

Revenue Protection Plan

Policy Group	Finance
P & P Reference	P11003
Revision	2
Date	April 2019

Policy

1. Ogden's Coaches derives only a small amount of its revenue from cash fares. However, it is important that all takings are managed effectively to ensure the best outcomes for both the passenger and Ogden's Coaches

Training

1. Drivers that are required, from time to time, to take cash payments for tickets receive training in the operation of the ticket machine, correct fare calculation and ticket issue.
2. Drivers are also trained in how to reconcile all cash takings and return ticket sales and cash takings at regular intervals, as required.

Cash Management

1. All cash takings are managed in accordance with P11002 – Driver Cash Handling
2. All Under / Over reports are investigated and continual occurrences are discussed with the driver

Tickets and Fares

1. All journeys that require Daily, RED, or Return tickets are issues on receipt of fare.
2. All Daily, Red and Return tickets issued by neighbouring operators presented will be honoured for travel on validation.
3. All fares charged are inline with TfNSW fare scale as of March 2019 including Daily tickets and RED.

Management Procedures

1. Management to review under's and overs regularly
2. Management will from time to time travel on buses and check ticket holders and drivers ticket journal
3. Managers to ensure correct issuing of tickets to enable accurate ticket data for reporting and accounting purposes
4. Take action on any irregular ticket issues to ensure compliance with P11002 – Driver Cash Handling Policy



Jeff Neill
Manager, Business Services
28/03/2019