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Excellence... Always

*Paula S. O'Neil, Ph.D.
Clerk & Comptroller
Pasco County, Florida*

November 6, 2013

The Honorable Ted Schrader, Chairman
Board of County Commissioners
Pasco County Courthouse
37918 Meridian Avenue
Dade City, Florida 33525

Dear Chairman Schrader:

On your behalf, the Inspector General Division has completed an audit of the Utilities Landfill Scalehouse ticket process. The purpose of our review was to determine that:

- Internal controls over scalehouse operations were adequate and effective.
- Cash disposal fees were assessed and collected in accordance with department and Board policies.

Except as noted in our report, we concluded that controls were adequate and effective and cash disposal fees were assessed and collected in accordance with department and Board policy.

We appreciate the cooperation and assistance received from the Utilities Solid Waste staff during this review. We commend management for their positive responses to our audit and recommendations, and the implementation of our recommendations prior to the issuance of this report.

I am requesting that the Board receive and file this report, and also direct the County Administrator to implement the recommendations made by the Clerk & Comptroller.

Sincerely,

*Paula S. O'Neil, Ph.D.
Clerk & Comptroller*

PSO/mb

RECEIVED

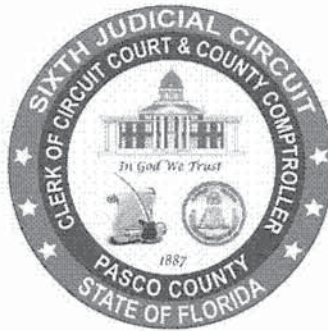
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COUNTY ADMINISTRATOR'S
OFFICE

*Office of Paula S. O'Neil
Clerk & Comptroller
Pasco County, Florida*

**Audit of Utilities Landfill Ticket Process for the
Pasco County Board of County Commissioners**

November 5, 2013



Inspector General Division

Michelle Bishop, CIA, CFE, Senior Internal Auditor
Erika Hendricks, CIA, CFE, Senior Internal Auditor
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Report No. 2013 - 09

Inspector General Division
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Background

The Utilities Solid Waste and Resource Recovery (Landfill) was responsible for providing an integrated and comprehensive solid waste management system for the citizens of Pasco County. The Landfill accepted a variety of solid waste and hazardous materials such as yard waste, construction debris, tires, household appliances, furniture, electronics, pesticides, herbicides, pool chemicals, polishers and gasoline at the following locations:

- East Pasco Transfer Station in Dade City
- West Pasco Class I Scalehouse in Spring Hill
- West Pasco Class III Scalehouse in Spring Hill

Residential and commercial customers paid a disposal fee according to the type and/or weight of the waste to be disposed. Fees were approved by the Pasco County Board of County Commissioners.

Customers were classified as either cash or account customers. Cash customers paid disposal fees by cash, check, or credit card at time of disposal. Customers with accounts were charged to individual accounts and were billed monthly.

The Landfill used PC Scale Software to record vehicle's gross and tare weights from scale to determine the net weight of material disposed. The PC Scale system computed the disposal fee based on the net weight and material. Some fees were based on quantity and material type. The PC Scale system produced daily reports used for deposit preparation and recording daily cash receipts transactions.

Scope

The objectives of the audit were to determine that internal controls over scalehouse operations were adequate and effective and to determine cash disposal fees were assessed and collected in accordance with department and county policies.

The scope of the audit included customer cash transactions for the East Pasco Transfer Station, West Pasco Class I Scalehouse and West Pasco Class III Scalehouse for the period from May 31, 2011 to May 31, 2012. In addition, the Inspector General Division reviewed voided receipts, edited receipts, and gaps in ticket sequence numbers for all customer transactions. The audit was neither designed nor intended to be a detailed study of every relevant system, procedure or transaction.

Statistics related to Landfill transactions during the audit period are noted below:

	East Pasco Transfer Station	West Pasco Class I	West Pasco Class III	Total
Total Transactions*	15,997	46,687	16,361	79,045
Total Cash Transactions	6,188	6,773	15,593	28,554
Total Cash Fees Assessed	\$72,096.61	\$223,738.20	\$273,081.53	\$568,916.34
Cash Percentage of Transactions	39%	15%	95%	36%

*Includes customers with accounts.

Methodology

The following steps were performed to meet the audit objectives:

- Reviewed scalehouse policies and procedures. Interviewed Landfill staff and observed scalehouse operations at East Pasco Transfer Station, West Pasco Class I and III Scalehouses.
- Reviewed various scalehouse reports generated from the PC Scale system.
- Analyzed cash receipts to determine disposal fees were calculated correctly.
- Tested a sample of cash receipts with zero rate amounts to determine if disposal fees were assessed properly.
- Tested a sample of daily receipt spreadsheets to determine if totals were entered accurately and applied to the correct accounts into the FASBE system.
- Analyzed a sample of voided receipts to determine if payment was reapplied in the PC Scale system or if reason appeared appropriate in accordance with department policy.
- Analyzed edited receipts to determine appropriateness and verified that edits were in accordance with department procedures.
- Tested a sample of closed short tags to verify that payments were receipted and short tags were closed properly.
- Performed a gap analysis of all receipts, including Shady Hills Wastewater Treatment Facility, to determine gaps in the receipt number sequence.

Opportunities for Improvement

The opportunities for improvements presented below may not be all-inclusive of areas where improvement may be needed.

Management responses are a summary of what procedures were implemented to correct the deficiencies.

Voided Weigh Tickets

1. Segregation of duties was not properly implemented at the scalehouses. Scalehouse operators processed customer transactions, voided transactions and prepared bank deposits. It appeared voided tickets were not reviewed regularly by management. The risk of the scalehouse operators performing these incompatible duties was that the operators could misappropriate cash during either the processing of customer transactions or preparing bank deposits and conceal the misappropriation by voiding the landfill transactions that generated cash. The Inspector General Division did not determine during testing that had occurred. Note: Scalehouses were equipped with video monitoring.

The results of the voided ticket testing were as follows:

There were 463 weigh tickets voided in the PC Scale system for all three scalehouses between 5/31/11 - 5/31/12. The Inspector General Division tested 57 of these voided weigh tickets. The following was noted:

- For 18 voided weigh tickets, a corresponding weigh ticket or void reason was not provided to the Inspector General Division to determine the validity of the void (*Class1* – 9 tickets; *Class3* – 5 tickets; *EPTS* – 4 tickets). Eleven of these tickets only had initials entered in the reason field of the PC Scale system (*Class1* – 8 tickets; *EPTS* - 3 tickets).
- There were four voided weigh tickets with corresponding tickets; however the new weigh ticket did not reference the voided weigh ticket number in the comment field as required by scalehouse procedures (*Class1* – 3 tickets; *Class3* - 1 ticket).

Management consulted with PC Scale Technologies prior to the completion of this report and identified several reporting changes to assist in better ticket tracking.

We recommend management:

- Establish policies and procedures to monitor and review voided weigh tickets on a regular basis to ensure that payments are reapplied in the PC Scale system (if applicable) and/or void reasons are appropriate.
- Review and update policies and procedures to ensure corresponding weigh tickets can be easily determined.
- Document policies and procedures for voiding weigh tickets and distribute to staff to ensure weigh tickets are voided in accordance with department policies.
- Establish a separation of duties to ensure key functions and responsibilities in authorizing, processing, recording, and reviewing transactions are separated among individuals to prevent any one person from being in a position both to perpetrate and conceal errors or irregularities in the normal course of duty.

Utilities Management Response:

- *"All voided tickets must be signed by both scalehouse operators and the supervisor on duty.*
- *Voided tickets will be reviewed on a weekly basis by the supervisor.*
- *Complete description of the reason the ticket was voided."*

Edited Weigh Tickets

2. Scalehouse operators had the ability to edit weigh tickets. It appeared edited weigh tickets were not reviewed regularly by management. There were 1,424 edited weigh tickets for all three scale houses during 5/31/11 - 5/31/12. The following was noted:
 - Two hundred six edited weigh tickets only had initials entered in the reason field. The Inspector General Division was unable to verify the validity of the edits. (*Class1* - 56 tickets; *Class3* - 1 ticket; *EPTS* - 149 tickets).

- Some of the above edited weigh tickets with initials did not agree to the operator per Ticket Edit Report. It appeared these weigh tickets were edited by a scalehouse operator other than the one who created the ticket.

We recommend management:

- Establish more effective policies and procedures for reviewing edited weigh tickets on a regular basis to ensure edits are reasonable and appropriate.
- Document policies and procedures for editing weigh tickets and distribute to staff to ensure weigh tickets are edited in accordance with department policies.

Utilities Management Response:

- *"PC Scale has added a void report for staff and management to track voided tickets.*
- *The supervisor must sign off on all voided tickets. Both scalehouse operators must also sign off on the voided ticket.*
- *The supervisor will review voided tickets each Friday."*

Short Tags

3. It appeared the scalehouse operators had the ability to close short tags without payment and reconciliations were not performed to ensure closed tags were paid or receipted.

There were 106 short tags for all three scalehouses during 5/31/11 - 5/31/12. It appeared that 84 were closed totaling \$2,309.22. The Inspector General Division tested a sample of 28 closed short tags. The following was noted:

- It appeared short tag payments sent to the Utilities Administration Office were receipted through Utilities Customer Service. For two closed short tags, totaling \$44.41, paid through the Utilities Administration Office, the Inspector General Division was unable to verify payment at Utilities Customer Service.
- A total of six short tag payments did not include the original weigh ticket number in the comment field of the short tag payment ticket in accordance with department policy. The Inspector General Division was unable to verify short tag payment to original weigh ticket. (*Class1 – 3 tickets; Class3 – 3 tickets*).

We recommend management:

- Establish procedures to verify short tags are paid and receipted on a regular basis.
- Review and update policies and procedures to verify short tag payments received at Utilities Customer Service are receipted and accounted.
- Remind staff to include short tag ticket numbers in the comment fields when receipting for payments in accordance with department policy.

Utilities Management Response:

- *"All short tag payments are now forwarded to Utilities Fiscal Service staff and tracked through the PC Scale program.*

- *Scalehouse operators have been updated on short tag procedures, and the process changes have been incorporated in the PC Scale Standard Operating Procedure Manual.*

Cash Weigh Tickets – Not Charged

4. For all three scalehouses, there were 225 cash weigh tickets with a unit rate of zero created during 5/31/11 - 5/31/12. The Inspector General Division tested 36 of these tickets. The following was noted:

- The material and services indicated on 12 weigh tickets were for military certified weights, but there was no indication on the weigh tickets that the truck number or customer was military personnel (*Class1* -10 tickets; *EPTS* – 2 tickets).
- Two tickets that appeared to be military certified weights, "CFWM" were not entered in the truck field in accordance with department procedures (*Class1* –one ticket *Class3* –one ticket).
- It appeared that three weigh tickets were created under the wrong account according to staff. Two of these tickets were solid waste material and blue bag recyclables for one customer with an account, but a cash account was used. (*EPTS* - 5052348, 5053423). One weigh ticket was for the toilet rebate program, but it appeared the wrong cash customer was selected (*EPTS* - 5058162).
- Four weigh tickets appeared to be test tickets that were not voided after test was completed (*Class3* - 363113, 363114; *EPTS* - 5052400, 5061769). Two of these tickets did not indicate ticket was for test purposes but were verified as test tickets by staff (*Class3* - 363113, 363114).
- For numerous weigh tickets, "CASH/AAA" was entered in the customer field and the person's name and address was not recorded in the PC Scale system. Scalehouse Operators did not consistently record customer names for cash customers.

We recommend management:

- Review and update policies and procedures to ensure military tickets are properly and easily identified in the PC Scale system. Consider including military identification number in the comment field.
- Remind staff "CFWM" should be entered in the truck field for military certified weight tickets in accordance with department policy.
- Document procedures regarding test tickets to ensure they are properly identified in the system and voided in a timely manner.
- Remind staff to enter customer information accurately and completely in the PC Scale system to ensure customers are charged correctly.
- Review and update policies and procedures to ensure "CASH/AAA" is not used instead of swiping driver license or manually entering customer's information.
- Develop policies and procedures to capture customer names for cash customers.

Utilities Management Response:

"All scale activity will be weighed and the appropriate fee will be charged."

5. Military and law enforcement personnel were not charged for waste including certified weight tickets, evidence, records, etc. There was no documentation of approval by the Board of County Commissioners authorizing staff to waive these fees.

We recommend management either charge all customers in accordance with the Board of County Commissioners approved tipping fees or, obtain approval from the Board of County Commissioners authorizing staff to waive tipping fees for specific agencies and military personnel.

Utilities Management Response:

"All scale activity will be weighed and the appropriate fee will be charged."

Gaps in Ticket Sequence

6. There were a total of 32 gaps in the weigh ticket sequence numbers, totaling 43 tickets, for all scale houses including Shady Hills for the period 5/31/11 - 5/31/12. The ticket sequence gaps ranged from one to three weigh tickets.

We recommend management:

- Review gaps in the ticket sequence numbers to determine cause.
- Establish policies and procedures to ensure all tickets in sequence are documented and accounted.

Utilities Management Response:

"PC Scale has installed a ticket report which tracks ticket sequence and allows management to monitor all gaps in ticket sequence."

"The attached documents support the changes that the Utility's Solid Waste Department has included to the reporting procedures in the PC Scale software. Added reporting has been established which will make the audit transparent moving forward. Please note that the deficiencies noted in the audit report were accounted for, but the added procedures and changes recommended by the Clerk's Office have added benefit."

Pasco County Auditing Improvements

Pasco County underwent an audit in July of 2013 and the items listed below were pointed out as areas of improvement needed. PC Scale worked with Pasco County to define several reports that could be modified/created that better assist in the auditing process.

- Voided Weigh Tickets
- Edited Weigh Tickets
- Gaps in Ticket Sequences

PC Scale reviewed the Landfill Audit ML Summary document provided by the auditors. Based on the comments in this document and working with Pasco County personnel, several reporting changes were identified that would assist in better audit tickets:

- Site Specific Ticket Edit Report
- Site Specific Ticket Report
- Site Specific Voided Ticket Report

Site Specific Ticket Edit Report

A new report was created that provides additional details on all ticket edits that occur in the system. This report is to add several columns to the base Ticket Edit Report so more detail can be shown.

Summary of new report:

The Customer ID field was added so that the customer on the ticket can easily be identified. The reason code field was expanded to 40 positions so that long reason codes would properly fit on the report.

Detail of new report:

- Report Name:
 - Ticket Edit Report
- Report Orientation:
 - Must be Landscape to support the columns to be added
- Report Criteria Selection:
 - Selectable By Date Range
 - Selectable By Operator
- Report Grouping:
 - Group By Edit Date
- Report Column Order/Changes
 - Columns on Report:
 - Edit Time
 - Operator
 - Table Name
 - Field Name
 - Ticket #

- Customer Name – Up to 12 positions in CAPS – As Many as Possible
- Old Value
- New Value
- Edit Reason
 - Please make sure that the Reason Code Field can support all 40 positions even if CAPS is used when entering the Reason Code

- Report Summary
 - Total Number of Records

sRpTicketEdit.rpt	Pasco County Ticket Edit Report Transactions from 08/22/2013 through 08/23/2013	Page 1 of 1 8/23/2013 2:41 PM User ID: JOANNE
Operator: All		
Site ID: All		

Edit Time	Table	Operator	Field Name	Ticket Customer	Old Value	New Value	Edit Reason
Edit Date:		8/22/2013					
10:06:34	INBOUND	JEANNIE	ORIGIN	10453185 Pasco County	PASC O	011	Correct Origin
10:07:14	INBOUND	JEANNIE	ORIGIN	10453350 Pasco County	PASC O	011	Correct Origin

Edit Date:		8/23/2013					
07:27:44	INBOUND	JOHN	QUANTITY	10453584 WASTE SERVICES (0.83		1.48	Manual Weight
07:27:44	INBOUND	JOHN	TARE	10453584 WASTE SERVICES (38740		37440	Manual Weight
07:52:30	INBOUND	JEANNIE	DEST	10453587 MERRELL BROS., II NA		STCL	Correct Grid
07:52:30	INBOUND	JEANNIE	GRID	10453587 MERRELL BROS., II NA		WWTF	Correct Grid
07:52:30	INBOUND	JEANNIE	GRID	10453587 MERRELL BROS., II NA		WWTF	Correct Grid

Total Number of Records: 7

End of Report

Site Specific Ticket Report

A new report was created that provides additional details on all ticket edits that occur in the system. This report is to show all tickets sequentially even if they are voided. Pasco County is looking to see all tickets in a sequential manner so that missing tickets can be easily identified.

Summary of new report:

An SQL View was added to the PC Scale database so that ticket detail and voided ticket detail can be combined. This data is in separate tables and the SQL View helps combine the data. A Voided Ticket column was added to the report so that all tickets can be seen sequentially. Voided ticket amounts are now shown in the Disposal Amount Column but not included in the Ticket Amount Column.

Detail of new report:

- Report Name:
 - Ticket Report
- Report Criteria Selection:
 - Selectable By Date Range
- Report Grouping:
 - No Grouping
- Report Column Order/Changes
 - Remove the following Columns from the report sample below:
 - Estimated Tons Column
 - Columns on Report:
 - Ticket #
 - Voided

- If Ticket has been voided then put "V" in Voided Ticket Column

- Ticket Date
- Truck
- Customer ID
- IN/Out
- Bill Units
- Yards
- Tons
- Tax
- Disposal Amount
- Material ID
- Amount

➤ Report Summary

- Report Grand Totals
 - Do not add the Voided Tickets Amount into the Report Total Amount

Pasco County Class 1 Scalehouse Ticket Report Transactions from 08/23/2013 through 08/23/2013 Inbound and Outbound Tickets Third Party and Intercompany Customers Recycle and Disposal Material											
Ticket	Date	Truck	Customer	In / Out	Bill Units	YARDS	TONS	Material	Tax	Disposal Amount	Amount
10453574	08/23/13	WS200798	9749800110	I	15.44 TN	0.00	15.44	SW	\$0.00	\$0.00	\$0.00
10453575	08/23/13	P011	9749802300	I	9.55 TN	0.00	9.55	SW	\$0.00	\$0.00	\$0.00
10453576	08/23/13	038	9749800170	I	11.28 TN	0.00	11.28	SW	\$0.00	\$0.00	\$0.00
10453577	08/23/13	052	9749800170	I	16.58 TN	0.00	16.58	SW	\$0.00	\$0.00	\$0.00
10453578	08/23/13	319545	PCU7522	I	5.31 TN	0.00	5.31	YWC	\$0.00	\$0.00	\$0.00
10453580	08/23/13	P010	9749802300	I	8.80 TN	0.00	8.80	SW	\$0.00	\$0.00	\$0.00
10453581	08/23/13	TWH01TEM	TWAYNEHILL	O	5,925.66 GAL	0.00	0.00	LCH	\$0.00	\$0.00	\$0.00
10453582	08/23/13	WA117	9749802310	I	6.31 TN	0.00	6.31	SW	\$0.00	\$0.00	\$0.00
10453583	08/23/13	WS400539	9749800110	I	8.94 TN	0.00	8.94	SWRO	\$0.00	\$506.90	\$506.90
10453584	08/23/13	WS400543	9749800110	I	1.48 TN	0.00	1.48	SWRO	\$0.00	\$83.92	\$83.92
10453585	08/23/13	TWH05TEM	TWAYNEHILL	O	6,045.56 GAL	0.00	0.00	LCH	\$0.00	\$0.00	\$0.00
10453586	08/23/13	P012	9749802300	I	8.49 TN	0.00	8.49	SW	\$0.00	\$0.00	\$0.00
10453588	08/23/13	HK1	COVANTA	I	20.14 TN	0.00	20.14	ASH	\$0.00	\$0.00	\$0.00
10453589	08/23/13	043	9749800170	I	0.52 TN	0.00	0.52	SWRO	\$0.00	\$29.48	\$29.48
10453590	08/23/13	WS200499	9749800110	I	11.75 TN	0.00	11.75	SW	\$0.00	\$0.00	\$0.00
10453591	08/23/13	WS400544	9749800110	I	6.55 TN	0.00	6.55	SWRO	\$0.00	\$371.39	\$371.39
10453592	08/23/13	014TEMP	9749800170	I	6.35 TN	0.00	6.35	SW	\$0.00	\$0.00	\$0.00
10453593	08/23/13	319545	PCU7522	I	4.35 TN	0.00	4.35	TR	\$0.00	\$435.00	\$435.00
10453594	08/23/13	HK1	COVANTA	I	19.95 TN	0.00	19.95	ASH	\$0.00	\$0.00	\$0.00
10453595	08/23/13	205669	9749800050	I	11.55 TN	0.00	11.55	SW	\$0.00	\$0.00	\$0.00
10453597	08/23/13	WA119	9749802310	I	6.44 TN	0.00	6.44	SW	\$0.00	\$0.00	\$0.00
10453598	V 08/23/13	WA119	9749802310	I	0.08 TN	0.00	0.08	SW	\$0.00	\$0.00	\$0.00
10453599	08/23/13	TWH08TEM	TWAYNEHILL	O	6,122.30 GAL	0.00	0.00	LCH	\$0.00	\$0.00	\$0.00
10453600	08/23/13	408298	9749800050	I	2.03 TN	0.00	2.03	SWRO	\$0.00	\$115.10	\$115.10
10453601	08/23/13	WS400819	9749800940	I	2.94 TN	0.00	2.94	SW	\$0.00	\$0.00	\$0.00
10453602	08/23/13	009P	9749802300	I	8.68 TN	0.00	8.68	SW	\$0.00	\$0.00	\$0.00

Ticket Report

Transactions from 08/23/2013 through 08/23/2013

Site ID: RRF

Inbound and Outbound Tickets
Third Party and Intercompany Customers
Recycle and Disposal Material

Ticket	Date	Truck	Customer	In / Out	Bill Units	YARDS	TONS	Material	Tax	Disposal Amount	Amount
10453758	08/23/13	201794	9749800050	I	5.22 TN	0.00	5.22	SW	\$0.00	\$0.00	\$0.00
10453759	08/23/13	408298	9749800050	I	4.30 TN	0.00	4.30	SWRO	\$0.00	\$243.81	\$243.81
10453761	08/23/13	349475	PCU7522	I	5.66 TN	0.00	5.66	YWC	\$0.00	\$0.00	\$0.00
10453762	08/23/13	QW133	9749800560	I	0.41 TN	0.00	0.41	MSWC	\$0.00	\$23.25	\$23.25
10453764	08/23/13	WS400543	9749800110	I	1.60 TN	0.00	1.60	SWRO	\$0.00	\$90.72	\$90.72
10453766	08/23/13	TWH05TEM	TWAYNEHILI	O	6,141.49 GAL	0.00	0.00	LCH	\$0.00	\$0.00	\$0.00
10453767	08/23/13	CS386	9749802290	I	8.04 TN	0.00	8.04	SW	\$0.00	\$0.00	\$0.00
10453771	08/23/13	209968	9749800050	I	3.70 TN	0.00	3.70	SW	\$0.00	\$0.00	\$0.00
10453772	08/23/13	WS300851	9749800110	I	11.03 TN	0.00	11.03	SW	\$0.00	\$0.00	\$0.00
10453774	08/23/13	WS200509	9749800110	I	10.41 TN	0.00	10.41	SW	\$0.00	\$0.00	\$0.00
10453775	08/23/13	WS200687	9749800110	I	12.58 TN	0.00	12.58	SW	\$0.00	\$0.00	\$0.00
10453776	08/23/13	408297	9749800050	I	1.73 TN	0.00	1.73	SWRO	\$0.00	\$98.09	\$98.09
10453778	08/23/13	65254175363	CASH	I	0.92 TN	0.00	0.92	MSW	\$0.00	\$52.16	\$52.16
10453779	08/23/13	WS301241	9749800110	I	9.20 TN	0.00	9.20	SW	\$0.00	\$0.00	\$0.00
10453780	08/23/13	60042278165	CASH	I	0.39 TN	0.00	0.39	MSW	\$0.00	\$22.11	\$22.11
10453781	08/23/13	205669	9749800050	I	11.10 TN	0.00	11.10	SW	\$0.00	\$0.00	\$0.00
10453782	08/23/13	WS200797	9749800110	I	7.65 TN	0.00	7.65	SW	\$0.00	\$0.00	\$0.00
10453783	08/23/13	WS400544	9749800110	I	3.45 TN	0.00	3.45	SWRO	\$0.00	\$195.62	\$195.62
10453784	08/23/13	043	9749800170	I	1.61 TN	0.00	1.61	SWRO	\$0.00	\$91.29	\$91.29
10453788	08/23/13	TWH08	TWAYNEHILI	O	6,206.24 GAL	0.00	0.00	LCH	\$0.00	\$0.00	\$0.00
Report Grand Totals						<u>0.00</u>	<u>1,366.36</u>		<u>\$0.00</u>	<u>5,778.72</u>	<u>5,778.72</u>

150 tickets and 150 transactions

End of Report

Site Specific Voided Ticket Report

A new report was created that provides additional details on all voided tickets that occur in the system. This report is flexible in regards to reporting on all scale houses or individual scale houses. The existing base voided ticket report was enhanced by adding more detail.

Summary of new report:

The report orientation was changed from portrait to landscape to accommodate the additional fields/columns. The Site ID was added to the report. Customer ID was added to the report. Material ID was added to the report. Station Name column was removed as this information was deemed not needed. The reason code field was expanded to 40 positions so that long reason codes would properly fit on the report.

Detail of new report:

- Report Name:
 - Voided Ticket Report
- Report Orientation:
 - Must be Landscape to support the columns to be added
- Report Criteria Selection:
 - Selectable By Date Range
 - Selectable By Operator
 - Selectable By Customer
- Report Grouping:
 - Grouped By Operator
- Report Column Order/Changes
 - Remove the following Columns from the report sample below:
 - Station
 - Columns on Report:
 - Ticket Date = To be labeled "Tkt Date"

- Ticket
- Void Date
- Void Time
- Operator
- Site ID
- Customer Name – Up to 12 positions in CAPS – As Many as Possible
- Material ID
- Amount
- Reason

- Please make sure that the Reason Code Field can support all 40 positions even if CAPS is used when entering the Reason Code

➤ Report Summary

- # of Voided Tickets
- Total Amount of Voided Tickets:

sRpVdTkt.rpt	Pasco County Ticket Void Report Transactions from 08/20/2013 through 08/23/2013	Page 1 of 1 8/23/2013 2:39PM User ID: JOANNE
Operator: All		
Site ID: All		

Tkt Date	Ticket	Void Date	Void Time	Operator	Site ID	Customer	Material	Amount	Reason
DANIELLE - Danielle F									
7/2/2013	10443206	8/21/2013	12:02:59	DANIELLE	RRF	WASTE SERVICES OF SWRO		\$0.57	WAS A MISTAKE DF
7/2/2013	10443327	8/21/2013	16:09:24	DANIELLE	RRF	WASTE SERVICES OF SW		\$0.00	WEIGHED IN TWICE. DF
8/20/2013	10452976	8/20/2013	09:30:52	DANIELLE	RRF	P C UTILITIES - LANI HEVD		\$0.00	was not a charge, had to re weigh df
8/20/2013	10452998	8/20/2013	10:42:29	DANIELLE	RRF	COVANTA OF PASCO FM		\$0.00	Needs to be weighed in outbound df
								\$0.57	
DANIELLE - Danielle F									
<i>4 tickets and 4 transactions</i>									
DONNA - Donna C									
8/21/2013	10453356	8/21/2013	15:49:45	DONNA	CLASS3	Cash Customer	MSW	\$54.43	SHOULD BE CHECK NOT CHARGE
								\$54.43	
DONNA - Donna C									
<i>1 ticket and 1 transaction</i>									
TONY - Tony B									
8/23/2013	10453598	8/23/2013	11:56:12	TONY	RRF	WASTE AID	SW	\$0.00	delete double weigh in
								\$0.00	
TONY - Tony B									
<i>1 ticket and 1 transaction</i>									
<u>Report Grand Totals</u>								\$55.00	
<i>6 tickets and 6 transactions</i>									

End of Report