



ASSOCIATED STUDENTS, INCORPORATED
CALIFORNIA STATE UNIVERSITY, LOS ANGELES

ADMINISTRATIVE MANUAL

~~AMUSEMENT PARK TICKETS PROCEDURES~~ ASI TICKET
PROGRAM

POLICY 222

SUBJECT: ~~Amusement Park Ticket Sales Procedures~~

1.0 PURPOSE:

In accordance with and in support of the educational mission of California State University, Los Angeles, the Associated Students, Inc. provides a service to the students and the Cal State LA community by offering tickets to amusement parks, animal parks, movie theaters, and other venues at discounted prices.

~~To establish procedures for the supply of amusement park tickets from A.S.I. to Cashiers Office for sale, and for the inventory management of tickets~~

2.0 REFERENCES:

Policy 021 Record Retention

Policy 215 Procurement

2.0 Policy 225 Signature Policy

~~3.0 POLICY:~~

~~The Associated Students, Inc. sells amusement park tickets for Disneyland, Six Flags, Universal Studios, Legoland, Aquarium of the Pacific, Seaworld, and Knott's Berry Farm tickets. Audits of all ticket sales are conducted three monthly, with a monthly audit report of prepaid ticket sales.~~

3.0 DEFINITIONS

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Lock Box – A box, secured by a combination, located at Cashiers Office

Cashnet Report or Paid Items Report – Month-End Report generated by the Cashiers Office

Sales Reconciliation Report – Generated by ASI that reconciles Cashiers reports with ASI reports.

~~Cashiers Office – Located at Admin 128 window 6, conducts all cash transactions for A.S.I.~~

~~Lock Box – A box holding all reserved tickets.~~

~~Ticket Binder – A binder containing sheets that hold smaller sums of all the tickets to be sold.~~

4.0 Vendor Agreements

A written Agreement constitutes a contract. Contracts are legally binding agreements and as such, must be signed only by the ASI Executive Director or designated staff granted the authority to enter into a contract on behalf the ASI Executive Director as per Policy 215 & Policy 225

5.0 Purchase of Tickets for resale. A signed agreement must be obtained prior to purchasing tickets for resale. Tickets can be purchased via US Bank Purchasing card or the Request for Payment Processing (RPP). Ways to purchase tickets for resale:

- 5.1 Prepaid – tickets must be paid for in advance of receiving the tickets.
- 5.2 Consignment – sales are collected, and reconciled at the end of each month. Vendor is paid monthly, by check, for all sales that have occurred.
- 5.3 Online – tickets purchased online via the vendor’s portal.

6.0 Expired Tickets – Tickets generally expire at the end of the year in which they were issued. Expired tickets need to be returned to the appropriate vendor within 30 days of expiration date. The handling of expired tickets will depend on the type of ticket.

- 6.1 Prepaid – Must be returned to vendor within given timeframe for refund of cost.
- 6.2 Consignment – unused tickets must be returned to vendor within the given timeframe to remove the liability.
- 6.3 Professional Spectator Sports tickets with a specific date – ASI is to retain the original expired tickets on file as per Policy 021 Record Retention
- 6.4 Expired Prepaid or Consignment Tickets returned to vendors must have a ticket return form included in the return and must be returned via a method that ensures traceability and signature confirmation of the delivery.

7.0 Ticket Giveaways/Donations – Tickets may be used as a raffle prize, donated for campus events, or department group sales. The following forms of back-up documents are required to authorize and validate giveaways, donations, or department sales

- 7.1 Memo requesting the tickets for the giveaway.
- 7.2 Memo or email to the Cashiers Office requesting the tickets to be pulled.
- 7.3 Lucky Prize Form – Contains the event information, contact information for the prize winner.
- 7.4 Per Business Financial Services, the winner must complete a W-9 form.
- 7.5 A copy of ticket(s) before distributing to the winner.
- 7.6 Campus Event Donations – A memo/email from the event coordinator requesting the tickets.
- 7.7 Department Group Sales – A memo/email w from the Department Administrator. An invoice for the value of the ticket will be prepared by Business Financial Services and sent to the department administrator..

8.0 Reconciliation – A monthly audit is conducted with Business Financial services to verify the inventory and sales of prepaid, consignment and online tickets.

8.1 The audit should be conducted the first day of the month to review the previous month's sales.

8.2 A Sales Reconciliation Report should be completed to reflect current tickets on hand, new ticket purchases, ticket returns, change to ticket pricing, deposits from cashiers.

8.3 The Sales Reconciliation Report will be generated by ASI and is to align with the Cashnet Report, or Paid Items Report, and signed by the Executive Director and the Office Manager (see-attached addendum).

8.4 Backup documentation will be included to support and validate sales, purchases, and ticket returns.

~~5.0~~ **PROCEDURES:**

~~5.1 Ticket Binder: The binder contains sheets in various sizes that hold a small sum of 25-30 of each Amusement Park and Movie Tickets.~~

~~5.1.1 Refilling Tickets: Tickets should be refilled to 15, 25, or 30 depending on how quickly the tickets sale out each week.~~

~~5.2 Weekly Audits: The weekly audit is to ensure accurate sale and inventory of ticket items~~

~~5.2.1 Inventory Count: Record the serial sequence and inventory count of each ticket sale.~~

~~5.2.1.1 Ticket Binder Count: Count the number of tickets in the binder and verify that the serial numbers are in sequential order. Refill as necessary (see 5.1.1).~~

~~5.2.1.2 Lock Box Count: Count the number of tickets that are in reserve in the lock box and verify that the serial numbers are in sequential order.~~

~~5.2.1.3 Signature of Inventory Forms: Inventory count of prepaid tickets need to be signed by Cashiers and the A.S.I. individual doing the counting.~~

~~5.2.2 Sales Recap: Is a verification of the printout from Cashnet and the actual inventory count.~~

~~5.2.2.1 Cashnet Report: Request that Cashiers print out the transaction report from the date range since the past ticket audit.~~

~~5.2.2.2 Enter the transactions into the sales recap excel file. The file should reflect the total inventory that should be compared with the inventory count. Any discrepancy in inventory count should be addressed with Cashiers.~~

- ~~5.2.2.3 Monthly Updating: The sales recap file will need to be updated monthly. The items that need to be updated are the date range, and beginning inventory.~~
- ~~5.2.2.4 Prices/Ticket Sales Updating: Any changes in price or tickets need to be appended a column, after the month clears the old ticket pricing column can be removed.~~
- ~~5.3 Prepaid Monthly Audit: A monthly audit is conducted with Business Financial Services to verify the inventory and sales of prepaid amusement park tickets: Disneyland, Knotts Berry Farm, and Seaworld.~~
 - ~~5.3.1 Beginning Month Audit: An audit should be conducted the first day of the month to review the previous month's sales and see follow the procedure of the weekly audit (see 5.2).~~
 - ~~5.3.2 BFS Audit Form: The audit form should be completed to reflect current tickets on hand, any new ticket purchases, any ticket returns, any changes to ticket pricing, total deposits from cashiers, and revenue to be moved into the revenue account.~~
 - ~~5.3.3 Back Up Documents: are necessary to support and validate sales, purchases, and ticket returns.~~
 - ~~5.3.3.1 ASI Query: BFS will send A.S.I. a query of all accounting records of the previous month regarding the Amusement Park accounts. A.S.I. is responsible for sorting this record and generating the relevant information to support and match the records from the Cashnet Report~~
 - ~~5.3.3.2 CashNet Report: is collected weekly, and the complete record for the month should be copied and attached.~~
 - ~~5.3.3.3 Signed Inventory Count Form: The signed form collected at the First of the month should be attached.~~
 - ~~5.3.3.4 Request for Payment Purchase: Any payments made to the corresponding Amusement Park for the purchase of tickets should be attached.~~
 - ~~5.3.3.5 Returned Ticket Check: Any ticket return check should be attached to verify that the value of the tickets have been refunded to A.S.I (see 5.6).~~
- ~~5.4 Consignment Amusement Park Tickets: The following amusement park tickets are sold via consignment: Universal Studios, Six Flags, Legoland, and Aquarium of the Pacific,~~

- ~~5.4.1 **Payment for Sales:** Sales are collected first, and payments for the value of the tickets sold are assess at variable periods dependent on the agreed period payment.~~
 - ~~5.4.1.1 **Universal Studios:** Ticket sales are conducted online through the Universal Studios website link. Universal Studios sends A.S.I. a check reflecting the consignment revenue.~~
 - ~~5.4.1.1.1 **On a monthly bases,** the A.S.I. General Manager will log on to the Universal Studios website and reconcile tickets purchased to the monthly check sent by the vendor.~~
 - ~~5.4.1.2 **Six Flags: Paid monthly.** Record of Ticket sold during the month is generated from the sales recap, a RPP should be generated to pay Six Flags.~~
 - ~~5.4.1.3 **Legoland & Aquarium of the Pacific:** Paid Quarterly as outlined in contract agreement. A RPP should be generated from the sales recap of the months prior to the scheduled quarterly payments.~~
 - ~~5.4.2 **Additional Ticket Orders:** Additional Tickets can be order via the order forms of each Amusement park, new ticket arrivals should follow the procedure of New Tickets (5.5).~~
- ~~5.5 **New Tickets:**~~
- ~~5.5.1 **Arrival:** The new ticket package should be opened by the Executive Director and reviewed for accuracy.~~
 - ~~5.5.1.1 **Received Confirmation Form:** Often tickets come with a form that verifies that they have been received and needs to be faxed back to the Amusement Park.~~
 - ~~5.5.1.2 **Notification of Delivery:** Email Cashiers to notify them of new ticket arrivals and schedule a drop off appointment. In addition, any pricing changes should be included in the notification~~
 - ~~5.5.1.3 **Delivery:** New Tickets should be delivered to the Cashier's Ticket Binder and Lock box as appropriate. Any price changes should be reconfirmed in person with cashiers office.~~
 - ~~5.5.1.4 **Records:** Update Sales Recap and Monthly Audit forms as appropriate to reflect new inventory.~~

~~5.6 Returning Expired Tickets: Tickets generally expired at the end of the year they were issued. They will need to be returned to the appropriate amusement park vendor.~~

~~5.6.1 Six Flags: A representative agent from Six Flags will come to count and verify the tickets that are being returned.~~

~~5.6.2 Preparation: Each amusement park will have a ticket return form. Fill out the form to accurately reflect the tickets that are to be returned. Email the corresponding agent to notify them of the return being mailed off.~~

~~5.6.3 FedEx: Utilize a FedEx envelope to ensure traceability and signature confirmation of the delivery.~~

Policy History:

- Approved: 6/7/12
- Revised: 1/16/14