

Section 8: Payments & Transactions	Procedure No. 8.01
Payment: Acceptable Forms	

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All personnel of **Sangster's**, regardless of job classification, are required to know how to accept payment from our customers. Prior to completing a sale it is necessary to ask the customer with what form of payment they will be purchasing the merchandise with.

1. Cash Payments

- a. Obtain the cash from the customer and place it upon the cash drawer as you ring in the sale.
- b. Keep the cash upon the drawer as you verbally count the change back to the customer.

(It is very important that you do not place the cash into the drawer until after the sale is complete and you have thanked the customer. This will eliminate any misunderstandings if a situation arises where the customer feels that he/she was short changed.)

2. Debit Card Payments

- a. Keep the merchandise in your possession until authorized payment has been approved. If your terminal has tap and a chip reader, instruct the customer to proceed with the instructions.
- b. Employees will receive two receipts. On the receipts, circle "authorized" or "declined" and initial.
- c. If "authorized" hand the bottom copy of the receipt and the bag with the merchandise in it to the customer while thanking them for shopping at **Sangster's**.
- d. If "declined" inform the customer that their debit card has been declined. You can try again by inserting the chip. If "declined" again, ask the customer if they have a different form of payment. If not, keep the product and return the product to the shelf.
- e. Place all "authorized" and "declined" receipts into the cash drawer as record of the sale.

3. Credit Card Payments

- a. Keep the merchandise in your possession until authorized payment has been approved. If your terminal has tap and a chip reader, instruct the customer to proceed with the instructions.
- b. If the credit card chip cannot be read, then you can enter the credit card number and expiry date manually and wait for authorization as usual.
- c. Employees will receive two receipts. On the receipts, circle “authorized” or “declined” and initial.
- d. If “authorized” have the customer sign the merchant receipt in pen when required. If signature is required, check the customer’s credit card signature to the receipt signature and if it matches, return the credit card to the customer along with the bottom copy of the receipt and bag of merchandise while thanking them for shopping at **Sangster’s**. If the signatures do not match, reverse the sale and return product to shelf.
- e. If “declined” inform the customer that their credit card has been declined. Try again and if “declined” again, ask the customer if they have a different form of payment. If not, obtain the product from the customer and return his/her card back to them.
- f. Place all “authorized” and “declined” receipts into the cash drawer as record of the sale.

4. Cheque Payments

- a. If Franchisee/Manager approves accepting cheques as a form of payment, then obtain the cheque from the customer as you ring in the sale.
- b. Record the customer’s drivers’ license number and either their health card number or credit card number on the back of the cheque as proof of identification.
- c. Check to ensure that the customer’s name, phone number and address match that of the driver’s license.
- d. Initial the back of the cheque, and finish ringing in the sale.
- e. Stamp “Deposit Only” and place cheque in the till.

All personnel presented with a **Sangster's** valid coupon from their respective location must accept it. If the coupon was issued by a separate **Sangster's** location, the employee is required to receive prior authorization from the Manager / Franchisee in order to process it. If neither can be reached, the employee has the option of authorizing it or not. **Sangster's** provides coupons to its customers as an added incentive to visit and purchase additional product.

1. Coupon Redemption from any company:

- a. Obtain the coupon from the customer as you ring in the sale. Determine from the customer where they obtained the coupon from - a newspaper ad, a flyer, the internet, etc.
- b. Check the validity of the coupon by ensuring the expiry date written on the coupon has not passed (applicable only in some provinces). *Please note in Canada expiry dates are allowed on coupons.*
- c. If the coupon is deemed "valid" process the sale. No cash is ever returned to the customer when redeeming a coupon. File the coupon in the cash drawer for attachment to the day end report.
- d. If the coupon is deemed void:
 - i. When supplier (ie. Flora) coupons is deemed "void", politely explain to the customer that the expiry date has passed and the coupon has expired or is not valid at this location unless previous authorization has been given to accept expired coupons.
 - ii. When a Sangster's Company coupon is deemed "void", explain to the customer that the expiry date has passed. If the Manager/Franchisee has allowed the store to accept expired Sangster's coupons, then you can inform the customer that you have the ability to over-ride this coupon and allow the coupon to be used today.

Note:

Gift cards cannot have expiry dates across Canada but coupons do not fall under this regulation act.

Actual POS procedure for redeeming coupons is covered in the Smart Vendor POS manual.

All personnel presented with an authorized Sangster's valid gift card must accept it regardless of which Sangster's it was purchased from. Sangster's provides gift cards to its customers as an added service, to promote frequent gift giving from one customer to another.

Obtain the gift card from the customer as you ring in the sale. Determine from the customer how they came upon the card - was it from a friend or family member or did they win it in a draw prize or gift basket? Process the sale and return any unused amount to the customer in cash.

Selling a Gift Card through Smart Vendor POS

Issue and Redeem Instructions

Issue Gift Card

1. In the 'Sales Register' enter your 'Clerk #' and 'Password'.
2. Register the Customer so you have information if the card gets lost/stolen etc.
3. Press the 'TAB' key.
4. Press 'F5' for 'GIFT CERT'.
5. Enter the amount of the Gift Card in the 'PRICE' field, use the decimal key to enter dollars and cents. Example: \$100.00
6. Enter the Reference # (which is the # on the right hand side with the slash) from the Sangster's Gift Card
7. Press 'PAGE DOWN' to Apply.
8. Press 'F9' to 'TOTAL'.
9. Choose Payment Method
10. Finish the transaction and print two copies – one for the customer and one for your records
11. Encourage the customer to register their card online so the card can be tracked if lost or stolen – link to the website is on the back of the card.

Redeem Gift Card

1. Ring in the sale as normal
2. At the payment screen select "GIFT CERTIFICATE"
3. When it asks for the Reference #, type the number from the card (from the right hand side with the slash)
4. Finish the sale and print two copies again – one for your cash-out, one for your customer.

Ackroo

Quick Reference

To Access Root Menu press the '*' key

To Sell a Card or "Re-Load" a Card

1. Select '**ACKROO**'.
2. Select '**FUND CARD**'.
3. Enter the **Fund** amount. Press **OK**.
4. Swipe the card.
5. The printer will produce a receipt in duplicate showing a **Fund** and the **Balance** remaining on the card.

When Customers Pay With Their Cards:

1. Select '**ACKROO**'.
2. Select '**REDEEM CARD**'.
3. Enter the **Purchase** amount. Press **OK**.
4. Swipe the card.
5. The printer will produce a receipt in duplicate showing a **Redeem** and the **Balance** remaining on the card.

Check Card Balance:

1. Select '**ACKROO**'.
2. Press down arrow.
3. Select '**CHECK BALANCE**'.
4. Swipe the card.

Loyalty and Promotional Funds

How to Earn Loyalty:

1. Select '**ACKROO**'.
2. Select '**EARN LOYALTY**'.
3. Enter the **Purchase** amount. Press **OK**.
4. Swipe the card.
5. The printer will produce a receipt in duplicate showing the **Loyalty Earned** and **Loyalty Balance** on the card.

How to Redeem Loyalty or Promotional Funds:

1. Select '**ACKROO**'.
2. Select '**REDEEM LOYALTY**'.
3. Enter the **Amount** of loyalty you want to redeem. Press **OK**.
4. Swipe the card.
5. The printer will produce a receipt in duplicate showing the **Loyalty Earned** and **Loyalty Balance** on the card.

Ackroo

Reports

TXN History

(Enter default password)

Enter the # of hours you would like a detailed transaction history for.

TXN Summary

Enter the # of hours you would like a summary of transactions for.

Clerks

(Enter default password)

Prints a list of clerks associated with the terminal

Close Batch

Printed summary of transaction history since the last batch was closed.

Last Batch

Printed summary of the last batch closed.

Batch History

Enter the Batch number you would like to reprint.

Customer Support: 1-866-815-3428 or e-mail support@ackroo.com

Each **Sangster's** location will receive a monthly 'Reconciliation Summary & Detail' statement direct from Achroo. This statement will show the \$ amount of gift cards loaded and redeemed. It will also show the transaction and monthly service charges. Under the charges it will state either 'Pay Operator', known as Restore Holdings, or 'Pay Location', known as Sangster's store location. The amount shown as 'Pay Operator' or 'Pay Location' will be the amount Restore Holdings either credits or debits your credit card on file. This will take place on or around the 15th of each month.

A copy of the report and credit card receipt will be faxed to you after completion.

The following page is the credit card authorization form for the gift card program.



The natural choice for health

**CREDIT CARD AUTHORIZATION FORM
FOR THE WELLNESS GIFT CARD PROGRAM**

I hereby authorize Restore Holdings (Sangster's Head Office) to charge/debit my credit card for all transactions on the Wellness Gift Card Program occurring from this location.
(This is a mandatory authorization for this program)

Store Name: _____

Acct #: _____

Credit Card: Visa _____ Mastercard _____

Card Number: _____ - _____ - _____ - _____ Expiry Date: _____

Optional #: _____ - _____ - _____ - _____ Expiry Date: _____

Name on card (Please print)

Signature of cardholder

When you receive product, always check your order for the proper quantity shipped. If you didn't, make a note on your invoice as to what you didn't receive, then contact the company *immediately*. They will credit your account the \$ amount or ship you the missing product.

When you are checking the quantity also check the pricing because *pricing always changes*. Also any discontinued products should be noted on the Discontinued Product Generation Sheet and faxed to Head Office for deletion.

Make a note of any price changes so that you can change them in the computer when you are finished receiving the order. If your wholesale cost is up in price, then you have to check the retail price, it may have increased as well.

All invoices have different days of payment. Highlight the invoice date and terms or where possible the payment date so you know when payment is due to the supplier.

Once you have entered your inventory into your computer, check to make sure the total on your computer screen matches your invoice. If everything matches, print out the receiving report and staple to the invoice. If it doesn't match, then you will have to go through your receiving list on screen to see what doesn't match to the invoice. Start by checking Quantity of items received and cost prices of product to find the mistake.

Once you've balanced your receiving report with costs to your invoice staple them together and file in your files to be paid.

BACK ORDERS

Back orders should also be watched very carefully from certain companies so that you don't get overstocked on products. To minimize this, keep track of the companies that send back orders and keep track of what you have ordered.

Section 8: Payments & Transactions

Invoices – Receiving


Procedure No.8.04

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Darwen Holdings 2010

2218 Hansleman Avenue
Saskatoon, SK S7L 6A4
Phone: (306) 653-4481
Fax: (306) 653-4688

Invoice



Date	Page
Aug 08, 2013	1
Invoice Number	
10175	
GST # R49824689	

THIS INVOICE IS DUE ON: September 07, 2013

Sold To: Sangster's Health Centres

SANGSTER'S

The natural choice for health

Ship To: Sangster's Health Centres

SANGSTER'S

The natural choice for health

Order No.	Order Date	Customer No.	Salesperson	Date Shipped	Ship Via	Terms
10346	Aug 8, 2013	84	4	8/8/2013	P	NET30

Item Number	Qty. Ord.	Qty. Shp.	Description	Regular Price	% Disc.	30 Day/Rate Discount	30 Day/Rate Extended	Regular Extended	Tax
31201	1	1	SN CHEW MULTI VITS FOR ADULT WOMEN	17.99	25%	13.49	13.49	13.49	1
1897	2	2	MULTI VITAMIN MEN'S CHOICE 60 CPL	15.50	20%	12.40	24.80	24.80	1
30029	1	1	SN MULTI VITS FOR ACTIVE WOMEN 120	29.99	25%	22.49	22.49	22.49	1
31280	2	2	SN MULTI VITAMINS MEN AGE "50 PLUS" 1	26.79	25%	20.09	40.18	40.18	1
31202	3	3	SN CHEW MULTI VITS FOR ADULT MEN 6	17.99	25%	13.49	40.47	40.47	1
1938	2	2	SUPER 6 JUICE 32oz	17.49	20%	13.99	27.98	27.98	2
30021	1	1	VEGE GREENS 180 CAPS	18.99	25%	14.24	14.24	14.24	1
1828	1	1	SLEEP WORKS 60 VCAPS	13.19	20%	10.55	10.55	10.55	1
30550	5	5	WAIST AWAY GRN COFFEE BEAN EXT 80	29.99	25%	22.49	112.45	112.45	1
1034	4	4	CORAL CALCIUM W/VIT D 90 CAPS	11.19	20%	8.95	35.80	35.80	1
11421	1	0	TR BREWER'S YEAST 840MG 90TAB	4.40	20%	3.52	0.00	0.00	1
1943	1	1	PSYLLIUM HUSKS 400g	5.94	0%	5.94	5.94	5.94	2
1091	2	2	PROBIOTX-11 (10 BILLION CELLS) 120 CA	21.49	20%	17.19	34.38	34.38	1
1927	5	5	COCONUT OIL ORGANIC VIRGIN 454g	11.99	20%	9.59	47.95	47.95	2
1510	1	1	OREGANO OIL HI POT. ORGANIC 15ml	11.99	20%	9.59	9.59	9.59	1
21311	1	1	NW PRIMADOPHILUS OPTIMA 30 CAPS	23.10	20%	18.48	18.48	18.48	1
30053	2	2	PHYTOBERRY BRAZIL BERRY 450g	29.99	25%	22.49	44.98	44.98	1
1895	2	2	MULTI VITAMIN WOMEN'S CHOICE 60 CP	15.50	20%	12.40	24.80	24.80	1
1029	1	0	ULTRA WHEY AMINOS 150 CAPS	11.69	20%	9.35	0.00	0.00	1
1873	1	1	SLIM & SLENDER 750mg 120 CAPS	23.99	20%	19.19	19.19	19.19	1
70561	1	1	WR RHODIOLA 250MG 60VCAP	9.40	10%	8.46	8.46	8.46	1
1685	3	3	ESSENTIAL OIL BLEND - SENSUALITY 15	13.99	20%	11.19	33.57	33.57	1
1937	4	4	CRANBERRY JUICE CONC. 8oz	7.20	20%	5.76	23.04	23.04	2
6087	3	3	EASYIRON EXTRA GENTLE 60 SG	13.58	24%	10.32	30.96	30.96	1
1195	3	3	ALRG+ 90 VCAPS	11.49	20%	9.19	27.57	27.57	1
1933	3	3	BLACK CHERRY JUICE CONC. 8oz	4.99	20%	3.99	11.97	11.97	2
1380	2	2	CURCUMIN 400mg 90 VCAPS	9.99	20%	7.99	15.98	15.98	1
36557	3	0	SD PHARMA GARCINIA CAMBOGIA 500	29.99	15%	25.49	0.00	0.00	1
30019	1	1	VEGE GREENS ORIGINAL 255g	29.99	25%	22.49	22.49	22.49	1
1922	2	2	FLAX SEED OIL ORGANIC 250ml	5.99	20%	4.79	9.58	9.58	2
1930	1	1	BEE POLLEN GRANULES 200g	5.59	0%	5.59	5.59	5.59	2
25603	1	1	NW HYDRAPLENISH W/ MSM 60 CAPS	24.34	20%	19.47	19.47	19.47	1

Invoice continued on next page ...

Tax Status 1 = GST/HST Taxable 2 = Non-taxable

Section 8: Payments & Transactions

Invoices – Receiving

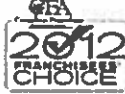
Procedure No.8.04

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Darwen Holdings 2010

2218 Hansleman Avenue
Saskatoon, SK S7L 6A4
Phone: (306) 653-4481
Fax: (306) 653-4688

Invoice



Date	Page
Aug 8, 2013	2
Invoice Number	
10175	
GST # R40034885	

Sold To: Sangster's Health Centres

SANGSTER'S

The natural choice for health

Ship To: Sangster's Health Centres

SANGSTER'S

The natural choice for health

Order No. 10346	Order Date Aug 8, 2013	Customer No. 84	Salesperson 4	Date Shipped 8/8/2013	Ship Via P	Terms NET30
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Item Number	Qty. Ord.	Qty. Ship.	Description	Regular Price	% Disc.	30 Day/Sale Discount	30 Day/Sale Extended	Regular Extended	Tax
29100	1	1	NW TURMERIC STD EXT. 95% 60 TABS	18.99	20%	13.59	13.59	13.59	1
1496	2	2	PHOSPHATIDYL SERINE STD EXT 50mg 6	11.75	20%	9.40	18.80	18.80	1
1220	2	2	PUNCTURE VINE (TRIBULUS) 500mg 90 C	11.99	20%	9.59	19.18	19.18	1
1538	3	3	MULTI VITAMIN CHILDREN'S CHEW 120 T	13.29	20%	10.63	31.89	31.89	1
30507	1	1	SUNSHINE BURST VIT D CHEW 60 CAPS	6.99	25%	5.24	5.24	5.24	1
1797	1	1	LOTION - ROSEMARY LAVENDER 360 ml	5.35	10%	4.28	4.28	4.28	1
1774	2	2	BODY WASH - PEPPERMINT ROSEMARY	4.59	20%	3.75	7.50	7.50	1

Comments:

Included: 1 Brown Envelope

Tax Status 1 - GST/HST Taxable 2 - Non-taxable

Please make cheque payable to:
Darwen Holdings Division 2010

Subtotal	856.92	857.86	
GST/HST	36.24	36.29	
Total Invoice	893.16	894.15	

If you pay this invoice within 30 Days pay only \$893.16 saving you \$0.99

Understanding and Reading your Restore Holdings o/a Sangster's Invoices

- **Invoice #** - This number should be entered into your POS system when receiving inventory.
- **Invoice date** - Invoices are dated the day they are shipped from our warehouse. All invoices are due 30 days from this date.
- **Order date** - the date the warehouse received the order to be processed
- **Order #** - The order number differs from your invoice #. When your order is entered into Head Office's computer system, an order number is assigned to it. When your order has been invoiced, it will be assigned an invoice number. If calling Head Office with questions regarding your invoice, always quote the invoice number, not the order number.
- **Customer #** - This is the number we have assigned to your store. It should also appear on reports from your POS System.
- **Terms** - Payment terms on all invoices are net 30 days as shown.
- **Item #** - This is the Restore re-order number of the product shipped.
- **Qty. Ship** - These are the quantities of the products shipped with your order.
- **Qty. Ord.** - These are the quantities that you originally ordered (via P.O., fax or phone)
- **Description** - This is the description of the product shipped and will be identical to the description of our products listed in the Restore Holdings Wholesale Catalogue.
- **Regular Price** - This is the regular wholesale price.
- **% Discount** - This column shows the percentage discount of an item on special.
- **30 Day/Sale Discount** - This is your cost if your payment for product is received within 30 days of invoice date. If you pay within 30 days, this is the cost you would key into your computer as being your cost.

- **30 Day/Sale Extended** - Extended cost (quantity shipped multiplied by 30 day or sale price) if paying within 30 days
- **Regular Extended** - Extended cost if not paying in 30 days
- **Tax** - This column shows whether an item is GST taxable or non-taxable. A "1" indicates the item is GST taxable. A "2" indicates the item is non-taxable.
- **Subtotal** - There are two subtotals shown on the invoice. One reflects the price if invoice is paid within 30 days. The other reflects invoice total if not paid within 30 days.
- **GST** - found under subtotal, this reflects the amount of GST due on the invoice. The two numbers shows the amount if paid within 30 days and the other if invoice is not paid within 30 days.
- **Total Invoice** - There are two totals shown. The first reflects the total amount due if invoice is paid within 30 days and the other total is if the invoice is not paid within 30 days.

POLICY STATEMENT:

When a customer brings a product back to **Sangster's** there should be no argument as to giving the customer a refund or exchange for their purchase. It is important to try and suggest a different product in the place of the one that they are returning. If they do not want to try a new product, offering the customer a refund is the store's best option. **Sangster's** offers a 100% satisfaction guaranteed. **Sangster's** policy requires all customer returns to have a receipt whether they are exchanging the product for a different product or returning the product for a full refund of the amount paid on the receipt.

The following are procedures for a customer return:

1. Accept the product return along with the customer's receipt. Write on the receipt the customer has given you the reason why the customer is returning the product. Example: "had an allergic reaction"
2. Issue the refund through the cash counter, if unable to do an exchange for another product.
3. Once the customer has left the store, place the product back on the shelf if it has not been opened and has an appropriate expiry date. If the product has been opened, place the product with the receipt attached to the product in the back room for supplier credit.
4. Contact the supplier to return the product for credit or replacement. The supplier may ask why the product was returned and the name and phone number of the customer. This information should be found on the receipt.

Franchisor Guidelines & Recommendations:

1. With a customer receipt the Manager/Franchisee can submit for a full credit to Restore Holdings any product purchased from Restore Holdings that is a customer return. Restore Holdings will provide a full credit for that particular product. Fill out the Restore Holdings Product Return/Credit Authorization Form and fax into head office.
2. Most "other" suppliers will credit/replace a product returned by a customer accompanied along with a receipt for that particular product. Contact the individual supplier in question and follow their procedures for credit requests.

Please note: If there is no receipt it is to be authorized by the Manager/Franchisee to take the risk of the customer return without the receipt.

Procedure No.8.05

PRODUCT RETURN/CREDIT AUTHORIZATION FORM
Call 1-877-653-4481 or Fax 1-866-653-4688

Invoice Date: _____

Accounting Use Only

☐ Today's Date: _____

All Landlords require that you submit your monthly sales to them by the 10th of the following month. It is very important that you provide the landlord with your sales by the required time each month. Failure to do so could result in an unfavorable image when it comes time for your lease renewal.

Most landlords also require a copy of your unaudited financials once a year in order to verify your sales reported.

Section 8: Payments & Transactions Procedure No. 8.07

Monthly Franchise Reports and Graphs

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The monthly Franchise Report, as per Section 7.2 in your Franchise Agreement not only reports your sales and royalties owed for the previous month but also provides Head Office with information from each **Sangster's** location and creates a basis as to what groupings of products are selling. It then in turn allows Head Office to provide each store with a monthly sales comparison of how your location is positioned amongst the rest of our stores.

What you will need to complete the report

You will need a monthly Sales Summary print-out from Smart Vendor. Also, you will need a blank Franchise Report; these forms are supplied digitally by Head Office. Please call Head Office if you require help filling out the monthly report. Monthly reports are due into Head Office by end of day on the 2nd business day of each month.

The following pages are examples of the Sales Summary Report and the Franchise Report along with the Monthly Sales Graph provided by Head Office.

Section 8: Payments & Transactions Procedure No. 8.07

Monthly Franchise Reports and Graphs

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SANGSTER'S HEALTH CENTRES - HO
2218 HANSELMAN AVE
SASKATOON, SK
TEL # (306) 653-4481

Sales Summary
SANGSTER'S HEAD OFFICE - Store 999
From 01/01/2014 To 01/31/2014 For Stores SANGSTER'S
#41 TILLSONBURG, SANGSTER'S HEAD OFFICE

Departments

Dept #	Department Name	Qty	Cost	Margin	Markup	Price	% Sales
1 2	SANGSTER'S VITAMINS	416	\$ 3,774.69	44.46	80.05	\$ 6,788.23	16.30
2 2	SANGSTER'S HERBS	235	\$ 2,761.38	44.94	81.61	\$ 5,014.99	12.03
3 3	OTHER VITAMINS	323	\$ 4,733.46	45.18	82.43	\$ 8,635.25	20.71
4 3	OTHER HERBS	399	\$ 6,296.07	47.30	89.77	\$ 11,948.06	28.66
5 5	SPORTS NUTRITION	43	\$ 826.78	37.91	61.06	\$ 1,331.83	3.19
6 6	COSMETICS	197	\$ 967.53	44.80	81.16	\$ 1,752.77	4.20
7 4	SNACKS	73	\$ 158.80	36.94	58.59	\$ 251.84	0.60
9 6	EQUIPMENT	22	\$ 80.07	57.85	137.27	\$ 189.98	0.46
10 1	FOOD	169	\$ 1,023.40	37.28	59.45	\$ 1,631.78	3.91
11 1	TEAS	55	\$ 291.18	38.17	61.74	\$ 470.95	1.13
12 3	HOMEOPATHY	64	\$ 453.80	49.45	97.82	\$ 897.71	2.15
13 6	AROMATHERAPY	11	\$ 63.55	55.72	125.84	\$ 143.52	0.34
60	COUPONS REDEEMED	-4	\$ 0.00	0.00	0.00	\$ -10.00	0.02
63 2	SANGSTER'S BODY CA	58	\$ 256.84	46.78	87.88	\$ 482.56	1.16
64 2	SANGSTER'S NATURAL	140	\$ 1,010.90	36.51	57.51	\$ 1,592.27	3.82
65 2	SANGSTER'S SPORTS	25	\$ 373.28	30.75	44.41	\$ 539.05	1.29
Totals		2226	\$ 23,071.73			\$ 41,668.59	

Sales

	Sales	Returns	Total
Net Dept Sales	\$ 42,148.03	-\$ 479.44	\$ 41,668.59
Credit Notes	\$ 0.00	\$ 0.00	\$ 0.00
Gift Certificates	\$ 20.00	\$ 0.00	\$ 20.00
Paid In/Out	\$ 0.00	-\$ 214.73	-\$ 214.73
Deposits	\$ 0.00	\$ 0.00	\$ 0.00
Points Used	\$ 0.00	-\$ 870.00	-\$ 870.00
GST	\$ 5,005.51	-\$ 23.89	\$ 4,981.62
Paid Out GST	\$ 0.00	-\$ 22.74	-\$ 22.74
PST	\$ 0.00	\$ 0.00	\$ 0.00
Paid Out PST	\$ 0.00	\$ 0.00	\$ 0.00
Totals	\$ 47,173.54	-\$ 1,610.80	\$ 45,562.74

Payments

Payment Type	Sales	Returns	Total	Counted	Variance	To Bank
Cash	\$ 12,879.18	-\$ 274.03	\$ 12,605.15	\$ 12,605.10	-\$ 0.05	\$ 12,605.10
VISA	\$ 5,940.93	-\$ 68.48	\$ 5,872.45	\$ 5,898.43	\$ 25.98	\$ 5,898.43
M.CARD	\$ 5,929.56	-\$ 33.22	\$ 5,896.34	\$ 5,896.34	\$ 0.00	\$ 5,896.34
DEBIT	\$ 21,085.39	-\$ 76.59	\$ 21,008.80	\$ 20,982.83	-\$ 25.97	\$ 20,982.83
US	\$ 20.00	\$ 0.00	\$ 20.00	\$ 20.00	\$ 0.00	\$ 20.00
ML GC	\$ 160.00	\$ 0.00	\$ 160.00	\$ 160.00	\$ 0.00	\$ 160.00
Totals	\$ 48,015.06	-\$ 452.32	\$ 45,562.74	\$ 45,562.70	-\$ 0.04	\$ 45,562.70

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SANGSTER'S HEALTH CENTRES - HO
 2218 HANSELMAN AVE
 SASKATOON, SK
 TEL # (306) 653-4481

Sales Summary
 SANGSTER'S HEAD OFFICE - Store 999
 From 01/01/2014 To 01/31/2014 For Stores SANGSTER'S
 #41 TILLSONBURG, SANGSTER'S HEAD OFFICE

Summary

	Unit	Total	% of Sales
Stock Sales	2230	\$ 41,878.59	100.00
Used Stock Sales	0	\$ 0.00	
Used Stock Purchased	0	\$ 0.00	
Charge Sales	0	\$ 0.00	0.00
Coupons Redeemed <i>Less Coupons Redeemed</i>	-4	\$ 10.00	
Kits Sold	0	\$ 0.00	
Cost of Goods Sold	2230	\$ 23,071.73	
Markup on Cost		80.65	
Gross Margin		44.64	
Discounts Given	1088	\$ 6,703.54	18.08
Discounts Returned	12	\$ 88.75	0.18
Credit Notes Issued	0	\$ 0.00	
Credit Notes Redeemed	0	\$ 0.00	
Credit Notes Cancelled	0	\$ 0.00	
Gift Certificates Issued	1	\$ 20.00	
Gift Certificates Redeemed	0	\$ 0.00	
Gift Certificates Cancelled	0	\$ 0.00	
Invoices Issued <i>Total Customer Count</i>	1400	\$ 46,432.74	
Voids	8	\$ 387.11	
New Customers	200	\$ 6,169.49	
Special Orders Created	0	\$ 0.00	
Special Orders Picked Up	0	\$ 0.00	
Special Orders Cancelled	0	\$ 0.00	
Sales With No Cost	1	\$ 28.49	
No Sale Count	40	\$ 0.00	
Cancelled Register Items	11845	\$ 171,736.78	

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The following sample is numbers provided by the sales summary from the previous pages.

 The natural choice for health Monthly Franchise Sales Report <small>Sangster's Health Centres Authorized Report February 1, 2009</small>		Location Name: Tillsonburg Location #: Tillsonburg Month Reporting: January Year Reporting: 2014
Gross Sales (Net Sales + Taxes + Discounts)		\$52,481.01
Provincial Sales Tax Collected		
GST Collected		4,958.68
Discounts Given		8,703.54
Net Sales		\$40,798.59
ROYALTIES (Net Sales x 5%)		2,039.93
ADVERTISING FEE (Net Sales x 2%)		815.97
PLUS 5% GST (Royalties + Advertising x 5%)		142.80
Total EFT Withdrawal		\$2,998.70
Sales Categories		
Foods		1,831.78
Teas		470.95
1 Total Food Sales		2,102.73
Sangster's Vitamins		8,798.23
Sangster's Herbs		5,014.99
Sangster's Body Care		482.56
Sangster's Natural Foods		1,592.27
Sangster's Sports Nutrition		539.05
2 Total Sangster's Brand Sales		14,425.10
Other Vitamins		8,635.25
Other Herbs		11,948.08
Homeopathy		897.71
3 Total Other Brand Supplement Sales		21,481.02
Snacks		251.84
Books		0.00
4 Total Snacks & Book Sales		251.84
Other Sports Nutrition		1,331.83
5 Total Sports Nutrition Sales		1,331.83
Cosmetics		1,752.77
Equipment		189.98
Aromatherapy		143.52
6 Total Cosmetics & Equipment Sales		2,086.27
Less: Coupons Redeemed		10.00
Less: CAP Points Redeemed		870
Misc. Departments, Charges or Sales (+/-) *		0.00
* This value may be positive or negative		
NET SALES (This value must match to the month and Till Receipt and/or Computer Report - Less CAP Points)		\$40,798.59
Total Monthly Customer Count:		1,400
Average Sales per Customer: (Net Sales + CAP Points Divided by Customer Count)		\$29.78
I hereby certify the figures provided above are complete and accurate to the best of my knowledge. <div style="float: right;">Enter your Name Here</div>		

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How to Fill Out the Franchise Report from Smart Vendor Sales Summary:

First you must print a Sales Summary for the 1st day of the month through the last day of the month from the Smart Vendor POS system. This will show the month-to-date figures that you will need to complete your Franchise Report.

The Franchise Report is created in Excel and has formulas in specific columns. Start filling in the report in the top right-hand corner of the page with your store information, etc.

Gross Sales, Net Sales and EFT Withdrawal section have formulas built in so start your entries at the **Sales Categories**. This info will be found on Page 1 of the Sales Summary and the figure to enter is the from the "Price" column.

1) Total Food Sales

Foods

Teas

Formula will add together for **Total Foods**

2) Total Sangster's Brand Sales

Sangster's Vitamins

Sangster's Herbs

Sangster's Body Care

Sangster's Natural Foods

Sangster's Sports Nutrition

Formula will add together for **Total Sangster Brand Sales**

3) Total Other Brand Supplement Sales

Other Vitamins

Other Herbs

Homeopathy

Formula will add together for **Total Other Pills**

4) Total Snacks and Books

Snacks

Books

Formula will add together for **Total Snacks and Books**

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5) Total Sports Nutrition Sales

Other Sports Nutrition

Formula will add together for **Total Sports Nutrition**

6) Total Cosmetics and Equipment Sales

Cosmetics

Equipment

Aromatherapy

Formula will add together for **Total Cosmetic and Equipment**

Less: Coupons Redeemed – enter this figure from Page 2 of the Sales Summary (see example)

Less: CAP Points Redeemed – enter this figure from Page 1 of the Sales Summary – from the total column of Points Used

Misc. Department Charges or Sales – this figure will be found on the first page of the sales summary if any shipping charges or other miscellaneous charges were taken in during the month. The department name will be Charges.

Total Monthly Customer Count – this figure is located on Page 2 of the Sales Summary as Invoices Issued (see example)

Once the Franchise Report is completed:

Enter your name at the bottom of the spreadsheet, save the file and email it to accounting@sangsters.com

Report and Fees

Royalty and advertising fees will be withdrawn via electronic funds transfers. Your completed Franchise Report (signed by the Franchisee) including the 2 page Sales Summary printout must be faxed to Head Office by no later than the end of the 2nd business day of each month.

If the franchisee will be away during that time, please advise the appropriate staff member at your location of this procedure and send into Head Office. Your Field Consultant from Head Office will be able to assist your staff member if necessary.

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Please Note: Fees will be estimated and withdrawn accordingly for any reports that are not received by the end of the 2nd day of each month.

An invoice will be generated for the fees owing and payment will be withdrawn on the 7th day of each month. Your franchise report will be considered to be your payment receipt therefore no receipt will be faxed to you.

If the 7th falls on the weekend or statutory holiday, funds will be withdrawn on the next business banking day.

All reports will be reviewed for accuracy prior to withdrawal of funds. If there are any discrepancies, you will be notified prior to withdrawal of funds by the accounting department at Head Office.

Monthly Sales Graph Report

The monthly Sales Graph Report is great to monitor your sales per month as well as seeing what the average of all the stores are doing. These graphs are examined by the sales department at Head Office at which time they will put comments on your graphs and send out to your store. This Sales Report compares this year's sales to last year's sales in the following categories: Food, all Sangster's brand, "Other" pills, Cosmetic and Equipment, Snacks and Books and Sports Nutrition. It also breaks down how you compared nationally in sales per customer as well. As an example, if a store was selling 25% Sangster Brand Supplements and the average of the other stores is 50%, then there is a problem selling Sangster Brand products. In this situation, that the store may contact Head Office and request assistance in determining what the problem is and finding a solution in order to raise their percentage.

Increases and decreases are monitored. With large increases, your Field Consultant will want to know what advertising or promotions you were doing that increased your sales if they were not already aware. If sales have decreased your Field Consultant will want to work with you to improve on the weak areas.

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Monthly Region Totals For Saskatchewan

From
January 2014
To
January 2014

Category	Average	Curr Year	Prev year	Incr/Decr
Food Sales	7.35%	6.91%	6.29%	0.62%
		33,240.79	28,761.40	4,479.39
Sangster Brand Pills Sales	27.51%	32.91%	36.78%	(2.86)%
		158,296.60	163,527.16	(5,228.36)
Other Brand Pills Sales	48.96%	47.39%	46.37%	1.01%
		227,024.76	211,976.77	15,947.99
Snacks/Books Sales	1.02%	0.99%	0.93%	0.06%
		4,740.04	4,251.73	488.31
Body Building Sales	10.51%	5.28%	4.74%	0.54%
		25,411.20	21,889.10	3,722.10
Equipment&Cosmetic Sales	6.62%	6.52%	5.88%	0.64%
		31,371.75	26,891.97	4,479.78
Cust. Appreciation		11,763	11,020	743
Sales/Customer	39.60	36.67	35.81	0.86
Total Customers		13,116	12,763	353
Total Sales		\$480,987.34	\$457,098.13	\$23,889.21
Total Discounts		\$74,101.79	\$77,555.27	\$(3,453.48)

Percentage of Sales

