

ENTRANCE STATION HANDBOOK

SHENANDOAH
NATIONAL PARK

UNITED STATES
DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE

A 6623
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APPENDIX

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INSTRUCTIONS FOR THE OPERATION OF ENTRANCE STATIONS

General

The entrance stations of Shenandoah National Park are probably the most important point of contact for visitors with Service personnel in the entire Park. Certainly they provide the greatest number of contacts. Here many visitors receive their first and only impression of National Park Service personnel. It will be clearly seen that this initial meeting between ranger and visitor will greatly influence the visitor in his estimate of the Park and the National Park Service as a whole.

It follows then that the ranger on duty must pay particular attention to his personal appearance, manner and performance. He must see that the station is kept neat and clean, and efficiently operated. The ranger must be in the prescribed uniform at all times, seeing to it that it is clean, well pressed and otherwise presentable. The hat is a part of the uniform and is to be worn in accordance with uniform regulations.

There is much that is intangible in the make-up of a good public contact man. Often persons with entirely different natures are able to perform the work equally well. Certain essentials, however, are necessary in every man's make-up in order that he may be a real success in the important job of public relations. He must have a helpful attitude and show a genuine interest and liking for people. He must be friendly, courteous, tactful, and yet dignified in his manner. And finally, he must be able to carry through with the operational mechanics of the entrance station smoothly, accurately, and efficiently.

Let there be no mistake of the importance of the entrance station ranger's job. A heavy Service responsibility rests on him. The fact that seasonal personnel operate entrance stations for the most part in no way lessens the importance of this assignment. Rather, it is a seasonal operation for which permanent rangers are not available.

A number of years ago Regional Director Elbert Cox of Region One wrote some suggestions designed to aid seasonal rangers in public contact work. They are especially fitting for entrance station rangers and follow:

IF I WERE A SEASONAL RANGER

I would always appear on duty in full uniform.

I would keep my uniform as neat and clean as my own person.

I would make a point of compliance with regulations so that not even a visiting service man could find fault with my uniform - insignia and badge shined and properly placed; trousers pressed, or at least clean; clean tie; shoes shined; sleeves down, not rolled.

I would go out of my way to be courteous to visitors by answering all inquiries in a genial but straightforward manner; by silence when, obviously, remarks are not desired; by volunteering information to a visitor obviously in search of information but hesitant in asking.

I would study on duty or on my own time to learn the essential facts associated with sites, events, and persons commemorated in the Park.

I would keep a greater part of this information "on reserve", gauging the length of my remarks by the response of the listener.

I would acquaint myself with the physical features of the Park - roads, buildings, streams, boundaries - so that I could point them out on a map.

I would learn about the Department of the Interior, the National Park Service, and other national parks, and the establishment of the Park here.

I would consider myself, when assigned to duty at a particular station, host to all visitors and a representative of the Service.

I would not greet a visitor or answer inquiries seated in a chair or reclining against a post; I would not greet a visitor, answer inquiries or direct traffic while smoking, chewing gum, or with a toothpick in my mouth.

I would not converse with a visitor from behind colored glasses, except when the glare of the sun made them necessary.

I would maintain so great an interest in my job that I would not be driven to read while on duty from true story pulp magazines.

I would learn all the regulations in effect at the Park and the extent of my responsibility in enforcing them.

I would determine what is required for a satisfactory rating at the end of my summer's employment and do my best to make that rating "Excellent".

I would have the personal satisfaction of knowing that I had done a good job, that I would be recommended for reappointment the next summer, and, if I ever had the good fortune to be considered for a permanent position in the Service, that my record as a temporary ranger would be the first material factor to recommend me for such a position.

I would conduct myself on the job and off duty as if I expected to do business and reside permanently in the community.

Conduct at the Entrance Station

1) Collection of fees. Be businesslike. A pleasant and simple greeting such as "Good Morning" can be followed by the statement "the fee to enter the Park is fifty cents" with a proper "Thank You" after the transaction is completed. At times when traffic is heavy and cars are waiting in line with money ready, simply take it - hand them the permit and thank them. The habit should be formed of taking the money before handing them the permit. Failure to do this can easily result in the ranger failing to collect the fee from certain cars during periods of heavy travel or when engaging in conversation for a short period of time at the start of the transaction.

There is heavy responsibility connected with the handling of Government funds, whether the amounts be large or small. Too much emphasis cannot be placed on the care and handling of these funds. Double check everything to know you are right in any money matter.

2) Information. The entrance station ranger is expected to study and keep posted on all types of information sought by Park visitors. He should make it his business to study and learn as much as possible about roads, accommodations and points of interest in the Park and surrounding country. If special information is requested when traffic is too heavy at the time of request to devote sufficient time to the inquirer, the visitor may be asked to pull over to the side until the line is cleared and more time is available to give them such detailed information as may be called for. The ranger must be courteous and willing to help in every way possible that is consistent with his duties. Never attempt to brush off an inquiry or bluff your way through something you don't know. Tell the visitor you do not have this information, but that you will be glad to get it for him by calling someone who knows.

3) Objections to Fee Payment and Complaints. Good judgment and tact are extremely important to properly handle objections, complaints and criticism. They are generally made with honest intent, even though in high indignation at times. A ranger must receive complaints with courteous attention and without antagonism and assure the complainant that the matter will be referred to the proper authority. Often this is all that is necessary to mollify the person making the complaint. They may also be told that the Park Administration welcomes constructive criticism in order it may better carry out its obligation of administering the Park.

All complaints should be received in the same manner - with real courtesy. What appears trivial to the ranger may be of real concern to the visitor. Here again, a brief explanation of what is

being done to correct the situation, or assurance that the matter will be referred to proper authority for correction may be all that is needed.

When objection to payment of the fee is encountered, explain briefly that fees are charged in most of the parks, ranging from fifty cents to six dollars; that collections are deposited directly into the Treasury of the United States and that separate appropriations are received from Congress for the administration of the Park. On rare occasions when a visitor becomes obnoxious and refuses to pay, simply re-state the fee and if the visitor still refuses to pay, tell him he may turn around and take the State roads. NEVER ARGUE, or become embroiled in an argument.

Complaints should not be solicited, but form SNP-129 is available for recording purposes when a visitor wishes to register a written complaint. When applicable, the word Complaint may be changed to Suggestion or Compliment.

4) Checklist of Entrance Station Duties. Some of the duties common to entrance station work are listed below to aid the new employee in becoming better acquainted with what is expected of him.

1. Keep station and grounds in neat and orderly condition.
2. Keep station files and financial records current at all times. This is extremely important as the station record fixes the responsibility for the sale of entrance permits.
3. Study Park informational material until you are familiar with roads, accommodations, and other facilities both in the Park and surrounding areas.
4. Post proper road signs as weather and other conditions warrant. If in doubt, consult your district ranger or other superior.
5. No loitering is to be allowed in and about the entrance station. It is a place of business where Government funds are collected and handled.
6. See that ample station supplies are on hand to avoid last minute requests for permit stocks and other supplies to last over weekends and holiday periods.

There will be many questions the new employee will need to ask and have cleared up that cannot possibly be covered in a manual of instructions such as this. He must feel free at all times to

ask questions of his district ranger or other superior on any matter of concern, no matter how trivial it might seem at the time. There is no substitute for discussion and free exchange of information.

5) Flag Regulations. A few of the flag regulations that pertain to the entrance stations are listed below. Flag regulations in their entirety insofar as they apply to National Park Service areas may be found in the N.P.S. Administrative Manual, Organization Volume, Part 14, Chapter 1.

The United States Flag shall be displayed from sunrise to sunset daily, except in inclement weather. On special occasions, when a patriotic effect is desired, the flag may be flown at night. Instructions will be issued from Park Headquarters when such action is to be taken. The flag should be displayed daily, weather permitting, at the main administration building in all areas in the National Park System and at such outlying places as shall be designated by the Superintendent.

The flag should be hoisted briskly and ceremoniously.

The flag, when flown at half-staff, should be first hoisted to the peak for an instant and then lowered to the half-staff position. The flag should be again raised to the peak before it is lowered for the day. By "half-staff" is meant lowering the flag to one-half the distance between the top and bottom of the staff. The only holiday that has been designated to have the flag flown in such a manner is Memorial Day, May 30th, when it will be flown at half-staff until noon. Directives concerning the number of days the flag will be flown at half-staff following the death of important public officials will be issued by the Chief Ranger's Office in accordance with Presidential Proclamation 3044 dated March 1, 1954.

The flag should never be displayed with the union down, save as a signal of dire distress.

The flag should never touch anything beneath it, such as the ground, the floor, water, or merchandise.

The flag should never be fastened, displayed, used, or stored in such a manner as will permit it to be easily torn, soiled, or damaged in any way.

The flag should never have placed upon it, nor on any part of it, nor attached to it, any mark, insignia, letter, word, figure, design, picture, or drawing of any nature.

The flag when it is in such condition that it is no longer a fitting emblem for display, should be destroyed in a dignified way, preferably by burning.

When the Flag of the United States is lowered from the staff, no portion of it will be allowed to touch the ground either in lowering or in folding. The flag should be folded into the shape of a cocked hat immediately upon being taken down from the staff.

During the ceremony of hoisting or lowering the flag, or when the flag is passing in a parade or in a review, all persons present should face the flag, stand at attention, and salute. Those present in uniform should render the military salute. When not in uniform, men should remove the headdress with the right hand, holding it at the left shoulder, the hand being over the heart. Men without hats should salute in the same manner. Women should salute by placing the right hand over the heart. The salute to the flag in a moving column should be rendered at the moment the flag passes.

The following is designated as the pledge of allegiance to the flag: "I pledge allegiance to the flag of the United States of America and to the Republic for which it stands, one Nation under God, indivisible, with liberty and justice for all." Such pledge should be rendered by standing with the right hand over the heart. Persons in uniform shall render the military salute.

6) Use of Radio and Telephone. The radio and telephone are for official business only. When a telephone is available, use it rather than the radio; the radio is meant for use only when other means of communication are not available.

For instructions on the use of the radio, refer to the Radio Manual, Shenandoah National Park.

ENTRANCE FEES

The collection of fees for the operation of vehicles in Shenandoah National Park is authorized by Acts of Congress. Vehicle permit fees were initiated for Shenandoah National Park in 1939 and later revised in 1954. The fees collected are from the sale of prenumbered permit stock which constitute licenses to operate a vehicle on the roads open to vehicular travel in Shenandoah National Park.

The money collected from these permits goes eventually into the general Treasury of the United States; at no time is the money used within the park where it is collected. Instead, operating funds for the Park originate from appropriations made by the Congress of the United States.

Fees to enter Shenandoah National Park are as follows:

<u>Private Vehicles</u>	<u>Daily Permit</u>	<u>Annual Permit</u>	
Automobile	\$.50	\$1,00	
Motorcycle	.50	1.00	
House Trailer	.50	1.00	
<u>Commercial Vehicles</u>	<u>Daily Permit</u>	<u>Quarterly</u>	<u>Annual</u>
11 passengers or less	\$ 2.00/vehicle	\$1.00/seat	\$3.50/seat
More than 11 passengers	10.00/ "	1.00/ "	3.50/ "

PRIVATE VEHICLES

1) Automobiles. In addition to the conventional private motor vehicles used for pleasure purposes the following will be admitted under this classification:

1. Taxis which are not hauling passengers for profit, i.e., taxis entering the Park with the operator's family. At such times if an annual permit is purchased it will be the responsibility of the issuing ranger to inform the taxi operator that the annual permit will be honored ONLY when the vehicle is being operated for non-commercial purposes (not carrying passengers for hire). In order to avoid any misunderstanding, the issuing ranger will legibly print in ink on the face of the annual permit "Valid only when Not carrying passengers for hire."
2. Trucks which are being used solely for pleasure and sight-seeing purposes. Tractor-trailer units and other large commercial trucks come within the meaning of this section only under rare circumstances. Such instances might be when the truck is transporting a group of people to an outing in the Park. All trucks hauling commercially are prohibited from using the Drive except when hauling for the Park, the concessioner or its sub-contractors, an employee residing in the Park, or one hauling under the terms of a special use permit issued by the Superintendent which is currently in effect.
3. Buses will be admitted under this section when they qualify according to the following: When the vehicle is institutionally owned or chartered and carries exclusively members of educational, welfare, or scientific organizations, such as boy scouts, girl scouts, school children, church organizations, inmates of charitable institutions, and members of generally recognized nonprofit organizations, when the trip to the area is officially initiated, organized, and directed by such organization.

The determination of whether or not a bus is commercial is one of the perplexing problems at some entrance stations. Questioning a few members of the tour in addition to the leader may provide the answer as to whether or not all on board are members of the organization. Next, does the organization come under the heading of EDUCATIONAL, WELFARE OR SCIENTIFIC, remembering those organizations specifically mentioned in item 3 above? If other than those mentioned, is it a generally recognized nonprofit

organization whose trip to the Park is officially initiated, organized and directed by this organization and contains only such members? In borderline cases take the attitude of giving the group the benefit of the doubt.

2) Motorcycles. Included under this classification in addition to the conventional motorcycle will be self-propelled bicycles, motor scooters and any other self-propelled two-wheeled vehicle. Those motorcycles which are being towed or hauled will not be issued a permit provided the visitor advises that the vehicle will not be operated in the Park. The same will apply to automobiles.

3) Housetrailers. For the purpose of fee collection a house-trailer is defined as a non-collapsible trailer specifically designed and built to provide sleeping accommodations for one or more persons. This fee will be collected for all such units entering the Park. The fee for a housetrailer is in addition to the fee charged for the towing vehicle. In the event the house-trailer is being towed by a visitor who is entitled to an Entrance Pass or a Complimentary Permit, then the fee for the housetrailer will be waived.

4) Daily Permit. Daily permits are valid only on the day of issue. The sale of annual permits should be encouraged to those who plan to stay in the Park more than one day. A daily permit may be exchanged for an annual permit for the same vehicle on the day of sale of the daily permit plus an additional 50 cents.

5) Annual Permit. Annual permits are issued to the above classifications of non-commercial vehicles for the period between the date of issue and the end of the current calendar year. The annual permit is made out for a specific vehicle and as a result is not transferable except in the following case. When the vehicle for which the permit was originally issued is sold and another vehicle is purchased to take its place then the permit may be transferred to the owner's new car. When an individual applies for a transfer of his permit he must produce evidence to the ranger's satisfaction that the above transaction has taken place. In such cases or whenever corrections must be made on a permit, line out the part to be corrected and insert the new data. The date and initials of the ranger making the correction are to be noted on the permit. Corrections made by other than authorized personnel automatically voids the permit. The year for which the permit is issued should be plainly stamped on the face of the permit.

COMMERCIAL VEHICLES

In general when a vehicle carries visitors who are not exclusively members of an organization, or who have been solicited for the profit of the organization or the transportation operator, then the tour is classed "Commercial". In addition a commercial tour would be composed of members of other than educational, welfare, or scientific organizations. Determining the classification of a tour should be made on the basis of the definition of non-commercial buses given earlier in this manual.

Virginia Trailways operates buses on scheduled trips through the Park under a sub-contract with the Virginia Sky-Line Company. Identified as such, they should be passed through the entrance stations without charge. Trailways buses not on the regular schedule should be classified as commercial or non-commercial and charged accordingly.

The passenger seating capacity of the vehicle as designated by the manufacturer is the basis for determining the fee. For taxis employing the standard passenger automobile the passenger seating capacity will be figured as 4, no charge being made for the driver's seat.

1) Daily Permit. Daily permits are valid only on the day of issue. Any party planning to stay in the Park more than one day should be advised of the advantages of purchasing the quarterly permit, depending of course upon the passenger capacity of the vehicle and the length of stay. Once the daily permit has been used on a section of the Drive it cannot be turned in on a quarterly or annual permit.

There are four different forms used for commercial vehicles:
(1) Daily permit for vehicles with a passenger capacity of 11 or less, (2) Daily permit for vehicles with a capacity of more than 11, (3) Quarterly permit for all commercial vehicles, (4) Annual permit for all commercial vehicles. Each form has three parts: the right hand portion should be given to the driver, the collection copy should be sent to Headquarters with the corresponding Bill for Collection, the auditors copy should be retained at the entrance station.

Daily permits are not transferrable to any other vehicle.

Quarterly and annual permits are transferrable to other vehicles owned by the same company providing the seating capacity is equal to or less than that indicated on the permit.

2) Quarterly Permit. These permits are issued on a calendar quarterly basis with new quarters beginning

January 1, April 1, July 1, and October 1.

Permits issued after the start of a quarter will not be honored beyond the termination of the quarter in which they are purchased.

3) Annual Permit. The annual permit is issued on a calendar year basis and as such it expires on December 31st of the year of issue.

ENTRANCE PASSES

Visitors presenting any of the following passes are to be admitted without payment of the entrance fee:

- 1) National Park Service Pass (Form 10-53). This pass will admit the bearer to all areas of the National Park System. It is normally issued only by the Director, his staff, the Regional Director, and the Superintendent.
- 2) Complimentary Automobile Entrance Permit. This pass will admit the bearer to Shenandoah National Park only. It is issued by the Superintendent. Visitors normally expected to have either of the above permits would be: United States Senators and Representatives, heads of the main Federal Departments, state governors, heads of departments of the Commonwealth of Virginia, representatives of Federal and Commonwealth of Virginia departments in the adjacent area, i.e., United States and Virginia Forest Service personnel, game wardens, sheriffs and etc., and officials of cooperating agencies such as the Virginia State Chamber of Commerce, Shenandoah Valley, Inc., editors of local newspapers, representatives of adjacent caverns and etc.
- 3) Department of the Interior Identification Card. This card will admit the bearer only if it is issued by the National Park Service. Identification cards of other agencies will not admit the bearer without payment of the entrance fee.
- 4) Forest Fire Control Registration Card. These cards are issued by the district rangers to Park cooperative fire wardens and crew members.
- 5) Employee Permit. Park personnel, permanent and seasonal, will be issued stickers for their personal cars.
- 6) Gate Pass. (Form SNP 1-R). This permit will be issued at the entrance station to those listed below:
 - a. Any of the above persons who do not have in their immediate possession the permit issued to them, or who have a letter of identification from a NPS official.
 - b. Representatives of Federal Departments or Bureaus who are entering the Park in an official capacity, and have no permit.

- c. Cars or trucks delivering supplies, equipment, or service when ordered by permanent employees of the Government, the Virginia Sky-Line Company or any of the public utility operators or private land owners who have access rights over the Park motor road.
- d. Members of the Armed Forces of the United States ONLY when they visit the Park in organized groups in connection with the regular recreation programs of the military centers, the USO, and similar organizations. The waiver of fees for such organized groups is contingent upon the furnishing by an appropriate officer of the Armed Forces or responsible official of the USO or similar organization of a certification that the visit is in connection with a regular educational or recreational program.
- e. Reporters, writers, and photographers who are visiting the Park for publicity articles. If their route does not take them past Headquarters, then all pertinent information should be secured from the individual and passed on to the Ranger Office.
- f. Vehicles, including taxis, transporting employees to concessioner establishments.
- g. Salesmen entering the Park at the request of the Concessioner.
- h. At the discretion of the District Ranger, to those landowners (or their representatives) adjacent to Section 1-A of the Blue Ridge Parkway (Milepost 97 at Jarmans Gap to Milepost 105 at Rockfish Gap) for normal farming activities.

The Gate Pass will NOT be issued to the following:

- a. Persons seeking employment who have no letters ordering them to report for employment.
- b. Persons who are "broke" or who claim to be.
- c. Salesmen, unless they have been requested in writing to come into the area by Park officials, or the Virginia Sky-Line Company or their sub-contractors.
- d. Cars containing relatives of employees of the Government or Virginia Sky-Line Company unless such employee resides permanently within the Park and such parties are entering to pay him a visit.

STATION OPERATION AND ACCOUNTING PROCEDURES

1) General. The first job of the entrance station ranger is the issuance of the proper permit to the Park visitor coupled with a helpful, courteous, and efficient handling of the transaction. Equally important is the accurate accounting of the revenues at the entrance station.

Due to the handling of Government funds, all rangers assigned to such duties perform the duties under a bond which has been established with a basic amount of \$5,000. The premium on these bonds is paid for by the U. S. Government.

In order to assist in the preparation of the reports covered in this section, completed forms will be found in the Appendix to the Entrance Station Manual.

2) Theatre Type Tickets. Each major station will carry a supply of theatre type ticket stock (a different color assigned to each major station) for use during periods of malfunction of the cash register. When it is necessary to use these tickets, the station operator will inform the Ranger Office who will inform all other stations of their use.

3) Accountable Stock Record. An accountable stock record of pre-numbered permits, tickets, and other accountable stock will be maintained by the ranger in charge of the entrance station. This record will be kept on Form 10-737, Accountable Stock Record. All stock received, sold, or otherwise to be accounted for will be noted in the appropriate column and a running balance of the stock on hand will be kept current. A separate sheet will be kept for each different kind of permit or stock. The entries of stock sold on this form must agree with the sales noted on the corresponding Bill for Collection.

4) Operation of Cash Registers. Only one type of permit will be sold through the register. This will be the \$0.50 daily ticket and will be issued to automobiles, motorcycles and housetrailers meeting the requirements of the daily ticket. Therefore, only the "CAR" key will be used and the other three keys will be locked out of operation or disregarded. In this manner the detail tape will indicate a cumulative total of permits sold covering these three types of vehicles.

The following will serve as a check list for instructions for operating the National Admission Ticket Register:

A. Setting up Machine for Operation:

1. Unlock the upper lock on the rear of the register with the Number 5 key.

2. Insert roll of ticket receipt paper of designated color. Check detail tape roll and insert new roll if needed. Turn up detail tape until it is securely engaged. NOTE: During operation, watch for appearance of slightly different color on the ticket receipt paper and detail paper near the core indicating the roll is about exhausted.
3. Set the correct date on the date wheel. The inner wheel represents the month, the middle wheel the tenth part of the month, and the outer wheel represents the unit part of the month.
4. Make the following entry on the detail tape:
 - a. Time machine opened or put in operation.
 - b. Date
 - c. Opening RESET counter number. The RESET COUNTER is located directly inside the lower right hand side of the front of the motor door. Number 5 key fits this lock.
5. Use the key release lever on the lower left side of the register to clear any number key which may be depressed on the amount keyboard.
6. Insert the 10Z-A key in the control lock located to the right and below the Bus key and turn clockwise until the leverway is open, enabling the lever to be moved downward to the SET position.
7. Set up the amount of the CAR permit on the amount keyboard, then depress the CAR key. Remove printed permit from paper chute and check date, amount, and number.
NOTE: This procedure locks the price of the permit in the register total, and enables the operator to issue a permit without having to set up an amount on the keyboard each time..
8. Move the lever up to the middle or operating position.
9. Turn the 10Z-A key counter-clockwise closing and locking the lever in the operating position. Remove key and return to drawer in safe.
10. Turn up detail tape approximately one inch. The machine is now ready for operation. From this point on, all the operator has to do is press the CAR key for each transaction.
11. Retain the SET permit in the cash drawer in safe for preparation of deposit schedules.

B. Changing Shift:

When an attendant leaves a shift and is relieved by another, the attendant entering on duty, in the presence of the person relieved, will space the detail tape approximately one inch and make the following entry on the detail tape:

Time
Date
Signature

Note: Make particular note of the last number appearing on the detail tape. The next succeeding number will be the starting accountability number of the new operator.

C. Closing Operation at Night:

1. To close the machine at the end of the day's operation, the attendant will advance the detail tape approximately one inch, so the last number of the day's operation will be visible for the next man entering on duty the following morning, and the following notation made on the detail tape:

CLOSED: Time
Date
Signature

2. Lock the upper lock on the rear of the register with the Number 5 key. This makes all parts of the machine inoperative. Return key to safe. Pull out the electrical plug and cover machine. The machine is now secured for the night.

D. Morning Opening of Register:

1. Plug in electrical cord. Unlock register in the rear with the number 5 key. Return key to safe.
2. Insert ticket receipt paper roll of designated color. Check detail paper roll.
3. Set up correct date on the date wheel as described under A - 3.
4. NOTE: Last number on the detail tape. The operator's accountability number will start with the next number. Space detail tape and make the following notation:

OPEN: Time
Date
Signature

5. Press CAR key. Remove printed permit from ticket chute and check the starting ticket number (your accountability number which is entered on your daily collection record), price, and the date. NOTE: The correct date will not appear on your first ticket since the date printing is done on the first of two printing operations. The correct date will have to be stamped on the first ticket with the operator's initials, otherwise the ticket must be declared void as it is accountable.

E. Closing Out Register in Preparation for Deposits:

1. Advance detail tape approximately one inch from last number. Operator will enter the time, date and signature on the detail tape.
2. Insert 10Z-A key to open leverway and move lever up to RESET position.
3. Press CAR key. Remove ticket receipt from ticket chute and check for the "Z" letter, the ticket number, and date. The "Z" ticket number is your closing accountability number.
4. Advance detail tape four or five turns.
5. Cut detail paper and remove from register.
6. Stamp headings on end of detail tape with large stamp supplied each station for this purpose. ENTER COMPLETE INFORMATION.
7. Attach "S" SET and "Z" RESET ticket to end of detail tape. Send to Park Headquarters along with copies of Bill for Collection and Certificate of Deposit slips.
8. Move lever from RESET position to neutral or operating position. Close and lock leverway and remove 10Z-A key.

The machine is now cleared of all previous transactions. To put the machine in operation again, follow the steps as outlined under A - Setting up Machine for Operation.

- 5) Daily Collection Record. At the beginning of each day's transaction and whenever there is a change in shift a new Daily Collection Record, Form SNP-6, will be prepared. The ranger coming on duty and taking over the responsibility of the permits and money will note the date, the time when he takes over, the cash on hand and the opening serial numbers of each type of accountable stock. When it comes time to close the station for the day or when there

is a change in shift the ranger going off duty will complete the form noting the time in addition to filling out the accounting record. It should be noted that all permits are listed as to inclusive permit numbers sold. Upon completion of this form the total actual cash on hand will be determined. The ranger going off duty and the ranger coming on duty have the responsibility of checking this money and making sure it is correct before any sign-over takes place. The ranger coming on duty, satisfied that everything is in order, will then proceed to make out the Daily Collection Record to cover his shift. Form SNP-6 shall be retained at the entrance station to be available for future audit. In addition this form serves as a work sheet for the preparation of the Bill for Collection, DI-1040. All entries on SNP-6 are to be made in ink.

6) Preparation of Funds for Deposit. After the Daily Collection Record has been prepared and the money has been checked, then the funds can be prepared for deposit. Deposits shall be made not less frequently than once weekly, or whenever cash on hand exclusive of an authorized change fund amounts to \$300, depending upon which condition occurs first.

In preparing silver coinage for deposit, use the wrappers provided by banks which will indicate clearly on the outside the amount and denomination contained therein. When there is insufficient silver coinage to fill a wrapper, they will not be wrapped, but instead placed loose in the bank deposit bag.

When paper money is counted, it should be separated according to denomination and stacked face up, all faces in one direction. Use the bill straps which are provided for binding. On each package of money the strap should show the denomination of the bills and the amount. It should be emphasized that each package of money should consist of only one denomination of bills. In cases where only a few bills will be included in the deposit, then they may all be strapped together with a notation of the denominations and the amount.

All coin wrappers and bill straps must be initialed by the individual who counted the money and prepared them.

Prepare a bank deposit slip which is furnished by the bank where the deposits are made. The original of this slip will accompany the money while the duplicate will remain at the entrance station.

All money together with the bank deposit slip will be placed in a small bag and tied securely before it is placed in the delivery pouch. A record must be kept at each entrance station showing the date of deposit, delivery pouch lock number, rotary number on

the lock, and the signature of the messenger.

Deposits will be made in the following banks: Citizen's National Bank, Front Royal; First National Bank, Luray; First National Bank, Waynesboro.

7) Preparation of the Bill For Collection (DI-1040). This form will be prepared once a week, when a deposit is made with the Federal Reserve Bank or a local depository. The period covered by the Bill For Collection must coincide with the period between "SET" and "RESET" operations on the cash register and evidenced by the detail tape listing from the register for that period.

The Bill For Collection will be typed in quadruplicate.

The numbering of the Bill will start anew on July 1 of each year as follows:

Front Royal Entrance Station	37-501
Panorama Entrance Station	37-1001
Rockfish Entrance Station	37-2001

The Account Symbol is always 140810.

It is important that the ranger preparing the Bill ascertain by checking the previous Bill and other records that all prenumbered stock or meter readings are being accounted for in numerical sequence.

All spoiled, voided, or cancelled accountable stock must be identified on the Bill and the reason for cancellation briefly stated.

The white copy is retained in the entrance station; the pink, blue, and green copies are sent to Headquarters. After the pink copy has been received at Headquarters it will be returned to the entrance station. At this time the pink copy will be inserted in the station files and the white copy will be destroyed. Also the corresponding bank deposit slips may be destroyed, unless the bank desires them.

8) Preparation of CERTIFICATE OF DEPOSIT (Standard Form 219). This form will be prepared each time a Bill For Collection is prepared. The Deposit No. will be the same as the corresponding Bill No.

The Office Deposit Symbol is always 4000. 300

The Account Symbol is always 140810.

The code number in item (5) identifies the depositor as follows:

14- Interior Department; 10- National Park Service; 137-Region One, Shenandoah National Park.

Funds from the Front Royal Entrance Station are deposited directly to the credit of the U. S. Treasury. The depositary will sign the triplicate and quadruplicate copies of the Certificate of Deposit and the ranger will return these receipts to Headquarters. The fifth copy is not needed.

Funds from the Panorama and Rockfish Entrance Stations are exchanged for a bank draft which is mailed, together with the first four copies of the Certificate of Deposit, to the Federal Reserve Bank, 9th and Franklin Street, Richmond 13, Virginia. Postage Franked envelopes ~~stamps~~ for mailing are obtained from Headquarters ~~and must be recorded as accountable stock~~. The fifth copy of the Certificate of Deposit will be sent to Headquarters.

Bank drafts will be made out for currency and coin only. Checks must be mailed to Richmond with the bank draft. Note that the sum of the bank draft and other checks must equal the amount of the Certificate of Deposit.

9) Checks. Collections for entrance permits are strictly on a cash basis, with two exceptions: (a) checks from responsible bus firms are acceptable in payment of commercial quarterly or annual permits. These checks should be made in favor of SHENANDOAH NATIONAL PARK and the following endorsement should be stamped on the reverse of each check:

Pay to the order of any
Federal Reserve Bank or Branch
or General Depository for
credit to the Treasurer of
The United States
(Date)
Department of the Interior
National Park Service
Shenandoah National Park
Luray, Virginia
C.D. No. 14-10-137- *

* Deposit No.

(b) Travelers Checks are acceptable, providing the ranger takes reasonable precautions to ascertain that the person counter-signing the check is the person who originally purchased the check. The check must be counter-signed in the presence of the ranger. The ranger may also require identification and should make a note of the license number of the vehicle involved.

10) Spoiled, Voided, or Cancelled Accountable Stock. If for any reason a permit or ticket is spoiled, voided, or cancelled, such permit or ticket number must be identified on the bill for collection, stating briefly the reason for cancellation. The visitor's copy of the permit or ticket should be stamped "VOID" and attached securely to the collection document for the files of the field

accounting office, where it will be readily available for later examination by auditors and other interested officials.

11) Claims for Refund on Entrance Permits, Tickets, Etc.

When the visitor has purchased a duplicate permit, ticket, etc., because he has misplaced, temporarily lost or forgotten to bring the original with him, but subsequently finds the original which was valid at the time the duplicate was purchased and presents a claim for refund, the following procedure will apply:

When the visitor personally presents both the original and the duplicate to any entrance or selling station of the area concerned, the refund will be made in cash, with the original permit being returned to the visitor and the duplicate taken up. The duplicate will then be attached securely to the copy of the collection bill covering the remittance from which the refund was made, in the same manner as described in paragraph 10 of this section.

12) Cut-Off Date for Deposits. In order that all deposits from entrance stations may be received by the Federal Reserve Bank and subsequently by the Disbursing Officer by the end of the month, no deposit should be made after the 27th of the month. Receipts from that date to the end of the month should be held for deposit during the following month.

13) Change Fund. To provide money for making change, each entrance station is given a change fund of \$25.00 at the beginning of the season which is retained until the station closes in the fall. Such practices as withholding collections from deposits and using personal funds for making change are prohibited.

The Accounts Maintenance Clerk is the Agent Cashier for this purpose and will distribute the change funds. The District Rangers will sign a Receipt for Cash (S.F. 1165) and will be released when the funds are turned back at the end of the season.

It is not necessary to mention the change fund on the Daily Collection Record. The \$25.00 should, however, be in the station at all times over and above the amount representing ticket sales since the last deposit.

14) Types of Currency and How to Detect Counterfeit Bills and Coins. In addition to familiarizing himself with the responsibility of the station's accountable stock, the entrance station ranger will find it to his advantage to become acquainted with the types of currency, identification of bills and the detection of counterfeit money.

- a. Types of Currency: The only three types of currency printed by the United States Government for circulation are as follows:
1. Federal Reserve Notes, which bear Green serial numbers and seal.
 2. United States Notes, which bear Red serial numbers and seal.
 3. Silver Certificates, which bear Blue serial numbers and seal.

Portraits: Denominations of bills may be identified by portraits as follows:

1. Washington on all \$1.00 bills
2. Jefferson on all 2.00 bills
3. Lincoln on all 5.00 bills
4. Hamilton on all 10.00 bills
5. Jackson on all 20.00 bills
6. Grant on all 50.00 bills
7. Franklin on all 100.00 bills

- b. How to Detect Counterfeit Bills: Compare the suspected bill with a genuine one of the same type and denomination. Observe carefully the following features:

1. Portrait: Genuine is lifelike, stands out from the oval background which is a fine screen of regular lines; notice particularly the eyes. The counterfeit is dull, smudgy or unnaturally white; scratchy background is dark with irregular and broken lines.
2. Seal: On the genuine the sawtooth points around the rim are identical and sharp. On the counterfeit the sawtooth points are usually different, uneven, and broken up.
3. Paper: Genuine bills are printed on distinctive paper containing very small red and blue silk threads.

Rubbing a bill will not prove whether it is genuine or counterfeit; ink will rub off of either. KNOW YOUR MONEY.

- c. How to Detect Counterfeit Coins:

1. Ring the coins on a hard surface. Genuine coins sound clear and bell-like. Counterfeits sound dull.
2. Feel all coins; most counterfeit coins feel greasy.

3. Compare the reading (the corrugated outer edge) of a suspected coin with one known to be genuine. The ridges on genuine coins are distinct and evenly spaced. On counterfeit coins, they are poorly spaced and irregular.
4. Cut the edge of suspected coins. Most counterfeits are made of soft metal which can be easily cut with a knife.
5. Test suspected silver coins with acid. Scrape the surface and apply a drop of acid. If bad, the coin will turn black unless it has a high silver content. Silver test acid solution may be purchased at any drugstore.
6. Try to bend the suspected coin. Many counterfeits can be bent with the fingers.

15) Tabulation of Travel Figures. Daily travel figures are kept on the Monthly Station Summary (Form SNP-157). In the first column, indicate what warning signs, if any, are in place during the day. The trafficcounter reading is entered in the second column when the station is opened each morning. The difference between the present reading and the previous day's reading is the 24-hour total for the previous day. The number of visits is determined by multiplying the 24-hour total by the multiplier. The multiplier does two things: (a) it eliminates from the count those vehicles which are not true "first entries", and (b) it converts from number of vehicles to number of passengers. The multiplier varies from one station to another and will be determined by periodic sampling.

16) Operation of the Trafficcounter. Since the trafficcounter is used exclusively to obtain entrance station travel statistics for the Monthly Public Use Report, it is imperative that the trafficcounter be kept in working order at all times. Observe the trafficcounter for a short run of representative traffic. If it registers more or less than one unit for each pair of axles crossing the road tube, cleaning or adjustment is necessary. Before attempting any adjustment, be sure that the road tube is clear. This is accomplished by disconnecting both ends of the tube and blowing it out with a tire pump. Since a plugged road tube is a common cause of faulty operation, the tube should be cleaned periodically as a preventive maintenance measure.

If the trafficcounter is overcounting, open the relief valve (indicated by white paint) gradually until the overcount is corrected. If undercounting, close the relief valve gradually until the undercount is corrected.

For average conditions, a setting of ".006" between diaphragm contact points will give good results. DO NOT ADJUST THE CONTACTS (indicated by red paint) UNLESS THE REQUIRED CORRECTION CANNOT BE MADE ON THE RELIEF VALVE.



UNITED STATES
DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE

whose signature appears hereon is employed by the
National Park Service at

VOID

Upon presentation of this pass all entrance and admission fees to areas administered by the National Park Service are to be waived for the bearer.

10-53
Nov. 1955

16-72179-1

Conrad L. Wirth
Director



UNITED STATES
DEPARTMENT OF THE INTERIOR
COMPLIMENTARY
AUTOMOBILE ENTRANCE PERMIT

For

NAME _____

TO _____

(Area)

VOID

(Period or year)

(Issuing officer)

(Title)

(Date)

VOID UNLESS SIGNED BY ISSUING OFFICER AND PERMITTEE

SHENANDOAH NATIONAL PARK

LURAY, VA.

FOREST FIRE CONTROL
REGISTRATION CARD

This certifies that _____
of _____ is a registered
fire suppression
crew.

District Ranger.

Form No. 10-370
(Feb. 1955)

----- District
32938

UNITED STATES
DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE

SHENANDOAH NATIONAL PARK

EMPLOYEE PERMIT

SNP-1R

SHENANDOAH NATIONAL PARK
Luray, Virginia

No. _____

GATE PASS

Date: _____

Entrance: _____

License No. _____

This permit is good for one day only. It
constitutes permission to be in the Park
on the day specified.

SNP-6

SHENANDOAH NATIONAL PARK -- DAILY COLLECTION RECORD

DATE June 6, 1940 6AM - 2PM

Class of Ticket	Opening Serial No.	Closing Serial No.	Number Issued	Void Permits	Total Sold	Actual Cash Amount
Car \$0.50	892	1160	269	1	268	134.00
Annual \$1.00	86182	86216	35	0	35	35.00
Comm. Vehicle \$2.00	60 30	60 30	1	0	1	2.00
Comm. Vehicle \$10.00	60 81	-	-	-	-	-
Comm. Vehicle \$1.00/seat	60 126	60 126	Seats 37			37.00
Comm. Vehicle \$3.50/seat			Seats			
Reset Counter No. Begin _____	8621					208.00
End _____						239.50
John Doe Ranger						447.50
			Deposited			440.00
			On Hand			7.50

DATE _____

Class of Permit	Opening Serial No.	Closing Serial No.	Number Issued	Void Permits	Total Sold	Actual Cash Amount
Car \$0.50						
Annual \$1.00						
Comm. Vehicle \$2.00						
Comm. Vehicle \$10.00						
Comm. Vehicle \$1.00/seat			Seats			
Comm. Vehicle \$3.50/seat			Seats			
Reset Counter No. Begin _____						
End _____						
Ranger						
			Total Cash for Date			
			Carry-over			
			TOTAL			
			Deposited			
			On Hand			

SNP-166

ACCOUNTABLE STOCK RECORD
For Annual Automobile Permits

Shenandoah National Park Area

DI-1040
(June 1957)

BILL FOR COLLECTION

Make Remittance Payable To:

Shenandoah National Park
(Bureau or Office)

Bill No. 37-800
Date June 17, 1955

Mail Payment To:

Luray, Virginia

(Address)

PAYER:

John R. Doe, Park Ranger

Front Royal Entrance Station

Sale of Entrance Permits

Please detach top portion of
this bill and return with
remittance

Amount of Payment \$ _____

Date	DESCRIPTION	Quantity	Unit Price		Amount
			Cost	Per	
6/11/55 to 6/17/55	Register No. 37-2987, Reset Counter reading 2416 to 2417 incl.				
	Automobiles:	657	.50	ea.	328 50
	Annual Automobile: 22658-22670	13	1.00	ea.	13 00
	Commercial Vehicle: 6030	1	2.00	ea.	2 00
	Commercial Vehicle (Quarterly): 60126	37	1.00	seat	37 00
	Deduct void permit No. 367 (machine jam)	1	.50	ea.	- 50

NOTE: A receipt will be issued for all cash remittances and for all other remittances when required by applicable procedures. Failure to receive a receipt for cash payment should be promptly reported to the bureau or office shown above.

140810 \$390.00

ORIGINAL Treasury Department Circular No. 945 - I
Rev. Supp. 1 (Third Amendment). Promulgated Sept. 11,
1957 by Treasury Department, Fiscal Service.

★U.S. GOVERNMENT PRINTING OFFICE: 1956 — 470810

CERTIFICATE OF DEPOSIT
Standard Form 219

5/22/58 1029
(Date sent) (Deposit No.)

Deposited with **Federal Reserve Bank of Richmond, Virginia**
(Name and location of depository)

Identification of Accountable Officer Affected

(1) Office Deposit Symbol:	(2) For Consolidated Abstract of Treasury Regional Office at (city and state):
300	Washington, D. C.
(3) The Sum of \$ 787.50	

(4) Classification of Deposit

Account Symbol	Amount	Account Symbol	Amount
140810	\$ 787.50		\$

(6) Department or Agency and address whose
accounts are credited, IF OTHER THAN de-
positing agency.

(5) **National Park Service
Shenandoah National Park (14-10-137)
Luray, Virginia**
(7) SPACE BELOW TO BE USED BY DEPOSITORY ONLY. I certify
that the above amount has been received for credit in the account of
the Treasurer of the United States on the date shown, subject to ad-
justment for uncollectible items included therein.

(Authorized signature)

(Date of credit in Treasurer's account)

Depository will date, sign and forward with Statement of Account or Transcript of same date.

SHENANDOAH NATIONAL PARK
Luray, Virginia

MONTHLY STATION SUMMARY

South Panorama Entrance Station

June 19 40

Date	Road Posting	TRAFFIC COUNTER		VISITS (Multiplier <u>2.0</u>)
		Counter Reading	24-hr Total	
29		86129	223	466
30		86362	240	480
31	FOG	86602	118	236
1		86720		
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				
28				
Total				