

Barony of Carillion Troll Procedure Guidelines

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Purpose of this document:

The process of troll is a critical part of all events. Proper records must be kept to ensure all aspects of post-event discernments associated with attendance variables are accurately and quickly processed. The following procedure is designed to minimize errors that can happen during peak troll activity at large events. For smaller events fewer steps need to be followed, but proper cash handling must be maintained. Drawer / Register procedures will be maintained, ensuring only one person is to access the Drawer assigned to them, regardless of the size of the event.

Mechanical requirements of this Procedure:

- Cash box(s) appropriate for issuing change in an organized controlled manor. (Drawer / Register)
- Reconciliation sheets designed to open and close a Drawer.
- Troll log sheets with all minimum required information and event-specific additions.
- For events defined as large: Chit sheets for troll to cashier handoff for payment transactions.
- Drawer reconciliation sheets for bank deposit.

Cash handling:

Drawer Open Procedure:

A Drawer is issued to one person only. This person must be a current paid member of the SCA, Inc. At no time other than closing the Drawer is anyone else to use the Drawer in any way. When a person is issued a Drawer, they will sign a Drawer reconciliation sheet along with the lead troll coordinator confirming the starting balance of the Drawer. This Drawer reconciliation sheet will be held by the lead troll coordinator to be used to close the Drawer. The person to whom the Drawer is issued will exclusively use troll sheets associated with this Drawer.

Drawer Close Procedure:

When the Drawer is closed, the lead troll coordinator will log the Drawer total on the corresponding Drawer reconciliation sheet. The troll sheets associated with the Drawer will be collected and balanced against the Drawer gain. When a person closes a Drawer they will sign the Drawer reconciliation sheet along with the lead troll coordinator confirming the ending balance of the Drawer.

Bank Runs

Each Drawer reconciliation sheet contains a section for removing checks and cash for a bank run. The carrier will sign the Drawer reconciliation sheet taking responsibility for the revenue removed from the Drawer. The "Bank" is defined as a temporary safe storage or actual off-site bank deposit, as deemed appropriate by the Exchequer.

Drawer Open / Close Form Usage:

Using the Drawer Reconciliation Sheet (Register Sign In / Sign Out):
 Enter the count of each bill type in the "out columns" tally across them down to open. Sign in the "drawer out" signature box. To close, do the same in the "in columns". Checks are tallied separately and entered in the box for checks.

Register Sign In / Sign out					
Date Out					
Time Out			Time In		
Bills	Count	Sub \$	Bills	Count	Sub \$
100			100		
50			50		
20			20		
10			10		
5			5		
1			1		
Starting Cash Total \$ -->			Ending Cash Total \$ -->		
			Checks Total \$ -->		
Troll Initials -->			Grand Total		
Signature	Lead Troll	Out	In		
Signature	Troll	Out	in		
Register Draw for Bank Deposit					
Cash -->		Checks -->		Total -->	
Carrier Signature					

Change Procedure:

When making change, standard Drawer procedures are to be followed. This will include, but is not limited to, the following process.

- When making change, the tender supplied by the person trolling in is to be kept in plain sight and not placed into the Drawer.
- The change is to be placed alongside of the incoming tender, not handed out yet.
- If a Chit sheet is used, the change may be handed out after the Chit and change have been checked to equal the tender. Alternatively, the total due on the troll sheet is to be used to total with the change as a balance check.
- The change may now be given out along with tokens, parking permits, or event documents as required for the needs of the event.
- After the person trolling in verifies their change, the tender is to be place in the Drawer.

Event size evaluation:

Based on the event budget headcount, the use of a dedicated cashier and Chit sheets will be required for large events. A starting point of greater than one hundred will require a Chit sheet to be used. For events with a budgeted head count between seventy-five and one hundred; the Chit sheet might be required if the Seneschal, Exchequer, and Autocrat agree that the event will exceed comfortable cash flow levels during the troll in time.

Troll Sheets:

Troll sheets will include columns for all membership information required, and columns for each individual charge for the event. NMS count and charge must be clearly distinguishable. Each row will end with a column for total charges for the row. Each column will have a footer for totaling count and dollar columns. The page footer will have a location identifying the Troll person and the page number for that troll. (Example Page 1 of 4, Troll person id may use initials) Row numbers must be included. Troll sheets may be customized for the event with the approval of the Exchequer.

All of the above procedures are to be followed for all events.

The following cashier Chit sheet procedures are to be added to the procedure for large events as defined above.

Cashier Chit:

Troll-in process for large events:

The troll sheet is to be filled in normally, as for any event.

- This form will be used to tally the cost for one or more people trolling in. Specifically, it is to be tallied by the payer for as many troll sheet rows is used for their group trolling in.
- Troll Sheet Numbers(s): is made up of the Troll identifier (initials) of the troll sheet and the troll sheet number. For an entry spanning multiple sheets, it would look like this: ATA 2-3 where ATA is the Troll initials as recorded on the Drawer Reconciliation Sheet and 2-3 indicates the group spans troll sheet 2 and 3. Use a single digit if all are on the same troll sheet.
- Troll Sheet Row(s) for a multi-sheet entry would look like this: 24-25, 1-3 for 5 people across two troll sheets. Where 24-25 indicates the last two rows on the first sheet and 1-3 indicates it continues on first 3 rows of the next sheet. Use a single digit if Chit is for one person / row on the troll sheet.
- The count column would be the number of each charge types for all rows covered by this Chit sheet.
- The unit cost can be manually entered or can be customized for the event for faster processing.
- Multiply each row across, then total down to the total due. If pre-registered, the Row Total will be "PR". Additional new charges will be tallied across if not pre-registered.

Give the Chit to the person paying and direct them to the Cashier to pay. At no time will anyone not designated as the cashier handle any money.

Troll Cashier Chit			
Troll Sheet Number(s)			
Troll Sheet Row(s)			
Charge Type	Count	Unit Cost	Row Total
Adult Site Fee			
Minor Site Fee			
Family Fee			
NMS Fee		\$5.00	
Feast Fee			
Special Fee			
Donation			
Payment Info		Total Due -->	
Cash/Check -->		Change -->	

The Cashier checks the row count against the total number of people in the count column. The Total Due addition is then checked and the payment is taken in accordance with the "Change Procedure". If paid by check the check number is entered in the "Cash/Check" box. Change due should be zero. If cash is taken the amount of cash handed to the cashier is entered in the "Cash/Check" box. If it is the exact amount, enter zero in the change box; otherwise enter the amount of change handed out. Chits for each event are to be stored for a duration prescribed by the Exchequer.