

<Office Symbol> <Date Stamp>

MEMORANDUM FOR <Garrison and Bingo Facility Name>

SUBJECT: Bingo Standard Operating Procedures (SOP)

1. REFERENCES:

a. Army Regulation 215-1, Military Morale, Welfare and Recreation Programs and Nonappropriated Fund Instrumentalities, September 2010.

b. DFAS-IN Regulation 37-1, Chapter 32, Accounting Procedures for Army Nonappropriated Fund Instrumentalities, September 2009

2. AUTHORITY: Army Regulation 215-1 gives FMWR programs the authority to conduct bingo games for entertainment and to raise funds for the sponsoring NAF entity. This program has been reviewed in advance by the <Garrison Name> SJA for legal sufficiency and to ensure compliance with international agreements.

3. PURPOSE: The purpose of this Standard Operating Procedures (SOP) is to provide instructions to all personnel regarding fiscal and administrative management of the <Facility Name> bingo program, a Nonappropriated Fund (NAF) activity under the Family and Morale, Welfare and Recreation (FMWR) Fund of <Garrison Name>.

4. APPLICABILITY: The procedures outlined herein are mandatory and applicable to all bingo operations and those responsible for the operations of the program.

5. POLICY:

a. All employees involved with bingo will read this SOP annually and sign a statement validating they have read and understand the procedures as outlined.

b. These SOPs will remain in effect as long as a bingo program is being operated on <Garrison Name> or until officially rescinded.

<Director Name>

Director, Family and MWR

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# Chapter 1: Participation

## 1-1 Authorized Patrons

a. Persons whom Army Regulation 215-1 authorizes participation in FMWR programs and services, but that are not specifically prohibited to play bingo as outlined in paragraph 1-3 of this SOP.

b. Government issued photo identification card, for active duty military personnel, Selected Reserve, DOD civilian employees (both APF and NAF), and other eligible personnel, will be used for identification purposes.

## 1-2 Bona Fide Guests

Person whose presence within the premises of the facility is in response to a specific invitation of an authorized patron for a specific occasion, and for whom the authorized patron personally assumes responsibility; including payment for services and products received. The bona fide guest must be accompanied by the sponsoring patron for the duration of play.

## 1-3 Prohibitions

The following groups of individuals are prohibited from participating in the FMWR sponsored bingo program:

a. Korean Nationals; to include employees and members of the Good Neighbor and/or FMWR Honorary Golf programs.

b. Director, FMWR and Chief, Business Operations. Immediate family members of these individuals are also prohibited from playing in any garrison bingo activity.

c. Direct-line supervisors, employees, and bingo volunteers working the bingo activity. Immediate family members of these individuals are also prohibited from playing. Employees, who are not working directly in the bingo activity, but who are otherwise employed by the sponsoring FMWR program, may play bingo.

d. Individuals under <age> years of age.

## 1-4 Admittance

a. Admittance to the bingo area is limited to authorized patrons and bona fide guests, who must be signed in by their sponsor. Each authorized patron is limited to <#> bona fide guests at any one time. Each guest is also required to provide identification verifying their eligibility to play; i.e. age and/or nationality.

b. All customers, to include bona fide guests, must purchase, at a minimum, a game pack to enter the facility. There will be no sharing or splitting of packs.

# Chapter 2: Staffing Guidelines

## 2-1 Separation of Duties

A distinct and separate division of control and operation will be maintained between bingo employees, so that no one person has complete control over all phases of operations: accountability, card sales, cash register ringing, and inventory. A specific example of a separation of duty includes, but is not limited to, the following: Reconciliation of bingo cards used with sales recorded in the point of sale must be done by an employee/manager other than the person that distributed the bingo cards and/or operated the point of sale machine.

## 2-2 Minimum Staffing Requirements

a. Management will establish staffing levels based upon anticipated customer levels for each session of bingo. Based upon industry standards and required separation of duties, the following list are the minimum positions needed: Facility Manager, Cashier, Caller, Runner(s), and a Food and Beverage Attendant (where applicable).

b. If the program has enough participants, the responsibilities of the cashier should be split into two separate roles; one handling cash and the other distributing bingo cards.

# Chapter 3: Roles and Responsibilities

## 3-1 Director, FMWR

DFMWR is responsible for establishing the bingo prize fund and ensuring there are sufficient funds to successfully operate a bingo program; while minimizing the amount of cash being underutilized in a safe.

## 3-2 Chief, Business Operations

Chief, Business Operations is responsible for ensuring the program is executed within the limitations of the law, Army Regulations, and this SOP.

## 3-3 Facility Manager

The facility manager is responsible for the overall operation of the bingo program, the physical security of the properties, all internal controls, employee supervision, training employees, providing a positive work environment for all employees, and ensuring positive customer service is practiced by all employees at all times. In addition, the manager will ensure all accounting documents are prepared properly in accordance with applicable regulations.

## 3-4 Bingo Caller

a. The callers are at the front line for customer service and serve as representatives of the entire bingo program. They are literally the voice of the program. As such, they should be customer service oriented, and must possess good grammar skills, and pronounce words distinctly. Callers should maintain control over crowd, conduct themselves in a professional manner at all times, treat all employees with respect, and thank the runners.

b. Callers must understand all the functionality of the bingo machines and audio/visual systems. They should have readily available access to manuals of the bingo machines in case of malfunctions during a session.

c. Callers will make no religious, ethnic, or otherwise offensive comments and will never give the microphone to a patron.

## 3-5 Cashier

The employee in this role has to be friendly, outgoing and knowledgeable about the program. The responsibility of this person is as important as any money handler, in that this individual gives the first impression to the customer. Cashiers are:

a. The central point for cash transactions and are responsible for the sales of bingo packs. They also must account for funds received from floor sales by runners. If only one cashier is working the front desk, they are responsible for distributing the paper packs to the guests, as well. In all cash handling, they must adhere strictly to the garrison SOP and internal controls on proper cash handling procedures. They must also complete all management control sheets as required by this SOP.

b. Knowledgeable about correct pricing of all paper sold at the door, on the floor, and the prize payout for the session’s program. They must be able to explain what games are played for that day and the time each section of the program begins. Ensure the sign out front is accurate and reflects the nights’ progressive games and that no food or drink is brought into the facility.

c. Responsible for greeting patrons, obtaining proper identification, and following the sign-in process of sponsoring patrons and their guests.

d. Responsible for issuing the proper sheets, in proper amounts to each runner at the paper cage. They also issue section assignments to the runners.

e. Responsible for paying the prize money to the winning customer in accordance with this SOP.

## 3-6 Runners

a. Runners are the sales clerks that sell the bingo sheets issued from the cashier in charge of paper pack distribution. After selling those sheets they turn in monies to the cashier at the front desk point of sale.

b. Knowledgeable about correct pricing of all paper sold at the door, on the floor, and the prize payout for the session’s program. They must be able to explain what games are played for that day and the time each section of the program begins.

c. In all cash handling, they must adhere strictly to the garrison SOP and internal controls on proper cash handling procedures.

d. Runners must exercise good customer service at all times. If there is a problem on the floor, the runner should ask for assistance from the manager on duty.

e. Runners do not go on the playing floor until announced by the caller. After selling sheets within their assigned section, runners should look at their adjoining sections. If a runner needs help, another runner should assist. Until the caller closes sales, runner should stand at the top of the section. When the caller closes sales, runners turn in money and unsold sheets to the cashier before getting the next game sheets.

f. Runners will verify winning bingo cards in accordance with this SOP.

# Chapter 4: Selling of Bingo Cards

## 4-1 Pre-Session Procedures

DA Form 4082, Daily Cashier Record, must record the issuance of: 1. Cash, both foreign and domestic, 2. Pre-numbered bingo cards; both individual and packs, and 3. Sequentially numbered theater style tickets. The cashier must count and verify each of these items prior to signing the DA Form 4082 in front of the issuing individual.

## 4-1 Point of Sale Transactions

All sales of bingo cards will be recorded in the point of sale (POS) at the time of sale at the price indicated on the program. All POSs will be positioned so that the dollar amount of each transaction can be viewed by the customer. POS buttons will be marked according to the various types of bingo cards to preclude error or confusion in ringing up sales. Cash drawers will be closed after each sale is recorded.

## 4-2 Theater Style Ticket

The patron is furnished a number ticket when they enter the facility and sign in. One portion of the ticket will be given to the patron with the other being retained by the cashier for end of shift reconciliation. These tickets must by sequentially numbered; as required by AR 215-1. The ticket with their cash register receipt must be presented in order for a winner to be paid.

## 4-3 On-the-Floor Transactions

a. The cashier will also provide banks of <$XX> for each runner. Each runner must sign a DA Form 4082 to verify acceptance of the bank from the cashier.

b. Sales receipts and extra cards are turned in to the cashier at the time the caller announces, “Sales are closed; Runners turn them in.”

c. The cashier counts each runner’s receipts and records on log sheet. The receipts are totaled. Game payout is subtracted from total, and the net/loss is recorded. A currency counter is used to ensure that the money is counted accurately.

## 4-4 Cash Handling Procedures

All cash handling must adhere strictly to the garrison SOP and internal controls on proper cash handling procedures.

# Chapter 5: Bingo Card Management

## 5-1 Card Storage and Inventory

Bingo cards will be secured in a safe when bingo is not in session. The safe should remain locked when not in use and only authorized personnel are allowed access. A master inventory will be accurately maintained by the facility manager at all times. At any time, this inventory should reconcile with current sales and all outstanding DA Form 4082s.

## 5-2 Issuance of Cards

a. The paper for each day is subtracted from the club maintained inventory and issued to the responsible cashier prior to the start of a bingo session. Cashiers must count the cards as carefully as they count the “bank” which is given for daily use; as they are responsible for verifying the cards and money are accurately recorded on the DA Form 4082 Daily Cashier Record.

b. Prior to the start of a specific game, the cashier will ensure the proper amounts of sheets are prepared. They will then issue sufficient quantities of these cards to the runners to sale on the floor.

## 5-3 Unsold Cards

a. The cashier will count and annotate the number of sheets/packs turned in by the runners after each game. The unsold sheets are put back into the cashier’s inventory and recorded on stock record sheets.

b. At the end of the session, the bingo packs/sheets are counted and reentered into club’s inventory. This turn-in must be annotated on the cashiers DA Form 4082 and verified by management.

## 5-4 Card Ownership

Bingo cards are the property of the club and will remain in the club. Players are not authorized to take cards out of the bingo room and must return them to the FMWR staff when the game is finished.

# Chapter 6: Program Execution

## 6-1 Audience Verification

Prior to the start of the first game, the caller will have two disinterested members from the audience verify the following items of bingo equipment work properly and do not show signs of tampering: 1. Plastic balls numbered 1-75, 2. Ball selector device, 3. Flashboard, and 4. Mechanical counting meter (verify 10 second delay). At no time after this verification is anyone other than the caller, a trainee, or a member of management allowed to sit in the caller stand.

## 6-2 Announcements

a. At the start of the session, the caller will welcome patrons, read the house rules, make announcements, ensure the posted game prizes are correct, and pull the cash ball and super bonanza numbers (if applicable to that session).

b. The caller will make periodic announcements throughout the session to ensure everyone understands the games to be played and reiterate the house rules as needed.

## 6-3 Ball Selection and Announcement

As bingo numbers are called from the ball selector device, they will be recorded on the flashboard. The caller will announce bingo numbers as they are drawn. If a difference exists between the number of calls shown on the flashboard and the number of balls selected, the number of balls selected will be the official record of the game. Numbers appearing on the monitors are valid only after that number has been called by the caller. If the caller selects a number prior to someone calling bingo, that number must be called. How to handle sleeper bingo players is part of the house rules clearly stated and known by all players.

## 6-4 Published Program

All bingo games will be called in order as shown on the published bingo program for the prizes indicated.

# Chapter 7: Winner Verification and Prize Payment

## 7-1 Verification of Bingo

All winning bingo cards will be verified by a club bingo employee, typically a runner, and two members selected at random from the players. The runner will call the numbers used in the bingo and the caller will verify those were drawn.

## 7-2 Verification of Valid Card

In order to validate the card, ensure the cards were sold on the floor to the winner, who is an authorized patron, who signed in and has an entry valid ticket. The runner will also validate date and time of the current session of bingo. The theater style ticket must also be shown at this time.

## 7-3 Verification of Identification

The identification of the winner will be verified prior to the awarding of the game and prize. Winners will sign their name and indicate their address on the prize receipt form. Guests will indicate the name of sponsor, who signed them into the bingo session.

## 7-4 Payment of Winning

a. Bingo prizes will only be paid from the bingo prize fund. Only personnel employed by <Facility Name> are authorized to award bingo prizes.

b. Customers must present their identification card to the cashier upon payment for bingo cards. A bona fide guest sign-in sheet will be made available and all guests must have been signed in by a sponsor. Prizes will be awarded to guests only after verification of a guest sign-in sheet.

c. If a payout runner is used, the cashier will provide the payout runner with the specific amount of cash prizes for the game played. The cashier will record the amount provided to payout runner on log sheets.

d. The cashier should have prize payouts ready before the game is finished. This provides enhanced customer service by ensuring the winner does not have to wait for payment of prize.

e. Cash prizes for a single game will not exceed $2,500. Prizes over this amount will be awarded by check.

f. When there is more than one winner of a prize, cash will be divided equally among the winners

# Chapter 8: End of Session and Reconciliation

## 8-1 End of Shift Documents

a. At the end of the shift, the cashier must do a complete count of packs/sheets, tickets, and cash. Management will annotate the DA Form 4082 with the ending information.

b. The sign in roster sheets are turned in with the end of shift documents. These sheets are maintained with the facility’s copies of the DAR.

## 8-2 Reconciliation

Management will complete a reconciliation for every session of bingo. A copy of the reconciliation is provided to cashier, copy for office files, and the original is sent with the Daily Activity Report (DAR) to the Central Accounting Office. The reconciliation should account for number of packages sold, cash turned in, sales receipts, prizes paid, and theater tickets distributed. Any discrepancies must be investigated and annotated.

## 8-3 Overages and Shortages

Cashiers with shortages that exceed the regulatory limit will immediately be given appropriate counseling. A record of consistency of overages or shortages will be grounds for separation.

# Chapter 9: Appendices

***ALL OF THESE NEED TO BE VALIDATED AND LOCALIZED***

A. Daily Cashier’s Record

B. Money Cage Log Sheets

C. Paper Cage Game Recap Sheet

D. Bingo Paper Accountability

E. Prize Payouts

F. Money Cage Recap Sheet

G. Money Cage Procedures

H. Bingo Petty Cash

I. Caller Script

APPENDIX A

DAILY CASHIER’S RECORD

1. Change fund banks are issued to cashiers, runners, and food service workers on a DA form 4082, Daily Cashier’s Record.

2. The manager on duty issues banks for money cage lead cashier and front door register cashiers. The lead cashier gets a prize fund of $5,000. All payouts are made from this prize fund. The lead cashier will also be given a $1000 bank. Runners will be given $40 banks for the sale of paper on the floor. Cashiers are issued $200 banks. Food service worker is issued a $200 bank.

3. When an individual is issued a bank, they are responsible for counting and verifying the funds they sign f or on DA form 4082. The initial bank will be subtracted from sales at the close of an individual’s business day.

4. Cashiers selling packs at the door are issued their paper from the paper clerk. At the time of issuance, they must count and verify paper issued. The amount of paper sold will be tallied with sales receipt to make issuance and paper left to be entered back into inventory.

5. Runners are issued $40 banks. Procedures apply to all runners.

6. At the end of the business day all DA 4082s will be signed by person verifying money and turned in as accurate. Runners’ DA 4082 originals are included in the Daily Activity Report (DAR) sent to NAF Financial Services. Copies are maintained in the DAR file.

APPENDIX B

MONEY CAGE LOG SHEETS

1. Sheet is dated and runners’ name is listed. By game the total amount of money from bingo, sheet sales are recorded in the blocks by runner’s name.

2. Lead cashier totals the amount of sales for the game in the total cash in block. Amount of prize is recorded in the total cash paid out block. That is subtracted from the cash in, giving the net for the game.

3. A running total of the net for the games is maintained in the bottom blocks.

4. The recap sheet is turned in at the end of the night. These recap sheets are sent to NAF financial services in the Daily Activity Report. Copies are maintained in the daily report file.

APPENDIX C

PAPER CAGE GAME RECAP SHEET

1. Paper. Cage issues sets of 25 sheets to each runner, depending upon the crowd and what is appropriate for each individual program. The number of sheets turned in by the runner is written at the top triangle of the block.

2. The total is written at the end of the column for the game.

3. The recap sheet is included in the Daily Activity Report to CAO.

APPENDIX D

BINGO PAPER ACCOUNTABILITY

1. The paper clerk is responsible for all paper inventoried and sold during the program. The inventory control system is computerized and updated daily.

2. New paper shipments are recorded and logged into the inventory. When packs are returned to the inventory, the number is shown as used, and subtracted from the inventory. The same procedure is used for sheets sold.

3. This accountability leads to good internal control of paper, and amount used. After all totals are entered, the paper clerk then pulls paper and records the paper pulled for the next day’s program. At the end of the night, the paper is ready for the next day.

APPENDIX E

PRIZE PAY OUTS

1. One runner is delegated as the payout person. All payouts are recorded on a NAF form 1002, Rocker II winner voucher.

2. The winner has to have a receipt, theater style ticket and a photo ID to complete the payout voucher. The winner signs for the money and a player close by verifies the payout is made. An employee and a customer verify all bingos, with the winning card being shown on the projector screens. The prize amount must be completed on the form before the winner signs for their money.

3. The game number is recorded and the total number of bingos for that game are also recorded.

4. Only the amount of money paid to a customer will be noted on the vouchers. This form will not be used to make up shortages, etc.

5. All payout vouchers are sent to The Central Accounting Office with the Daily Activity report.

**SAMPLE WINNER**

(Please print)

DATE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ GAME # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PHONE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDRESS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CITY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ STATE\_\_\_\_\_\_\_\_\_\_ ZIP\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

AMOUNT\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SSN\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

WINNER’S SIGNATURE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

VERIFIED BY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PAID BY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Please print full names)

TOTAL # OF BINGOS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\* **The amount portion must be completed before the voucher being signed by the winner.**

APPENDIX F

MONEY CAGE RECAP SHEET (PROGRAM)

1. Lead cashier has a recap sheet for the program. All program games’ monies in and payouts are recorded. All “drops” from cash registers are recorded as money in.

2. At the end of the program, all totals are counted and verified by the payout vouchers and the game recap sheets. The lead cashier’s recap must match the payout person’s vouchers total, vice versa. These sheets with monies are returned to the office for management to reconcile.

3. The deposit is made from the monies received after all payouts are made.

APPENDIX G

MONEY CAGE PROCEDURES

1. These procedures are applicable to all Rocker II personnel working in the money cage, and serves as an amplification of pertinent Army regulations and the Family and Morale, Welfare, and Recreation Fund (FMWRF). The money cage functions under the supervision of the Rocker II Bingo general manager to provide fiscal management of IMWRF’s funds generated by Rocker II.

2. Definitions.

a. Rocker II General Manager is responsible for administering all Nonappropriated funds generated by the bingo program.

b. Assistant managers and operations assistants are responsible for administering all funds generated by the bingo program in the absence of the general manager.

c. Service Recreation Funds are the monies generated by sales conducted in the bingo program.

d. Money cage is the area where designated cashiers manage floor sales.

e. Cashiers are the employees that who perform full range of cash management duties to include receipt, disbursement, examination, deposit and safeguarding of cash. Cashiers ensure that all monies are accounted for and reconcile any discrepancies.

3. Responsibilities. Management representative and cashier are responsible for accounting for all funds received through floor sales.

4. Procedures.

a. Lead Cashier receives change fund from manager on duty 30 minutes before the program begins. Cashier counts and verifies change fund and signs as receiving on daily cashier’s record, DA form 4082.

b. Lead Cashier secures money in Money cage, behind a locked door. Lead Cashier provides banks of $40 to runners. Each person must sign receipt as acceptance of bank on Daily Cashier’s record, DA form 4081. A safe is provided for securing funds in the case of power outage or any emergency.

c. Sales of sheet receipts are turned in at the time the caller announces, “Sales are closed, runners turn them in.”

d. Lead cashier counts each runner’s receipts and records on log sheet. The receipts are totaled. Game payout is subtracted from total, and the net/loss is recorded. A currency counter is used to ensure the money count is accurate.

e. Lead cashier provides the payout runner with amount of cash prize for the game played. Prize for game is provided on game by game to payout person. Cashier records amount provided to payout person on log sheet.

f. Lead cashier provides General Manager (or manager on duty) with net receipt amounts at the end of each set. General Manager (manager on duty) will make decision whether to raise the payout or remain at present prize rate. Prizes on floor games are determined from receipts from door sales and floor sales.

g. Program game payouts are established and publicized.

h. At the end of the program for each evening, the Lead cashier and management representative reconciles monies received and the change fund. At the time the cashier and management representative takes both change fund and monies generated from sales to the manager on duty for turn in and reconciliation. All receipts and door accountability are recorded on Daily Cashier’s Record, DA form 4082. A copy of reconciliation is provided to Lead Cashier, copy for office files, and the original is sent with the Daily Activity Report.

APPENDIX H

BINGO PETTY CASH

1. Bingo petty cash funds are primarily established for expenditures for paying prizes, and minor ($500.00 or less) or emergency nature supplies or equipment or repairs to NAF property. The Director of Morale, Welfare, and Recreation must first approve any exceptions to these policies. At this time, Bingo Prizes are paid out of door receipts by a DA approved waiver.

2. The General Manager is responsible for petty cash and change funds. General Manager has authority including initiation and approval of disbursement authorizations.

3. The DA Form 1994 (Petty Cash Voucher) will be used for disbursements of petty cash. The form will be filled out in ink and signed by both the receiving individual and approving official. (Approving officials are: General Manager and Assistant Managers.) In the case where the receiving individual is the General Manager, the approval will be the Chief, Business Operations Division. The issuing official will itemize expenditures on form and fill in all blocks to include activity (1KM 37 E1).

4. A separate DA Form 1994 will be used for each disbursement from the petty cash. Supporting documents such as invoices and receipts will be attached to voucher for clarity and justification.

5. The DA Form 1994 and DA Form 1993 (NAF Petty Cash Summary Voucher) are both accountable and pre-numbered forms, obtainable only from accountable forms office (Financial Management Division) and must be used for disbursement and reimbursement requests. As with other accountable forms, these should be used only in numerical sequence to ensure proper accountability.

6. When requesting reimbursements, do not combine more than one month. Requests for reimbursements must be forwarded at the end of each month (and sooner if necessary) to NAF Financial Services for proper posting before monthly closing of accounting records.

APPENDIX I

CALLER SCRIPT

1. **Management reserves the right to cancel Bingo in the event that 25 or fewer players at start of regular Bingo. Starting time may vary by fifteen (15) minutes.** No employee or they immediate family members will be allowed to play Bingo at this facility

2. **All persons seated in Bingo area must have an admission receipt for current session.** Admission receipt provided at purchase or at least a minimum buy in paper or electronic Bingo**.** **KEEP YOUR RECEIPT. IT IS REQUIRED FOR YOUR WINNING PAYOUTS.**

1. An Armed Forces, DOD, or Government Issue ID card or signed in, as bonafide guest is required in order to play Bingo. Minimum age to play Bingo is 18, Authorized patrons are allowed to sign in and sponsor up to (5) guests per session. **Sponsors are required to sign for any winnings obtained by authorized guests.**
2. **Count your cards and money before leaving the cashier. No corrections once you leave the cashier and no exchanges or credits given.** **CARDS NOT PLAYED ARE NOT EXCHANGEABLE.**

1. All player and sponsors, if applicable, are required to provide admission receipts, ID and sign for Bingo wins. If two or more Bingo is on the same number, prize money divided between winners. All winnings over $2,500.00 are paid by check within 3 working days following that session.
2. **Game winners must call out “BINGO” loudly until acknowledged by the caller (Console operator),** who will stop the game to verify winning card(s). **IT IS THE RESPONSIBILITY OF THE BINGO PLAYER TO GET THE ATTENTION OF THE CALLER.** The floorwalkers will call out the card number to the caller for verification of BINGO.
3. **VALID BINGO MUST CONTAIN THE LAST NUMBER CALLED, NOT THE NUMBER ON THE MONITOR SCREEN. SLEEPER BINGO’S HOUSE RULE POLICY APPLIES.**
4. Each card must be in single color dauber. No pin, pencil or other marker may be used.
5. All paper not played must be disposed of prior to leaving the club. Winning papers collected at time of payout. No splitting packs
6. Management will make final decisions in all discrepancies. **These printed rules are not inclusive to all applicable rules of our Bingo program.**
7. **No outside food or drink allowed into this facility**. Food and drink will be available for purchase
8. Any player found not compiling with established rules will be required to leave the premises without refunds and will not be allowed to reenter that session.

**THE CLUB AND STAFF WOULD LIKE TO THANK YOU FOR YOUR DEDICATION AND PARTIPATION IN MAKING THIS BINGO PROGRAM A SUCCESS.**