assistant Director, Parks and Recreation</td>
</tr>
<tr>
<td>Anita Wood – Customer Service Supervisor (Parks and Recreation)</td>
</tr>
<tr>
<td>Natasha Yemets - Treasurer</td>
</tr>
</tbody>
</table>

Appendix B – Process Workflows

blumshapiro mapped a number of operational/process workflows relating to Rink Operations in Greenwich. Areas of opportunity or where needed improvements are noted have been identified. The following workflows are mapped on the continuing pages:

- Resident Validation Process
- Revenue Collection Process
- Reconciliation Process
VI. Town of Greenwich – Dorothy Hamill Skating Rink Audit – Appendix

Greenwich
Dorothy Hamill Skating Rink
Resident Validation Process

Every 3 years (Senior Citizens)

Parks & Recreation Department resets all Greenwich resident accounts as “non-residents” within RecTrac.

At the beginning of each calendar year (non seniors)

Parks & Recreation Department resets all Greenwich resident accounts as “non-residents” within RecTrac.

Prior to successfully registering for any program/obtaining Park/Beach pass

Residents must provide proof of residency to Parks and Recreation Department

Note: Renewal requires 2 forms of ID for the primary account holder of the household and 1 form of ID for all other members of household over 25 years of age (including children). For children, birth certificates or passports are now required to be added to an account.

Mail in to Parks and Recreation

Provide in person at Parks and Recreation

Parks and Recreation validate identification and re-activate accounts by setting to “resident”

Residents may now obtain beach pass/signup for programs/access skating rink

Note: New cards sent to new residents and others as needed

Icons:

= Control Present

= Control Lacking

= RecTrac software used

= Munis software used

Note: Each resident (who has participated in programs previously) has an account within RecTrac with an associated account number and card (approximately 45K accounts)
VI. Town of Greenwich – Dorothy Hamill Skating Rink Audit – Appendix

Greenwich
Dorothy Hamill Skating Rink

Revenue Collection

- **Online credit card payments for programs are made via RecTrac**
- **In person payments are made at the Rink with staff entry into the RecTrac POS/Cash Register**

**RecTrac maintains log of payment type & purchases; staff also maintain paper Daily Revenue Report with ticket #s and prices/totals**

At the end of each business day

**Parks and Recreation staff run a daily GL report out of RecTrac; reconcile/balance that report against register (cash, checks, credit card)**

When "significant" cash has been collected

**If $500 was collected (or on Fridays), PT Account Clerk brings money to JP Morgan Chase Bank for deposit**

At the end of the business day or Friday

**Copies of the revenue report, receipts, daily paper logs, & bank deposit slip(s) are provided to Town Treasury Department**

Note: Money collected via POS and online sign-up is organized/identified with a specific collections account:
- Rental of Town Facilities (ice)
- Rental of Turf
- Skate Sharpening
- Skate Rentals
- Concession/Food Service
- Admission
- Instruction for Ice Hockey
- Instruction for Figure Skating

Note: Typically performed by the Seasonal Recreation Leader or PT Account Clerk. Two employees count the drawer.

Note: During peak season deposits are made daily. If there is over $500 collect in a day, a bank deposit will be completed. Money is stored in a safe until deposit.

**Per Town Circular #9609 (Feb 1996), all departments/divisions within the Town are required to deposit collections of cash, checks, and money orders which equal or exceed $500 daily. Collections less than $500 may be held until receipts accumulate to $500 or on Fridays.**

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**Icons**
- ✔ = Control Present
- !!! = Control Lacking
- ✅ = RecTrac software used
- ❌ = Munis software used
VI. Town of Greenwich – Dorothy Hamill Skating Rink Audit – Appendix

Greenwich
Dorothy Hamill Skating Rink
Reconciliation

At the end of each business day

Parks and Recreation staff run a daily GL report out of RecTrac and provide to Town Treasury

Daily (or weekly)  

Using the GL report/Revenue reports, Treasury verifies that the deposit amount reflected on the bank deposit slip matches report totals.

Weekly

Revenue Clerk/Treasury enters the skating rink revenues into MUNIS by collection type/account

Monthly

Treasury Clerk reconciles the Parks and Recreation bank account (cash account) and MUNIS

Treasurer reviews the reconciliation and signs off

Credit Card Reconciliation

Daily

Treasury Dept. runs a daily report from JP Morgan Chase to view all credit card activity for Town Departments

Treasury Dept. extracts pages relevant to Parks & Rec., loads them in network folder for review; notifies Parks & Rec. Customer Service Supervisor

Customer Service Supervisor forwards the JP Morgan report to the appropriate division within Parks and Recreation for review/confirmation

Each Division reviews their JP Morgan activity against RecTrac daily revenue reports credit card activity; confirms with Supervisor

Customer Service Supervisor confirms the accuracy with Treasury by signing/returning all reports; resolves any discrepancies as needed

Note: There are no formal sign-offs on the review or validation of daily revenue collection/GL report against register/collections.

Note: The 8 revenue accounts in RecTrac are identical/mirrored in MUNIS

- Daily admission for public sessions
- Skate rental tickets
- Ice time rental
- Turf rental
- Figure Skating programs
- Hockey programs
- Skate Sharpening
- Private Concession Yearly Rental Fee

Icons

= Control Present

⚠️ = Control Lacking

RecTrac software used

Munis software used