



METROPOLITAN WASHINGTON AIRPORTS AUTHORITY

# Cashier Monitoring Parking Operations



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## **OBJECTIVE:**

**Review the controls over monitoring cashiers in the public parking operation**

## **BACKGROUND:**

**Parking operators must have controls that reduce the risk of fraudulent or inaccurate reporting of cash receipts. The risk of cashier fraud or inaccurate reporting of cash receipts can be reduced through consistent application of the following key controls:**

- ✓ **Conducting pre-employment background checks**
- ✓ **Requiring vacation or rotating job assignments**
- ✓ **Implementing a program of training, monitoring and progressive discipline for cashiers**



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## CONCLUSION:

**Internal controls over cashier monitoring are effective.**

- ✓ **Policies and procedures are in place to identify cashier errors, provide feedback and apply progressive discipline. Supervisors coach or re-train employees who make repetitive errors.**
- ✓ **Contractor administered and documented progressive discipline, appropriate to the nature and number of job performance issues.**

## RECOMMENDATION:

***No changes in operating procedures or processes were recommended as a result of this review.***