

Income Handling Policy

HRC Income Process + Protocol for Volunteer Events

HRC makes every effort to facilitate a donation process that is safe, secure, and efficient from an internal and external perspective. We have worked to improve this process with the utmost regard for our donors' personal information and have outlined our procedures below. As leaders in your community, it is imperative that you review the income handling policy with your steering committee leaders to ensure that your community operates in compliance. If an individual responsible for handling revenue violates any aspects of this policy, they will not be allowed to continue to handle revenue on behalf of HRC and the local Board leadership team will need to intervene and make alternative arrangements.

The Facts

Volunteers represent HRC at hundreds of events nationwide each year. In many cases, volunteer co-chairs serve as the leads for each event and have a team of day-of volunteers who support them throughout. It is common for other Steering Committee and board members to participate in event execution, and, in some cases, HRC staff is also present.

For the purposes of this document, we define "events" as anything where donor information is exchanged, including, but not limited to, pride festivals, community events, Federal Club events or gala events.

BEFORE Events

We recommend bringing a bank of petty cash so that you can make change throughout the day. For pride, \$200 in \$5 and \$10 denominations should suffice. For community events, \$200 is also recommended but denominations should align with ticket pricing.

Each Steering Committee will locally house a stock of Android tablets equipped with our HRC Membership App to process credit card income. Before being able to use the app to process payments for an event, the volunteer lead will need to request the app be activated through their Membership Outreach staff contact at least one week in advance. We cannot guarantee app availability within less than five business days, though we will do our best. Additional tablets are available for large events; please be sure to reserve those through your Membership Outreach staff contact well in advance of your event.

If you have staff attending your event, please liaise with them, as they will likely bring the petty cash and any additional tablets with them from DC so that you do not have to.

Income Handling DURING Events

Cash

During pride/the event, each volunteer lead must wear a bag to store completed membership forms, supporter petitions and cash. Should they leave the booth or registration table for any reason, the bag should be given to another lead for safekeeping. At no point should any income bags be placed on the floor, the back of a chair or otherwise off your person.

Credit Cards

Instructions for how to operate the HRC Membership app are available in the box the tablets are stored in locally, and also for download in the Pride Manual or on Google Drive. When using the app, there is no need for paper membership forms as contact information is collected directly in the app.

Income Handling AFTER Events

Cash

At the end of the event or each day of pride, the lead volunteer will count the cash. We do not recommend doing this at the pride booth or at the front door of a venue but rather in the safety and privacy of someone's home or office. Whenever possible, cash should be counted in the presence of two volunteers/Board members. The total cash amount should match the "Total Cash" amount on the app tally screen. Do not forget to remove the correct amount of petty cash from the cash total. If staff is present, they should be taking the lead on the income processing, but cash should still be counted in the presence of two people, so one Board member or event lead should serve as the second person when necessary. **Once your income has been processed, please email the cash total and member count to your Membership Outreach manager immediately.**

Credit Cards via App

If you used the HRC Membership app to process credit card transactions, there is no end-of-day batch out process. It is a best practice to turn on your tablet when you get back home to make sure any pending transactions from the day are processed. After that, simply turn off your tablet and store it for your next event.

Q&A

How and when is cash returned to HRC from volunteer events?

There are two critical things to remember about how to get cash back to HRC after pride. Firstly, cash **should never be mailed**. Secondly, cash should never be deposited into a personal account and then a personal check mailed in the same amount. These two policies protect you and HRC and must be adhered to. In order to submit revenue, you must purchase a money order or cashier's check. If you need to be reimbursed for the fee incurred, please pay for that separately (read: not out of the pride cash) and simply mail us your receipt and we will reimburse you. **Income and forms must be mailed back to DC within 48 hours of your pride date in the provided silver envelope.** Please be sure to retain the money order or cashier's check receipt until you receive confirmation from your staff counterpart that the money has been received. The only way to stop payment and reissue a money order or cashier's check is if you retain the receipt.

How does HRC prefer I ship income and forms back to DC?

For Pride income, Box 1 of your pride supply shipment will include a UPS envelope and 2-day return label for income and forms. Please use this envelope to return forms and cashier's checks. **All income and forms must be returned to HRC within 48 hours of your event ending.**

For events, you should also receive a UPS envelope with 2-day return label for income and forms, but if this does not occur for any reason (for instance, if you did not require that we ship any supplies in advance), the UPS 2-day label can be requested and emailed to you at any time. The same 48-hour timeframe should be adhered to for returning forms and income.

What if I cannot return the income within 48 hours?

Before pride/your event, please pay attention to your schedule immediately following the event/pride. If you know you will be unable to count income, purchase a money order and stop by UPS, please coordinate with your Board of Governor liaison or another Steering Committee member to make alternate plans so that they may handle this responsibility on your behalf. Please be sure to provide them with the return label or one can be emailed to them.

How do I get reimbursed for out-of-pocket expenses?

See separate [Volunteer Reimbursement Policy](#) in HRC's Steering Committee Handbook for details and procedures.

What if my app report totals more than the amount of cash I return to HRC?

Missing income must be explained immediately. First, double-check your petty cash to make sure you have not inadvertently put more cash than appropriate in that envelope. If that is not the case, you must contact your Manager with as many details as possible explaining the situation.

By representing HRC at pride/events, you agree to follow the process and protocols outlined in this document. Your signature below indicates your recognition of what is required of you and adherence to the protocol. With regard to storing membership forms on your person, particularly those with credit card numbers, please note that it is HRC's responsibility to maintain compliance with established credit card security standards including:

“Physically secure all paper and electronic media...that contain cardholder information.”

“Maintain strict control over the storage and accessibility of media that contains cardholder information....Properly inventory all media and make sure it is securely stored.”

Payment Card Industry (PCI) Data Security Standard, Version 1.0 Dec. 15, 2004

If there were to be a violation, HRC could face a significant fine per incident.

Any and all questions regarding this policy should be made to Zack Hasychak, Director, Membership Outreach at zack.hasychak@hrc.org or 202-572-8916.

I have read and understand these income processes and protocols. I agree to adhere to the above and abide by these security standards.