

Cash Collection & Reconciliation Procedures

- Collections are scheduled for Tuesdays and Fridays.
- On street and off-street collections are emailed per town with information in the following format:
 - 1st tab: Audit sheet (on and off cash collections)
 - 2nd tab: On street cash box report
 - 3rd tab: Off street cash box report
 - 4th tab: On street meter reads (to ensure that ticket count totals are readable)
 - 5th tab: Off street meter reads (to ensure that ticket count totals are readable)
 - 6th tab: Proof of lodgment
 - Explanation for discrepancy of +/-5 submitted
- Previous week collection details to be submitted by the following Thursday COB.
- Kildare CC Cash Collection scheduler will monitor the Metric Back-office reporting system, Mi Office, identifying P&D machines that could have reached the Cash threshold of €600, by date of cash collection (see Cash Collection scheduling process). (See “KCC Cash Collection Scheduling Process)
- Collection schedules for Friday to be submitted to Successful Tenderer (“ST”) by preceding Wednesday 12 pm, and collections for Tuesday need to be submitted to ST by preceding Friday 12 pm.
- Collections are carried out by cash collectors, any scheduled collection that could not take place are notified to ST, who will notify KCC.
 - Failed collection due to cash collector staffing – issue noted, rearranged for the next day and KCC made aware including the reasons for same. Penalties may apply, please see contract.
 - Failed collection due to machine fault – ST arrange for a member of maintenance team to visit the problematic machine within agreed SLA timeframes – 48hrs. (E.g. if key is getting stuck in the machine they are told not to force it and the Maintenance team will address the issue and fix it. Contract cash collector will schedule the machine again for collection.). ST Contract Manager to advise the resolution of the issue to KCC Team, copy of MPRO5 report is to be submitted via PDF.
 - Discrepancies over/under €5 require investigation and a memo signed by ST supervisor detailing all the steps undertaken to balance. If it is due to a machine fault- the MPRO 5 report will be attached to the memo. A table showing the

previous collections to be submitted as it might balance meter and ensure this is not a continuous issue.

- Cash Collector returns data to ST, where ST completes the prescribed reports. (Cash box report & Audit sheet).
- Cash Collector returns to ST all cash collection reports reads and parking meter reads.
- ST checks number of collections against the KCC collection Schedule
- ST reconcile machine reads, Cash collector coin reports and Mi Office back-office reports.
 - If no meter reads provided by Cash collector, the on-street team are tasked to retrieve a duplicate (within 48 hours) and email/ picture scan a copy into ST.
 - If no physical Read can be produced, the maintenance team contacted to carry out inspection of the meter. Report from maintenance team to be logged onto MPRO5 detailing the reason why no read was produced, send then to the CCC and then attached to the discrepancy report.
- The sequence number of printed machine read is checked with back- office system sequence number. Where there is a “missed” sequence number due to maintenance work e.g. Preventative Maintenance, removal of box by Cash Collector (in and out) etc. MPRO5 to be updated and signed by the Maintenance Technician with details of same at the time and this is to be attached to the weekly collection schedule report.
- Reports reviewed and signed by senior ST management, then sent to KCC on a weekly basis, by close of business Wednesday. Supplied by CCC.
- “No comms report” attached from system, this report will be sent weekly.

Cash Collector are sending back rejected coins to ST. This will be dealt with on REJECTED/RETURNED COINS Process